

Sr No	Section No	Clause No	Reference/Subject	Clarification sought	Draft consolidated Replies
1	Section V	3.12.3	The Total Data Center raised floor area owned & managed by the bidder in Delhi should be atleast 20,000 sqft.	Pan India raised floor area should be considered as the eligibility & not the area at Delhi	The Clauses in Section V - Schedule of Requirements are for evaluation purposes and not for pre-qualification or technical rejection.
2	Section V	2.4.8	The NOC for these managed services should be strictly be on-site	The NOC at other places with full connectivity with Data center in Delhi should be considered	Not accepted
3	Section V	2.3.4	In case of additional space requirement for 15 more persons, the DCSP should have the space for scaling up & provide the same within the same building	If these additional space can be provided in other Data center than Delhi	Not acceptable
4	Section V	3.2.2.3	In any case, the Data center should not be on the ground floor & the top most floor of the building	Request you to consider any other floor with TIER III specification	Please refer to Corrigendum I
5	Section IV- Contents of Bid - Annexure 4.1.9 Response sheet	A- 33	Is the Secure Storage Space exclusively provided to UIDAI of minimum of 500SqFT	In commercials the space for store room is asked as 100 SqFT. Please clarify the exact size	Clause 3.2.5.1 of Section V should be read as under:- The Secure Storage space (store room) should be of 100 sq. ft. exclusive for UIDAI and conveniently located with independent access control. There should be adequate space for unloading the IT equipments/ materials and storing should be available.

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7	Section IV- Contents of Bid - Annexure 4.1.9 Response sheet	E-12	Is it designed for the digital video recorder to be IP based to allow accessibility for UIDAI to monitor.	Please suggest whether IP based camera is required for UIDAI Cage area to monitor the activity inside cage area? Can we propose a cctv facing cage entry to check any unauthorised entry inside DC? If yes ,then what is the retention period for data?	Section V-Schedule of Requirement Clause 3.6.2, 2.1.8 are self explanatory.
8	Section IV- Contents of Bid - Annexure 4.1.9 Response sheet	H-2	Would the office space have the capacity of 50 personnel scalable to 100?	In commercials 15 no. of workstations asked within 600SqFT? Please specify the exact no. of workstations required and no. of cabins for senior cadre required?	The Clause should be read as under:- Would the office space have a capacity of 15 persons (scalable to 30) with each workstation having a UPS wih three (3) point and one (1) raw power point?
9	Section V	1.2.9.	The bidder must be the owner of the DC and sign SLA for an uptime of 99.99%	AS per Tier-3 guidelines annual uptime is defined as 99.982%,will it comply to your requirement of 99.99%	UIDAI requires 99.99% availability.

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11	Section V	3.Technical specifications,3.5.2.	The suppression should employ non toxic FM 200 gas	Will NOVAC based suppression system will suffice requirement instead of FM 200 gas? We have deployed NOVAC in DC being more eco friendly.	Accepted.
12	Section V	3.Technical specifications,3.9.9	Each workstation should be provided with phones	Charges of the phone uses will be charged based on actual uses	All the 15 Work Station phones would be local with intercom facility, supervisor's cabin phone will only be with STD facility and no separate billing would be done on this account.
13	Section V	3.Technical specifications,3.9.11	Desktop/laptops shall be provided by DCSP?	Please confirm	Desktops only have to be provided
14	Section V	3.Technical specifications,3.10.20	From the network perspective, the following to be provided: 1> Internet; 2> MPLS	Please provide the bandwidth for Internet and MPLS. What are the locations to be covered by MPLS, please provide the list with addresses.	Please refer to Corrigendum II

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15	Section V - Schedule of Requirements	3. Technical specifications, 3.12.1	The bidder company should be having atleast 5 years experience in the DC business.	Can we look for relaxing the condition to 1 year?	The Clauses in Section V - Schedule of Requirements are for evaluation purposes and not for pre-qualification or technical rejection.
16	Section V - Schedule of Requirements	3. Technical specifications, 3.12.3	The total DC floor area owned and managed by the bidder in Delhi should be at least 20,000 Sqft.	Can we look for relaxing the condition to 10,000 Sqft instead of 20,000?	The Clauses in Section V - Schedule of Requirements are for evaluation purposes and not for pre-qualification or technical rejection.
17	Section IV - Contents of Bid	Annexe 4.1.9. Response sheet, A5	Is the server hall on the suitable level 1> should be 4 feet above ground level ; ii> should not be on top floor.	DC we are proposing a G+1 storey building where server hall is located at 1st floor. Will it comply to the requirement.	Please refer to Corrigendum I
18	Section V - Schedule of Requirements	Rejection Criteria 4.1.2.	The DG sets should not be housed inside the datacenter building	Please specify the reason of not having DG set in the basement? if necessary fire precaution are taken and certificate is obtained by Government certified Electrical officer will there be any issue?	The clause remain unchanged
19	Section V - Schedule of Requirements	Other requirements: 2.4.7	Helpdesk Operations	How many Helpdesk Personnel are required?	Number of Helpdesk personnel required have to be worked out by the DCSP to ensure that there is no call waiting time.

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21	Section V - Schedule of Requirements	Network Engineer: 2.5	Tools for management	Are we referring to tools for Infrastructure Monitoring, Helpdesk and SLA mgmt. Please share specifications for these tools?	Query is not clear.
22	Section V - Schedule of Requirements	Resources : 2.4.10	No. of resources for management.	Please share the service window for all mentioned Managed Services profiles. Currently it is given only for Helpdesk For Database Admin, please clarify which database (Oracle, DBA, DB2) are we referring to as rates will be different For System Admin, how many Windows, Linux & Unix Engineers to be considered as rates will be different Rates for resources will not be same (due to resource incremental cost year on year) post year-1 . Please advice in case of extension	Please refer to Corrigendum I
23	Section V - Schedule of Requirements	3.Technical specifications,3.12.5	The total uptime recorded for the past 3 years should preferably be 99.99%	Can we look for relaxing the condition to 1year instead of 3 years?	Please refer to Sl. no. 1.

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24	Section -II (Instructions to Bidder) page 11 of 23	20.1(ii)	The Bidder should have an average annual turnover not less than Rs. 200 crores for the last 3 financial years till FY 2009-10.	Since CtrlS has 100% revenue from datacenter services and also holds the only TIA 942 Tier IV certified datacenters. It meets all other requirements for the technical requirements as per the RFP, request this clause be amended as "either 200 crores of turnover or 50 crores of networth"	The clause remain unchanged
25	Section V: Page No. 27 of 30	3.12.1(Bidder Company Experience)	The Bidding Company should be having at least 5 years experience in the Data Center Business.	CtrlS was incorporated in Oct 2007 and hosts SBI Group, IOB, NTPC as some of its major clients, request this clause to be amended to 3 years balance sheet	Please refer to Sl. No 1.
26	Section IV: Annexure 4.2.3c page 35 of 37	C1.1	Environmental and Infrastructural service charges per month	Request elaboration in terms of the following: (a) UPS or server level power consumption (b) Cooling and other power (PUE factors) (c) power consumption of Staging and cabin area	Please refer 'Annexure 4.2.3.e: Notes', Point No. b in Section IV.
27	Section III- General Conditions of Contract	Clause 17	Indemnity	Is The scope of Clause 17 is limited to point a & b only? Please confirm	Section III- General Conditions of Contract - Clause 17 is self explanatory
28	Section IV- Contents of Bid	Point 4	Each rack should support a minimum of 7KVA	Is the power requirement per rack 7KVA rated or metered? Please confirm	Power per rack requirement is 7 KVA minimum rated.

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29	Section IV- Contents of Bid	Annexe 4.1.9: Response Sheet	A: Architectural & Structural	Will UIDAI give Preference to Ground Floor (with 4 ft. raised floor above the ground) viz-a-viz First Floor in selection of Server Hall Area? Please confirm. It is mention in Section 3.2.2.3 (Page 113 of RFP) Data Centre should not be at the Ground Floor.	Please refer to Corrigendum I
30	Section IV- Contents of Bid	Annexe 4.1.9: Response Sheet	Subsection E: Security Systems	Point 12: Is it designed for the Digital Video Recorder to be IP based to allow accessibility for UIDAI to monitor Remotely?	Please refer to Sl.No 7.
31	Section IV- Contents of Bid	Annexe 4.1.9: Response Sheet	H: Office Space	Point 2: Seating Space: What is the total seating space requirement? 50 Seating space is dedicated/shared? Is total Seating space requirement is 50+15=65 or more?	Please refer to Sl. no. 8.
32	Section V- Schedule of Requirements	3.9	Office Space	Is the seating space of 65 people is required in a secure room with authorised access or only 15 people will be requiring secure room.	Please refer to Sl. No. 8.
33	Section V- Schedule of Requirements	3.2.6	Server Hall	Server Hall Space requirement is for 2000 sqft & it is also mention that 56 Server racks & 6 Network racks will be hosted in the requested DC area. Please confirm is the number of racks mention is final or UIDAI will populate more number of racks in the same area.	Please refer to Sl. no. 6.

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35	Section IV- Contents of Bid	Annexure 4.2.3d	D1-Shift Manager - 3 Nos	Is UIDAI want shift manager to be available 24x7. If yes then the exact requirement should be 4.5 or 5 in numbers instead of 3 Nos as mentioned. Please suggest	It is required 24/7. DCSP to ensure one Shift Manager in each of the three Shifts every day and all seven days of the week.
36	Section V- Schedule of Requirements	2.5	Operation and Maintenance	Does project execution comes under the preview of mentioned resources. Please confirm	Yes
37	Section V- Schedule of Requirements	2.5	Network Engineer	Can we deploy third party free ware network management tool for the monitoring ? Please confirm	Not acceptable.
38	Section V- Schedule of Requirements	2.5	Storage Engineer	Kindly confirm the O&M for storage to be deployed by UIDAI since it helps in short listing the right resource	EMC
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42	Section V-Schedule of Requirements	2.5	Security Engineer	Kindly confirm the O&M for security appliances to be deployed by UIDAI since it helps in short listing the right resource	Cisco Appliances
43	Section V-Schedule of Requirements	2.2 ---- 2.2.2	Communication Room	<p>The original clause requires Airtel to provide Internet bandwidth from 2 Internet Service Providers, <b>which violates DOT regulations pertaining to the ISP license conditions (traffic monitoring / surveillance).</b></p> <p>Hence it is recommended to have Single Service Provider providing <b>route diversity</b> w.r.t. the International Internet Gateways <b>dual last mile</b> on two different Service Provider and terminating <b>on the two different Internet PoP's</b> of Single Service Provider.</p>	The clause remain unchanged

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45				Aside to Tender scope of Work, we want to understand is there any future plan to connect both the Data Centers i.e Bangalore DC & New upcoming NCR DC for data replication or the connectivity part will be under MSP tender.	Please refer to Corrigendum II

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