

**Clarifications to the second 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	Response
1	Chapter 2: Scope of Work	clause no.1.2	17	What does the 'quantum per format' mean? Does it mean total quantity per format or does it mean total number of hours per format? It would be better if we could get a total number of hours of footage and film in each format	Quantum per format means the total number titles
2	Chapter 2: Scope of work	2.4 Project Go-Live	21	The entire solution NFAI Enterprise solution (comprising of Digitization of content, hosting it on Cloud on MeitY empaneled Virtual Private Cloud, develop/operate/maintain Ingestion room, design and develop website, OTT platform etc.) to be implemented within 6 months period from the date of signing the contract	RFP Condition Prevails
3	Chapter 2: Scope of Work	2.5. Digitization and Restoration Project	21	Of the 5,113 titles, approximately 2,253 titles shall undergo restoration process which shall be done by multiple vendors. Query We assume this is under NFAI existing vendor scope ,please confirm	Yes. The understanding is correct
4	Chapter 2: Scope of work	2.4. Project Go Live The entire solution NFAI Enterprise solution (comprising of Digitization of content, hosting it on Cloud on MeitY empaneled Virtual Private Cloud, develop/operate/maintain Ingestion room, design and develop website, OTT platform etc.) to be implemented within 6 months period from the date of signing the contract	22	Considering the complexity and circumstances due to pandemic we have observed a significant delay in the delivery of IT & Network Infra. Because of this we request Go live period to be increased from 6 to 12 months from the date of signing the contract.	RFP Condition Prevails
5	Chapter 2: Scope of Work	2.6. Accession of Born Digital Films	22	Various clauses of RFP talks about one-time transcoding of filmic content when filmic content is received from digitization and restoration partner in tapes and when Born-films are received. These filmic content would be read from tapes and one-time transcoded before ingested into media asset management. Our query is that whether this one-time transcoding is to be done by FFMPEG server or whether bidder has to provide separate offline transcoding application which would be deployed in Media ingestion server for this purpose.	Yes one time transcoding can be handled by FFMPEG server which shall be provided by MSI
6	Chapter 2: Scope of Work	The entire solution NFAI Enterprise solution (comprising of Digitization of content, hosting it on Cloud on MeitY empaneled Virtual Private Cloud, develop/operate/maintain Ingestion room, design and develop website, OTT platform etc.) to be implemented within 6 months period from the date of signing the contract	22	Considering the complexity and circumstances due to pandemic we have observed a significant delay in the delivery of IT & Network Infra. Because of this we request Go live period to be increased from 6 to 12 months from the date of signing the contract.	RFP Condition Prevails
7	Chapter 2: Scope of Work	1.3. Tape Library and Maintenance	25	Kindly clarify if there is existing Tape Library and whether the same is to be integrated with New Backup software.	Existing Tape Library may not be integrated with the new backup software
8	Chapter 2: Scope of Work	1.6.Media Ingestion Room	25	HSM Module has been indicated for Hardware for secure storage of Encryption keys. Please confirm whether bidder has to provision dedicated HSM module in Public Cloud.	The DCP is shared upon special request to Film archives, Film Festival or any other media unit. Creation of KDM shall happen in the MIR before they are transferred to the requestor. HSM is not required in the public cloud.

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9	Chapter 2: Scope of work	1.5.12. NFAI enterprise solution	26	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	RFP Condition Prevails
10	Chapter 2: Scope of work	1.6. Media Ingestion Room	27	Kindly Clarify if there are existing Servers and Tape drives which are to be managed through Common management tool	There are no existing Servers and Tape drives which are to be managed through Common management tool
11	Chapter 2: Scope of work	Media Ingestion room	27	Kindly confirm if MAM users can access MAM outside of MIR through Internet or it should be via MIR only.	The MAM users should be able to access the MAM in the MIR and NFAI premises. MAM should also have provision to be accessed via Internet.
12	Chapter 2: Scope of Work	1.5.12. 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.	27	This is a challenging ask as Infra in cloud setup cannot be shared. Only Infra setup in NFAI premises and content/data can be shared at end of contract	All licenses shall be procured in the name of NFAI and credentials shall be shared for cloud infra if and when requested by NFAI
13	Chapter 2: Scope of Work	5.4.4. Training and Documentation	31	This training shall be held before Go-Live of the application. MSI shall provide a second training two years after Go-Live of the solution for a period of another 3 (Three) months. All the required training material will be provided to the participants by MSI Query : Training will be online/offline	Trainings to be conducted offline
14	Chapter 2: Scope of Work	8. Security Services for Ingestion Room	36	Kindly acknowledge that 24x7 security monitoring would be requiring resources in three shifts. Kindly include another resource type "SOC Engineer" with three shifts (Qty=3) under "Operation and Maintenance Resource Cost" on page 86.	RFP Condition Prevails
15	Chapter 2: Scope of Work	3. Solution Scenario	38	Since NES solution is split across On-premise and Cloud VPC deployment. Kindly clarify whether Bidder has to proposed two instances of Backup 1. One for On-premise servers, New Local Central Storage and Existing On-premise storage 2. Other for Cloud VPC based deployment of VMs and storage	The MSI shall provide backup for On-premise servers, New Local Central Storage and Existing On-premise storage and should be in compliance with the requirements specified in the RFP
16	Chapter 2: Scope of work	11.3. NFAI Website	39	NFAI Website maintenance includes - Enhancements would include changes in the software due to Statutory and Regulatory changes and changes required due to changes in industry and other Governance practices in India.	RFP Condition Prevails
17	Chapter 2: Scope of Work	<b>11.3. NFAI Website</b> Per RFP, NFAI Website maintenance includes - Enhancements would include changes in the software due to Statutory and Regulatory changes and changes required due to changes in industry and other Governance practices in India.	40	Any enhancements due to statutory and regulatory changes should be discussed mutually and should ideally go through a change request process	RFP Condition Prevails

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18	Chapter 2: Scope of Work	<b>11.3. NFAI Website</b> Per RFP, NFAI Website maintenance includes - Enhancements would include changes in the software due to Statutory and Regulatory changes and changes required due to changes in industry and other Governance practices in India.	40	Any enhancements due to statutory and regulatory changes should be discussed and will go through change request process route	RFP Condition Prevails
19	Chapter 2: Scope of Work	15.1.4.NFAI/ NFHM Team	46	Number of Email User are only 15. Kindly allow messaging OEM which are offered as SaaS/PaaS service from leading Public Cloud and whose email data is kept locally in India.	RFP Condition Prevails
20	Chapter 2: Scope of Work	<b>14. Messaging services</b> 1. The messaging software OEM should be a leader in independent market research reports like Gartner, Radicati, IDC etc. 2. The messaging software should be open source.	46	This scope should not be limited to open source as it limits best of breed messaging solution from being a part of this project.	Kindly refer corrigendum 7
21	Chapter 2: Scope of work	Media Asset Management (MAM) System 15.3.2. viii. Should provide automated AI tagging of video content with learning capabilities	51	Please suggest if AI based 3rd party Automatic Video Tagging software's like those provided by Google, AWS etc. can be used or not? Majority of these software's which are best of breed are cloud based solutions. Which means data will have to move out of NFAI's private cloud. Will NFAI allow this change?	RFP Condition Prevails
22	Chapter 2: Scope of work	15.3.2 Media Asset Management (MAM) System	51	Should provide automated AI tagging of video content with learning capabilities	RFP Condition Prevails
23	Chapter 2: Scope of Work	15.3.4. DCP on Demand	54	Kindly clarify what is meaning of "DCP on Demand". We understand that Users can make request from DCP from Enterprise Media Portal/OTT. However DCP & KDM would be generated at Media Ingestion room using Blackmagic design suite (DaVinci Resolve and EasyDCP KDM generator). Once these DCPs are generated, they would be published on Portal/OTT. Is our understanding current about "DCP on demand".	The DCP is shared upon special request to Film archives, Film Festival or any other media unit. The DCP shall be delivered via HDD or Cloud. Once the DCP is delivered a copy will not be saved on DR. Hence HSM hardware is not required in DR.  Once DCPs are generated they will not be published on the OTT.
24	Chapter 2: Scope of Work	<b>15.3.4. DCP on Demand</b> iv. Should be able to manage delivery of DCPs and Key Delivery Message (KDMs) to film festival/ archive/ institutions over the web. NFAI currently has DaVinci Resolve 14 for DCP generation and DaVinci Resolve EasyDCP KDM generator for KDM generation. vi. Should ensure DCPs are always encrypted with time specific KDMs, when being delivered to film festival/ archive/ institutions over the On-Cloud data center setup.	54	To encrypt a file with required KDM we need an HSM hardware which needs to be placed on DC as well as DR. This should be a mandate in the RFP. At the moment there is no mention, which is a major flaw.	The DCP along with KDM would be generated at the MIR by the MSI and this creation of DCP process shall not happen in cloud. Hence the HSM hardware is not required in DC and DR.
25	Chapter 2: Scope of Work	15.3.4. DCP on Demand	55	Please confirm that DCP Hot Storage is to be provisioned only for those content for which DCP request has been raised. Please confirm how much TBs of Hot Storage is to be provisioned.	Hot storage may not be considered

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26	Chapter 2: Scope of work	18.4. Implementation SLAs	93	Penalty Value: Capping: The upper limit of penalty would be capped at 5% of the Capital Expenditure . In case the successful MSI reaches the upper limit of penalty at any point of time during implementation phase, NFAI reserves the right to invoke the termination clause. Penalty Value for Implementation SLA	Kindly refer corrigendum 7
27	Chapter 2: Scope of work	18.4. Implementation SLAs Delay of every week would also account in increase of additional 2 weeks in the maintenance period which will be over and above the maintenance period of 5 years. This duration would be accounted without incurring any charges to NFAI.	93	Additional efforts for O&M: Delay of every week would also account in increase of additional 2 weeks in the maintenance period which will be over and above the maintenance period of 5 years. This duration would be accounted without incurring any charges to NFAI.	RFP Condition Prevails
28	Chapter 2: Scope of Work	16.Cloud Hosting 16.32. CSP/MSI shall submit all the configured policies of Anti-DDos, firewall, load balancer, WAF and other security components to NFAI and update the document wherever policy changes.	75	Specifications of Key security solutions are missing in both Media Ingestion Room and Enterprise solution hosted on cloudland-DDOS, WAF, Load Balancer and DNS security need to define through minimum specifications for participation of global reputed security OEM's.	RFP Condition Prevails
29	Chapter 2: Scope of Work	16.Cloud Hosting 16.16. CSP/MSI is required to propose the cloud native architecture wherever applicable in the propose solution. The propose solution shall be independent of any platform / OEM and it can be migrated to any other platform without any customization.	75	We understand all the proposed solutions(security) should be platform/cloud independent and should be able to migrate different CSP or on-premise as per the requirement in future. Please confirm the understanding.	RFP Condition Prevails
30	Chapter 2: Scope of Work	16.1 Security and Statutory Requirements	76	Data Encryption at Rest and in Transit is managed by deploying a Key Management and Hardware Security Module (HSM) Solution. This solution needs to be cloud Vendor Agnostic so that NFHM has the flexibility of migrating the Data/Applications secured by this solution to other cloud players if required in future. This Technology if provided by the cloud OEM will lock the environment and will make the solution proprietary. <b>Request you to add a clause that "Solution for Data Encryption at Rest and in Transit should be Cloud Vendor Agnostic"</b>	RFP Condition Prevails
31	Chapter 2: Scope of Work	18.1. SLA Management	93	We request you to please increase the resolution time of P1 to 4hrs	RFP Condition Prevails
32	Chapter 2: Scope of Work	<b>18.4. Implementation SLAs</b> Additional efforts for O&M: Delay of every week would also account in increase of additional 2 weeks in the maintenance period which will be over and above the maintenance period of 5 years. This duration would be accounted without incurring any charges to NFAI.	94	We suggest NFAI to cap extension of the contract to maximum 4 weeks because of delay in implementation by the MSI. Also the statement is generalized since delay can happen due to reasons attributable to NFAI as well.	This is applicable to delays attributable to the MSI only.
33	Chapter 2: Scope of Work	<b>18.4. Implementation SLAs</b> Penalty Value: Capping: The upper limit of penalty would be capped at 5% of the Capital Expenditure . In case the successful MSI reaches the upper limit of penalty at any point of time during implementation phase, NFAI reserves the right to invoke the termination clause. Penalty Value for Implementation SLA	94	1.Section 9 of Draft Contract copy (Page no: 249 refers to 10% of total value of contract towards LD which contradicts Implementation SLA mentioned on Page no.94 2.Also, Penalty should be applicable ONLY if delay arises due to reasons solely attributable to MSI.	Kindly refer corrigendum 7

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34	Chapter 2: Scope of Work	<b>18.4. Implementation SLAs</b> Penalty Value: Capping: The upper limit of penalty would be capped at 5% of the Capital Expenditure. In case the successful MSI reaches the upper limit of penalty at any point of time during implementation phase, NFAI reserves the right to invoke the termination clause. Penalty Value for Implementation SLA.	94	The penalty value should be capped at 5% on the total value of the contract and not just the capital expenditure. Also, There is also no mention of <b>limitation of liability clause in this RFP given the size of the overall project. The total liability should be limited</b> to the contract value.	Kindly refer corrigendum 7
35	Chapter 2: Scope of Work	<b>18.6. Penalty on non- adherence to SLAs for NFAI Website</b> Any violation in meeting the SLA requirements for incident or resolving bug during warranty and maintenance period. NFAI shall impose a penalty of 0.2 % of total value of website maintenance for each day delay up to 5 % of website maintenance as maximum penalty	97	SLA should be calculated on monthly basis and penalty of maximum 5% of the monthly billing ( at that time ) should be applied during the O&M period as against 5% of total value of website maintenance	RFP Condition Prevails
36	Chapter 2: Scope of Work	1.6.Media Ingestion Room	141	Kindly clarify whether Post-Production Licenses mentioned in SOR table are related to Editing, DCP and KDM generator which is presently from Blackmagic design suite (Davinci Resolve, EasyDCP KDM generator). Kindly clarify whether Bidder has to use existing Blackmagic design suite for post production function requirements.	The MSI need to provide new post production licenses for various post production activities such as editing, QC and color grading.
37	Chapter 4 - Evaluation Process	Prequalification Evaluation Parameters Power of Attorney for Prime Bidder of Consortium 2.1.1 •Power of Attorney as per Chapter 6: Section 7 shall be submitted in case of a Consortium	125	Bidder hereby proposes three alternatives out of which any one of the option can be exercised for execution of the POA of the prime bidder of Consortium 1.It is being proposed if consortium POA can be executed only by the consortium partner in favour of the prime bidder? As, there will be separate POA issued by the prime bidder in favour of its Authorization of A presentative for this opportunity. 2.It is being proposed consortium POA needs to be executed by all the members of consortium, then it will be without common seal clause since it will be different for each entity/consortium partner 3.It is being proposed that prime bidder and team member execute an independent POA favoring prime bidder instead of joint execution by both prime bidder and team member	RFP Condition Prevails
38	Chapter 4 - Evaluation Process	Prequalification Evaluation Parameters Power of Attorney for Authorization of A presentative 2.1.1 •Power of Attorney as per Chapter 6: Section 7 shall be submitted in case of a Consortium We, ..... (name of the firm and address of the registered office) do hereby irrevocably.	125	It's stated that POA should be irrevocable in nature. Bidder hereby propose that POA can't be irrevocable in nature as the Bidder can revoke this POA due to any reason like the said Attorney/employee left the employment or due to any other reason.	RFP Condition Prevails
39	Chapter 4 - Evaluation Process	<b>2.1.2</b> The bidder or in case of a consortium, <b>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:</b>	125	We suggest the tenure to be more than 5 years and increased to 10 years	Query has been addressed in Corrigendum 4, published on 1 Feb 2022
40	Chapter 4 - Evaluation Process	2.1.7	128	Request NFAI team to change this point to allow GCC/VPC - Virtual Private Cloud Deployments as well	RFP Condition Prevails

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41	Chapter 4 - Evaluation Process	Sub-Table A.2: Portal Development and Licensing (Exclusive of all Taxes)	141	Further both A2.3 (MAM) and A2.9 (DAM) have been asked for deployment in VPC of public Cloud. While SAN storage and Tape library are deployed on-premises, how overall asset management function from DAM/MAM would work from VPC of Public Cloud since SAN volumes cannot be mounted on VMs of Public Cloud  <b>We recommend that DAM/MAM should be deployed on-premises so that it can manage digital contents through MAM/DAM application hosted on local on-premise server connected to SAN Storage and tape library and respective volumes mounted on MAM server</b>	The solution provided by MSI for MAM/DAM should be in compliance with the requirements specified in the RFP
42	Chapter 4 - Evaluation Process	Sub-Table A.2: Portal Development and Licensing (Exclusive of all Taxes)	141	In SOR, item A2.3 (MAM licenses) and A2.9 (Digital Asset Management) both have been asked. <b>We understand that both MAM and DAM are same solution. In fact MAM is superset of DAM. Kindly clarify. We request to remove DAM.</b>	If the MAM provided by the MSI has both capabilities of MAM and DAM then the MSI may quote only for the MAM and not the DAM. The MSI may mention this in the technical document.  The solution provided by MSI for MAM/DAM should be in compliance with the requirements specified in the RFP
43	Chapter 6: Technical Specifications	Technical Specifications – Physical Components (3.1 F -ii, Point no. 11 on Page 159) Warranty: Switch should be provided with hardware replacement warranty and ongoing software upgrades for all major and minor releases for a period of 5 years and AMC for additional 2 years	159	We suggest warranty period of 1 month after Go-Live as there is already an operation and maintenance for 5 years.	RFP Condition Prevails
44	Chapter 6: Technical Specifications	Technical Specifications – Physical Components (3.1 F -ii, Point no. 11 on Page 159) Warranty: Switch should be provided with hardware replacement warranty and ongoing software upgrades for all major and minor releases for a period of 5 years and AMC for additional 2 years	159	We suggest warranty period of 1 month after Go-Live as there is already an operation and maintenance for 5 years.	RFP Condition Prevails
45	Chapter 6: Technical Specifications	3.1. Infrastructure – Media Ingestion Room (MIR)	163	Kindly note as per clause 8 of Public Procurement Order 2019 for Cyber Security Products, 'Local Supplier of Cyber Security Products' / 'Indian Cyber Security products' are exempted from foreign/international standard certifications. <b>Instead of above foreign standard certifications you can ask for BIS/CE/ROHS/ISO certifications.</b>	Kindly refer corrigendum 7
46	Chapter 6: Technical Specifications	3.1. Infrastructure – Media Ingestion Room (MIR)	163	Request you to please clarify about 4 free slot requirement, we request to modify the clause as "Only 12* 1G Port"	RFP Condition Prevails
47	Chapter 6: Technical Specifications	Page no. 166 , clause G-Minimum Technical Specifications for SAN Storage – Local Central Storage	166	We request you to modify the clause as "Every supplied disk shall be able to participate into multiple and different Volumes simultaneously.	Kindly refer corrigendum 7

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48	Chapter 6: Technical Specifications	Page no. 166 , clause G-Minimum Technical Specifications for SAN Storage – Local Central Storage	166	We request you to modify the clause as "Offered Storage Subsystem shall support Raid 0/ 1/ 1+0/ 5/ 50 and Raid 6/ 60 or equivalent. Offered storage array shall have native virtualization support so that Volumes can be carved out from a logical space instead of dedicating separate physical disks for each application."	Kindly refer corrigendum 7
49	Chapter 6: Technical Specifications	Page no. 166 , clause G-Minimum Technical Specifications for SAN Storage – Local Central Storage	166	We request you to modify the clause as "Controllers shall be true active-active in symmetrical/Asymmetrical fashion, while supporting all the major functionalities like Thin Provisioning, Data Tiering etc.."	Kindly refer corrigendum 7
50	Chapter 6: Technical Specifications	Page no. 166 , clause G-Minimum Technical Specifications for SAN Storage – Local Central Storage	166	We request you to modify the clause as "Offered Storage architecture shall be based on latest generation processor, as per OEM best practices for optimal performance."	Kindly refer corrigendum 7
51	Chapter 6: Technical Specifications	G. Minimum Technical Specifications for SAN Storage – Local Central Storage All 20 points in section G	166	All market leading storages don't comply to all 20 points for compliance. This is confirmed by the OEM's. Hence, providing a storage provider will be an issue for all bidders. This entire section needs to reviewed and changed. Also, as per our analysis even a 10 Gig NAS would work for NFAI which is much cheaper. There was no need of a SAN for this project.	Kindly refer corrigendum 7
52	Chapter 6: Technical Specifications	3.1. Infrastructure – Media Ingestion Room (MIR)	171	Kindly clarify what is the reference for Adobe Premier Pro CC here. For what purpose Adobe Premier Pro CC is to be used and who will procure this.	All licenses shall be procured by the MSI in the name of NFAI
53	Chapter 6: Technical Specifications	3.4. Civil & Architectural work aspects. The furnishing includes but not limited to the following •Cement Concrete Work •Cutting and chipping of existing floors •Trench works •Masonry works	174	NFAI needs to provide details on the room location and a proper survey needs to be done. Otherwise this will impact commercials as there are civil work incidentals involved.	Kindly provide the quote considering similar room shown in site survey
54				Kindly Clarify if there is existing Backup licenses whether these licenses has to reused or shall bidder replace with new Backup licenses for existing server, storage and tape drives.	There are no existing Backup licenses that the bidder shall replace with new Backup licenses for existing server, storage and tape drives.