Response to Queries

IIIT-D/IT/BackupAppliance/032/2024-25

S.no	Features	Descriptions	Query/Change Request	Response/Corrigendum
1	Quantity	**50 TB backup software + Backup Appliance storage for 5 years**		No Changes
2	Platform Support/ Deployment	The data protection solution should support deployment in Software, Appliance/ Container form factors/BYOS		No Changes
		The proposed solution should be capable of supporting backup/ restores from various platforms including Windows, Linux, AIX and Solaris.		No Changes
		Backup Management Server/ Master server should be capable of running on Linux.		No Changes
		The data protection solution must not require upgrade of solution for supporting additional Big Data/No SQL workload support		No Changes
		The data protection solution must support the ability to restore to multiple parallel locations to enhance business recovery operations and operational flexibility		No Changes
3	Software License	The backup software licenses should be subscriptions in nature and must protect 50TB data.	The backup software licenses should be subscriptions / perpetual in nature and must protect 50TB data.	The backup software licenses should be subscriptions / perpetual in nature and must protect 50TB data. And should support scalability if required.
		The Software licensing should be independent of hardware		No Changes
		Proposed software should have all-inclusive licensing model – one license, all features		No Changes
		The offered backup software should be able to restore backed up data a) To original host b) To different host c) From failed job till the last point of data written on disk volume		No Changes
		The backup software should be able to encrypt the backed up data using 256-bit AES encryption on the backup client and should not demand for additional license, any such license if needed should be quoted for the total number of backup clients asked for		No Changes
4	Storage Hardware license	The storage should be sufficient for 5 years and must be from the same vendor as the software with minimum below backup policies: Daily Incremental Retention- 7 days Weekly full Retention-4 weeks Monthly Full Backup- 6 months Daily Rate Change- 1% Annual Growth- 10%	The **Backup Appliance** storage should be sufficient for 5 years and must be able to integrate with ~~from the same vendor as~~ the software with minimum below backup policies: Daily Incremental Retention- 7 days Weekly full Retention-4 weeks Monthly Full Backup- 6 months Daily Rate Change- 1% Annual Growth- 10%	No Changes
		The proposed PBBA solution must have following hardware configuration. i) Minimum 2 x 1 Gigabit Ethernet ports ii) Minimum 2 x 10/25 GbE/ SFP+ with transreceivers	Our solution provides 4 x 10Gbps ports and hence request you to allow offering 4 x 10Gig ports.	The proposed PBBA solution must have following hardware configuration. i) Minimum 2x 1 Gigabit Ethernet ports/2x 10Gbps

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				Ethernet ports on RJ45 connector ii) Minimum 2x 10/25 GbE/ SFP+ with transceivers
		The data protection solution should be integrated with purpose build appliance (PBBA) with dedicated hardware, network, security, and storage. Solution should be plug & play and should be capable to scale out atleast upto 200TB	The data protection solution should be integrated with purpose build appliance (PBBA) with dedicated hardware, network, security, and storage. Solution should be plug & play and should be capable to scale out atleast upto 170TB	The data protection solution should be integrated with purpose build appliance (PBBA) with dedicated hardware, network, security, and storage. Solution should be plug & play and should be capable to scale out atleast upto 170TB
		The proposed PBBA hardware & software upgrade and patches must be from single Box OEM to avoid multi-OEM management challenges.	The proposed PBBA hardware & software upgrade and patches must **have seemless integration** ~~be from single Box OEM~~ to avoid multi-OEM management challenges. And This clause contradicts with Clause 1 of the RFP, which states, "The data protection solution should support deployment in Software, Appliance/Container form factors/BYOS." Clause 1 allows for a solution to be built using software, appliance, or BYOS, whereas this clause restricts the solution to a single OEM.	No changes Clause 1 is asking to support whereas this clause requires solution from single OEM.
5	Admin Dashboard	Administrator dashboard must display a graphical visualization of the environment. The dashboard must have the features for administration, configuration, monitoring and reporting of all tasks.		No Changes
6	Virtual Systems /Workload Support	The data protection solution must support VMware, Microsoft Hyper-V, Nutanix, RedHat Virtualization and OpenStack virtualization for Virtual Machines support		No Changes
		The data protection solution must support container workloads for backup of data used by containers		No Changes
		The data protection solution must not depend on any third-party user interface and/or product, bundled or not, for granular recovery		No Changes
		The data protection solution must not depend on any third-party tool/product, bundled or/not, for Bare metal recovery (BMR) and must support multiple operating systems, beyond windows	The data protection solution must support Windows and Linux operating systems. Any additional licenses required for the same	The data protection solution must support Windows and Linux operating systems. Any additional licenses required for the same must be included by the bidder.

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			must be included by the bidder.	
		The data protection solution must have support for P2V, V2P, P2P target recovery environments		No Changes
		The data protection solution must be a vSAN certified		No Changes
		The data protection solution must support IPv4 and IPV6		No Changes
		The data protection solution must provide integrated tape support without using 3rd party vendors to tape out and also provide Fiber channel tape out support		No Changes
		The solution must support Agentless file recovery from VM images.		No Changes
7	Operational Simplicity	The software must have DR replication capabilities and the licensing should be included from day 1.		No Changes
		The data protection solution must support multiple vendor array subsystems for snapshot integration.		No Changes
		The data protection solution must not require additional licenses and/or fees to enable the use of cloud tiering or replication		No Changes
		The data protection solution should be provided with integrated DR orchestration tool which can automate the recovery of Virtual Machines between DC and DR site if required.		No Changes
		The data protection solution should support for ever incremental backup & there should not be a need to do a full backup again		No Changes
		The data protection solution should support multiple service level based on data type and should have ability to prioritize backup/restore based on the data classification	We request you to modify this clause and read it as: "The data protection solution should support multiple service level based on data type/VMs and should have ability to prioritize backup/restore based on the data classification/VMs" And We request that this clause be revised to include data classification or VM classification, as backups should be prioritized based on critical machines rather than data alone. Data classification is more appropriate for ensuring compliance with various regulations, such as PII identification.	No Changes
		The data protection solution must be able to set job priority for replication of data for DR purposes	We request you to modify this clause and read it is as: "The data protection solution must be able to set job priority for replication of data for DR purposes or shall offer continuous replication technologies"	No Changes

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			And Prioritizing replication is relevant for solutions that use batch replication rather than continuous replication. Therefore, this clause may not be applicable to solutions that offer Continuous Replication. We request that this clause be modified accordingly.	
8	Database support	The proposed backup solution must include Agent/Modules for online backup of files, applications, and databases such as MS SQL, Oracle, DB2, Sybase, MySQL, Exchange, SharePoint and distributed databases/filesystems like NoSQL, MongoDB, Bigdata and Hadoop		No Changes
		The proposed solution must support Oracle Real Application Clusters (RAC)		No Changes
		The proposed solution must support "Always On" Configurations to provide a single entry point to perform backup and restore in MS-SQL		No Changes
		Your solution must support instant access for SQL database.		No Changes
9	Security	Proposed solution must have ransomware resiliency built-in to protect business data from ransomware attack.		No Changes
		Proposed appliance should support retention lock (WORM) feature which ensures that no data is deleted accidently or Immutability feature should be supported.		No Changes
		The data protection solution must have role based access control for users to perform specific actions.		No Changes
		The data protection solution must be able to integrate with active directory for assigning permissions for administration.		No Changes
		Backup Software should support Multi factor and Multi Person Authentication.		No Changes
		Backup software should have Artificial Intelligence and machine learning based Malware Scanner and Anomaly detection.	Backup software should support Artificial Intelligence / Machine learning based Malware Scanner / Anomaly detection.	Backup software should support Artificial Intelligence /Machine learning based Malware Scanner and Anomaly detection.
		Proposed appliance should support 256-bit AES encryption for data at rest and data-in-flight during replication. It should offer internal and external key management for encryption		No Changes
		The data protection solution must maintain an audit trail to track the operations of the users and the changes that they have made.		No Changes
10	Scale/ Performance	The data protection solution must support a minimum of 1000 virtual machines in a single logical deployment/domain (i.e.: without subdividing the environment into separately managed multiple backup servers/apps/consoles)		No Changes
		Proposed appliance should support backup throughput of 25TB/hr		No Changes
		The data protection solution must support at least 50 VMs for simultaneous instance access and recovery	The data protection solution must support at least 8 VMs for simultaneous instance access and recovery	The data protection solution must support at least 8 VMs for simultaneous instance access and recovery

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11	Data Reduction	The data protection solution must support intelligent, fixed and variable deduplication technology		No Changes
		Backup Software must provide Source (Client & Media Server) & Target base data Deduplication capabilities. It should provide Global deduplication across backup jobs and different workloads.		No Changes
		The proposed solution should not have any special disk (SSD) requirement for Deduplication. Deduplication feature should work with SAS, SATA and nearline SATA low-cost disk technologies	We request you to modify this clause and read it as: "The proposed solution should have additional special disk (SSD) requirement for Deduplication. Deduplication feature should work with SSD, SAS, SATA and nearline SATA low-cost disk technologies" And This clause is restrictive and favors a specific OEM, and we request that it be revised. Appliances are optimized for optimal availability and performance, and limiting the use of metadata disks to a specific OEM provides both a commercial and technical advantage to that OEM. Additionally, SSDs generally offer better performance and endurance compared to NL-SAS or SAS drives. As a general principle, better technologies should always be allowed in both spirit and letter. Therefore, we request that this clause be modified.	The proposed solution should have additional special disk (SSD) requirement for Deduplication. Deduplication feature should work with SSD, SAS, SATA and nearline SATA low-cost disk technologies.
12	Reporting	Comprehensive reporting of media, backup server, jobs, analytics should be offered in the supplied solution		No Changes
13	Support & Maintenance	The Supplier shall ensure OEM Provided 24/7 support & maintenance including Supplier provided Local Support and Maintenance for 05 years period.		No Changes
	Payment term	100% payment will be released only on satisfactory installation/services as per the scope of work as certified by the officer in charge of the Institute and after producing the GST invoice	We request you to kindly amend the clause as 80% payment will be released on delivery of material and rest 20% payment will be released only on satisfactory installation/services as per the scope of work as certified by the officer in charge of the Institute and after producing the GST invoice	No Changes