

**REQUEST FOR PROPOSAL**  
**FOR**  
**ENDPOINT BACKUP SOLUTION**

**OpenText Core Endpoint Backup**

Nasscom Foundation  
September 2026

## 1. ABOUT NASSCOM FOUNDATION

Established in 2001, Nasscom Foundation has been witness to the transformative power of technology for over two decades. Part of the nasscom ecosystem, we are the only neutral not-for-profit organization representing the Indian tech industry. We remain rooted to our core philosophy of TechForGood, where our efforts are focused on unlocking the power of technology by creating access and opportunity for those who need it the most. We work on helping people and institutions transform the way they tackle social and economic challenges through technology.

## 2. ABOUT THE REQUIREMENT

### 2.1 Objective

Nasscom Foundation intends to procure a centralized endpoint backup solution to securely protect, back up, manage, monitor, and recover organizational data stored on user endpoint devices such as laptops and desktops.

The Foundation currently uses Druva Endpoint Backup and is evaluating OpenText Core Endpoint Backup as a replacement solution. The proposed solution is expected to improve endpoint coverage, storage capacity, scalability, data protection, and overall cost efficiency.

### 2.2 Business Rationale

- The existing Druva subscription provides approximately 100 endpoint licenses.
- The proposed OpenText Core Endpoint Backup solution is planned for approximately 150 endpoint licenses, providing additional coverage for current and future users.
- OpenText is proposed with unlimited backup storage, reducing concerns related to storage capacity growth and additional storage procurement.
- The indicative total cost of the proposed solution is approximately INR 6,00,000, which is expected to be around half of the current Druva cost, subject to final commercial evaluation and vendor quotation.
- The procurement is intended to achieve better value for money while maintaining reliable endpoint data protection, backup, monitoring, and recovery capabilities.

## 3. SCOPE OF SUPPLY AND SERVICES

- Supply and licensing of OpenText Core Endpoint Backup for approximately 150 endpoints.
- Deployment, installation, configuration, and commissioning of the solution.
- Configuration of endpoint backup policies, schedules, retention, and recovery settings as agreed with Nasscom Foundation.
- Migration/transition assistance from the existing Druva Endpoint Backup environment, where applicable.
- Centralized administration, monitoring, reporting, and alerting.
- Backup and recovery support for organizational data on supported laptops/desktops.
- Configuration of appropriate security and access controls.
- Documentation of the implemented configuration and operating procedures.
- Administrator knowledge transfer/training.
- Post-deployment technical support and troubleshooting.
- Assistance with testing backup restoration and recovery procedures.

## 4. MINIMUM TECHNICAL REQUIREMENTS

| Requirement       | Minimum Specification                                                           | Vendor Response                                        |
|-------------------|---------------------------------------------------------------------------------|--------------------------------------------------------|
| Solution          | OpenText Core Endpoint Backup or equivalent enterprise endpoint backup solution | Complied / Partially Complied / Not Complied + Remarks |
| Endpoint Coverage | Minimum 150 endpoint licenses                                                   | Complied / Partially Complied / Not Complied + Remarks |
| Storage           | Unlimited backup storage, subject to the proposed product/service terms         | Complied / Partially Complied / Not Complied + Remarks |
| Backup            | Automated and centrally managed endpoint backup                                 | Complied / Partially Complied / Not Complied + Remarks |
| Recovery          | Reliable file/data recovery and restoration capabilities                        | Complied / Partially Complied / Not Complied + Remarks |
| Management        | Centralized web-based administration and monitoring                             | Complied / Partially Complied / Not Complied + Remarks |
| Monitoring        | Backup status, failures, exceptions, alerts, and reporting                      | Complied / Partially Complied / Not Complied + Remarks |
| Security          | Secure transmission and storage of backup data with appropriate access controls | Complied / Partially Complied / Not Complied + Remarks |
| Scalability       | Ability to add endpoints as organizational requirements increase                | Complied / Partially Complied / Not Complied + Remarks |
| Policy Management | Configurable backup schedules, retention and endpoint policies                  | Complied / Partially Complied / Not Complied + Remarks |
| Support           | Vendor technical support and escalation mechanism                               | Complied / Partially Complied / Not Complied + Remarks |
| Reporting         | Regular/ on-demand backup health and compliance reports                         | Complied / Partially Complied / Not Complied + Remarks |
| Migration         | Support for transition from Druva, where technically applicable                 | Complied / Partially Complied / Not Complied + Remarks |

## 5. DEPLOYMENT ENVIRONMENT

The endpoint backup solution will be deployed for Nasscom Foundation users and organizational endpoint devices. The vendor shall assess the existing environment and provide the required deployment and configuration support. The solution should minimize disruption to users and provide a controlled transition from the existing Druva environment.

## 6. IMPLEMENTATION AND TRANSITION

1. Project kickoff and environment assessment.
2. Preparation of deployment and migration plan.
3. Configuration of the central management console and backup policies.
4. Pilot deployment on a mutually agreed set of endpoints.
5. Validation of backup and restore functionality.
6. Phased deployment to remaining endpoints.
7. Transition/migration assistance from Druva, where applicable.
8. Final documentation, handover, and administrator training.

## 7. SUPPORT AND SERVICE LEVEL

- Vendor shall provide remote and, where required, on-site technical support.
- Vendor shall provide a clear escalation matrix and support contact details.
- Critical backup failures affecting multiple users/endpoints should receive priority support.

- The proposal should clearly state support hours, response times, resolution targets, and escalation procedures.
- The vendor shall support product updates/upgrades and provide relevant technical guidance during the subscription period.

## **8. REPORTING AND MONITORING**

The solution should provide reports covering, at minimum:

- Successful and failed backups.
- Endpoints with backup errors or missed backups.
- Backup activity and storage utilization, where applicable.
- Endpoint/license utilization.
- Recovery/restore activity.
- Security or policy exceptions.

## **9. COMMERCIAL REQUIREMENTS**

The indicative budget for the proposed endpoint backup solution is approximately INR 6,00,000. Vendors shall provide a transparent commercial proposal with complete cost breakdown. The final commercial evaluation will consider total cost of ownership, licensing, storage, implementation, support, taxes, and any other applicable charges.

- License/subscription cost for 150 endpoints.
- Storage charges, clearly stating whether storage is unlimited and any applicable limitations.
- Implementation, deployment, migration, and configuration charges.
- Support/AMC or subscription support charges, if applicable.
- Applicable taxes and other statutory charges.
- Any additional or optional costs.
- Renewal pricing and escalation, if applicable.

## **10. VENDOR RESPONSE REQUIREMENTS**

1. Company profile and relevant experience.
2. OpenText authorization/partnership details, where applicable.
3. Product name, version/service edition, and detailed specifications.
4. Technical compliance sheet against each requirement.
5. Implementation and migration approach.
6. Project plan and deployment timeline.
7. Support model, SLA, and escalation matrix.
8. At least two relevant client references, preferably for endpoint backup deployments of similar scale.
9. Detailed financial proposal.
10. Warranty/subscription/support terms.
11. Renewal and future licensing/storage pricing.
12. Any assumptions, exclusions, or dependencies.

## 11. EVALUATION CRITERIA

| Evaluation Parameter                                  | Weightage |
|-------------------------------------------------------|-----------|
| Technical compliance and functionality                | 30%       |
| Endpoint coverage and scalability                     | 15%       |
| Backup, recovery, security and reporting capabilities | 15%       |
| Implementation/migration approach and support         | 15%       |
| Commercial competitiveness / total cost of ownership  | 20%       |
| Vendor experience and references                      | 5%        |

## 12. PROPOSAL SUBMISSION

Vendors should submit both Technical and Financial Proposals. The proposal should clearly identify all assumptions and exclusions and should remain valid for a reasonable period from the submission date.

- Technical Proposal: solution architecture, compliance matrix, implementation approach, timeline, support model and references.
- Financial Proposal: detailed pricing for 150 endpoints, unlimited storage, implementation, support, taxes and renewal costs.
- Company Profile and relevant client references.

**Important commercial note:** The stated INR 6,00,000 and comparison with Druva are indicative procurement inputs. Vendors must submit their own final commercial quotation and clearly state the exact license, storage, subscription term, support and tax inclusions. Any claim of unlimited storage must be supported by the vendor's applicable product/service terms.

## 13. SOW

A detailed Statement of Work (SOW) shall be finalized separately with the selected vendor and will cover deployment, configuration, endpoint rollout, migration from Druva where applicable, backup policy configuration, testing, documentation, training, support, and acceptance criteria.

All proposals should be submitted to [rfp@nasscomfoundation.org](mailto:rfp@nasscomfoundation.org) with the subject line “Endpoint Backup on Cloud Solution – OpenText – NASSCOM Foundation” by 20 September, 11:59 PM.

For any clarifications, please feel free to reach out to the above email ID to schedule a 30-minute call.