

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
#	Chapter	Section / Sub Section	Pg. No	Query	Final response
1	Chapet 2 : Scope of Work	3. OS and Database support services	23	How many database server requirements for this project and whether the department is ready for an Open Standard Database solution or Enterprise Database. need clarification of what type of database stack requirement?	Will depend on the bidders solution, However, solution should be on the lines of moving image archiving
2	Chapet 2 : Scope of Work	1.1. Data Center hosted on Cloud	22	As the cloud is mentioned for data centers so Is there a Fully-managed database service requirement on Cloud?	RFP Condition Prevails
3	Chapet 2 : Scope of Work	15.3.1.14.Portal should be interoperable with industry standard databases (Oracle/ DB2/ Microsoft etc.)	50	EDB Postgres is also an Industry-standard database and many organizations implemented for an Enterprise solution, we request the department to add EDB Postgres database here	RFP Condition Prevails
4	2.1. Prequalification Evaluation Parameters	2.1.2 The bidder or in case of a consortium, Prime Bidder of the consortium should have completed at least One (1) project of an order value not less than INR 10 Cr. in any of the below mentioned activities within the last Five (5) years as on the last date of bid submission: i. Development and maintenance of an Enterprise software Solution(like Media Asset Management and Management of cloud-based archive)for Media & Entertainment Industry (Broadcasters/ Production Houses / OTT Players or Similar)	125	Please allow to fulfil this criteria by any member of the consortium. May please relax the criteria.	RFP Condition Prevails
5	2. Prequalification Criteria	2.1. Prequalification Evaluation Parameters, 2.1.7, Cloud Service Provider (CSP):	127 and 128	Requesting to amend the clause as "DC and DR solution could be from one or more CSPs and CSP qualification criteria should be met by one of the proposed CSP"	DC and DR solution can be provided by one or more CSP. The CSPs shall fulfill the criteria's as mentioned in Chapter 4. Section 2 point 2.1.7
6	3. Technical Specifications – Physical Components	E. Tape Library with Robotic Arm – Minimum Technical Specifications, 1. Feature	163	Request to amend the clause to make bid competitive "The Offered Tape Library must be with Minimum of two (2) LTO7 & one(1) LTO 8 FC tape drive (the latest) along with One (1) Robotic Arm. The Tape Library's drives must be scalable to 10 if required".	RFP Condition Prevails
7	3. Technical Specifications – Physical Components	E. Tape Library with Robotic Arm – Minimum Technical Specifications, 2. No. of Data Slots	163	Request to amend the clause to make bid competitive , "The Offered Tape Library support up to 280 cartridges slots and scalable to 1000 slots with multiple Tape library or frames or module".	RFP Condition Prevails
8	3. Technical Specifications – Physical Components	E. Tape Library with Robotic Arm – Minimum Technical Specifications, 3. Tape Drive Architecture	163	Request to amend the clause to "The Tape Library must be Offered LTO7 drive and LTO 8 in the Library shall conform to the Continuous and Data rate matching technique for higher reliability"	RFP Condition Prevails
9	3. Technical Specifications – Physical Components	E. Tape Library with Robotic Arm – Minimum Technical Specifications, 4. Speed	163	Request to amend the clause to "Offered LTO7 and LTO 8 drive shall support 300 MB/sec minimum in Native mode and 750 MB/sec in 2.5:1 Compressed mode or the best"	RFP Condition Prevails
10	3. Technical Specifications – Physical Components	G Minimum Technical Specifications for SAN Storage – Local Central Storage 4. Cache	166	Requesting to modify the clause "Offered Storage array shall also have additional support for Flash Cache using SSD / Flash drives. Both File services as Flash Cache using SSD / Flash drives. Both File services as well as Block operations shall be able to utilize flash cache. well as Block operations shall be able to utilize flash cache. Minimum of 800 GB Flash cache shall be supported"	RFP Condition Prevails

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11	3. Technical Specifications – Physical Components	G, 8. Disk Drive Support	166	asked drive sizes are old and getting obsolete, please consider latest drive sizes of all vendors.	RFP Condition Prevails
12	3. Technical Specifications – Physical Components	G, 9. Raid Support & Virtualization	166	Requesting to consider storage system which support Raid 0 or 1, 5, and 6, each type Rail have each separate pool.	RFP Condition Prevails
13	3. Technical Specifications – Physical Components	G,11. Host Ports and Back-end Ports	166	Requesting to consider Host ports and Backend clause as Minimum 4x4 lane with 12gbps backend port i.e. backend scalable Upto 192Gbps	RFP Condition Prevails
14	3. Technical Specifications – Physical Components	G,14. Performance and Quality of service	167	Quality of Services applied on IOPS or Bandwidth not on response time and QOS applied on IOPS and Bandwidth for Maximum limit. Minimum limit can not be applied	Noted.
15	3. Technical Specifications – Physical Components	G,17. Snapshot / Point in time copy / Clone	167	Requesting to modify the clause as "Storage array should support 256 copies per volume"	RFP Condition Prevails
16	3. Technical Specifications – Physical Components	G,20.Remote Replication	168	To ensure zero RPO , 3 way support not require, storage not support 3 ways replications.	RFP Condition Prevails
17	3. Technical Specifications – Physical Components	H, 18, FFMPEG server	169	proxy creation is part of software, server can't do this.	Noted.
18	Technical Specifications	D Next Generation Firewall , System Throughput	163	As mentioned in the RFP : Should provide 10Gbps IMIX throughput Suggestion/ Deviation Requested: Firewall Throughput is typically measured with the UDP and NFWG throughput measured with the Enterprise Mix. Hence kindly revise the clause as "Should Provide 10Gbps Firewall Throughput."	Kindly Refer Corrigendum 2
19	Technical Specifications	D Next Generation Firewall , Power Supply	164	As mentioned in the RFP : Internal Redundant Power supply and redundant hot swappable fans Suggestion/ Deviation Requested: Typically for a small form factor (1U Unit), fans are inbuilt. Hot-swappable fans are required for chassis or units with 2U or 4U. Also, we are proposing a redundant HA unit. If any unit fails because of FAN or any other reason, it will fail over to another firewall. and hence we request you to modify this clause as "Internal Redundant Power supply."	Kindly Refer Corrigendum 2
20	NFAI Enterprise Solution	1.6, 2.3 Media Ingestion room	20, 27	In the Media Ingestion room, provision of QC Room for content testing needs to be made equipped with 2 Projectors and Sound system. Modification of RFP needs to be considered	NFAI is equipped with theater with DI suit at phase-2. NFAI also has separate Picture and Sound QC rooms. The scope of work covers data connectivity to access the content from the Media ingestion room server to theater/ Picture QC room/ Audio QC room
21	Overview	1.3.6 Tape Library & Maintenance	24	As per RFP, MSI is required to procure approx. 13000 LTO 07 tapes. MSI shall be responsible for copying of content on storage medium LTO 07 tapes. When will be the content provided by NFAI for processing /copying. What is the schedule ? How many content will be given at a time ?	This is an ongoing process and is based on the progress of the other project such as the Digitization and restoration project.
22	Overview	1.3.7 Tape Library & Maintenance	24	As per RFP, For the aforementioned number of LTO Tapes, the MSI shall be responsible for procuring and handing over the tapes to NFAI. When does NFAI want the tapes to be handed over. Schedule for handover required.	The requirement will be elaborated during the project execution as the requirement is dependent on the digitization and restoration project.

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23	NFAI Enterprise Solution	1.5.8	26	QC room provision is required for testing the DCP content before sending to the film festivals. Provision of QC room is not mentioned in the RFP Same is mandatory for DCP management	NFAI is equipped with theater with DI suit at phase-2. NFAI also has separate Picture and Sound QC rooms. The scope of work covers data connectivity to access the content from the Media ingestion room server to theater/ Picture QC room/ Audio QC room
24	Prequalification Criteria	2.1.5	127	As per RFP, The bidder or in case of a consortium, the all the members, should have positive net worth for last 3 years (2017-18, 2018-19, 2019-20).Due to Covid 19 most of the media / entertainment companies have reported no income during the year 2019 - 20. Considering same this point needs to be relaxed.	RFP Condition Prevails
25	Pre Qualification Evaluation Criteria Technical Evaluation Criteria : The bidder or in case of a consortium, any member of the consortium should have completed at least One (1) project of an order value not less than INR 10 Cr. For Cloud hosting/ Cloud Management /Cloud Services within the last Five (5) years as on the last date of bid submission. Cloud Service Provider experience in Cloud hosting /Cloud Services in the last 5 years as on the last date of bid submission. The value of each project shall not be less than INR 5 Crore.	Section 2.1.3 & Section 3.1.3	126 & 129	"In the above mentioned section 2.1.3, the tender committee has asked for at least one project with a order value not less than 10 cr and simultaneously in section 3.1.3, the tender committee has asked for experience in project not less than 5 crore. PQ AND TQ contradicts on value of project requirement , as per PQ projects should be worth 10 Cr. whereas in the TQ, marking system is basis project value 5 Cr , pls clarify ."	Kindly Refer Corrigendum 2
26	The MSI is required to Design, build, operate, and maintain the NFAI enterprise solution on a MeitY empaneled Virtual Private Cloud along with Disaster Recovery	3	22	DR site details need to be provided	As per guidelines by MeitY, minimum distance required between DC and DR should not be less than 100 kms. WI3_DR Best Practices_06112020.pdf (meity.gov.in) Page 15 of 29
27	MSI to deploy, operate and maintain Tape Library with three (3) drives and One (1) Robotic Arm with minimum 500 slots (The robotic arm should be able to support 500 slots on day one). Of the three drives in the Tape Library. Two Drives Shall be LTO 7 and One Drive shall be LTO 9. The Tape Library should be expandable, and the robotic arm should be able to support up to 1500 slots in the future. The required scalability should be with the addition of modules or frames. The robotic arm must be able to support cater to all the number of slots after expansion.	4.1.3	24	Any Cold storage rack for LTO need to be supplied ? Do the Library need cache storage to speed up process when all three drives are writing data ?	Bidder to provide as per their solution to meet the RFP requirements.

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28	CSP should have deployed at least one project on GCC on cloud in last 3 years as on the last date bid submission.	2.1.7	127	This condition emphasize that CSP should be GCC impaneled , however in PQ the same condition is not specifically mentioned . You may add project GCC/VPC instead of just GCC .	RFP Condition Prevails
29	Digitization and restoration of the selected films and their hosting on an enterprise solution	Figure 1	17	Request NFAI team to edit the diagram to show the DR in a geographically different location instead of a different seismic zone. The MEITY guidelines have basically given the best practices for DR site associated to meet the requisite RTO and RPO and have removed the requirement for DR site to be in a different seismic zone since Seismic activity is not a holistic measure of safety.	RFP Condition Prevails
30	General Questions	General Questions		The NFAI team has not suggested any specifications for a secure CDN service to have a mechanism to deliver video files to end users. Request NFAI team to confirm if the CDN service should come from the same CSP. Also, would it be possible to suggest the number of Points of Presence for the CDN. Example 15 Pops in the country	RFP Condition Prevails
31	1.1 background	Table 1.2	17	- Does "HD" refer to mezzanine files. What is the codec and bit rate of these HD files - Or does "HD" refer to access files/proxy files... Please clarify	Full HD file does not refer to Mezzanine files. We refer to them as access files. Codec: H.264 Bit-rate: 35Mbps
32	1.1 background	Table 1.2	17	This table does not mention the volume of DPX content. Can you please provide this detail, since DPX is also a content type provided to the MSI	Quantum per format - 5113 (2K - Approx. 2.32 TB per feature film / Approx. 0.77 TB per short film) (4K - Approx. 9.28 TB per feature film / Approx. 3.09 TB per short film) + Back up
33	1.1 background	Table 1.3 (rows VHS, U-matic tapes, Betacam & Digibeta)	18	The size of MOV files are mentioned to be 0.002 TB. The size of these files seems to be less for movie files of ~2 hour duration. Can you please clarify if this is correct?	The size of MOV file is 0.2TB
34	1.1 background	Table 1.3 (rows VHS, U-matic tapes, Betacam & Digibeta)	18	Can you provide a total size estimate for 'Table 1.3' just like 'Table 1.4', so that there is no ambiguity on content volumes	RFP Condition Prevails
35	2.3 Media Ingestion room	Section 2.3.5	20	Please check the file format for compatibility . This is mentioned as MP4 HD. Typically, file formats for archival would be MOV or MXF. We recommend this to be MOV Please clarify	NFAI will upload only the 'digital access files' to the cloud. The Compatible File Format shall be in line with MP4 HD. The compatibility parameters will be finalized after consultation with NFAI.
36	Section 2.4 Project go live	Go-Live	21	The Go Live shall be achieved within 6 months from the date of signing of the contract Is the expectation to complete setup of Media ingestion room and complete the NES application deployment within 6 months?	Yes.
37	General Questions	General Questions		RFP states the need for a HD copy of cloud (main site) - Is NFAI looking at 3 copies of content: - 1 copy in tape library in Media ingestion room within NFAI premise, - 1 copy in cloud , - 1 copy in cloud DR site?	Yes

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38	Section 1.1.2	Storage	23	RFP states: "Proposed Cloud Architecture must have a storage capacity of 100 TB of data and the storage shall be upward scalable based on the growth and demand in the next five years. In addition to this a deep archival storage on cloud shall be provisioned having a storage capacity of ~500TB of data (Refer Chapter 6: Section 4.3)" Does this mean only the access copies/proxy is required to be stored on cloud? Please confirm/correct our understanding	NFAI would be uploading only the 'access files' to the cloud
39	Section 1.2	Disaster Recovery on cloud		With increased reliable by hosting the application with MEITY approved cloud providers, would content DR suffice instead of duplicating the entire stack of main site in the DR site?	RFP Condition Prevails
40	Section 1.1.2	NFAI portal	23	nfai.gov.in ... Can you please let us know where the portal is hosted and how it is maintained/supported currently?	The NFAI website is hosted on NIC - Pune Server https://www.nfai.gov.in/
41	Section 1.5	NFAI Enterprise Solution	25	The Selected MSI would be able to support and maintain the Application developed and hosted on the cloud. "Develop, maintain and support of on cloud data centre" to be corrected to "Develop, maintain and support NES platform hosted on cloud"	Noted. Pse refer Corrigendum 2
42	Section 1.5	NFAI Enterprise Solution	25	RFP states" To create published and unpublished archival finding aids according to archival standards on the portal. Definition of Finding aids: Finding aids are tools that help a user find information in a specific record group, collection, or series of archival materials. Examples of finding aids include published and unpublished inventories, container and folder lists, card catalog, calendars, indexes, registers, and institutional guides" Is NFAI open to fulfilling these search requirements with modern content search mechanisms which is based on (Natural lang processing) NLP	Depending on MSI's solution, NLP maybe used for OTT platforms to meet the RFP requirement. For cataloguing and processing of the variety of film, audiovisual materials and mixed media collections, NFAI's requisite is to create authentic archival finding aids, that describe the film/ audiovisual material using EAD2002 and DACS. The framework of these standards assist in resolving the potential issues that arise due to the complexity of dealing with the a variety of film/ audiovisual material as well as photo/ paper scans.
43	Section 1.5.25		27	Is content cataloguing to be done for all the legacy content? The resources required for cataloguing/tagging depends on volume of content to be catalogued/tagged	Yes by adhering to EN 15907 cataloguing standards.
44	Section 1.6.13		27	can you please provide the volume of content which requires postproduction activities to be carried out on them?	RFP Condition Prevails
45	Section 15.3.1.22		50	Does the RFID tracking system (for tracking reels in vaults) support Open APIs for integration?	Yes
46	Section 15.3.2		52	RFP states: "Should provide automated AI tagging of video content with learning capabilities" While there is also a requirement from NFAI for manual cataloguing. Can you please clarify what is the expectation from the MSI? Is NFAI only looking at the NES to have AI based cataloguing capabilities or is there a % of content that needs to be catalogued using AI.	The automated AI tagging of video content with learning capabilities is for the OTT content. AI based cataloging is for OTT platform NFAI has an requirement of authentic cataloguing adhering to EN15907 standards, to process the master archival, mezzanine and the access files into the MAM, that will be generated from a variety of formats across film, audiovisual, and documents including paper and photos
47	Section 15.3.4		53	Does the DCP content ingested into the NES come with details of the user reviews, synopsis details, copyright status ? Please clarify	Yes

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48	Section 15.3.5		56	Concurrency mentioned in the RFP: "The OTT platform should be able to handle at least 100 concurrent users from Go-Live " We understand that the requirement is for Application concurrency of 100, extending up to 500.	Yes.
49	Section 15.3.7		64	RFP states" There should be a provision of logging into the system through Internet as well as through intranet" Since application is on cloud, workstation would require access to internet to access the application	RFP Condition Prevails
50	Section 15.8.3		66	Can you please provide details on the use case of authentication using digital certificates?	In due consultation with NFAl, The MSI shall prepare the approval matrix
51	Section 17		81	Can you please provide some clarity on the role of the English to Hindi translator?	The website shall be available in English and Hindi language. The MSI needs to provide its solution accordingly.
52	General			No. of enterprise users at NFAl is 15. Please confirm	Yes
53	General			Please provide more details on data migration requirement: - Which are the systems from where data to be migrated - How many such systems exist	The MSI shall ensure that the following minimum Databases are incorporated in the master catalogue created for this project -Film condition assessment Database -Digitization Database -Restoration Database -Non-Filmic Database -Preventive Conservation Database
54	3.1. Technical Evaluation Parameters	3.1.4	130	We request to allow the ongoing projects completed at least 70% of the CAPEX value and revise the clause accordingly. The bidder or in case of a consortium, any member of the consortium must have completed at least One (1) project / On-Going project completed at least 70% of the CAPEX value, that included any of the following components in its scope. The project shall have been completed in the last 5 years as on last date of bid submission: i. Content Network Delivery – design & deployment ii. Media Asset Management — design & deployment iii. Over the Top (OTT) – design & deployment iv. Data Center – design & deployment v. Cloud Hosting Maximum Marks Max Marks: 20 • 1 Project - 10 marks • 2 Projects - 15 marks • More than 2 projects - 20 marks	RFP Condition Prevails

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55	3.1. Technical Evaluation Parameters	3.1.6	132	<p>We request to revise the clause as below.</p> <p>The bidder or in case of a consortium, any member of the consortium must have at least One (1) valid certificate of the following certifications as on the last date of bid submission:</p> <p>i. ISO 27001 ii. SEI CMMI level 3 or above certificate administered by ISACA iii. ISO/IEC 20000</p> <p>The certificates must have been issued by the authorized certification agencies</p> <p>Note: The certificates must have been issued by the authorized certification agencies. NFAI may validate the authenticity of these certificates.</p> <p>Max Marks: 5 • ISO 27001 certificate- 3 marks • CMMI level 3 or above certificate - 1 mark * ISO/IEC 20000 - 1 Mark • CMMI level 5 certificate - 2 marks (to Be removed)</p>	RFP Condition Prevails
56	1.2,1.3	Scope of work	18	Table says that certain data is available in DCP as well as HD and certain in MOV does this mean we have to transcode the MOV data to DCP and HD also	The transcoding to DCP and HD shall be applicable to any new filmic content received by NFAI over and above the existing 5113 titles
57	2.5	Digitization and Restoration Project	21	every video asset will have copies with different formats and size such as DCP and H.264 and DPX available to us which we need to manage ?	Yes
58	2.3	Media Ingestion Room	20	Only Technical QC or eyeball profanity and nudity check will be also required ? Can we go for automated QC applications if only technical QC ?	Only technical QC. Yes MSI can utilize automated QC applications for technical QC but human intervention would also be required to meet the RFP conditions
59	1.1.2	Operation and Maintenance of NFAI Web portal	23	100 TB on line storage or nearline	100 TB is Online Storage
60	1.5.7.	To develop, operate and maintain CMS	26	does this mean CMS should create an ID for every asset and this should be tracked during the entire Life cycle of the Asset ? It will be used for ECMS or WCMS ?	CMS should be tracked by the Work Identifier as per the EN15907 cataloguing standards.
61	1.5.8.	To develop, operate and maintain filmic and non-filmic on Demand system for transfer of content requested by users to develop, operate and maintain a streamlined DCP on Demand system	26	is customer expecting fully automated DCP streaming solution or a manual intervention .	Manual Intervention for DCP as the DCP streaming will be on Demand as and when requested.
62	8	8. Security Services for Ingestion Room	34,35	Does NFAI currently hold a secure network and secured rights management system ? If yes which one AD based or User based	NFAI does not have Secure network or SRMS
63	15.3.5.	OTT Platform		does NFAI intend to monetize the OTT platform and expect it to be linked with payment gateway and purchase of subscriptions for general public	Currently the OTT is expected to serve the scholars and researchers.
64	15.8.10.	Performance Requirements The average Solution response time (time taken for loading of a page) for users should not exceed three seconds.	73	this expectation sounds relative in terms of Internet bandwidth or this is only in terms of Intranet	RFP Condition Prevails
65	Operations and Maintenance	11.3. NFAI Website	39	SPOC for Visual design approval	SPOC for Visual design approval shall be assigned from NFAI during the project execution
66	Operations and Maintenance	11.3. NFAI Website	39	Visual design to be designed only for website or both mobile and desktop version - Do you want a fixed-width or fluid-width design?	The visual design must be platform independent and must be supported by fluid-width design.

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67	Operations and Maintenance	11.3. NFAI Website	39	Adobe licenses to be provided by NFAI	This is part of scope of MSI
68	Operations and Maintenance	11.3. NFAI Website	39	Will this be delivered in Agile methodology	RFP Condition Prevails
69	Operations and Maintenance	11.3. NFAI Website	39	videos will be in single format	Different video file formats will be used on the NFAI Website as requirements would vary
70	Operations and Maintenance	11.3. NFAI Website	39	Who would look after the content management ad what would you prefer (i.e., WordPress, Joomla, Drupal, Concrete 5, Magento, etc.)	The bidder to suggest to meet the RFP conditions.
71	Operations and Maintenance	11.3. NFAI Website	39	Do you have the content for the website or will content creation be a part of the scope of work?	Raw content will be provided to MSI by NFAI. MSI responsibility will be enhance the user experience
72	Operations and Maintenance	11.3. NFAI Website	39	How many pages of content will need to be developed?	Raw content will be provided to MSI by NFAI.
73	Operations and Maintenance	11.3. NFAI Website	39	Should the site design match to the competitors on OTT	To be elaborated during the requirement gathering phase
74	Operations and Maintenance	11.3. NFAI Website	39	Should we follow the same theme as existing website - https://www.nfai.gov.in/	To be elaborated during the requirement gathering phase
75	Operations and Maintenance	11.3. NFAI Website	39	Do you have specific company colors that need to be used?	To be elaborated during the requirement gathering phase
76	Operations and Maintenance	11.3. NFAI Website	39	What do you like most about your current website - https://www.nfai.gov.in/ ?	To be elaborated during the requirement gathering phase
77	Operations and Maintenance	11.3. NFAI Website	39	Will you need a favicon created?	To be elaborated during the requirement gathering phase
78	Operations and Maintenance	11.3. NFAI Website	39	Do you have a completed site architecture for the new website or will this be part of the scope of work?	Part of Scope
79	Operations and Maintenance	11.3. NFAI Website	39	Will any customizations need to be made such as optimizing for search, adding content overlays, customized wrappers, etc.?	The website has to be responsive and has to be designed accordingly
80	Operations and Maintenance	11.3. NFAI Website	39	Will Accessibility be considered.	Yes.
81	Operations and Maintenance	11.3. NFAI Website	39	Do you need multi-language support?	Yes - English & Hindi
82	Operations and Maintenance	11.3. NFAI Website	39	Will this require ecommerce support	Yes- Ecommerce support required
83	Operations and Maintenance	11.3. NFAI Website	39	Will there be multiple levels of access?	Yes.
84	Operations and Maintenance	11.3. NFAI Website	39	Will there be social media feature required	Yes.
85	1. System Integration Services	Design, Procure, implement, and commission all the IT (active and passive) components required to deliver a complete solution	24	Please share the existing architecture of Media room with details like connectivity, Rack Space etc. to validate the feasibility of deploying Storage and Tap Library	Media Ingestion Room to be designed based on the solution of MSI and must meet the minimum requirement as specified in the RFP
86	1.3. Tape Library and Maintenance	MSI shall be required to procure Approx. 13,000 LTO 7 tapes. As per the current estimate, the required number of LTO7 tapes for the NES project is approx..11,000. Any quantity purchased by NFAI over and above the 11,000 LTOs the MSI shall be paid on actuals.	25	Please confirm the quantity of LTO 7 TAPES which need to be procure by SI as its mention 13000 and also mention 11000.	the max quantity to be procured is 13000. However based on NFAI's requirement, NFAI may not buy all the 13000.
87	1.3. Tape Library and Maintenance	MSI shall be required to procure Approx. 13,000 LTO 7 tapes. As per the current estimate, the required number of LTO7 tapes for the NES project is approx..11,000. Any quantity purchased by NFAI over and above the 11,000 LTOs the MSI shall be paid on actuals.	25	Please confirm that do NFAI need all the tapes to be procure initially or staggered manner, In case it staggered manner please share the timelines with require quantity	in a staggered manner. The schedule will be discussed during the execution stage
88	General	1.3.8. The LTO Tapes which has raw data (DPX and WAV files) shall be stored in Phase 3 of NFAI premises in the digital vault. The management, operation & maintenance of the digital vault shall be the responsibility of NFAI.	26	Please provide details of digital vault which will be used for managing and operation of TAPS, also confirm that same will be procure by NFAI	Digital vault is responsibility of NFAI.

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89	5.4.4. Training and Documentation	The training shall cover all aspects of the solution, not limited to the Media Ingestion Room equipment, software, Data ingestion, cloud, and disaster recovery maintenance and generating reports an involved in the buildup of on NFAI's Enterprise solution and shall be provided by Certified Professionals.	33	Please confirm the number of batches and no of participant for these training including bifurcation of area (Cloud 4 days, Network 5 days, Mobile app 3 day etc.)	Bidder to suggest keeping NFAI training requirements in mind.
90	6. Operation & Maintenance Services	The MSI would be required to provide a copy of the service level agreement signed with the respective OEMs.	34	As SLA is responsibility of SI and its depend upon the availability of skillset, Parts etc. and not directly on the signed SLA with OEM. So please remove this requirement as SI will signed the SLA agreement with NFAI	RFP conditions prevail
91	12.10. Implementation	The implementation is coordinated by the Change Management team, who is the decision maker on when to implement the back out plan should the implementation take too long or have failed.	45	Please confirm that Change Manager will be from NFAI or SI need to deploy dedicated Change Manager who will own and manage the whole change management process	Part of scope of bidder
92	General			We understand that Infra SW and Hw licenses will be procured by NFAI. MSI to provide services to implement and maintain the same.	All licenses required for the Enterprise solution and Media Ingestion Room must be provided by the MSI and must be purchased on NFAI's behalf
93	General			Please confirm if DR is required to be in India only. Please confirm if CSP to be considered from the list given in RFP	The DC and DR shall be as per the MeitY guidelines.
94	General			Non IT Infra (Space, cooling etc.) will be taken care by NFAI and MSI scope is for IT Infra implementation and maintenance only. Please confirm.	Entire solution including Non IT Infra must be provided by MSI as part of the solution and maintain the same for the duration of O& M as per RFP requirements.
95	General	2.5.2.	22	"Of the 5,113 titles, approximately 2,253 titles shall undergo restoration process which shall be done by multiple vendors". What is meant by multiple vendors here. Will MSI received transformed files from a 3rd party vendors appointed by NFAI, for storage.	The restoration project will be executed by multiple vendors and the out put from these vendors will be used for storage.
96	General	2.6	22	"NFAI is in a constant process of receiving born digital films and it is envisaged to make copies of these films available on the NES platform via on-demand basis. The MSI is expected to add these titles (in digital format) post transcoding in the required format in the asset management catalogue along with a promo of the same." Please suggest the frequency (approx.) of addition of titles in asset management catalogue. per week/per month	As and When any born digital film is acquired by NFAI it must be included as an addition to the titles in asset management catalogue along with a promo of the same.
97	General			Is NFAI currently using any ticketing system to log service tickets. Please share current list of applications and Infra details in NFAI.	RFP Condition Prevails
98	General			Please share current # of authorized users. What is the project of YoY %age increase in number of users.	The Authorized users are minimum 15 as on date but are subject to change in future
99	General			Please share architecture details of NFAI web portal www.nfai.gov.in	The NFAI website which is hosted on NIC - Pune Server https://www.nfai.gov.in/ is developed in PHP
100		1.1.2	24	Please share expected growth and demand of storage in the next five years on YoY basis.	Kindly refer Section 4.3 on page 206 of the RFP
101	14	Messaging services	45	By messaging solution does it mean the client is looking for a service like MS Teams, Slack etc.?	Messaging service like SMS
102	17.2.10	Data Migration	87	Carry out the data migration from existing module(s) to new solution wherever applicable. How many modules need data to be migrated	Data Migration for the existing website modules will happen on case to case basis.

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
#	Chapter	Section / Sub Section	Pg. No	Query	Final response
103	General			Will there be any integration with Legacy NFAI systems?	Integration of the NES with the current 100 TB storage system hosted at NFAI Phase I. The storage system is a DELL EMC . Existing Storage at NFAI : Dell EMC VNXE 3200 6 Appliances with Capacity: Approximately 20TB x 4 Appliances & Approximately 10TB x 2
104	General			Will we have to leverage a Content Delivery Network. If so should it be by the Cloud provider or by 3rd party CDNs like Akamai,CloudFare etc. Request to kindly modify the clause as below:	The CDN deployed may be acquired from 3rd party providers to deliver best video experience to the users
105	Chapter 4	2.1	125	Prime bidder or any member in the consortium should have completed/executing at least One (1) project of an order value not less than INR 10 Cr. in any of the below mentioned activities within the last Five (5) years in India or globally as on the last date of bid submission: i. Development and maintenance of an Enterprise software Solution (like Media Asset Management and Management of cloud-based archive) for Media & Entertainment Industry (Broadcasters/Production Houses/OTT Players or Similar) ii. Deployment and maintenance of an Enterprise software Solution/e-Governance solution iii. Work-related to deployment, commissioning of Tape library management or Hard Disk storage management for Media & Entertainment Industry (Broadcasters/Production Houses/OTT Players) Note: If the bidder is a subsidiary of foreign parent/holding company, then the credentials of parent company will also be considered. Document Proof	RFP Condition Prevails
106				Request to kindly modify the clause as below: • Work orders/completion certificate/ phase completion certificate/self certificate by authorized signatory /Go-Live certificate (as applicable) in the name of the bidder showing relevant work experience. • Work order should clearly state complete start date of the project and should be signed by the issuing authority	RFP Condition Prevails
107	4	2.1	126	Request to kindly modify the clause as below: Prime Bidder or any member in the consortium should have completed/executing at least One (1) project of an order value not less than INR 1 Cr. for Cloud hosting/Cloud Management/Cloud Services within the last Five (5) years in India or globally as on the last date of bid submission. Document Proof	RFP Condition Prevails
108	General		126	Request to kindly modify the clause as below: • Work orders/completion certificate/ phase completion certificate/self certificate by authorized signatory /Go-Live certificate (as applicable) in the name of the bidder showing relevant work experience. • Work order should clearly state complete start date of the project and should be signed by the issuing authority	RFP Condition Prevails

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
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109	4	2.1	126	Request to kindly modify the clause as below: Prime bidder and consortium partners put together should have an average annual turnover of INR 50 Cr. for the last three (3) financial years (2017-18, 2018-19, 2019-20) Note: If the bidder is a subsidiary of foreign parent/holding company, then the credentials of parent company will also be <u>considered</u> .	RFP Condition Prevails
110	4	3.1	129	Request to kindly modify the clause as below: Prime bidder and consortium partners put together should have an average annual turnover of INR 50 Cr. for the last three (3) financial years (2017-18, 2018-19, 2019-20) Note: If the bidder is a subsidiary of foreign parent/holding company, then the credentials of parent company will also be <u>considered</u> .	RFP Condition Prevails
111	4	3.1	129	Request to kindly modify the clause as below: Experience in Cloud hosting /Cloud Services of the prime bidder or consortium partner in the last 5 years as on the last date of bid submission. The value of each project shall not be less than INR 1 Crore.	RFP Condition Prevails
112	4	3.1	129	Request to kindly modify the clause as below: The bidder or in case of a consortium, any member of the consortium must have completed/executing at least One (1) project that included any of the following components in its scope. i. Content Network Delivery – design & deployment ii. Media Asset Management — design & deployment iii. Over the Top (OTT) – design & deployment iv. Data Center – design & deployment v. Cloud Hosting vi. e-Governance solution	RFP Condition Prevails
113	4	3.1	131	Request to kindly modify the clause as below; • ISO 27001 certificate- 3 marks • CMMI level 3 or above certificate - 2 mark	RFP Condition Prevails
114	Chapter 2: Scope of Work	1.3. Tape Library and Maintenance	24	As per our understanding Cloud cold storage can be used for backup purpose and tape is not required. If on tape is needed : We recommend not to make the following tape library specification mandatory for cloud site. Since, MeitY CSP already have tape libraries in place which can provide the required backup services while respecting the required SLA and backup policy. This will allow to optimize the commercials without impacting technical solution/SLA.	RFP conditions prevail
115	Chapter 2: Scope of Work	Messaging Services Provide Unified Messaging Services to the authorized users of NFAI.	23	Please confirm if there any preference for Messaging Service and what type of Services is needed	Messaging service like SMS, email etc.

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
#	Chapter	Section / Sub Section	Pg. No	Query	Final response
116	Chapter 2: Scope of Work	1.5.11. To develop, operate and maintain a mobile application for entire NFAI Enterprise solution.	26	Mobile need to be developed for which platform(Android , IOS both? Does Mobile developed need to be Native App for Hybrid app can be proposed	Application must support both Android and IOS and must be platform independent. The application may be Hybrid.
117	Chapter 2: Scope of Work	5.1.1. Study of current storage requirement	28	Please share the existing storage details at NFAI premises: 1) OEM 2) End of support/life 3) Capacity and Utilized 4) SAS/SSD	Existing Storage at NFAI : Dell EMC VNXE 3200 6 Appliances with Capacity: Approximately 20TB x 4 Appliances & Approximately 10TB x 2
118	Chapter 2: Scope of Work	The MSI shall take regular backups for all databases in accordance with the backup and archive policies and conduct recovery whenever required with appropriate permissions.	37	Can bidder follow industry standards for the backup policy or authority have own precise backup policy. If yes please suggest the same.	Yes MSI can follow standard industry practices after getting an approval from NFAI.
119	Chapter 2: Scope of Work	It shall be the responsibility of these for complete migration from existing system to new centralized messaging system including messaging clients	45	Please share the complete detail of the existing Messaging System used Number of user and Touch point for using Messaging system	Currently NFAI does not use any messaging system
120	Chapter 2: Scope of Work	14. Messaging services The MSI shall provide messaging services to all the authorized users specified by NFAI. The MSI shall be responsible for designing, implementing and maintenance of the entire messaging solution on cloud as part of the NES	45	Kindly share the total number authorized users to provide mail Messaging services. Also request authority to provide one more line item as "any other solution "in commercial format for the solution which has been demanded/required for the project but does not have separate line item in commercial format provided in RFP.	The Authorized users are minimum 15 as on date but are subject to change in future
121	2.Scope of work 15.3.1.15.	Portal should be capable of supporting multilingual content capabilities	50	We assume the portal would be English and Hindi, if more language support is to be added . Please specify the number of regional and International Languages	Hindi and English only
122	2.Scope of work 15.3.1.28.	System should allow user to make payment on requirement through all online modes e.g., UPI, BHIM, Net banking, Mobile banking, Card payments etc.	50	Is there any payment gateway used by NFAI, does vendor have to use same payment gateway?	Currently NFAI uses Bharat Kosh as the payment gateway. The bidder may propose any payment gateway as part of its solution which shall be approved by NFAI.
123	2.Scope of work 15.3.5. OTT Platform	The OTT platform should be available through a microsite on the Enterprise Media Portal	54	Please elaborate the concept of making OTT platform through Microsite? How many Microsite is envisaged ?	Only the OTT platform is envisaged to be hosted from the micro site.
124	2.Scope of work 15.3.6. Gateways	The system should integrate with SMS Gateway, Email Gateway, Payment gateway etc. This would be required during user registration and user authentication based on OTP	56	Whether the Gateways will be provided by NFAI and Vendor have to make provision on NES for its user? If no Please specify the Number of Email, SMS, envisaged per month for this project	Gateway will not be provided by NFAI All and any kind of official communication with New and existing users shall commence through the email and SMS gateways.
125	Chapter 2: Scope of Work	15.3.6. Gateways The system should integrate with SMS Gateway, Email Gateway, Payment gateway etc. This would be required during user registration and user authentication based on OTP. MSI will be required to provide services of SMS, Email and Payment Gateway for all the users of NES.	56	Request you to please share number (approx.) of Mails and SMS are expected in day.	The bidder to make a reasonable assumption considering type RFP requirements

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
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126	Chapter 2: Scope of Work	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.	58	Please share the audit log's retention policies for Online logs and Offline Logs or bidder can follow standard industry practice of 60/90 days.	MSI may follow industry practice post approval from NFAI
127	2.Scope of work 15.4.2. BI & Analytics	This functionality will generate user-based reports and provide information in a graphical view and dashboard on several parameters such access, user types, user profile, user log, top viewed content, etc.	58	Does Vendor have to develop Integrated Dashboard or BI Tool need to be implemented for Analytics	The solution shall be a combination of both.
128	2.Scope of work 15.4.3. Collaboration	A collaboration platform needs to be setup between NFAI, research scholars, general public, DCP projection units, external agencies to ensure a communicative, collaborative, and cooperative workflow. The core features of a collaboration platform may include	59	Collaboration would be used only as an Open forum, or someone Functionality is envisaged. Please confirm	Standard Collaboration Platform
129	2.Scope of work 15.4.5. Localization	this will provide localization e.g., support for local languages using Unicode	59		RFP Condition Prevails
130	2.Scope of work 16.2. Migration	MSI/CSP Shall not charge any extra amount other than charges applicable to new services. MSI/CSP Shall submit the plan for migration after discussion with NFAI and third-party application vendor authorized by NFAI.	77	1)Please share the technical details of all existing applications 2) In which format the data will be provided by NFAI? 3) what will be the size of the database/Log files/falt files of individual application? 4) Existing Servers and infra details , Existing Operating system/ Database edition/ version ? 5)IS there any cross Platform migration in the scope ?if yes Please provide the details 6)Kindly confirm if any database/software/operating system upgradation is require before after migration ?	RFP Condition Prevails
131	Chapter 2: Scope of Work	11.Performance of Cabernets containers	78	As per our understanding this is "Kubernetes & containers". Please confirm	Confirmed. Pse refer Corrigendum 2
132	2.Scope of work 17.1.9. Hosting, Maintain and Manage	Digital Signatures Digital Signatures in e-Governance software	80	We Assume digital signature will be procured by NFAI, if not please specify the number of the User and Type of Digital signature required?	Digital Signatures will be procured by NFAI

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
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133	2.Scope of work 17.1.9. Hosting, Maintain and Manage	Security audit to be performed through CERT-IN empaneled agency.	80	Please confirm both Security Audit and STQC Audit need to be done by the Vendor? Please specify total how many Audit need to be considered Post Go Live and AMC	Yes.
134	2.Scope of work 17.2.2. General Design Requirements (for NFAI website and any new module developments	10. Use of SEO friendly clean permalink structure and SEO Best Practices for portal design, structure, and content	83	Does SEO activity need to be considered, if yes Please clarify if Basic or Advance level SEO need to be considered	Advanced level SEO required
135	2.Scope of work 17.2.11. Online Support	MSI shall provide online support for user feedbacks. Separate email ID and phone numbers shall be setup by the MSI to provide online support to users wherever required.	87	Please confirm the Toll Free number would be provided by NFAI Does Ticket tool need to implemented? Hoe many Resources are required, Please specify the Qualification and Experience of the resources	MSI to provide Online support. The Toll free number to shall be procured by MSI.
136	Chapter 2: Scope of Work	Data Migration in the context of this NFAI website manage & maintenance scope shall be to entail migration of required existing content and data. MSI is expected to provide following services, but not limited to:	87	Kindly share the (other than Video/OTT/digitization data) existing total data size, number of servers physical, number of servers virtual, hypervisor (in case of virtual machine), Operating System and Database which need to be migrated on cloud	These is no existing physical hardware or software that needs to be migrated to cloud
137		2.1. Pre Qualification Criteria 2.1.2 The bidder or in case of a consortium, Prime Bidder of the consortium should have completed at least One (1) project of an order value not less than INR 10 Cr. in any of the below mentioned activities within the last Five (5) years as on the last date of bid submission: i. Development and maintenance of an Enterprise software Solution(like Media Asset Management and Management of cloud-based archive)for Media & Entertainment Industry (Broadcasters/ Production Houses / OTT Players or Similar) ii. Deployment and maintenance of an Enterprise software Solution. iii. Work-related to deployment, commissioning of Tape library management or Hard Disk storage management for Media & Entertainment Industry (Broadcasters/ Production Houses / OTT Players)	125	Kindly Amend the Clause as The bidder or in case of a consortium, Prime Bidder of the consortium should have completed at least One (1) project of an order value not less than INR 10 Cr. in any of the below mentioned activities within the last Ten (10) years as on the last date of bid submission: i. Development and maintenance of an Enterprise software Solution(like Media Asset Management and Management of cloud-based archive)for Media & Entertainment Industry (Broadcasters/ Production Houses / OTT Players or Similar) ii. Deployment and maintenance of an Enterprise software Solution. iii. Work-related to deployment, commissioning of Tape library management or Hard Disk storage management for Media & Entertainment Industry (Broadcasters / Production Houses / OTT Players) iv. DC built/SI/Hosting/ITES experience with State Government/ Central Government/PSU/ Other Government Institutions.	RFP Condition Prevails

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
#	Chapter	Section / Sub Section	Pg. No	Query	Final response
138		2.1. Pre Qualification Criteria 2.1.7 Cloud Service Provider (CSP): 1. should be empaneled as CSP by the Ministry of Electronics & Information and Technology, Government of India as on the last date of bid submission. 2. The Data Centers should be owned and operated by the CSP. 3. The Cloud Service Provider (CSP) should be empaneled with the Ministry of Electronics & Information and Technology (MeiTY), Government of India for offering both DC & DR on its own (at least 2 data centers empaneled with MeiTY) to government bodies. 4. CSP should have deployed at least one project on GCC on cloud in last 3 years as on the last date bid submission.	127	Kindly Amend the clause as Cloud Service Provider (CSP): 1. should be empaneled as CSP by the Ministry of Electronics & Information and Technology, Government of India as on the last date of bid submission. 2. The Data Centers should be owned/ Leased (for at least 10 Years) and operated by the CSP. 3. The Cloud Service Provider (CSP) should be empaneled with the Ministry of Electronics & Information and Technology (MeiTY), Government of India for offering both DC & DR on its own (at least 2 data centers empaneled with MeiTY) to government bodies. 4. CSP should have deployed at least one project on GCC on cloud in last 3 years as on the last date bid submission.	RFP Condition Prevails
139	3.1 Technical Evaluation 3.1.6	The bidder or in case of a consortium, any member of the consortium must have at least One (1) valid certificate of the following certifications as on the last date of bid submission: i. ISO 27001 ii. SEI CMMI level 3 or above certificate administered by ISACA The certificates must have been issued by the authorized certification agencies Note: The certificates must have been issued by the authorized certification agencies. NFAI may validate the authenticity of these certificates. Max Marks: 5 • ISO 27001 certificate- 3 marks • CMMI level 3 certificate - 1 mark • CMMI level 5 certificate - 2 marks	131	Kindly Amend the clause as The bidder or in case of a consortium, any member of the consortium must have at least One (1) valid certificate of the following certifications as on the last date of bid submission: i. ISO 27001 ii. CMMI level 3 . Max Marks: 5 • ISO 27001 certificate- 3 marks • CMMI level 3 certificate - 1 mark • CMMI level 5 certificate - 2 marks	RFP Condition Prevails
140	Chapter 4: Evaluation Process	Sub-Table A.1: Media Ingestion Room (Exclusive of all Taxes)	139	Is backup needed at Media Ingestion room. If yes, Please confirm MSI has to provide separate backup software and Storage Or MSI can use existing storage of NFAI for backup and backup software will be provided by NFAI.	MSI must back up the central local storage on LTO Tape following the industry best practices for data back up on LTO drives.
141	Chapter 4: Evaluation Process 8. Commercial Bid Format	Sub-Table A.1: Media Ingestion Room (Exclusive of all Taxes) A 1.17 Online UPS with 30 Mins battery backup	140	Kindly confirm the battery backup whether it will be for 20 minutes or 60 minutes	MSI shall ensure that minimum Online UPS with 30 Mins battery backup shall be provided
142	Chapter 4: Evaluation Process 8. Commercial Bid Format	Sub-Table A.1: Media Ingestion Room (Exclusive of all Taxes) A 1.18 Civil and Interiors for Media Ingest Room (Inclusive of furniture, civil work, electrical works, false ceiling, Fire etc.)	140	We are assuming that the given point also includes the cost of DG, UPS, PACs, Fire suppression units, IBMS system(BMS software, WLD, VESDA, RRS, ACS, CCTV etc.). Kindly confirm it.	Yes

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
#	Chapter	Section / Sub Section	Pg. No	Query	Final response
143	Chapter 4: Evaluation Process	Dedicated P2P Link to Cloud (100 Mbps)	142	Please confirm the P2P links to be delivered in HA or Single link can be provided.	Single link shall be provided
144	Chapter 4: Evaluation Process	Dedicated ILL to Media Ingestion Room (100 Mbps)	142	Please confirm the P2P links to be delivered in HA or Single link can be provided.	Single link shall be provided
145	Chapter 4: Evaluation Process	Dedicated fiber connection from Phase 2 to Phase 3 (6 Core)	142	Please confirm the P2P links to be delivered in HA or Single link can be provided.	Single link shall be provided
146	Chapter 4: Evaluation Process	Dedicated P2P Link from Phase 2 to Phase 1 (50 Mbps)	142	Please confirm the P2P links to be delivered in HA or Single link can be provided.	Single link shall be provided
147	Chapter 4: Evaluation Process	Storage (500.00 #) / GB/month	143	As per our understanding the unit of storage is TB and not GB, Please confirm.	Kindly refer corrigendum 2
148	Chapter 4: Evaluation Process	B 2.2 DRM fees	143	Please share the total number of approx. DRM licenses needed.	Bidder to decide based on its solution to meet the RFP requirements
149	Chapter 4: Evaluation Process	Sub-Table B.2: Cloud Pricing (Exclusive of all Taxes)	143	We request NFAI to provide following additional line item in commercials: 1) Cloud Compute DC site and DR site 2)System software's (i.e. OS/DB) on Cloud DC and DR , 3)Cloud Managed services for Dc and DR site 4)Cloud Security components and Management DC and DR site. 5) Internet/port termination/connectivity at DC and DR site. 6)Exit management/Transition Cost	RFP conditions prevail
150	Chapter 4: Evaluation Process	Sub-Table A.3: Bandwidth Costing (Exclusive of all Taxes)	143	We request authority to provide line item for internet connectivity required for the users to access cloud environment in the following table along with th approx. bandwidth required on Cloud DC	RFP conditions prevail
151	Chapter 6: Technical Specifications NFAI Media Ingestion Room (MIR) Architecture – Physical Infrastructure	2.1 Layout of the MIR	148	Please provide the architectural plan of MIR with site plan in pdf format. Please specify the location of existing transformer and DG set also in the layout.	The MIR is under construction and the architectural layout shall be finalized during the execution phase.
152	Chapter 6: Technical Specifications NFAI Media Ingestion Room (MIR) Architecture – Physical Infrastructure	2.1.1 Layout of the MIR: Zone A – Automatic Tape Library with the Robotic Arm along with , Server Racks, Storage racks and Networking component etc.	148	Kindly confirm the number of racks with power consumption ratings.	Bidder to decide based on its solution to meet the RFP requirements
153	Chapter 6: Technical Specifications NFAI Media Ingestion Room (MIR) Architecture – Physical Infrastructure	2.1.4. Humidity, Ventilation and Air Conditioning Systems: The Media Ingestion Room should be precision environment controlled. The temperature inside Media Ingestion Room should be maintained at 12 degree centigrade with a precision of ± 1 degrees.	149	As per ASHRAE recommended range of temperature for Data Center is 18-27°C (64-81°F). Kindly amend it.	This required temperature is of Media Ingestion Room and not for Data Center hence RFP condition prevails

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
#	Chapter	Section / Sub Section	Pg. No	Query	Final response
154	Chapter 6: Technical Specifications NFAI Media Ingestion Room (MIR) Architecture – Physical Infrastructure	2.1.12. UPS Requirements & Features: It is recommended to have 2 UPS with 60 minutes battery back-up on each UPS for redundant purpose. The UPS system shall be provided with a capacity to accommodate the active components in the Media Ingestion Room for 60 Minutes. (number of racks may increase/ decrease as per MSI's solution) in an area of 200 sq. ft.	151	Please confirm that area given for DC is whether 200 Sqft or 200 Sqm. As it is divided in three zones with the placement of UPSs(N+1), PACs(N+1) , workstations, server areas etc. the given space (200 Sqft) will be too less for all the requirements.	RFP Condition Prevails
155	3. Technical Specifications – Physical Components	3.3. Diesel Generator Set: Diesel Engine – Diesel Engine, water cooled, Naturally Aspirated, developing 2 x 50 KVA BHP @ 1500 RPM, under NTP conditions of BS: 5514, with Dry Type Air Cleaner, Compact Radiator with Recovery Bottle and Pusher type Fan, Engine with Coolant, Engine mounted panel with wiring harness, Holset Coupling and Industrial Silencer, as per engine manufacturers design standards.	172	Kindly confirm the capacity of given DG set is 50kVA(N+1). Also whether the procurement will be in the scope of NFAI or bidder	The capacity of the DG set is 50 KVA. Procurement and deployment of the solution is in the scope of the MSI.
156	General			Please provide the existing SLD of the building with marking of electrical feeder that is dedicated for MIR.	The MIR is under construction and the architectural layout shall be finalized during the execution phase.
157	General			Please confirm if the Onsite resources are required , request you to confirm the number of the Resources, Skill, Qualification and Experience of the Resources required	Kindly refer Section 11.4 on page 41 & 42 of the RFP
158	General			<ol style="list-style-type: none"> 1. Total how many users need to be trained? 2. How many sessions will be required to consider for each batch? 3. If more than one training session will be required to consider than it will be carried out on consecutive basis OR periodic basis? 4. We assume that training will need to be provided at single location. If multiple location then please specify the locations. 	<ol style="list-style-type: none"> 1. NFAI staff shall be trained by the MSI. A tentative number as of today is estimated to be 15 staff. 2. MSI to propose a suitable training plan as part of its technical proposal

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
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159	General			<p>Kindly confirm do we need to provide SSL certificate ?if yes kindly confirm SSL certificate type and for how many years ? Ex:Alpha/Domain/Organization/Extended/Wild card etc.</p> <p>2)Kindly confirm total number of users and concurrent users for existing system ?</p> <p>3)Kindly confirm number of required SMS/ Emails Per Months?</p> <p>4) We assume department will provide the API for Integration., if yes please specify the total number of 3rd party Application that need to be integrated</p> <p>5) Are the resources required to be deployed during the project life cycle? Or required to be deployed post go-live during the AMC period? If yes ,please specify the Skillset, Location and contract duration for each resources</p>	RFP Condition Prevails
160	Chapter 2: Scope of Work	1.3. Tape Library and Maintenance	24	<p>As per our understanding Cloud cold storage can be used for backup purpose and tape is not required.</p> <p>If on tape is needed :</p> <p>We recommend not to make the following tape library specification mandatory for cloud site. Since, MeitY CSP already have tape libraries in place which can provide the required backup services while respecting the required SLA and backup policy. This will allow to optimize the commercials without impacting technical solution/SLA.</p>	RFP conditions prevail
161	Chapter 2: Scope of Work	Messaging Services Provide Unified Messaging Services to the authorized users of NFAI.	23	Please confirm if there any preference for Messaging Service and what type of Services is needed	Messaging service like SMS, email etc.
162	Chapter 2: Scope of Work	It shall be the responsibility of these for complete migration from existing system to new centralized messaging system including messaging clients	45	<p>Please share the complete detail of the existing Messaging System used</p> <p>Number of user and Touch point for using Messaging system</p>	Currently NFAI does not use any messaging system
163	Chapter 2: Scope of Work	14. Messaging services The MSI shall provide messaging services to all the authorized users specified by NFAI. The MSI shall be responsible for designing, implementing and maintenance of the entire messaging solution on cloud as part of the NES	45	Kindly share the total number authorized users to provide mail Messaging services. Also request authority to provide one more line item as "any other solution "in commercial format for the solution which has been demanded/required for the project but does not have separate line item in commercial format provided in RFP.	Authorized Users : 15
164	2.Scope of work 15.3.1.15.	Portal should be capable of supporting multilingual content capabilities	50	<p>We assume the portal would be English and Hindi, if more language support is to be added .</p> <p>Please specify the number of regional and International Languages</p>	Hindi and English only

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
#	Chapter	Section / Sub Section	Pg. No	Query	Final response
165		<p>2.1. Pre Qualification Criteria 2.1.2 The bidder or in case of a consortium, Prime Bidder of the consortium should have completed at least One (1) project of an order value not less than INR 10 Cr. in any of the below mentioned activities within the last Five (5) years as on the last date of bid submission:</p> <p>i. Development and maintenance of an Enterprise software Solution(like Media Asset Management and Management of cloud-based archive)for Media & Entertainment Industry (Broadcasters/ Production Houses / OTT Players or Similar)</p> <p>ii. Deployment and maintenance of an Enterprise software Solution.</p> <p>iii. Work-related to deployment, commissioning of Tape library management or Hard Disk storage management for Media & Entertainment Industry (Broadcasters/ Production Houses / OTT Players)</p>	125	<p>Kindly Amend the Clause as The bidder or in case of a consortium, Prime Bidder of the consortium should have completed at least One (1) project of an order value not less than INR 10 Cr. in any of the below mentioned activities within the last Five (5) years as on the last date of bid submission:</p> <p>i. Development and maintenance of an Enterprise software Solution(like Media Asset Management and Management of cloud-based archive)for Media & Entertainment Industry (Broadcasters/ Production Houses / OTT Players or Similar)</p> <p>ii. Deployment and maintenance of an Enterprise software Solution.</p> <p>iii. Work-related to deployment, commissioning of Tape library management or Hard Disk storage management for Media & Entertainment Industry (Broadcasters / Production Houses / OTT Players)</p> <p>iv. DC built/SI/Hosting/ITES experience with State Government/ Central Government/PSU/ Other Government Institutions.</p>	RFP Condition Prevails
166	3.1 Technical Evaluation 3.1.6	<p>2.1. Pre Qualification Criteria 2.1.7 Cloud Service Provider (CSP):</p> <p>1. should be empaneled as CSP by the Ministry of Electronics & Information and Technology, Government of India as on the last date of bid submission.</p> <p>2. The Data Centers should be owned and operated by the CSP.</p> <p>3. The Cloud Service Provider (CSP) should be empaneled with the Ministry of Electronics & Information and Technology (MeiTY), Government of India for offering both DC & DR on its own (at least 2 data centers empaneled with MeiTY) to government bodies.</p> <p>4. CSP should have deployed at least one project on GCC on cloud in last 3 years as on the last date bid submission.</p>	127	<p>Kindly Amend the clause as Cloud Service Provider (CSP):</p> <p>1. should be empaneled as CSP by the Ministry of Electronics & Information and Technology, Government of India as on the last date of bid submission.</p> <p>2. The Data Centers should be owned/Leased (for at least 10 Years) and operated by the CSP.</p> <p>3. The Cloud Service Provider (CSP) should be empaneled with the Ministry of Electronics & Information and Technology (MeiTY), Government of India for offering both DC & DR on its own (at least 2 data centers empaneled with MeiTY) to government bodies.</p> <p>4. CSP should have deployed at least one project on GCC on cloud in last 3 years as on the last date bid submission.</p>	RFP Condition Prevails

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
#	Chapter	Section / Sub Section	Pg. No	Query	Final response
167	3.1 Technical Evaluation 3.1.6	<p>The bidder or in case of a consortium, any member of the consortium must have at least One (1) valid certificate of the following certifications as on the last date of bid submission:</p> <p>i. ISO 27001 ii. SEI CMMI level 3 or above certificate administered by ISACA</p> <p>The certificates must have been issued by the authorized certification agencies</p> <p>Note: The certificates must have been issued by the authorized certification agencies. NFAI may validate the authenticity of these certificates.</p> <p>Max Marks: 5</p> <ul style="list-style-type: none"> • ISO 27001 certificate- 3 marks • CMMI level 3 certificate - 1 mark • CMMI level 5 certificate - 2 marks 	131	<p>Kindly Amend the clause as</p> <p>The bidder or in case of a consortium, any member of the consortium must have at least One (1) valid certificate of the following certifications as on the last date of bid submission:</p> <p>i. ISO 27001 ii. CMMI level 3 .</p> <p>Max Marks: 5</p> <ul style="list-style-type: none"> • ISO 27001 certificate- 3 marks • CMMI level 3 certificate - 1 mark • CMMI level 5 certificate - 2 marks 	RFP Condition Prevails
168	Chapter 4: Evaluation Process	Sub-Table B.2: Cloud Pricing (Exclusive of all Taxes)	143	<p>We request NFAI to provide following additional line item in commercials:</p> <ol style="list-style-type: none"> 1) Cloud Compute DC site and DR site 2)System software's (i.e. OS/DB) on Cloud DC and DR , 3)Cloud Managed services for Dc and DR site 4)Cloud Security components and Management DC and DR site. 5) Internet/port termination/connectivity at DC and DR site. 6)Exit management/Transition Cost 	RFP conditions prevail
169	Chapter 4: Evaluation Process	Sub-Table A.3: Bandwidth Costing (Exclusive of all Taxes)	143	<p>We request authority to provide line item for internet connectivity required for the users to access cloud environment in the following table along with th approx. bandwidth required on Cloud DC</p>	RFP conditions prevail
170		REQUEST FOR PROPOSAL FOR SELECTION OF MASTER SYSTEM INTEGRATOR (MSI) FOR IMPLEMENTATION OF NFAI'S ENTERPRISE SOLUTION	77	<p>* For the SIEM, UBA solution given the size of the overall project, kindly share the overall Users & EPS estimates for Sizing. * For Anti-virus and HIPS kindly share the no of laptop/desktop/workstation & server physical/virtual instance for proper sizing.</p>	RFP Condition Prevails
171		REQUEST FOR PROPOSAL FOR SELECTION OF MASTER SYSTEM INTEGRATOR (MSI) FOR IMPLEMENTATION OF NFAI'S ENTERPRISE SOLUTION	139	<p>The RFP has asked Server load balancer and Link Load balancer solution at the Data Centre to achieve 99.99% high availability of the a services hosted in DC. To achieve true high availability & smooth access of critical services, we suggest to include minimum specifications of Link Load balancer and Server load balancer to this project.</p>	RFP conditions prevail
172		REQUEST FOR PROPOSAL FOR SELECTION OF MASTER SYSTEM INTEGRATOR (MSI) FOR IMPLEMENTATION OF NFAI'S ENTERPRISE SOLUTION	67	<p>The RFP has asked Application Security which is must to have solution to protect application from OWASP top 10 attacks like sql injection, XSS, CSRF, command injections etc. but specifications are not mentioned, it is recommended to included specifications with sizing parameters to design proper solution.</p>	RFP conditions prevail

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
#	Chapter	Section / Sub Section	Pg. No	Query	Final response
173		REQUEST FOR PROPOSAL FOR SELECTION OF MASTER SYSTEM INTEGRATOR (MSI) FOR IMPLEMENTATION OF NFAI'S ENTERPRISE SOLUTION	157	We recommend to add Link load balancer as well. Also please provide us minimum tech specification for the same. Since the DC and DR will be on cloud, MIR will be connected to both of them over multiple links for data replication and hence only one link may get over utilized which may cause loss of data in transit.	RFP conditions prevail
174		REQUEST FOR PROPOSAL FOR SELECTION OF MASTER SYSTEM INTEGRATOR (MSI) FOR IMPLEMENTATION OF NFAI'S ENTERPRISE SOLUTION	158	Request to amend the clause as"Switch should have the 48 x 1/10G/25G fiber ports and should have 6 x 40/100G QSFP+ ports" as every OEM have different devices and does support minimum 6 x 40/100	RFP conditions prevail
175		REQUEST FOR PROPOSAL FOR SELECTION OF MASTER SYSTEM INTEGRATOR (MSI) FOR IMPLEMENTATION OF NFAI'S ENTERPRISE SOLUTION	62	Server side data processing may lead to performance issues of OTT platform, I would recommend to change this to processing in store & Indexing layer	RFP conditions prevail
176		2.1.7	218	Request NFAI team to change this point to allow GCC/VPC - Virtual Private Cloud Deployments as well	RFP Condition Prevails
177		Figure 1	17	Request NFAI team to edit the diagram to show the DR in a geographically different location instead of a different seismic zone. The MEITY guidelines have basically given the best practices for DR site associated to meet the requisite RTO and RPO and have removed the requirement for DR site to be in a different seismic zone since Seismic activity is not a holistic measure of safety.	RFP conditions prevail
178	16.1. Security and Statutory Requirements		76	Request NFAI team to request SOC 1, 2 and 3 reports form the MEITY empaneled CSPs as well in addition to the ISO certifications	RFP conditions prevail
179	Chapter 6 : NFAI Media Ingestion Room (MIR) Architecture – Physical Infrastructure	2	148	Requesting to share optimum specifications & requirements of active equipments involved in MIR infrastructure , for example UPS KVA ratings , SAN / NAS architecture	RFP Condition Prevails
180	Chapter -4 : The Data Centers should be owned and operated by the CSP.	2.1.7 (2)	127	The Requirement of CSP having its own DATA centre does not go with purpose of more participation . Many Competent service / Solution provider may be using Meity Impaneled DATA centre as per norms . For example major CSP like AWS do not have their own DATA centers .	RFP conditions prevail
181	Chapter - 4 : CSP should have deployed at least one project on GCC on cloud in last 3 years as on the last date bid submission	2.1.7 (4)	128	Again this is restricting CSP like us and Amazon to enter who is not having done any project on GCC . (Government project like Aadhar and Covin are on Amazon with much higher sensitive database) we expect to have add VPC or remove this condition	RFP conditions prevail
182	Chapter 15	15.3.5	55	Video Encoding B/W is misleading on the CDN server for example 8Mb is huge for CDN not even live Broadcasters use the same for HD , Live Broadcast encoding is 6mb/s Generic Practice is : 1080p @ 4Mbps 720p @ 1.8Mbps 480p @ 800Kbps	RFP conditions prevail
183	A Civil and Interiors for Media Ingest Room (Inclusive of furniture, civil work, electrical works, false ceiling, Fire etc.)	2.1.12	151	Request to have 300 Sq ft Instead of 200 for Racks / PAC /Library . Media Ingest workstation has to be in separate room along with other editing rooms	Noted. Pse refer Corrigendum 2
184	Chapter 6 : NFAI Media Ingestion Room (MIR) Architecture – Physical Infrastructure	2	148	Other workstation for editing QC or Engineering need to be mention with clarity for quoting likewise , 6 working desk with glass partition of 70 sq ft each . The UPS and Electrical Room is mentioned 200 sq ft which is OK	RFP Condition Prevails

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
#	Chapter	Section / Sub Section	Pg. No	Query	Final response
185	Chapter 4: Evaluation Process	2. Prequalification Criteria - 2.1. Prequalification Evaluation Parameters	128	CSP should have deployed at least one government/ PSU project on public cloud in India in last 3 years as on the last date bid submission	RFP Condition Prevails
186	15.4.2	BI & Analytics	58	Please provide an indicative number of NFAI users, that will be using the reports?	Number of Authorized users in NFAI : 15. However, it is subject to change in future
187	15.4.2	BI & Analytics	58	Please provide an indicative number of NFAI users, who will be power users and create their own reports i.e. self service BI?	Number of Authorized users in NFAI : 15. However, it is subject to change in future
188	15.4.2	BI & Analytics	58	Does NFAI has any preference for a particular reporting/visualization tool, like tableau?	The reporting tool shall meet the RFP requirements.
189	15.4.2	BI & Analytics	58	Please indicate approximate number of reports and dashboards that NFAI is expecting in this solution?	Bidder to suggest keeping NFAI training requirements in mind.
190	8. Security Services for Ingestion Room	The MSI would need to ensure minimal damage by deploying an Incident Response Team (Helpdesk), which will attempt to limit the number of systems affected and the amount of processing that is interrupted.	37	Does this refer to Security operation center(SOC) team to be provided as part of the solution. Kindly confirm?	RFP Condition Prevails
191	8. Security Services for Ingestion Room	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.	36	Is there is an Incident Management tool in place which bidder can leverage or is bidder expected to provide that as part of the overall solution?	Bidder is expected to provide Incident Management tool as part of the overall solution
192	8. Security Services for Ingestion Room	In addition to the general methodology discussed above, Media Ingestion Room shall have in place a Firewall system, an Intrusion Prevention System, and an Anti-Virus Solution.	37	How many Media Ingestion rooms are planned by NFAI as part of the project, as the security products will be sized based on the same?	only 1
193	16.1. Security and Statutory Requirements	G. CSP/MSI Shall have provision for the below security components to secure the environment	77	Can we propose Cloud native services for the security technologies mentioned in this section?	RFP Condition Prevails
194	1.5.11		27	Please share high level scope of work/requirements w.r.t. mobile application e.g. functionalities required	The NES solution must be replicated to the mobile device
195	1.5.12.		27	"All the rights of the developed solution shall be with NFAI. MSI needs to handover the complete solution including Physical Infrastructure, whenever required and suggested by NFAI after completion of the contract." this would be applicable for custom development only. In case of COTS product or infra, license will be on NFAI name and NFAI to renew post end of contract period. Hope this is ok.	Any customization done for NFAI requirements will be NFAI's rights.
196	15.8.7.5. Hand-holding support		71	"MSI shall also provide hand-holding and requisite training support to NFAI personnel for a minimum period of 3 (three) months before the Go-Live of respective application." Please confirm if this 3 months support can be considered in 5 years of overall support duration	This handholding support is before the Go Live.
197	8	8.1	118	Can we submit letter of authorization instead of a Power of Attorney	No.
198	7		116	Please confirm if there is there any size limitation for the Zip files to be uploaded on the website for submission	The max file size is 25 MB.
199	5.3. Procure	Chapter 2 : Scope of Work	30	It is proposed that any services cope of work and deliverables falling beyond scope of work shall be delivered by MSI as per agreed commercial terms and delivery timelines, under a change control mechanism.	Yes.

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
#	Chapter	Section / Sub Section	Pg. No	Query	Final response
200	5.3. Procure	Chapter 2 : Scope of Work	30	Requesting NFAI to consider the following: (i) any Intellectual Property Rights specifically created/developed for NFAI in any Deliverables (except pre-existing service provider Property or third party software embedded in the Deliverables, which shall be dealt with in accordance with the terms of any license agreement relating to that software) developed or modified by MSI, shall upon receipt of full payment by MSI from the NFAI stand automatically assigned to the NFAI at NFAI's cost. (ii) Ownership of intellectual property in all pre-existing material shall be retain by the party which previously owns it.	RFP Condition Prevails
201	5.4.1. Equipment installation and configuration	Chapter 2 : Scope of Work	31	Considering scope of work MSI proposes to delete the clause.	RFP conditions prevail
202	11.2. Cloud Hosting	Chapter 2 : Scope of Work	40	Its proposes that the scope shall be limited to the details and specifications as listed under this RFP.	RFP conditions prevail
203	11.3. NFAI Website	Chapter 2 : Scope of Work	40	Its proposes that the scope shall be limited to the details and specifications as listed under this RFP.	RFP conditions prevail
204	11.3. NFAI Website	Chapter 2 : Scope of Work	41	Bidder proposes that any extension of terms shall be subject to mutually agreed commercial and delivery timelines. Bidder shall support NFAI for transition services as per the mutually agreed commercial charges. Bidder proposes that source code shall be provided as per the mutually agreed terms as defined under escrow agreement.	RFP conditions prevail
205	15.8.7.2. Design (v)	Chapter 2 : Scope of Work	69	It is proposed that Product licenses is subject to NFAI's acceptance of additional terms and conditions set forth in separate MSI or third-party click-wrap license agreements provided with such Software.	RFP conditions prevail
206	15.8.7.2. Design (Viii)	Chapter 2 : Scope of Work	70	Its proposed that upgrade shall be based subject to mutually agreed commercial terms.	RFP conditions prevail
207	15.8.7.3. Development	Chapter 2 : Scope of Work	70	Its proposed that the source code shall be provided based upon the terms as mutually agreed under escrow agreement.	RFP conditions prevail
208	18.4. Implementation SLAs	Chapter 2 : Scope of Work	94	(i) Its proposed that capping shall be limited to 5% of Total contract value. (ii) Penalty shall be applicable only if such delay arises due to reasons solely attributable to MSI. (iii) Termination under breach shall be subject to payment Deliverables already completed but not paid.	RFP conditions prevail
209	18.5. (a) SLA for CSP	Chapter 2 : Scope of Work	94	Bidder seeks to clarify that a notice period/cure period of at least 30 days to be given for termination. (i) Termination under breach shall be subject to payment Deliverables already completed but not paid and work in progress.	RFP conditions prevail
210	18.5. SLA for CSP (Cloud Service Provider) (f)	Chapter 2 : Scope of Work	95	Its proposed that : (i) Penalty shall be applicable only if such delay arises due to reasons solely attributable to MSI. (ii) Capping shall be limited to 2% of Periodic Payment.	RFP conditions prevail
211	18.6. Penalty on non-adherence to SLAs for NFAI Website	Chapter 2 : Scope of Work	97	0.2 % of total value of website maintenance for each week delay up to 5 % of website maintenance as maximum penalty Its proposed that penalty shall be applicable only if such delay arises due to reasons solely attributable to MSI.	RFP conditions prevail

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
#	Chapter	Section / Sub Section	Pg. No	Query	Final response
212	18.7. Post-Implementation SLAs	Chapter 2 : Scope of Work	97	(i) Any such inspection shall not occur more than once in each calendar year and shall be conducted expeditiously, efficiently, and at reasonable business hours. (ii) Audit should be subject to prior written notice of at least 15 days. (iii) NFAI shall not be entitled to audit: (a) data or information of other customers or clients of MSI; (b) any cost information unless such is the basis of a billable expense; (c) MSI's quality assurance reviews, contract management reports, and security functions; (d) third parties except to the extent MSI has the right to grant such rights, or (v) any other Confidential Information of Company that is not directly relevant for the authorized purposes of the audit. (iv) The cost of audit is to be borne by the NFAI.	RFP conditions prevail
213	18.7.1 Violations and Associated Penalties	Chapter 2 : Scope of Work	98	(i) The overall capping as a result of not meeting the Service Level Agreements Targets shall be limited to 3% of the respective Quarterly payment to the MSI. (ii) Penalty shall be applicable only if such delay arises due to reasons solely attributable to MSI.	RFP conditions prevail
214	18.7.1 Violations and Associated Penalties	Chapter 2 : Scope of Work	98	Bidder seeks to clarify that a notice period/cure period of at least 30 days to be given for termination. (i) Termination under breach shall be subject to payment Deliverables already completed but not paid and work in progress.	RFP conditions prevail
215	18.7.8. Penalty on non-adherence to SLAs	Chapter 2 : Scope of Work	111	(i) NFAI shall impose a penalty of 0.2 % of total value of website maintenance for each week delay up to 5 % of website maintenance cost as maximum penalty. (i) Penalty shall be applicable only if such delay arises due to reasons solely attributable to MSI.	RFP conditions prevail
216	18.8. SLA for Media Ingestion Room (MIR)	Chapter 2 : Scope of Work	111	Bidder seeks to clarify that a notice period/cure period of at least 30 days to be given for termination. (i) Termination under breach shall be subject to payment Deliverables already completed but not paid and work in progress.	RFP conditions prevail
217	18.8. SLA for Media Ingestion Room (MIR)	Chapter 2 : Scope of Work	111	(i) The overall capping as a result of not meeting the Service Level Agreements Targets shall be limited to 3% of the respective Quarterly payment to the MSI. (ii) Penalty shall be applicable only if such delay arises due to reasons solely attributable to MSI.	RFP conditions prevail
218	17. Signing of Contract	Chapter 3: Instruction to Bidders	121	Its proposed that any other terms and conditions outside the RFP shall be based upon the mutual agreement between the parties.	RFP conditions prevail

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
#	Chapter	Section / Sub Section	Pg. No	Query	Final response
219	20. Confidential Information	Chapter 3: Instruction to Bidders	122	(a) Information should be marked by, the legend "CONFIDENTIAL", and in the case of information disclosed orally, such disclosure is identified as confidential and summarized in a writing within thirty (30) days of such disclosure. (b) The confidentiality obligation shall survive for a period of 3 years after expiry or termination of agreement. (c) Exception to Confidential Information: (i) was in the Recipient's possession at the time of disclosure and without restriction as to confidentiality, (ii) at the time of disclosure is generally available to the public or after disclosure becomes generally available to the public through no breach of agreement or other wrongful act by the Recipient, (iii) has been received from a third party without restriction on disclosure and without breach of agreement by the Recipient, or (iv) is independently developed by the Recipient without regard to the Confidential Information of the Disclosing Party.	RFP conditions prevail
220	2.2 Termination of Contract for Failure to Become Effective	Chapter 7: Annexures	235	Bidder proposes to consider 30 days as notice period.	RFP conditions prevail
221	2.8 Suspension:	Chapter 7: Annexures	237	Bidder proposes to have the right to terminate the contract upon 120 days of such suspension of works. NFAI shall pay for any Work performed before receipt of notice.	RFP conditions prevail
222	2.9.1.1. (a) to (g)	Chapter 7: Annexures	237	Bidder seeks to clarify that a notice period/cure period of at least 30 days to be given for termination. (i) Termination under breach shall be subject to payment Deliverables already completed but not paid.	RFP conditions prevail
223	2.9.1.1. (h)	Chapter 7: Annexures	237	(i) Bidder proposes to consider 180 days instead of 60 days. (ii) NFAI shall pay for any Work performed before receipt of notice.	RFP conditions prevail
224	2.9.1.1. (g)	Chapter 7: Annexures	237	NFAI shall pay for any Work performed before receipt of notice and any additional costs of termination (including third-party commitments, reasonable profit, and overhead as may be more specifically provided in the Statement of Work) upon submission of Agency's invoices.	RFP conditions prevail
225	2.9.3 Cessation of Rights and Obligations:	Chapter 7: Annexures	239	Bidder proposes that confidentiality obligation shall survive for a period of 3 years after expiry or termination of this agreement.	RFP conditions prevail
226	2.9.5 Payment upon Termination:	Chapter 7: Annexures	239	NFAI shall pay for any Work performed before receipt of notice.	RFP conditions prevail
227	3.5 Accounting, Inspection and Auditing:	Chapter 7: Annexures	241	(i) Any such inspection shall not occur more than once in each calendar year and shall be conducted expeditiously, efficiently, and at reasonable business hours. (ii) Audit should be subject to prior written notice of at least 15 days. (iii) NFAI shall not be entitled to audit: (a) data or information of other customers or clients of MSI; (b) any cost information unless such is the basis of a billable expense; (c) MSI's quality assurance reviews, contract management reports, and security functions; (d) third parties except to the extent MSI has the right to grant such rights, or (v) any other Confidential Information of Company that is not directly relevant for the authorized purposes of the audit. (iv) The cost of audit is to be borne by the NFAI.	RFP conditions prevail

Responses to Pre-Bid Queries

December 16, 2021

Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
#	Chapter	Section / Sub Section	Pg. No	Query	Final response
228	Documents Prepared by the Agency to be the Property of the "Employer":	Chapter 7: Annexures	242	Requesting NFAI to consider the following: (i) any Intellectual Property Rights specifically created/developed for NFAI in any Deliverables (except pre-existing service provider Property or third party software embedded in the Deliverables, which shall be dealt with in accordance with the terms of any license agreement relating to that software) developed or modified by MSI, shall upon receipt of full payment by MSI from the NFAI stand automatically assigned to the NFAI at NFAI's cost. (ii) Ownership of intellectual property in all pre-existing material shall be retain by the party which previously owns it.	RFP conditions prevail
229	6.3 © Terms of Payment	Chapter 7: Annexures	247	Payment of the undisputed invoices shall be made within 30 days from the date of receipt of invoices	RFP conditions prevail
230	9. Liquidated Damages	Chapter 7: Annexures	250	(i) Its proposed that capping shall be limited to 5% of Total contract value. (ii) Its proposed that overall capping for the breach of SLA shall be capped to 3% of monthly charge. (ii) Penalty shall be applicable only if such delay arises due to reasons solely attributable to MSI.	RFP conditions prevail
231	10. Miscellaneous provisions: (v)	Chapter 7: Annexures	250	Agency will pay costs and damages finally awarded in any suit against Employer to the extent based on a finding that the design or construction of any Work or Products as furnished, infringe any patent, utility model, copyright, or trademark granted or registered in the country of Agency's shipping destination, provided that, Employer: (i) promptly informs Agency of the alleged infringement in writing; (ii) provides Agency the exclusive right to defend and settle the suit, at Agency's expense; and, (iii) provides all reasonable information and assistance requested for the defense. Agency shall have no liability for any infringement that is based upon or arises out of: (a) compliance with Employer's instructions, specifications or designs; (b) use of Work or Products in a Employer or third-party process; or, (c) combinations with other equipment, software or materials not supplied by Agency.	RFP conditions prevail
232	7.15.2. Special Conditions of Contract:	Chapter 7: Annexures	252	Bidder proposes the below LOL clause: a. Neither Party shall be liable to the other Party, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, which may be suffered by the other Party in connection with the Contract, and b. The aggregate liability of the either party to the other party, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Contractor to indemnify the Employer with respect to patent infringement.	RFP conditions prevail

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Responses to pre-bid queries for RFP for Selection of Master System Integrator (MSI) For Implementation of NFAI'S Enterprise Solution Tender Ref. Number: 302/52/2021 - NFHM					
#	Chapter	Section / Sub Section	Pg. No	Query	Final response
233	Chapter 4: Evaluation Process	2.1. Prequalification Evaluation Parameters Point No.4. CSP should have deployed at least one project on GCC on cloud in last 3 years as on the last date bid submission.	127	As per the SOW mentioned in the RFP, the department has asked for NFAI Enterprise Solution on Virtual Private Cloud, hence we request the department to allow past references on Virtual Private Cloud as well. OR We request to amend this clause as " CSP/MSP should have deployed at least one project on GCC on cloud in last 3 years as on the last date bid submission." as the standard business process the most of the CSP's do not directly do business/transaction with the End customer. All transactions and deployment are done through the MSP's.	RFP Condition Prevails
234	Chapter 2: Scope of Work	1.1.2 Proposed Cloud Architecture must have a storage capacity of 100 TB of data and the storage shall be upward scalable based on the growth and demand in the next five years. In addition to this a deep archival storage on cloud shall be provisioned having a storage capacity of ~500TB of data. (Refer Chapter 6: Section 4.3)	23	Kindly confirm the phase wise storage requirement on the cloud. As, provisioning 500TB storage from day one will unnecessarily increase the CSP's billing to NFAI.	The Cloud storage will be paid to the MSI at actual consumption
235	Chapter 2: Scope of Work	1.3.1. MSI to deploy, operate and maintain Tape Library with three (3) drives and One (1) Robotic Arm with minimum 500 slots (The robotic arm should be able to support 500 slots on day one). Of the three drives in the Tape Library Two Drives Shall be LTO 7 and One Drive shall be LTO 9. The Tape Library should be expandable, and the robotic arm should be able to support up to 1500 slots in the future. The required scalability should be with the addition of modules or frames. The robotic arm must be able to support cater to all the number of slots after expansion	24	LTO 7 is being phased out. Hence we recommend that NFAI procures one drive of LTO 7 and two drives of LTO 9, considering the future usage for the next 5 years.	RFP Condition Prevails
236	Chapter 2: Scope of Work	1.3.6. MSI shall be required to procure Approx. 13,000 LTO 7 tapes. As per the current estimate, the required number of LTO7 tapes for the NES project is approx..11,000.	24	Why is the MSI required to procure 13,000 LTO 7 tapes, when NFAI's requirement is 11,000 tapes ?	RFP Condition Prevails
237	Chapter 2: Scope of Work	1.3.7. For the aforementioned number of LTO Tapes, the MSI shall be responsible for procuring and handing over the tapes to NFAI. However, the MSI shall be responsible for configuring the LTO Tapes to the MAM solution.	24	Please explain if there is a typo error in this point.	RFP Condition Prevails
238	Chapter 2: Scope of Work	1.5.26. The list of functionalities indicated above are minimum essential requirements from NFAI and are not an exhaustive list.	27	Please provide complete/exhaustive list of the functionality required as this will have a direct impact on the Manpower skills, time and efforts required to design and develop the NES and it's cost.	RFP Condition Prevails

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239	Chapter 2: Scope of Work	5.1.1. Study of current storage requirement The MSI shall study the service requirements of present storage required in NFAI as well as estimate requirement of the any other storage that are in the conception stages.	28	Will NFAI will pay for any additional storage required during the course of this project ?	No.
240	Chapter 2: Scope of Work	5.2. Design The MSI will be free to design the architecture and / or specifications given as part of this RFP on the basis of initial study that they would carry out as part of the "analyze" scope of work given above, subject to the approval by NFAI. Any component level up gradation if required shall be allowed with NFAI approval. However, any cost revision shall not be allowed due change in design.	28	We would request NFAI to consider releasing an EOI for this project and then select the ideal proposal based on which an RFP can be released.	RFP Condition Prevails
241	Chapter 2: Scope of Work	5.4.2. Connectivity The MSI shall be responsible for setting up dedicated P2P link between the NFAI Media Ingestion room and the Cloud Setup. MSI shall be responsible for providing non-shared internet bandwidth to Media Ingestion Room. Seamless integration with independent Internet Service Providers shall be provisioned by the MSI.	30	Who will initially bear the recurring cost of the P2P link and the non shared internet bandwidth.	MSI will bear the cost of bandwidth
242	Chapter 2: Scope of Work	5.4.4. Training and Documentation After installation has been completed, the MSI shall provide training to a batch of NFAI staff for 3 (Three) months at the NFAI Media Ingestion Room. This training shall be held before Go-Live	31	NFAI has allotted 6 months to complete the implementation of this project. Out of that NFAI requires training for 3 months. Training can only provided after complete implementation of the project. Hence we request NFAI to increase the time allotted to implement this project.	RFP Condition Prevails
243	Chapter 2: Scope of Work	11.2. Cloud Hosting The MSI shall conduct vulnerability and penetration test at their cost (from a third-party testing agency which should be CERT-IN empaneled and approved by NFAI) on the Cloud facility every 6 months and reports should be shared with NFAI. The MSI needs to update the system in response to any adverse findings in the report, without any additional cost to NFAI	39	The GOI guidelines for website and applications states that, third party VAPT testing should be conducted annually. Hence we request NFAI to kindly change the requirement for VAPT testing to be done once a year.	RFP Condition Prevails

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244	General	General Questions		During the site survey conducted on 23rd Nov 2021, we were informed that NFAI has not yet finalized the location to set up the media ingestion room. We were also informed that the media ingestion room might be set up in the phase 3 building that is being constructed. Kindly consider all project completion timelines from the date that the media ingestion room is allotted.	RFP Condition Prevails
245	General	Tender Submission Date - 7th Dec 2021.		Considering the vast scope of work and multiple hardware and software components required for this project, we request NFAI to kindly extend submission date by 20 working days.	RFP Condition Prevails