

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS & INFORMATION TECHNOLOGY
UNIQUE IDENTIFICATION AUTHORITY OF INDIA
NEW DELHI

REQUEST FOR PROPOSAL



**Supply, Installation, Commissioning
and
Post Warranty Maintenance of Enterprise
Storage Solution**

RFP Number: T-11014/10/2017-Tech Dated 15th June 2017

Disclaimer

1. The information contained in this Request for Proposal document (RFP) or subsequently provided to the Bidders, whether verbally or in documentary or in any other form by or on behalf of the Purchaser or any of its employees or advisors, is provided to the Bidders on the terms and conditions set out in this RFP and all other terms and conditions subject to which such information is provided.
2. This RFP is not an Agreement and is neither an offer nor an invitation by the Purchaser to the Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals. The information is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.
3. While reasonable care has been taken in providing information in this RFP, the Bidders are advised not to rely on this information only but also carry out their independent due diligence and risk assessments before submitting their response to this RFP. Further, the Bidders are advised to conduct their own analysis of the information contained in this RFP, carry out their own investigations about the project, the regulatory regime which applies thereto and all matters pertaining to the Purchaser and to seek their own professional advice on the legal, financial and regulatory consequences of entering into an agreement or arrangement relating to this RFP.
4. The information contained in this RFP is subject to update, expansion, revision and amendment prior to the last day of submission of the bids at the sole discretion of the Purchaser. In case any major revisions to this RFP are made by the Purchaser within seven days preceding the last date of submission of the Proposals, the Purchaser may, at its discretion, provide reasonable additional time to the Bidders to respond to this RFP. Neither the Purchaser nor any of its officers, employees nor any advisors nor consultants undertakes to provide any Bidder with access to any additional information or to update the information in this RFP.

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1 Section I – Invitation to Bid

1.1 Preamble

This invitation to bid is for “**Supply, Installation, Commissioning and Post warranty maintenance of Enterprise Storage Solution**” in the Data Centers of Unique Identification Authority of India at Hebbal and Manesar.

- a) Bidders are advised to study the Bid document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications. Offers/documents prepared in accordance with the procedures enumerated in **Clause 2.1** should be submitted to UIDAI not later than the date and time laid down at the address given in the **Schedule for Invitation to Bid under Clause 1.2.1.**
- b) Bidders are advised to study the Bid document carefully. Online Submission of bids shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications. Bid offers prepared in accordance with the procedures enumerated in **Clause 2.1** should be submitted online only through CPPP website: <https://eprocure.gov.in/eprocure/app> not later than the date and time laid down at the address given in the **Schedule for Invitation to Bid under Clause 1.2.1.** Tenderer/Contractor are advised to follow the instructions provided in the ‘Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>’. Bid documents may be scanned with **100 dpi with black and white option** which helps in reducing size of the scanned document.

Manual bids will not be accepted.

- c) Not more than one tender shall be submitted by one bidder or bidders having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/director(s) are common) be allowed to tender

for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

- d)** Tenderer who has downloaded the tender from the UIDAI website www.uidai.gov.in and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited/Bid Securing Declaration will be executed and tenderer is liable to be banned from doing business with UIDAI.
- e)** Intending bidders are advised to visit again UIDAI website www.uidai.gov.in and CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.
- f)** The Hard Copy of original instruments in respect of cost of tender document, Bid Securing Declaration /EMD, original copy of affidavits, integrity pact, certificate, etc must be delivered to the address as mentioned in the clause 1.2 on or before bid opening date/time as mentioned in critical date sheet. Tenderer may reject the bid for non-submission of payment instrument like DD, etc., against the submitted bid. The tender fee shall be non refundable.
- g)** Bids will be opened as per date/time as mentioned in clause 1.2. After online opening of Technical Bid the results of their qualification as well Financial Bid opening date will be intimated later.
- h)** All Bids must be accompanied by an **EMD (Earnest Money Deposit)** /Bid Securing Declaration
- i)** The Pre-Qualification criteria for the bidders should be fulfilled for consideration of the bid.

1.2 Schedule for Invitation to Bid

a)	Name of the Purchaser	The Chief Executive Officer, Unique Identification Authority of India (UIDAI), Ministry of Electronics & Information Technology, Govt. of India (GoI), 9 th Floor, Tower I, Jeevan Bharati Building, Connaught Circus, New Delhi – 110001
b)	Name of the Contact Person for any clarification	Shri Saibal Sen, Section Officer (Tech), Unique Identification Authority of India (UIDAI), Ministry of Electronics & Information Technology, Govt. of India (GoI), 9 th Floor, Tower I, Jeevan Bharati Building, Connaught Circus, New Delhi – 110001. Queries should be submitted via E-mail and followed by paper copy by post E-mail – sotech@uidai.gov.in
c)	Date till which the response to the bid should be valid	180 days from the date of opening of Pre-Qualification Bids.

1.2.1 Important Dates

The following table provides information regarding the important dates of the Bid process for this Bid:

Activity	Date
Published Date	15 th June 2017 at 1800 hrs
Pre-Bid Conference Time, Date, & Venue	<p>22nd June 2017 at 1500 Hrs</p> <p>Venue: Conference Hall, 3rd Floor, Tower 2, Jeevan Bharti Building, Connaught Circus, Delhi.</p> <p>Note: A maximum of three representatives per Bidder would be allowed to participate. Bidders will have to intimate the details of the attendees at least 2 days prior to the scheduled date of the Pre-bid conference at the email ID: sotech@uidai.gov.in</p>
Submission of Clarification, if any	<p>26th June 2017 on or before 1700 Hrs</p> <p>All the queries should be received on or before the prescribed date & time, through email only with subject line as follows:</p> <p>“RFP for appointment of bidder_Pre Bid Queries _<Bidder’s Name>”.</p> <p>The queries should be submitted as per the format prescribed in clause 2.5. The Pre-Bid queries to be sent at the email ID: sotech@uidai.gov.in</p>
Clarification / corrigendum to be uploaded on the CPP	<p>4th July 2017 at 1800 Hrs</p> <p>Note: Purchaser shall not be obligated to</p>

Portal	respond to any or all the queries. Purchaser may, at its sole discretion, choose to publish responses to the pre-bid queries and/or any corrigendum on Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) or may send the same through e-mail or any other means.
Bid Submission Start Date	5 th July 2017 at 1000 hrs
Bid Submission End Date	17 th July 2017 at 1500 hrs Proposals and supporting documents shall be signed, scanned and uploaded in the format and mode as provided for in the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) for this RFP. Documents should be signed by the authorized signatory of the Bidder.
Opening of Technical Bids	19 th July 2017 at 1500 hrs Venue: UIDAI HQ, New Delhi Note: A maximum of two representatives per bidder would be allowed to participate
Opening of Financial Bids	Will be communicated later
Date of Reverse Auction	Will be communicated later

Note: The above dates, time and venue may be altered by the Purchaser at its sole discretion after giving prior notice to the Bidders. Some of the information provided in the above table is further elaborated in the subsequent sections of this RFP and the information provided in the table and subsequent sections of this RFP are to be read in conjunction and are to be interpreted harmoniously.

1.2.2 Other Details

Area	Description
Method of Selection	<p>L 1 based upon Net Present Value (NPV) determined through reverse auction process (RAP).</p> <p>(However total value of the project is on actuals mentioned in annexures at 4.2.3, 4.2.4 and 4.2.5 and revised based on reverse auction)</p>
Availability of RFP Documents	<p>Notice Inviting Tenders (NIT) would be available on Central Public Procurement Portal (URL: http://eprocure.gov.in/eprocure/app) and also on UIDAI.gov.in under Tender section</p>
Tender Fee (Non-Refundable)	<p>INR 1,000/- by DD from a nationalised/scheduled bank in favour of Unique Identification Authority of India, payable at New Delhi</p> <p>(Original instrument to be submitted whereas Signed and scanned copy to be uploaded)</p> <p>Tender fee exempted for MSE/NSIC registered companies.</p>
Bid Securing Declaration / Earnest Money Deposit (EMD)	<p>INR 3.5 Crore by Bank Guarantee (as per format attached in Appendix C) or Bid Securing Declaration (as per format in Appendix K)</p>
Submission of Bid Securing Declaration /EMD, Integrity Pact, and Tender fee (Physical hard copy submission)	<p>Bidders shall submit Bid Securing Declaration /EMD, integrity pact and Tender Fee in a sealed envelope titled “Bid Securing Declaration /EMD, Integrity Pact, and Tender Fee - RFP for Supply, Installation, Commissioning and Post Warranty maintenance of Enterprise Storage Solution” to the address as mentioned in clause 1.2 (b) before the bid</p>

Area	Description
	<p>submission end date.</p> <p>Copy of Bid Securing Declaration /EMD, integrity pact and Tender Fee also needs to be uploaded on e-procure portal under the separate cover as provided above.</p> <p>Integrity Pact shall be submitted in the format provided in Appendix J</p> <p>If the Bid Securing Declaration /EMD, Integrity Pact and Tender fee are not received by the prescribed date and time, the Proposal submitted by the Bidder will be liable to be summarily rejected.</p>
Date and time for Opening of Commercial Bids.	To be intimated later
Language of Bid Submission	Proposals should be submitted in English only.
Currency	Currency in which the Bidders may quote the price and will receive payment is INR only.

1.3 Check list

Please check whether following have been enclosed in the respective covers, namely, **Pre-Qualification Bid**, **Technical Bid** and **Commercial Bid**:

1.3.1 Check List of Documents to Be Uploaded in the Pre-Qualification Bid i.e. Packet – 1 (Pre-Qualification Bid, Technical Bid)

Details to be referred in clause 2.18.

S. No.	Pre-Qualification Condition	Whether Enclosed (Y/N)	Page No.
(i)	a) Submission and uploaded copy of EMD of the prescribed amount as per clause 1.1 (h) , 2.18 (1) and validity pursuant to Clause 2.3 or Bid Securing Declaration b) Submission and uploaded copy of payment of Tender Document fee as per clause 2.18 (1) and clause 2.2 c) Submission and uploaded copy of duly signed Integrity pact		
(ii)	Bidder's Profile in the format prescribed in Appendix D		
(iii)	Legal Entity/Registration of company		
(iv)	Registration Certificated (Self-Certificate for compliance with Tax Authorities)		
(v)	Revenues from System Integration Services		
(vi)	Letter of Alliance with Major OEMs		
(vii)	Bidder Experience in India		
(viii)	OEM Support Centre		
(ix)	OEM Registration		
(x)	List of certifications		
(xi)	Self-Declaration on Banning of Business		
(xii)	Declaration for authorised signatory as mentioned in clause 2.12		
(xiii)	Non Disclosure Agreement (Appendix G)		

Important Note: Above list should be duly filled and uploaded

1.3.2 Check List of Documents to be Uploaded in Technical Bid i.e. Packet – 1 (Pre-Qualification Bid, Technical Bid)

S. No.	Description	Whether Enclosed (Y/N)	Page No.
(i)	Bid Particular under Technical Bid (Annexure 4.1.1)		
(ii)	Technical Bid Letter (Annexure 4.1.2)		
(iii)	Declaration For The Goods Offered (Annexure 4.1.3)		
(iv)	Delivery Schedule (Annexure 4.1.4)		
(v)	Warranty (Annexure 4.1.5)		
(vi)	Manufacturer's Authorization Form (Annexure 4.1.6)		
(vii)	Statement of Undertaking from OEM (Appendix E)		
(viii)	Scanned and also filled excel sheet format of Hardware Compliance Checklist (Appendix H) along with latest Gartner Report		
(ix)	Unpriced BoQ with Model and Make (format as mentioned in BoQ_ xxxx.xls but without any cost mentioned)		
(x)	Reverse Auction process a) Compliance Statement (Appendix I-1) b) Letter of participation (Appendix I-2)		

Important Note: Above list should be duly filled and uploaded

1.3.3 Check List of Documents be uploaded in the Commercial Bid i.e. Packet -2 (Commercial Bid)

S. No.	Description	Whether Enclosed (Y/N)	Page No.

(i)	Bid Particulars under commercial Bid (Annexure 4.2.1)		
(ii)	Commercial Bid Letter (Annexure 4.2.2)		
(iii)	Summary of Cost of Goods and Services offered (Annexure 4.2.3)		
(iv)	Quoted Cost of Equipment (Annexure 4.2.4)		
(v)	Total Cost of AMC for 4 years (Annexure 4.2.5)		
(vi)	Filled Priced BoQ (excel file) with Model and Make		

Important Note: Above list should be duly filled and uploaded

2 Section II- Instruction to Bidders

2.1 Procedure for Submission of Bids

- a) A two packet Bid System will be followed for this RFP which includes Pre-Qualification Bid, Technical Bid and Commercial Bid. After opening of commercial bid, Reverse Auction Process Based Selection of bidder will be done.

Packet-1 (Pre Qualification and Technical bid) having viz.,

- Part I – Pre qualification (Tender Fee + Bid Securing Declaration /EMD + Integrity pact + Checklist with Y/N as mentioned in clause 1.3.1 + Documents as per check list)
- Part II - Technical Bid Submission (Checklist with Y/N as mentioned in clause 1.3.2 + Documents as per check list.)
- Sequence of documents to be followed as per checklist and proper index to be provided

Packet-2 (Commercial Bid) having viz.,

- Financial Bid Submission (Checklist with Y/N as mentioned in clause 1.3.3 + Documents as per check list)
- Schedule of price bid in the form of BOQ_XXXX.xls

Sequence of documents to be followed as per checklists and proper index to be provided

The reverse auction will be initiated in the portal after opening of financial bid.

- b) This RFP process will be administered through the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>). The Bidders are required to submit soft copies of their proposals electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions

given below are meant to assist the Bidders in registering on the CPP Portal, preparing their proposals in accordance with the requirements defined in this RFP and submitting their proposals on the CPP Portal. More information for submitting the Bids online on the CPP Portal may be obtained at <https://eprocure.gov.in/eprocure/app>.

- c) The Bidders are required to enrol on the e-procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link. Enrolment on the CPP Portal is free of charge. As part of the enrolment process, the Bidders will be required to choose a unique username and a password for their accounts. Upon enrolment, the Bidders will be required to register their valid digital signature certificate (Class II or Class III certificates with signing key usage) issued by any Certifying Authority recognized by the Controller of Certifying Authorities, India with their profile. Only one valid DSC should be registered by a Bidder. The DSC should be in the name of the person duly authorized by the Bidding entity to do all acts necessary for submitting the Proposal and execution of work under this RFP. The Bidders are responsible to ensure that only the authorised persons may use the DSCs. The Bidder then logs in to the site through the secured log-in process by entering the user ID / Password and the Password of the DSC / eToken.
- d) All the pages of the Bid must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid. Failure to submit the Bid on time could cause a proposal to be rejected. The Purchaser will not accept delivery of the Bid by fax/e-mail or any other electronic/non-electronic means other than uploading on the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>).
- e) There are various search options available on the CPP Portal to facilitate the Bidders to search active RFPs by several parameters. These parameters include RFP ID, organization name, location, date, value etc. There is also an option for advanced search for active RFPs, wherein the Bidders may combine a number of search parameters such as organization name, location, date, etc. to search for an RFP published on the CPP portal. Once the Bidders have selected the RFP they are interested in, they may download the required

documents / RFP schedules. These RFP documents can be moved to the respective “My Tenders” folder. This will enable the CPP Portal to intimate the Bidders through SMS / e-mail in case there is any Corrigendum issued to the RFP document. The Bidder should make note of the unique RFP ID assigned to each RFP, in case they want to obtain any clarification / help from the Helpdesk.

- f) The Bidder should take into account any Corrigendum to this RFP document that may have been published before submitting their Bids.
- g) The Bidders are requested to go through the RFP advertisement and the RFP carefully to understand the documents required to be submitted and the process to be followed as a part of the Bid. Any deviations may lead to rejection of the Bid. The Bid documents can generally be in the PDF/ XLS/ RAR formats. The Bid documents may be scanned with 100 dpi with black and white option.
- h) The Bidder should try to submit the Bid well before the last date and hence to avoid any inconvenience at the last moment. The Bid submission date and time will be as mentioned in the clause 1.2 of this RFP. The Bidder will not be allowed to submit the Bid after the Bid submission time. The Bidder has to digitally sign and upload the required Bid documents one by one as indicated in this RFP. The Bidder shall furnish, as part of its Bid, Bid Securing Declaration or an EMD amount as mentioned. In case of EMD, the Bidder has to select the payment option as “Offline” to pay the EMD as applicable and enter the details of the instrument. The Bidder shall seal the EMD envelope containing the original Bank Guarantee. The Bidder shall mark its name and RFP reference number on the reverse of the Bank Guarantee before sealing the same. The address of the Purchaser, Name and Address of the Bidder and the RFP Reference Number shall be marked on the envelope. The envelope shall also be marked with a sentence “NOT TO BE OPENED BEFORE THE DATE AND TIME OF PRE-QUALIFICATION BID OPENING”. If the envelope is not marked as above, the Purchaser will not assume any responsibility for its misplacement, pre-mature opening etc.
- i) A standard BoQ format has been provided with this RFP document to be filled by all the Bidders. The Bidders should necessarily submit their financial Bids

in the format provided and no other format will be acceptable. The BoQ format for this RFP can be downloaded from the CPP Portal.

- j) All the documents being submitted by the Bidders will be encrypted using PKI encryption techniques to ensure the secrecy of data. The data entered cannot be viewed by unauthorised persons until the time of Bid opening. The confidentiality of the Bids is maintained using the secured socket layer 128 bit encryption technology. Data storage encryption for sensitive fields is done. The uploaded Bid documents become readable only after the Bid opening by authorized Bid openers.
- k) Upon successful and timely submission of Bids, the portal will give a successful Bid submission message and a bid summary will be displayed with the Bid number and the date and time of submission of the Bid with all other relevant details.
- l) The Bidder is allowed to re-submit the Bid and related Bid documents before the last date of Bid submission and time. The Bid can be re-submitted as many times as required by the Bidder, within the indicated timelines. The last version of the Bid submitted by the Bidder before the Bid submission date and time will be considered for Bid evaluation.
- m) The Bidder is permitted to withdraw his Bid before the last date of Bid submission and time through the CPP Portal. The bidder should provide the supporting reasons for bid withdrawal and attach the supporting letter to the Purchaser.
- n) Any queries relating to this RFP document and the terms and conditions contained therein should be addressed to the RFP Inviting Authority and the relevant contact person indicated in this RFP. Any queries relating to the process of online Bid submission or queries relating to the CPP Portal in general may be directed to the 24*7 CPP Portal Helpdesk. The national toll free number for the helpdesk is 18002337315.

Bidders are advised to study the Bid document carefully. Online Submission of bids shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications. Bid offers prepared in accordance with the procedures enumerated in clause 2.1 (a) should be submitted online only through CPPP website: <https://eprocure.gov.in/eprocure/app> not later

than the date and time laid down at the address given in the **Schedule for Invitation to Bid under Clause 1.2.**

2.1.1 Reverse Auction

1. After opening of the commercial bids, reverse auction process (RAP) will be done for the bidders who are eligible to participate in the e-auction as per the scheduled date and time to be intimated later.
2. After opening of the commercial bids, the lowest NPV quoted by the bidders will become the auction start price for auction and the participant bidders have to quote below the auction price in the auction.
3. The Bidder shall bid lower than the opening price in multiples of the decrement value, but a Bidder must always bid lower than the Lowest Bid.
4. The auction will be done on NPV (to be entered by bidder) which will be derived based upon Capex (of 3 year warranty) and Opex (of 4 year AMC) as mentioned in para 24 below. It is exclusive of any taxes
5. Only one bidder shall be at a particular position / rank, which means only one L1.
6. The minimum decrement value will be Rs 1,00,000/- (Rs One Lakh only) from the start bid price. The reduction shall have to be made as per decrement value or in multiple thereof.
7. The Bidder will be able to view the following on his screen along with the necessary fields: i) Opening Price. ii) Leading Bid in the Auction, i.e., the lowest bid. iii) Bid placed by him. At no point of time will any bidder see the names of other bidders, or the prices of bidders other than the lowest bid.
8. A bidder can continue to revise his bid till the auction ends. However, the Bidder cannot quote/Bid equal to the Leading / Lowest Bid. He must always quote lower than the Leading/Lowest Bid.
9. The evaluation criteria is based on Price alone in auction. The Bidder who quotes the lowest evaluated Price (NPV) is determined as the lowest bidder.
10. System protects bid and bidder information till auction gets over and displays current L1 price to the bidder.
11. Initial period of reverse auction will be two hours in the slot of 10 minutes. There will be auto extensions of time every time by ten minutes in case of any reduction recorded in the last ten minutes. The reverse auction will come to a

close only when there is no further reduction recorded in the last ten minutes slot.

12. The log details of the entire reverse auction process will be generated by the system once the process of reverse auction is completed.
13. If a bidder does not submit his bid in the Reverse Auction, the price quoted by him in the price bid shall be considered as the valid price of that bidder. The status of the bidder (L1, L2 etc) shall be evaluated considering either the bid price submitted in Reverse auction or the Price quoted in the price bid, whichever is lower.
14. Since, reverse auction is a sequel to e-tender, the process of finalizing the tender upon completion of reverse auction will be same as the tender process without reverse auction.
15. The bid history shall reflect only the NPV exclusive of taxes. The NPV will not be same for two bidders even if any bidder makes such an attempt.
16. Only the chronologically last price bid submitted by the bidder till the end of the auction shall be considered as the valid price bid of that bidder. Any bid submitted earlier by the bidder prior to submission of his last bid will not be considered as the valid price bid.
17. Server time shall be the basis of Start time & Closing time for bidding and shall be binding for all. This would be visible to all concerned.
18. All electronic bids submitted during the reverse auction process shall be legally binding on the bidder. The chronologically last bid submitted by the bidder till the end of the auction will be considered as the valid price bid offered by that bidder and acceptance of the same by UIDAI will form a binding contract between UIDAI and the bidder for entering into a contract.
19. Conditional discounts shall not be considered. If a bidder offers a discount unilaterally after submission of bid, the discount shall not be considered for evaluation of offers but shall be availed if order is placed on such tenderer.
20. If the lowest price received during reverse auction is unreasonable or it is unacceptable on ground of being too high compared with estimated price, the UIDAI management reserves right to seek justification of the price from lowest bidder. If the price is not considered reasonable, management may not accept such bid and go for another tender process.

21. In case of disruption of service at the service provider's end while the RAP is online, due to any technical snag or otherwise attributable to the system failure at the server end, the RAP process will start all over again. In such a situation, the last recorded lowest price of prematurely ended RAP, will be the 'Start Bid' price for the restarted RAP. The prices quoted in the prematurely ended RAP will be binding on all the bidders for consideration, if the restarted RAP does not trigger within the stipulated time.
22. However, if Reverse Auction does not lead to any bid, UIDAI shall reserve the right to award the job based on the lowest prices quoted in online commercial bid.
23. The successful bidder needs to submit the revised BoQ in line with lowest NPV quoted by him in reverse auction. The ratio of percentage decrease in cost of each component (both Capex and Opex) shall be same as the overall percentage reduction in the NPV originally quoted by bidder and final L1 NPV quoted by bidder. It is as explained below

Example

There are 3 bidders having following NPV from their commercial bid

S No.	Bidder Name	NPV in Rs. Lakh (Exclusive of Taxes)
1	A1	1000.00 (i.e. Rs 10 Cr)
2	A2	1160.90 (i.e. Rs 11.6 Cr)
3	A3	1200.00 (i.e. Rs 12.0 Cr)

The auction start price will be price quoted by bidder A1 i.e Rs 10 Cr.

The bidder during reverse auction will decrement the price in the multiples of Rs 1 Lakh. After successful reverse auction, the NPV quoted by bidders are as below

S No.	Bidder Name	Final NPV in Rs. Lakh (Exclusive of Taxes)
1	A1	900

2	A2	1000
3	A3	800

Thus Bidder A3 is winner of reverse auction. Bidder now needs to submit the revised BoQ in line with successful NPV quoted by him in the reverse auction. Original price quoted by bidder A3 in its commercial bid is as below

Duration	Quoted Capex Cost (Without Tax) Rs Lakh	Quoted AMC Cost for 4 Years (Opex) (Without Tax) Rs Lakh
Equipment 1	370	250
Equipment 2	400.8	302
Total	770.8	552
NPV = $770.8 + (552)/((1+.0875)^3)$ = Rs 1200 Lakh		

Thus reduction in NPV by Bidder A3 is $(1200-800)/1200 \times 100$ i.e 33.33%. The same percentage deduction will be done on every component mentioned in the BoQ for deriving final price for each component.

Duration	Final Capex Cost (Without Tax) Rs Lakh	Final AMC Cost for 4 Years (Opex) (Without Tax) Rs Lakh
Equipment 1	$370 \times (1-.3333)$ =246.68	$250 \times (1-.3333)$ =166.68
Equipment 2	$400.8 \times (1-.3333)$ =267.21	$302 \times (1-.3333)$ =201.34
Total	513.89	368.02
NPV = $513.89 + (368.02)/((1+.0875)^3)$ = Rs 800 Lakh		

Thus, final BoQ and the contractual value that will be submitted by bidder A3 is :

Duration	Final Capex Cost (Without Tax) Rs Lakh	Final AMC Cost for 4 Years (Opex) (Without Tax) Rs Lakh
Equipment 1	246.68	166.68
Equipment 2	267.21	201.34

Total	513.89	368.02
Contractual Value =Rs 881.91 Lakh		

24. The detailed Break-up of offered cost, provided by the bidder shall be considered and order, if placed, shall be with the same break-up of prices. The bidder(s) after reverse auction will be responsible to ensure that the rate as per the breakup of prices provided by him after the reverse auction and total value offered by him in the reverse auction are in same proportion. The bidder will not be allowed to increase the rate of any equipment while submitting the breakup. While giving the break up, the bidder will have to consider same rate of taxes and duties as quoted while submitting the commercial bid. In case the bidder(s) fail(s) to submit the final BoQ within 3 days or the break up given by bidder does not match with total offered price, the UIDAI will be at liberty to place order by proportionately reducing the equipment rates on basis of the breakup of the e-price bid submitted by the bidder along with the initial offer and the same will be binding on the bidder.

2.2 Cost of Bid Document

- 1 The Bidder is required to **pay fee of Rs.1,000/- (Rupees One Thousand Only)** in the form of a DD from a nationalized /scheduled bank in favor Unique Identification Authority of India, payable at New Delhi. The Bid Document Fee is non-refundable.
- 2 The Bidder shall bear all costs associated with the preparation and submission of its bids, including cost of presentation for the purposes of clarification of the bids, if so desired by the UIDAI. The UIDAI will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

2.3 Bid Securing Declaration or EMD (Earnest Money Deposit)

Bidder may submit either Bid Securing Declaration or EMD

2.3.1 Bid Securing Declaration

- a) The Bidders shall submit an Bid Securing Declaration (As per Appendix K) along with copy of tender fee and Integrity pact in a sealed envelope.
- b) Copy of the Bid Securing Declaration should be uploaded onto the CPP Portal and the hardcopy of the same shall be submitted as per guidelines mentioned in clause 2.1.
- c) In case the Bid Securing Declaration is not received by the stipulated time then the Purchaser reserves the right to forthwith and summarily reject the Proposal of the concerned Bidder without providing any opportunity for any further correspondence by the concerned Bidder.
- d) The Bid Securing Declaration will be executed :
 - If a Bidder withdraws the proposal or increases the quoted prices after opening of the Proposal and during the period of Bid validity period or its extended period, if any.
 - In case of a successful Bidder, if the Bidder fails to sign the Agreement in accordance with the terms and conditions (including timelines for execution of the Agreement) of this RFP or fails to furnish the Performance Bank Guarantee in accordance with the terms and conditions (including timelines for furnishing PBG) of this RFP.
 - During the Bid process, if a Bidder indulges in any act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- e) The decision of the Purchaser regarding execution of Bid Securing Declaration shall be final and binding on the Bidders & shall not be called upon in question under any circumstances.

2.3.2 Earnest Money Deposit (EMD)

- a) The Bidders shall submit an Earnest Money Deposit (EMD) of **Rs. 3.5 Crore (Rupees Three Crore and Fifty Lakh only)** as bid security fee and Integrity Pact along with tender fee in a sealed envelope. EMD in any other form will not be accepted.

- b) EMD must remain valid for at least 180 (One Hundred and Eighty) +45 days from the last date of bid submission date and the validity of the EMD should be extended in the event the last date of submission of the Proposal is extended.
- c) Copy of the EMD instrument should be uploaded onto the CPP Portal in the Bid Cover for EMD and the hardcopy of the same shall be submitted as per guidelines mentioned in clause 2.1.
- d) The EMD is required to protect the Purchaser against the risk of Bidder's conduct which may warrant EMD's forfeiture pursuant to the instances mentioned in clause (i) below.
- e) The Indian bidders registered with the Central purchase organisation, National Small Industries Corporation (NSIC) or with the Ministry of Electronics and Information Technology (MeitY) are exempted from payment of EMD. In this case, the bidders must submit the copy of valid MSE/NSIC/MeitY registration certificate.
- f) EMDs of all unsuccessful Bidders will be returned at the earliest after expiry of the final bid validity and latest on or before the 30th day after the awards of contract.
- g) The EMD of the successful Bidder will be returned, without interest, upon submission of Performance Bank Guarantee (of the amount and in the format as specified in this RFP) by the successful Bidder.
- h) In case the EMD is not received by the stipulated time then the Purchaser reserves the right to forthwith and summarily reject the Proposal of the concerned Bidder without providing any opportunity for any further correspondence by the concerned Bidder.
- i) The EMD may be forfeited:
 - If a Bidder withdraws the proposal or increases the quoted prices after opening of the Proposal and during the period of Bid validity period or its extended period, if any.
 - In case of a successful Bidder, if the Bidder fails to sign the Agreement in accordance with the terms and conditions (including timelines for execution of the Agreement) of this RFP or fails to furnish the Performance Bank Guarantee in accordance with the terms and conditions (including timelines for furnishing PBG) of this RFP.

- During the Bid process, if a Bidder indulges in any act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- j) The decision of the Purchaser regarding forfeiture of the EMD shall be final and binding on the Bidders & shall not be called upon in question under any circumstances.

2.4 Contents of the Bid Document

- 1 The Schedule of Requirements of the Goods/Services required, Bid procedures and contract terms are prescribed in the Bid Document. In addition to the Pre-Qualification Bid and Section I – Invitation to Bid, the Bid Document includes:
 - a) Section II – Instructions to Bidders;
 - b) Section III- General Conditions of Contract;
 - c) Section IV – Contents of the Bid
 - i. Technical Bid
 - ii. Commercial Bid
 - d) Section V- Scope of Work;
 - e) Section VI- Appendix
 - i. Contract Form (Appendix A)
 - ii. Performance Bank Guarantee form (Appendix B)
 - iii. Bid Security/Earnest Money Deposit Form (Appendix C)
 - iv. Bidder's Profile (Appendix D)
 - v. Undertaking From OEM (Appendix E)
 - vi. List of Locations (Appendix F)
 - vii. Non-Disclosure Agreement (Appendix G)
 - viii. Specifications of Required hardware and Compliance Checklist (Appendix H)
 - ix. Reverse Auction Process (Appendix I)
 - x. Pre-Bid/Pre Contract Integrity Pact (Appendix J)
 - xi. Bid Securing Declaration Form (Appendix K)

- 2 The Bidder is expected to examine complete bid document including all instructions, forms, general terms & conditions, and Schedule of requirements in the Bid Document. Failure to furnish all information required by the Bid Document or submission of a bid not substantially responsive to the Bid Document in every respect will be at the Bidder's risk and may result in the rejection of the Bid.

2.5 Clarification of Bid Document

- 1 A prospective Bidder requiring any clarification of the Bid Document may notify the UIDAI in writing at the UIDAI's mail address indicated in clause 1.2. The queries must be submitted over mail in filled excel as below:

Name of Bidder:					
Sr. No	Section No.	Clause No.	Page number in clause	Existing Provision in the Clause	Clarification Sought

- 2 The UIDAI will respond, to request for clarifications of the Bid Document, received not later than the date prescribed by the UIDAI in clause 1.2.1 of this Bid document.

2.6 Amendment to the Bid Document

- 1 At any time prior to the last time and date for receipt of bids, the UIDAI, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document by an amendment.
- 2 The amendment will be notified by UIDAI which will be binding on all bidders.
- 3 In order to provide prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the UIDAI may, at its discretion, extend the last date for the receipt of Bids.

2.7 Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the UIDAI, shall be written in the English language, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall prevail.

2.8 Documents Comprising the Bids

- 1 The Bids prepared by the Bidder shall comprise of the following components:
 - a) Pre-Qualification Bid
 - b) The Technical Bid
 - c) The Commercial Bid

2.9 Bid Prices

- 1 The Bidder shall indicate in the proforma prescribed at clause 4.2.3 to clause 4.2.5, the unit cost and total Bid value of the Goods/ Services, it proposes to provide under the Contract.
- 2 The unit cost quoted in the above mentioned proforma will be used to calculate cost for 'change orders', if any.
- 3 In the absence of any information, as requested above, a bid may be considered incomplete and summarily rejected.
- 4 The Bidder shall prepare the bid based on details provided in the Bid documents. Bidder shall carry out the study of the bill of material in accordance with the requirements of the Bid document and it shall be the responsibility of the Bidder to fully meet all the requirements of the Bid document.
- 5 The cost of AMC (after Warranty of 3 year duration) for 4 year duration can't be less than 30% of the total value of the contract. Same is applicable for each equipment/goods/hardware mentioned in the BoQ.

2.10 Firm Prices

- 1 Prices quoted must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. The Bidder shall, therefore, indicate the prices in Annexure 4.2.3 to Annexure 4.2.5 of Section IV enclosed with the Bid. The Bid Prices shall be indicated in Indian Rupees (INR) only.
- 2 The Commercial bid should clearly indicate the price to be charged and should include all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out. Such charges should be shown separately in Annexure 4.2.4 to Annexure 4.2.5 of Section IV.
- 3 The price will be finalized after successful reverse auction process.
- 4 Any change in taxes will be adjusted accordingly in the payment structure.

2.11 Discount

The Bidders are advised not to indicate any separate discount. Unconditional Discounts, if any, should be merged with the quoted prices. Discount of such type, indicated separately, will not be taken into account for evaluation purpose. However, in the event of such an offer, without considering discount, is found to be the lowest, the UIDAI shall avail such discount at the time of award of contract.

2.12 Bidder Qualification

- 1 The "Bidder" as used in the Bid documents shall mean the one who participate in the bid process. The Bidder may be either the Constituted attorney of the company or the Principal Officer or his duly Authorized Representative, in which case he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, be furnished and signed by the Bidder.
- 2 It is further clarified that the individual signing the Bid or other documents in connection with the Bid must certify whether he/she signs as:

- a) Constituted attorney of the company.

OR

- b) The Principal Officer or his duly Authorized Representative of the company, in which case he/she shall submit a certificate of authority on behalf of the company.

The Bidder shall sign its Bids with the exact name of the Company to whom the contract is to be issued.

The Bidder shall clearly indicate their legal constitution and the person signing the Bids shall state his capacity and also source of his ability to bind the Bidder.

UIDAI may out rightly reject any bid not supported by adequate proof of the signatory's authority

2.13 Period of Validity of Bids

- 1 Bids shall remain valid for 180 days after the date of opening of Pre-Qualification and Technical Bids prescribed by the UIDAI. A bid valid for a shorter period may be rejected by the UIDAI as non-responsive.
- 2 In exceptional circumstances, the UIDAI may ask the Bidder to extend the validity of the Bid. The validity of Bid Securing Declaration /EMD provided under Clause 2.3 shall also be suitably extended. However, A Bidder will not be permitted to modify its bid.

2.14 Revelation of Prices

Prices in any form or by any reason before opening the Commercial Bid should not be revealed, failing which the offer shall be liable to be rejected.

2.15 Terms and Conditions of Bidders

- 1 Printed terms and conditions of the Bidders will not be considered as forming part of their Bids.

- 2 The Bidder should note that any deviation (s) or non-compliance will lead to rejection of bid.

2.16 Local Conditions

- 1 It will be imperative on each Bidder to fully acquaint himself with the local conditions and factors, which would have any effect on the performance of the contract and / or the value.
- 2 It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors which may have any effect on the execution of the contract as described in the bidding documents. The UIDAI shall not entertain any request for clarification from the Bidder regarding such local conditions
- 3 It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim what so ever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the UIDAI and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the UIDAI on account of failure of the Bidder to appraise themselves of local laws/condition.

2.17 Headings

Headings of conditions hereto shall not affect the construction thereof.

2.18 Conditions for Pre-Qualification of Bidders

The copy of bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. **The authorization shall be indicated by written power-of-attorney accompanying the bid. All pages of the bid, including un-amended printed literature, shall be initialed and stamped by the person or persons signing the bid.**

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initiated by the person or persons signing the bid.

The relevant sections shall be highlighted in the document attached.

#	Parameter	Pre-qualification criteria Description	Evidence required
1.	Document	Bid Securing Declaration /EMD, Integrity pact and Tender Document Fee is submitted in original	<p>Tender fee and Bid Securing Declaration /Bank Guarantee for EMD</p> <p>The bidder registered with MSE/NSIC/MeitY may claim exemption from submission of EMD. In this case, the bidder must upload copy of valid registration certificate.</p> <p>The bidder registered with MSE/NSIC may claim exemption from submission of Tender fee. In this case, the bidder must upload copy of valid registration certificate.</p>
2.	Legal Entity/Registration of Company	<p>Bidder shall be</p> <ul style="list-style-type: none"> ▪ A company incorporated in India under the Companies Act, 1956 and subsequent amendments thereto. ▪ Shall have been in operation for at least the last five years 	<p>a) Copy of Certificate of Incorporation OR Copy of Registration certificates</p> <p>b) Certified true copy of balance sheets and PL statements for last 5 years</p>
3.	Registration certificates	The Bidder must be registered with appropriate authorities for all applicable statutory duties/ taxes and comply with all taxation norms	Self-certificate undertaking on company's letter head duly signed by company's authorized signatory that on the date of bid submission the company is complying all statutory duties/

#	Parameter	Pre-qualification criteria Description	Evidence required
			taxation norms of India and possesses all necessary certificates to this effect.
4.	Revenues from System Integration Services	Bidder shall have an annual turnover of at least INR 350 Crores in each of the last 3 financial years (FY 2013-14, 2014-15, 2015-16) from supply, installation, commissioning and maintenance of IT hardware.	<p>Audited financial statements for the last three financial years (FY 2013-14, 2014-15, 2015-16) clearly mentioning turnover from supply, installation, commissioning and maintenance of IT hardware.</p> <p>In case the turnover on account of supply, installation, commissioning and maintenance of IT hardware is not mentioned separately in the audited financial statements, the bidder shall provide a certificate from statutory auditor/ Company Secretary/ Company auditor stating the turnover from supply, installation, commissioning and maintenance of IT hardware in last three financial years (FY 2013-14, 2014-15, 2015-16), duly attested by company's authorized signatory.</p>
5.	Alliance with Major OEMs	Bidder shall have strong and formal partnership with all OEMs whose equipment to be supplied.	Declaration from all OEMs(whose equipment are proposed) highlighting the

#	Parameter	Pre-qualification criteria Description	Evidence required
			partnership. It should be provided by the Bidder in the format specified in clause 4.1.6.
6.	Bidder Experience in India	<p>Bidder shall have proven experience of execution and completion of “supply, installation, commissioning and maintenance of IT hardware viz. server and storage only” in Central Govt./ State Govt./ PSUs / Autonomous Bodies in last 5 years ending on last date of previous month of closing date of bid submission, of at least:-</p> <ul style="list-style-type: none"> a) One project costing not less than the amount equal to Rs 66 Cr; Or b) Two projects each costing not less than the amount equal to Rs 50 Cr; Or c) Three projects each costing not less than the amount equal to Rs 33 Cr 	<p>(a) Company’s statutory auditor/ Company Secretary/ Company auditor’s certificate duly attested by company’s authorized signatory, stating –</p> <p>Certificate for experience in “Supply, installation, commissioning and maintenance of IT hardware viz. server and storages only” , mandatory to provide the financial value of the contract/project, financial value of IT hardware viz. server and storages component only in case of integrated projects, date of commencement of project ,date of completion of project ,scope of work.</p> <p>(b) Copy of PO/WO, Completion Certificate/Client certificate of completion etc .</p> <p>(c) In case of integrated works having IT hardware and Software, in that case company’s statutory auditor/ Company Secretary/ Company auditor</p>

#	Parameter	Pre-qualification criteria Description	Evidence required
			<p>shall provide the cost/details of IT hardware components (servers and storages only) in the WOs/POs being attached, duly attested by company's authorized signatory .</p> <p>(d) For projects under Non-Disclosure Agreement with the client, bidder shall submit the copy of NDA along with statutory auditor/ Company Secretary/ Company auditor's certificate stating company's experience in "Supply, installation, commissioning and maintenance of IT hardware viz. server and storages only" , mandatory to provide the financial value of the contract/project, financial value of IT hardware viz. only server and storages component in case of integrated projects, date of commencement of project ,date of completion of project ,scope of work etc.</p>
7.	OEM Support Centre	The proposed OEMs should have support center in India with minimum of 100 technical resources on its payroll in India. It should have at least one support	Provide documentation signed by the HR Head of the OEM with list and address of Support Centres in India and the count of technical resources on its payroll.

#	Parameter	Pre-qualification criteria Description	Evidence required
		centre each in Delhi/NCR and Bengaluru	
8.	OEM Registration	OEMs proposed should be registered and operational in India since last 5 years ending on last date of previous month of closing date of bid submission.	Copy of Incorporation Certificate of proposed OEM and Self Certification by OEM on number of years of operations in India.
9.	Certification	Bidder should have ISO 9001:2008 or subsequent to year 2008	Copy of valid certificate
10.	Banning of Business	The bidder should not be banned from carrying out business either with the entire Central Government of India or the Ministry of Electronics & IT, Govt. of India or the UIDAI at the time of the submission of the bid. A similar ban subsequent to the submission of the bid, but before the award of the contract shall also disqualify the bidder	Self-certificate/ undertaking on Company's letter head duly signed by company's authorized signatory.

2.19 Last Date for Receipt of Bids

- 1 Bids will be uploaded on the portal not later than the time and date specified in clause 1.2.1. After the prescribed time, the option for uploading of documents will not be there on the portal.
- 2 The UIDAI at its discretion may extend the last date for the receipt of bids, by amending the Bid Document, in which case all rights and obligations of the UIDAI and Bidders previously subject to the last date will thereafter be subject to the last date as extended.

2.20 Modification and Withdrawal of Bids

- 1 The Bidder may modify or withdraw its bid after the Bids' submission on the portal till last date of submission.
- 2 No option will be there to modify the bid subsequent to the last date and time for receipt of bids.
- 3 No bid may be withdrawn in the interval between the last date and time for receipt of bids and the expiry of the bid validity period specified by the Bidder in the Bid. Withdrawal of a bid during this interval shall result in the Bidder's forfeiture of its EMD/ execution of Bid Securing Declaration.

2.21 Address for Correspondence

All correspondence by UIDAI shall be made to the details provided in the clause 4.1.1 of the bid document.

2.22 Opening of Bids by UIDAI

- 1 On the basis of information furnished in the Pre-Qualification Bid, Bidders will be pre-qualified. The bids of Bidders, who do not qualify at this stage, will not be taken up for further evaluation.
- 2 Bids of only pre-qualified Bidders will be taken up for further evaluation.
- 3 The UIDAI will open the Bids, in the presence of the representatives (not more than two representatives per bidder) of the Bidders who choose to attend, at the time, date and place, as mentioned in clause 1.2 of this Document.
- 4 The Bidders' names, modifications, bid withdrawals and the presence or absence of the requisite EMD/Bid Securing Declaration and such other details as the UIDAI, at its discretion, may consider appropriate will be announced at the bid opening.

2.23 Clarification

When deemed necessary, the UIDAI may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substance of the Bid submitted or value quoted.

2.24 Preliminary Examination

- 1 The UIDAI will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required EMD/Bid Securing Declaration has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- 2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit cost and the total cost that is obtained by multiplying the unit cost and quantity, the unit cost shall prevail and the total cost shall be corrected. If the Bidder does not accept the correction of the errors, its bid will be rejected. If there is discrepancy between words and figures, the amount in words will prevail.
- 3 A bid determined as not substantially responsive will be rejected by the UIDAI and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
- 4 The UIDAI may waive any minor infirmity or nonconformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

2.25 Contacting the UIDAI

- 1 No Bidder shall contact the UIDAI to influence the bidding process or on any matter relating to its Bid, from the time of the Bid opening to the time the Contract is awarded.
- 2 Any effort by a Bidder to influence the UIDAI's Bid evaluation, Bid comparison or Contract award decisions may result in the rejection of the Bidder's Bid.

2.26 Post Qualification

- 1 The UIDAI will determine to its satisfaction whether successful bidder in Reverse Auction Process (RAP) is qualified to satisfactorily perform the Contract.
- 2 This determination will take into account the Bidder's financial, technical, implementation and post-implementation capabilities. It will be based upon an

examination of the documentary evidence submitted by the Bidder as per document sought in the bid document as well as such other information as the UIDAI deems necessary and appropriate.

- 3 An affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which even the UIDAI will proceed to the next lowest bidder in RAP to make a similar determination of that Bidder's capabilities to perform satisfactorily.

2.27 Criteria for Evaluation of Bids

- 1 To meet the UIDAI's requirements, as spelt out in the Bid Document, the successful bidder/Vendor must have the requisite experience in supply, installation, commissioning and maintenance of Hardware, the technical know-how, and the financial wherewithal that would be required to successfully set-up the required infrastructure and provide the Goods/Services sought by the UIDAI, for the entire period of the contract. The evaluation process of the Bid proposed to be adopted by the UIDAI is indicated below so as to provide the Bidders an idea of the evaluation process that the UIDAI may adopt. Any time during the process of evaluation the UIDAI may seek specific clarifications from any or all Bidders.

2 **Phase I: Evaluation of Pre-Qualification and Technical Bids**

Technical Bids will be opened in the presence of representatives of the Bidders (not more than two representatives per bidder) who choose to be present as per the date and time indicated by the UIDAI. Evaluation of Technical bid is subject to meeting all pre qualification criteria. A detailed evaluation will be subsequently carried out by the UIDAI. In this phase, the Technical Bids will be reviewed for compliance of the Bid requirements with reference to the responses to the technical requirements given in Section IV and schedule of requirements of this Bid Document (Section V). Technical Bids which meet the above mentioned criteria will be eligible for consideration in the subsequent rounds. If required, the UIDAI may seek specific clarifications from any or all Bidder(s) at this stage. The UIDAI shall determine the Bidders that qualify for the next phase after reviewing the clarifications provided by the Bidder(s).

Technical bid shall also contain unpriced BoQ as per clause 4.2.3 to 4.2.5 (without any cost mentioned)

3 Phase II: Evaluation of Commercial Bids

In this phase, the Commercial Bids of the Bidders, who are technically qualified in Phase I, shall be opened. The Commercial Bid should contain the total price, both COST OF EQUIPMENT and post warranty AMC of all Goods/ Services, comprising of all equipment as mentioned in Annexure 4.2.3 to Annexure 4.2.5 of Section IV, proposed to be charged by the Bidder. Bidder to make sure that quoted cost of AMC is as per clause 2.9(5). If quoted cost of AMC is not as per clause 2.9(5), bid will be summarily rejected.

4 Phase III: Reverse Auction Process

In this phase, reverse auction process through CPP portal will be conducted. The NPV value will be taken for bidding. The process is as described in clause 2.1.1

5 UIDAI will award the Contract to the successful Bidder whose bid has been determined to be technically qualified and has been determined as the lowest evaluated bid based upon Reverse auctioning process, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily. The UIDAI will however not bind itself to accept the lowest evaluated bid or any bid and reserves the right to accept or reject any bid. **The tender will be evaluated as a package of all the equipment in Commercial Bid (4.2.4 to 4.2.5 of Section IV).**

6 In case any equipment included in the 'COST OF EQUIPMENT' and 'COST OF AMC'(Annexure 4.2.4 and 4.2.5) is not quoted by the Bidder, the bid would be rejected as non-responsive.

7 UIDAI reserves the right to ask the bidder to validate any technical parameter in a laboratory environment at the time of evaluation of the Technical bid, at the cost of the bidder.

8 Determination of auction start price for reverse auction process will be based upon Net Present Value (NPV) derived through prices mentioned in clause 4.2.3 by all bidders.

- 9 Successful bidder will be determined by reverse auction process winner who quote the lowest NPV in the end of the process.
- 10 The successful bidder needs to provide the revised price BoQ in line with the NPV determined by the reverse auction process.
 - i. The Annual Rate of Discounting (i) for calculation of NPV will be treated as 8.75 percent.
 - ii. The Net Present Value (NPV) will be calculated based on the method and formula given in the table below:

Price Parameters	Quoted Price by Bidder	NPV	NPV Evaluation
Value of the 'COST OF EQUIPMENT'	Total Cost at Sl.No.1 of Annexure 4.2.3 (say Z)	Z	Z
Value of 'COST OF AMC'	Total Cost at Sl.No.2 of Annexure 4.2.3	$Y/(1+i)^3$	Y_n
Total NPV Evaluation Value (N)			(Z + Y_n)

(Where $i=0.0875$)

2.28 UIDAI's Right to Vary Scope of Contract at the time of Award

- 1 The UIDAI may at any time, by a written order given to the successful bidder/vendor pursuant to Clauses in Section III, make changes within the general scope of the Contract.
- 2 The UIDAI shall reserve the right, not to purchase all or partial Goods/Services quoted by the successful bidder/vendor in this bid.
- 3 The UIDAI shall reserve the right, not to award the Comprehensive AMC to successful bidder/Vendor after completion of warranty period or any year after that.

2.29 UIDAI's Right to Accept Any Bid and to Reject Any or All Bids

The UIDAI reserves the right to accept any or all bids, and to annul the Bid process and reject any or all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the UIDAI's action.

2.30 Notification of Award (NOA)

- 1 UIDAI will notify through Notification of award (NOA) the successful Bidder in writing by letter or by email, to be confirmed in writing by letter, that its bid has been accepted. Within 10 days of receipt of this NOA, the bidder has to render his acceptance of notification of this award.
- 2 The date of acceptance of Notification of award by the bidder will constitute the formation of the Contract.
- 3 Upon the successful Bidder's furnishing of performance security pursuant to Clause 2.32, the UIDAI will promptly notify each unsuccessful Bidder and will discharge their EMD/Bid Securing Declaration.

2.31 Signing of Contract

1. At the same time as the UIDAI notifies(NOA) the successful Bidder that its bid has been accepted, the UIDAI will send the Bidder the Contract Form (Appendix A of Section 6.1 provided in the Bid Document, incorporating all agreements between the parties).
2. Within 15 days of receipt of the Contract Form, the successful Bidder shall sign and date the Contract and return it to the UIDAI.

2.32 Performance Bank Guarantee (PBG)

- 1 Within 15 days of the receipt of notification of award of the contract from the purchaser, the successful Bidder/vendor shall furnish the PBG as per format prescribed in Appendix B of clause 6.2
- 2 Failure of the successful Bidder/vendor to submit the PBG within 15 days shall constitute sufficient grounds for the annulment of the award and forfeiture of

the bid security (EMD)/ execution of Bid Securing Declaration, in which event the UIDAI may award the Contract to the next lowest evaluated Bidder or call for new bids.

- 3 This Performance Bank Guarantee will be for a total amount equivalent to 10% of total contract value. Multiple PBGs shall be submitted which are as below
 - a) 10% of total CAPEX cost and having validity till T_0+3 years and 5months. However, PBG should remain valid for 60 days beyond Capex obligations.
 - b) 2.5% of total OPEX cost having validity till T_0+4 Year and 5 Months. However, PBG should remain valid for 60 days beyond 4th Year AMC period for which revised PBG at later stage may be submitted if required.
 - c) 2.5% of total OPEX cost having validity till T_0+5 Year and 5 Months. However, PBG should remain valid for 60 days beyond 5th Year AMC period for which revised PBG at later stage may be submitted if required.
 - d) 2.5% of total OPEX cost having validity till T_0+6 Year and 5 Months. However, PBG should remain valid for 60 days beyond 6th Year AMC period for which revised PBG at later stage may be submitted if required.
 - e) 2.5% of total OPEX cost having validity till T_0+7 Year and 5 Months. However, PBG should remain valid for 60 days beyond 7th Year AMC period for which revised PBG at later stage may be submitted if required.

(T_0 is date of issue of LoI/NOA by UIDAI)
- 4 PBG shall be invoked by UIDAI in the event the successful bidder/vendor:
 - i. fails to perform the responsibilities and obligations as set out in the RFP to the complete satisfaction of UIDAI,
 - ii. Misrepresentations of facts/information submitted to UIDAI.
- 5 The performance bank guarantee may be discharged/returned by UIDAI upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.
- 6 In the event of the Bidder being unable to service the contract for whatever reason, UIDAI would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of UIDAI under the contract in the matter, the proceeds of the PBG shall be payable to UIDAI as compensation for any loss resulting from the bidder's failure to perform/comply its obligations under the

contract. UIDAI shall notify the bidder in writing of the exercise of its right to receive such compensation within 40 days, indicating the contractual obligation(s) for which the bidder is in default.

- 7 UIDAI shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.
- 8 In case the project is delayed beyond the project schedule as mentioned in clause 5.5, the performance bank guarantee shall be accordingly extended
- 9 On satisfactory performance and completion of the order in all respects and duly certified to this effect by the Project Coordinator, Contract Completion Certificate will be issued and the PBG will be returned to the Bidder, after 60 days of contractual obligations date.

2.33 Confidentiality of the Document

- 1 Bidder is required to furnish an undertaking that anything contained in this Bid Document shall not be disclosed in any manner by submitting NDA as per Appendix G.
- 2 Except with the written consent of the purchaser, the bidder shall not make use of any information supplied by the purchaser for purposes of the bidder or any specifications or other details mentioned in above clause otherwise than for the purpose of manufacturing the articles and the bidder shall not use any such information to make any similar article or part thereof for any other purpose.

2.34 Rejection Criteria

- 1 Technical Rejection Criteria

The following vital technical conditions should be strictly complied with failing which the bid will be rejected:

- i. Only the Bidders who quote for the complete Scope of Work and Supply of Goods/Services as indicated in this Bid Document, addendum thereof (if any) and any subsequent information given to the Bidder shall be considered. Incomplete bids will be rejected outright. Evaluation will be carried out for the total scope of work covered in the Bid document.

- ii. The Bidder shall be deemed to have complied with all clauses in the Bid document under all the sections/chapters of the Bidding document, including Bid Evaluation Criteria (BEC), Schedule of Requirements, Technical specifications, Timelines and General Terms and Conditions of Contract. Evaluation will be carried out on the information available in the bid.
- iii. If the information provided by the Bidder is found to be incorrect / misleading at any stage / time during the Bidding Process the bid will be rejected and EMD will be forfeited/Bid Securing Declaration will be executed.
- iv. EMD will be forfeited/Bid Securing Declaration will be executed in case of any breach of Confidentiality clause.

2 Commercial Rejection Criteria

The following vital commercial conditions should be strictly complied with failing which the bid will be rejected.

- i. Any commercial quote, if found in any part of the bid other than commercial bid, will lead to disqualification of bidder and his bid shall be rejected outright.
- ii. Offers of following kinds will be rejected:
 - a) Offers made without EMD/Bid Securing Declaration.
 - b) Offers which do not confirm unconditional validity of the bid for 180 days from the date of opening of bid.
 - c) Offers where prices are not firm during the entire duration of the contract and / or with any qualifications.
 - d) Offers which do not conform to UIDAI's price bid format or reverse auctioning process
 - e) Offers which do not confirm to the completion period indicated in the bid.
- iii. Total lump sum value quoted by the Bidder must be inclusive of all taxes, levies, duties etc. including excise duty and sales tax etc.
- iv. Bidder shall bear, within the quoted rates, all the taxes and duties as levied on them including the Personnel Tax as applicable. Bidder shall also bear, within the quoted rates, the Corporate Tax, as applicable, on

the income arising out of this contract. However, tax rate to be mentioned separately.

- v. Bidder to make sure that quoted cost of AMC is as per clause 2.9(5). If quoted cost of AMC is not as per clause 2.9(5), bid will be summarily rejected.

2.35 Integrity Pact

Bidders are required to submit the pre contract integrity pact duly signed and witnessed as per Appendix J along with the bid Part-I. This will be signed by the authorized signatory of the bidder (s) with name, designation and seal of the company. Bidders who do not sign the pact shall be disqualified from participation in the Bid process.

Name, address and contact Number of the Independent External Monitor nominated for this tender will be intimated later.

3 Section III - General Conditions of Contract

3.1 Definitions

In this Contract, the following terms shall be interpreted as indicated:

1. **"UIDAI"** means the Unique Identification Authority of India.
2. **"The Purchaser/Purchaser"** means the Unique Identification Authority of India acting through CEO or any other representative authorized by the Unique Identification Authority of India.
3. **"Purchase Officer"** means the officer signing the acceptance of Bid and includes any officer who has authority to execute the relevant contract on behalf of the Purchaser.
4. The **"Contract"** means the agreement entered into between the Purchaser and the Vendor as recorded in the Contract Form signed by the Purchaser and the Vendor, including all attachments and annexes thereto and all documents incorporated by reference therein.
5. The **"Vendor"** means the person or the firm or the company with whom the order of or the Procurement of the Goods/Services is placed and shall be deemed to include the Vendor's successors, representatives (approved by the Purchaser), heirs, executors, administrators and permitted assigns, as the case may be, unless excluded by the terms of the contract.
6. **"The Contract Value"** means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations;
7. **"The Goods"** mean all of the equipment, hardware, software, machinery, accessories and/or other material which the Vendor is required to supply to the Purchaser under the Contract;
8. **"Service"** means services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, configuration, testing, acceptance, warranty and post warranty maintenance and support, provision of technical assistance, training and other obligations of the Vendor covered under the Contract;
9. **"Acceptance of Bid"** means the letter/telex/telegram/fax or any memorandum communicating to the successful bidder/Vendor the acceptance of his Bid and includes an advance acceptance of his Bid.

10. **“Supply”** means once the purchaser issues a Purchase Order, the bidder has to supply the equipment within stipulated time.
11. **“Delivery”** includes logistics, tracking and physical delivery of goods at purchaser premise (up to the equipment handling room-EHR) and handing over the sealed boxes to purchaser representatives. Delivery will be validated as number of boxes delivered against invoices. Delivery Challan needs to be signed by Purchaser/Authorized representatives. Extent of damage to the boxes will be also scrutinized and informed to the vendor.
12. **“Installation”** includes unpacking and movement of goods to the proposed location in Data Centre.
13. **“Commissioning”** includes installation of operating systems in respective components and power-on, basic hygiene tests, setup and tuning as per purchaser requirements including network connectivity. Purchaser reserves the right to inspect the installation and the bidder has to obtain the installation note duly signed by purchaser or its representative to claim the successful commissioning of the component.
14. **“Acceptance”** –It is acceptance (UAT) of system by UIDAI after commissioning of systems by successful bidder/vendor for start of warranty. Acceptance includes execution of test cases and verifying the expected results by Purchaser or its representatives. The components and its performance will be validated against the minimum specifications and requirements in the RFP.
15. **“ATRR”** mean Acceptance Test Readiness Report that will be submitted by the vendor within stipulated timelines before start of Acceptance tests by the purchaser.
16. **“NPV”** means Net Present Value
17. **MSP** means Managed Service Provider (M/S HCL Infosystems Ltd)

3.2 Application

These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

3.3 Standards

1. The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standards, such standard shall be the latest issued by the concerned institution.
2. The Vendor shall ensure that the Goods supplied under the Contract against all purchase orders are new, unused, of the most recent or current models and incorporate all recent improvements in design and materials without any additional cost to the Purchaser.

3.4 Use of Contract Documents and Information

1. The Vendor shall not, without the Purchaser's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Purchaser in connection therewith, to any person other than a person employed by the Vendor in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as it may be necessary for purposes of such performance.
2. The Vendor shall not, without the Purchaser's prior written consent, make use of any document or information enumerated in clause 2.4 except for purposes of performing the Contract.
3. Any document, other than the Contract itself, shall remain the property of the Purchaser and shall be returned (in all copies) to the Purchaser on completion of the Vendor's performance under the Contract, if so required by the Purchaser.

3.5 Patent Rights

The Vendor shall indemnify the Purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from the use of the Goods or any part thereof.

3.6 Installation, Commissioning, Testing and User Acceptance Tests

1. The Vendor shall be responsible for installation, commissioning, testing and post warranty maintenance of Enterprise Storage Solution at Data Centre at Hebbal and Manesar.
2. The Vendor shall describe tests and in details the system on which he proposes to demonstrate the correct working of the equipment supplied both individually and as integrated system. System testing schedules are thus additional to test specifications for individual equipment or units of equipment and shall comprise of On-site commissioning tests and factory tests. It shall be responsibility of vendor to get pre dispatch inspection of goods as part of factory tests through internally reputed third party inspection agencies and furnish necessary certificate to purchaser certifying that the goods conform to specifications given in the contract.
3. The above test shall demonstrate the satisfactory operation of all supplied equipment covering full range of the facilities of the equipment. Simulation equipment shall be provided by the Vendor wherever necessary, to simulate all input and output functions on the test configuration. All functions shall be tested including but not limited to:
 - a. Power failure and restoration.
 - b. All combinations of permissible voltage and frequency variations.
 - c. Maintenance and testing facilities.
4. All test facilities required for factory system tests shall be made available by the vendor.
5. The vendor should describe in advance the tests and details of the process that will be adopted to demonstrate the correct working of the equipment supplied both individually and as an integrated system, to be termed as user acceptance tests.
6. In case additional/modification in tests are required by purchaser, same will be communicated to vendor.

7. System testing schedules, formats for testing and commissioning reports and dissemination mechanism for such reports shall be drawn by the vendor in consultation with UIDAI.
8. The acceptance test which involves the testing and acceptance of the complete goods and services shall be conducted by the Vendor in the presence of the Purchaser and/or authorized officials and/or any other team or agency nominated by the Purchaser and OEM. All expenses for special devices, if any, for installation commissioning, testing and acceptance of the Goods/Services shall be borne by the Vendor.
9. The vendor shall replace, at the Vendor's cost, the whole or any part of the equipment as may be necessary for conclusion of the acceptance tests to the satisfaction of purchaser.
10. Should Acceptance Tests not be concluded to the satisfaction of the purchaser, the vendor shall replace, at vendor's cost, the whole or any part of the equipment as may be necessary for conclusion of the acceptance tests to the satisfaction of the purchaser.
11. Should acceptance tests still not be concluded to the satisfaction of the purchaser, the purchaser shall have the right to reject the equipment in respect of which the acceptance tests are not satisfactorily concluded as provided in this clause and to terminate this contract to the extent it relates to such equipment and in that event the Vendor shall refund and repay all amounts received by the Vendor from the Purchaser including interest at the rate of 10% per annum in respect of that equipment, within 60 days from the receipt of a written claim from the Purchaser.
12. The timeline mentioned for Acceptance (User Acceptance Test) in clause 4.1.4 by purchaser is tentative. This may increase or decrease for which UIDAI shall not be responsible for any cost if incurred by vendor on this account.
13. Commissioning and acceptance of the system shall be considered to be complete only after the following conditions have been met successfully to the satisfaction of the UIDAI
 - a) Delivery of all equipment under the proposed bill of material at the designated location of installation. Short shipment of goods will not be acceptable

- b) Installation and configuration of all components including but not limited to hardware, software, devices, accessories, etc to the satisfaction of UIDAI at Data Centers
 - c) Successful completion of factory acceptance/other tests and submission of reports to UIDAI
 - d) The vendor needs to submit Acceptance Test Readiness Report (ATRR) for user acceptance test to be conducted by the purchaser or its authorized representative.
 - e) Successful testing of all components individually
 - f) Successful testing of the integrated system
 - g) Successful acceptance would be certificated by UIDAI
14. Utilization of goods/equipment shall be done after acceptance of goods/equipment is complete.

3.7 Incidental Services

1. The vendor shall be required to provide any or all of the following services without any additional cost to UIDAI:
 - i) Installation, testing and commissioning, warranty and post warranty maintenance and support in respect of supplied Goods.
 - ii) Performance or supervision of on-site assembly and start-up of the supplied Goods;
 - iii) Furnishing of tools required for assembly and start-up of the Supplied Goods;
 - iv) Furnishing of detailed operations and maintenance manuals for each appropriate unit of the supplied Goods;
 - v) Performance, supervision, maintenance and repair of the supplied Goods, for Contract Period agreed by the Purchaser and the Vendor, provided that this service shall not relieve the Vendor of any warranty obligations under this Contract;
 - vi) Provision of 1(one) Resident Engineer/Technician at each of the two Data Centers on a 24x7 basis for any kind of support for the duration of installation, commissioning and acceptance Period.
 - vii) Other obligations of the Vendor covered under the Contract.

3.8 Delivery and Documents

Delivery of the Goods and services shall be made by the Vendor in accordance with the terms specified by the Purchaser in this RFP.

3.9 Maintenance and Spare Parts

1. Documentation shall be supplied for installation, maintenance, servicing and operation of equipment. All equipment, symbols and abbreviations shall be in accordance with the generally accepted nomenclature and standards. The maintenance manual shall contain a description of the complete hardware system and maintenance procedures. The hardware description shall start with the overall configuration of the system with layouts showing the location of every unit with block diagram and explanation of operation. Detailed descriptions of component units shall explain their operation. Block diagrams showing the flow and interaction of data and logic diagrams shall be provided. Part list and wiring schedules shall be provided, but care shall be taken to avoid obscuring of the operational description. Maintenance procedures shall cover the diagnosis of faults, testing and setting up adjustments, replacement of units, routine mechanical servicing, if any, and operation of test equipment.
2. The servicing manual shall cover all the procedures and information necessary for the diagnosis and repair of faulty units or components of every type. It shall include circuits, board layouts, component schedules (with Vendors' names), test points and test parameters, and use of test equipment.
3. After acceptance tests and final acceptance of the supplied good by UIDAI, the vendor shall hand over the entire supplied Hardware and Software to UIDAI and shall continue to provide Warranty / AMC services under the direct supervision of UIDAI. The vendor shall be liable and provide all necessary support and cooperation to the MSP in this regard.

3.10 Warranty/AMC and Period of Contract

3.10.1 Warranty/AMC

1. The Vendor warrants that the Goods supplied under the Contract are new, unused, of the most recent or current models and incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Vendor further warrants that the Goods supplied under this Contract shall have no defect arising from design, materials or workmanship (except insofar as the design or material is required by the Purchaser's Specifications) or from any act or omission of the Vendor, that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.
2. This warranty shall remain valid, for 3 Years (36 months) in respect of equipment, or any portion thereof as the case may be, which have been delivered (and commissioned) to the final destination indicated and accepted as part of the scope of this bid. The warranty period shall commence from the date of acceptance of system i.e. UAT of all the devices by UIDAI after the successful installation and commissioning of the same. Utilisation of goods/equipment shall be done after acceptance of goods/equipment is complete.
3. After completion of 3 years warranty, yearly comprehensive AMC has to be provided for goods delivered upto 7 years from the date of acceptance.
4. The Purchaser shall promptly notify the Vendor in writing of any claims arising under this warranty.
5. Upon receipt of such notice, the Vendor shall, with all reasonable speed, repair or replace the defective Goods or parts thereof, without prejudice to any other rights which the Purchaser may have against the Vendor under the Contract.
6. If the Vendor, having been notified, fails to remedy the defect(s) within a period defined, the Purchaser may proceed to take such remedial action as may be necessary, at the Vendor risk and expense and without prejudice to any other rights which the Purchaser may have against the Vendor under the Contract.

7. In case vendor cease to discharge its dues or intermittent the termination of contract, the OEM needs to ensure the continuation of warranties/AMC for the remaining duration i.e. till end of 7 years. However, remaining payments will be released to OEM for the services as per schedule and values mentioned in the contract. The OEM shall provide the undertaking in this regard in MAF form attached (clause 4.1.6) or Appendix E.
8. Defective Media retention as mention in clause 3.40 will be applicable.

3.10.2 Period of Contract

1. This contract for “Supply, Installation, Commissioning and Post Warranty Maintenance of Enterprise Storage Solution” shall be valid for a total period of 7 (Seven) Years from date of acceptance of Notification of award by bidder as per clause 2.30 of section II of RFP. This includes warranty period of 3 years (36 months) in respect of equipment, warranty commences from the date of acceptance of goods by purchaser and extendable comprehensive AMC support (after 3 years of warranty) for equipment upto 48 months. In case product/equipment is not End of Support after expiry of contract, the purchaser may extend the contract upto 2 years or till the equipment is End of Support, whichever is less (after completion of 7 years) on same terms and conditions of this contract at the sole discretion of the Purchaser. The rate for such extension of AMC will be 7th year AMC cost.
2. Notwithstanding the provision of Clauses mentioned above, the period of Contract shall be valid subject to the satisfaction of the Purchaser.

3.11 Payment schedule

The payment terms are as follows:

3.11.1 Hardware

The payments are for goods and services are as below.

i)	10% against delivery of all equipment and accessories.
ii)	50% against installation and satisfactory commissioning of all Goods/

Services
iii) 30% against acceptance testing of Goods/ Services. In case the acceptance test of the Goods/Services is delayed or put off beyond 90 days of installation and commissioning of the equipment at Purchaser's sites due to express written instructions of the Purchaser, this amount may be released to the Vendor on his furnishing a necessary Bank Guarantee on stamp paper of requisite value of an equivalent amount from any of the Nationalised/Scheduled Bank.
iv) Balance 10% to be disbursed in 8 (eight) equal quarterly instalments after one year of acceptance of system.

3.11.2 AMC

Post warranty, total annual maintenance charges of that year would be paid in 4 Nos. of equal quarterly instalments after completion of each quarter of the AMC period. For calculation of yearly AMC charges, 10% increment over the previous year AMC charges will be considered.

Thus yearly AMC charges will be calculated from Total AMC changes as below:

$$Y = Y_4 + Y_5 + Y_6 + Y_7$$

$$Y = x + (x \times 1.1) + (x \times 1.1^2) + (x \times 1.1^3)$$

$$\text{i.e } Y = x \times 4.641$$

Where

Y = Total Cost at Sl.No.2 of Annexure 4.2.3

$Y_4 = x$ = Fourth year AMC Charges = $Y/4.641$

Y_5 = Fifth year AMC Charges = $x \times 1.1 = Y \times 1.1/4.641$

Y_6 = Sixth year AMC Charges = $x \times 1.1^2 = Y \times 1.21/4.641$

Y_7 = Seventh year AMC Charges = $x \times 1.1^3 = Y \times 1.331/4.641$

Example :

If Rs 4,641 is quotes as total AMC charges for total 4 years, then the yearly AMC charges will be considered as below

AMC cost for 4th year = $x = 4641/4.641 = \text{Rs } 1,000/-$

AMC cost for 5th year = $x*1.1 = 4641*1.1/4.641 = \text{Rs } 1,100/-$

AMC cost for 6th year = $x*1.1^2 = 4641*1.21/4.641 = \text{Rs } 1,210/-$

AMC cost for 7th year = $x*1.1^3 = 4641*1.331/4.641 = \text{Rs } 1,331/-$

The quarterly payment will be (Yearly charges of that year)/4

(Yearly AMC cost/Quarterly AMC cost of each equipment/good/hardware shall also be calculated as given above)

3.12 Currency of Payment

Payment shall be made in Indian Rupees only.

3.13 Change Orders

1. The Purchaser may at any time, by a written order given to the Vendor, make changes within the general scope of the Contract in any one or more of the following:
 - i) drawings, designs or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;
 - ii) the method of shipment or packing;
 - iii) the place of delivery; or
 - iv) the Services to be provided by the Vendor.
2. If any such change causes an increase or decrease in the value, or the time required for, the Vendor's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Value or delivery schedule, or both, and the Contract shall accordingly be amended.
3. UIDAI reserves the right to increase the quantity within 2 years of the

Contract Period, of upto 50% of the Quantity. UIDAI may also decrease the quantity at its sole discretion. In case of any increase/ decrease in quantities of any equipment, unit rate for equipment indicated in the contract will be applicable.

3.14 Contract Amendments

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

3.15 Assignment

The Vendor shall not assign, in whole or in part, its obligations to perform under the Contract, to other party, except with the Purchaser's prior written consent. The permission, if any, of the purchaser has to be taken within 15 days of award of the contract.

3.16 Sub-contracts

No sub-contracting of the work either in full or part is allowed.

3.17 Delays in the Vendor's Performance

1. Delivery of the Goods and performance of Service shall be made by the Vendor in accordance with the Timelines specified by the Purchaser in Clause 5.5.
2. An un-excused delay by the Vendor in the performance of its delivery obligations shall render the Vendor liable to any or all of the following sanctions: forfeiture of its performance security, imposition of liquidated damages, and/or termination of the Contract for default.
3. If at any time during performance of the Contract, the Vendor should encounter conditions impeding timely delivery of the goods and performance of services, the Vendor shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Vendor's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Vendor's time for performance, in which case the extension shall be ratified by the parties. If the vendor request to delay the delivery of goods and performance of services is not found acceptable to the purchaser, Clause 3.19 would be

invoked.

3.18 Liquidated Damages

1. If the successful bidder/vendor fails to deliver, install and/or commission any or all of the Goods or to perform the Services within the time period(s) specified in the Contract, the Purchaser shall without prejudice to its other remedies under the Contract, deduct from the Contract Value, as liquidated damages, an amount as mentioned in clause 5.4. Once the maximum is reached, the Purchaser may consider termination of the Contract pursuant to Clause 3.19.
2. During the warranty and AMC period, if the successful bidder/Vendor fails to provide replacement, repair or rectify the faulty Hardware/equipment and Software supplied by vendor within the duration specified in clause 5.4 and the target timelines specified in clause 5.5 from the date and time of reporting, Purchaser shall without prejudice to its other remedies under the Contract, deduct from the Contract Value, as liquidated damages, a sum mentioned in clause 5.4. Once the maximum is reached, the Purchaser may consider termination of the Contract pursuant to Clause 3.19.
3. The overall liquidated damages will be maximum of 10% of the Contract value.
4. If the liquidated damages amount of any quarter is more than the quarterly bill due to the vendor, amount will be deducted from the subsequent quarterly bills. However, if the liquidated damages amount is not recoverable from the pending dues to the vendor, in that case, same shall be recovered from other pending payments of the vendor including encashing PBG, if required.

3.19 Termination for Default

1. Purchaser shall provide notice of fifteen (15) days to meet the services
2. Where an event of default subsists or remain uncured after 15 days of notice to vendor to resolve, the Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or in part:
 - (i) If the Vendor fails to deliver any or all of the Goods/Services within the time period(s) specified in the Contract, or any extension thereof

granted by the Purchaser pursuant to Clause 3.17;

OR

- (ii) If the Vendor fails to perform any other obligation(s) under the contract.
- 3. In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods similar to those undelivered, and the Vendor shall be liable to the Purchaser for any excess costs for such similar Goods including the efforts of the Purchaser for such arrangement. However, the Vendor shall continue performance of the Contract to the extent not terminated.

3.20 Force Majeure

- 1. Neither party shall bear responsibility for the complete or partial nonperformance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.
- 2. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.
- 3. The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.
- 4. Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.
- 5. If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of

30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.

3.21 Termination for Insolvency

The Purchaser may at any time terminate the Contract without compensation to the Vendor, if the Vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

3.22 Termination for Convenience

1. The Purchaser may by written notice sent to the Vendor, terminate the Contract, in whole or in part at any time of its convenience by giving a prior written notice of sixty days. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.

3.23 Dispute Resolution

1. If during the subsistence of this Contract or thereafter, any dispute between the Parties hereto arising out of or in connection with the validity, interpretation, implementation, material breach or any alleged material breach of any provision of this Contract or regarding any question, including as to whether the termination of this Contract by one Party hereto has been legitimate, the Parties hereto shall endeavor to settle such dispute amicably and/or by Conciliation to be governed by the Arbitration and Conciliation Act, 1996 or as may be agreed to between the Parties. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts; which attempt shall continue for not less than thirty (30) days, gives thirty (30) days' notice to refer the dispute to arbitration to the other Party in writing.
2. The Arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996.
3. The Arbitration proceedings shall be held in New Delhi, India.
4. The Arbitration proceeding shall be governed by the substantive laws of

India.

5. The proceedings of Arbitration shall be in English language.
6. Except as otherwise provided elsewhere in the contract if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof the same shall be decided by an Arbitral Tribunal consisting of three Arbitrators. Each party shall appoint one Arbitrator and the Arbitrators so appointed shall appoint the third Arbitrator who will act as Presiding Arbitrator.
7. In case, a party fails to appoint an arbitrator within 30 days from the receipt of the request to do so by the other party or the two Arbitrators so appointed fail to agree on the appointment of third Arbitrator within 30 days from the date of their appointment upon request of a party, the Chief Justice of India or any person or institution designated by him (in case of International commercial Arbitration) shall appoint the Arbitrators/Presiding Arbitrator. In case of domestic contracts, the Chief Justice of the High Court or any person or institution designated by him within whose jurisdiction the subject purchase order/contract has been placed / made, shall appoint the arbitrator/Presiding Arbitrator upon request of one of the parties.
8. If any of the Arbitrators so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, it shall be lawful for the concerned party/ arbitrator to appoint another person in his place in the same manner as aforesaid. Such person shall proceed with the reference from the stage where his predecessor had left if both parties consent for the same; otherwise, he shall precede de novo.
9. It is a Scope of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration and not thereafter.
10. It is also a Scope of the contract that neither party to the contract shall be entitled for any interest on the amount of the award.
11. The Arbitral Tribunal shall give reasoned award and the same shall be final, conclusive and binding on the parties.

12. The fees of the arbitrator shall be borne by the parties nominating them and the fee of the Presiding Arbitrator, costs and other expenses incidental to the arbitration proceedings shall be borne equally by the parties.
13. Subject to as aforesaid the provisions of the Arbitration and Conciliation Act, 1996 and any statutory modifications or re-enactment in lieu thereof shall apply to the arbitration proceedings under this clause.
14. Continuance of the Contract: Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under this Contract.

3.24 Governing Language

The Contract shall be written in the English language. Subject to Clause 3.25, that language version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in that same language.

3.25 Applicable Law

The Contract shall be governed by and construed in accordance with the laws of India.

3.26 Notices

1. Any notice by one party to the other pursuant to the Contract shall be sent in writing or by email and confirmed in writing to the address specified for that purpose in the contract.
2. A notice shall be effective when delivered or on the notice's effective date and time, whichever is later.

3.27 Back-up Support

Vendor shall furnish details of the back-up engineering and systems support that will be available to the Purchaser. Vendor shall provide the necessary back up support to maintain the desired SLAs.

3.28 Firm price

Refer clause no. 2.10

3.29 Delivery

The goods and services are to be supplied as per schedule specified at clause 5.5.

3.30 Passing of Property

Ownership shall not pass to the Purchaser unless and until the Goods have been delivered, installed and accepted, in accordance with the conditions of the contract to the entire satisfaction of the Purchaser.

3.31 Deductions

Payments shall be subject to deductions of any amount, for which the Vendor is liable under the agreement against this Bid.

3.32 Taxes and Duties

1. The Vendor shall be entirely responsible for all taxes, duties, octroi, license fees, demurrage charges etc., incurred until delivery of the contracted Goods to the Purchaser. If there is any reduction/increase in duties and taxes due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser/vendor.
2. The Vendor must also note that the octroi exemption certificate, if any, applicable to the Central Government purchases, may be issued by the Purchaser on receipt of the request from the Vendor. The Purchaser will, however, not be responsible if the octroi exemption certificate issued by it is not honored by the concerned local/municipal authorities. In that case, the Vendor shall have to bear octroi duties, demurrage charges etc.
3. Any tax will be reimbursed by UIDAI only after submission of the proofs of payment of the same.

3.33 Insurance

The Goods supplied under the Contract shall be fully insured by the Vendor against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery, installation and commissioning. Cost of insurance is deemed to be included in quoted value of the goods and services.

3.34 "No Claim" Certificate

The Vendor shall not be entitled to make any claim whatsoever against the Purchaser under or by virtue of or arising out of this contract, nor shall the Purchaser entertain

or consider any such claim, if made by the Vendor after he shall have signed a "No claim" certificate in favor of the Purchaser in such forms as shall be required by the Purchaser after the works are finally accepted.

3.35 Continuing Support

The Vendor shall provide adequate and appropriate support and participation, on a continuing basis, in tuning all vendor supplied goods and services to meet the requirements of the applications.

3.36 Conflict of Interest

The bidder should not have any Conflict of Interest that may affect selection of bidder during selection stage. The bidder shall disclose to the Purchaser in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the bidder or the bidder's Team) in the course of performing the Services as soon as practical after it becomes aware of that conflict.

3.37 Delivery and Risk Purchase

1. The time and the date of delivery of the goods and services as specified in Section V of this RFP shall be deemed to be the essence of the contract and delivery must be completed as per delivery schedule as per schedule specified at clause 5.5.
2. The vendor shall deliver the goods and services at the place specified as per the Acceptance of Bid. No goods and services shall be deliverable at the Purchaser's Consignee's premises on Sunday and Public Holidays without written permission of the Purchaser.
3. The Purchaser reserves the right to cancel the contract or a portion thereof and purchase the goods and services as specified in Section V of this RFP at the risk and cost of Contractor after giving due notice to the vendor even before completion of the contractual delivery schedule if it becomes apparent that vendor will not be able to fulfill the contractual obligations. In case the vendor fails to complete the supply of goods and services or a portion thereof within the contractual delivery schedule, the Purchaser has the right to purchase the goods and services or a portion thereof at the risk and cost of vendor.
4. In the event of cancellation of the contract by Purchaser at the risk and cost of the vendor, the vendor shall be liable for any loss which the Purchaser may

sustain on account of risk purchase but the vendor shall not be entitled to any gain on such purchase made against such default. The manner and method of such purchase shall be at the entire discretion of the Purchaser, whose decision will be final.

5. The Purchaser reserves the right to suspend the business with such vendor who defaults in adhering to the contractual delivery schedule, quality of stores etc as per the contract after giving show cause notice to the vendor and considering his reply if any.

3.38 Fall Clause

The following fall clause will form part of the contract placed on successful Bidder:–

- a) The prices charged for services provided under this contract by the Bidder shall in no event exceed the lowest price at which the Bidder sells Services or offers to sell Services of identical description to any persons/organizations including the Purchaser or any department of the Central or State Government or any statutory undertaking of the Central or State Govt., as the case may be, during the currency of the contract.
- b) If any time during the contract period the Bidder reduces the sale price, sells or offers to sell such Services to any person/organization including the purchaser or any department of State or Central Govt. or any department. of a State Govt. for statutory undertaking of the Central or State Govt. as the case may be at a price lower than the price chargeable under the contract, he shall forthwith notify such reduction of sale or offer to sell to the purchaser and the price payable under the contract for the Services supplied after the date of coming into force of such reduction or sale or offer to sell shall stand correspondingly reduced.

3.39 Indemnification and Limitation of Liability

3.39.1 General Indemnity

Subject to Clause 3.39.2 below, the successful bidder/vendor (the "Indemnifying Party") undertakes to indemnify the Purchaser and its nominated agencies (the "Indemnified Party") from and against all losses, claims, damages, compensation etc. on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence, willful default, lack of due care or breach of terms of this Agreement.

3.39.2 IPR Indemnity

If the Indemnified Party promptly notifies the Indemnifying Party in writing of a third party claim against the Indemnified Party that any Goods / Deliverables/ Services provided by the Indemnifying Party infringes a copyright, trade secret, patent or other intellectual property rights of any third party, the Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against the Indemnified Party. The Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by (a) The Indemnified Party's misuse or modification of the Deliverables; (b) The Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; (c) The Indemnified Party's use of the Deliverables in combination with any product or information not owned or developed or supplied by the Indemnifying Party. If any of the Deliverables is or likely to be held as infringing, the Indemnifying Party shall at its expense and option either (i) procure the right for the Indemnified Party to continue using it, (ii) replace it with a non-infringing equivalent, (iii) modify it to make it non-infringing.

3.39.3 Conditions for Indemnity

Without prejudice to the rights of the Purchaser in respect of indemnification for any claim:

- i. The Purchaser shall notify the vendor upon receipt of any notice of claim setting out in reasonable particulars, the details of such notice of claim;
- ii. Immediately upon receipt of notification of any claim from the Purchaser, the vendor within a period of 5 days from date of receipt of such notice from the Purchaser, notify the Purchaser whether the vendor wish to assume the defence in relation to such claim (including settlement or resolution thereof). Thereafter, the vendor shall be entitled in consultation with the Purchaser, and only to the extent such action does not in any manner compromise, prejudice or adversely affect the interests of the Purchaser, to take such action as mutually agreed upon by vendor and the Purchaser to avoid, dispute, deny, resist, appeal, compromise or consent such claim, within a period of 30 days from the date of receipt of such claim notification;
- iii. Notwithstanding anything contained herein, the vendor and the Purchaser agree and covenant that a notice by the Purchaser to the vendor in relation to the claim as aforesaid shall amount to express acceptance and consent by the bidder to indemnify the Purchaser for all losses in relation to such claim. Upon notice by the bidder, the Purchaser shall reasonably co-operate with the vendor at the sole costs of the vendor, only to the extent the same does not in any manner compromise, prejudice or adversely affect the rights of the Purchaser. The Purchaser shall have the right, at its option, to participate in the defence of such claim;
- iv. If the vendor fails to take any action as per the above clause within the time period as specified therein, the Purchaser shall have the right, in its absolute discretion, to take such action as it may deem necessary to avoid, dispute, deny, resist, appeal, compromise or contest or settle any claim (including without limitation, making claims or counterclaims against third parties). If the vendor does not assume control of the defence of such claims (as mentioned above), the entire defence, negotiation or settlement of such claim by the Purchaser shall be deemed to have been consented to by, and shall be

binding upon, vendor as fully as though the vendor alone had assumed the defence thereof and a judgement had been entered into by the vendor, for such claim in respect of the settlement or judgement.

3.39.4 Risk Purchase

If the vendor fails to perform its obligations (or any part thereof) under this Agreement or if the Agreement is terminated by the Purchaser due to breach of any obligations of the vendor under this Agreement, the Purchaser reserves the right to procure the same or equivalent Goods / Services / Deliverables from alternative sources at the vendor's risk and responsibility. Any incremental cost borne by the Purchaser in procuring such Goods /Services/ Deliverables shall be borne by the vendor. Any such incremental cost incurred in the procurement of the such Goods /Services/ Deliverables from alternative source will be recovered from the undisputed pending due and payable Payments /Security Deposit / Bank Guarantee provided by the vendor under this Agreement and if the value of the Goods /Services/Deliverables under risk purchase exceeds the amount of Security Deposit and / or Bank Guarantee, the same may be recovered, if necessary, by due legal process.

3.39.5 Limitation of Liability

1. Except in case of gross negligence or willful misconduct on the part of the Vendor or on the part of any person or company acting on behalf of the Vendor in executing the work or in carrying out the services, the Vendor, with respect to damage caused by the Vendor to property and/ or assets of the purchaser or of any of the Purchaser's Vendors, shall not be liable to Purchaser:
 - a) For any indirect or consequential loss or damage; and
 - b) For any direct loss or damage that exceeds
 - i. The Contract Value, or
 - ii. The proceeds the Vendor may be entitled to receive from any insurance maintained by the Vendor to cover such a liability, whichever of (i) or (ii) is higher.

2. This limitation of liability shall not affect the Vendor's liability, if any, for damage to Third Parties caused by the Vendor/ Vendor's Team or any person or firm/ company acting on behalf of the Vendor in executing the work or in carrying out the services.

3.39.6 Allocation of liability

The allocations of liability represent the agreed and bargained-for understanding of the parties and compensation for the Services/ Deliverables reflects such allocations.

3.40 Defective Media Retention

UIDAI will retain any defective data storage medium including but not limited to hard disk, SSD/Flash drive and data storage components that UIDAI does not want to relinquish due to sensitive data contained within the medium. The Vendor should provision for this requirement in their bid and accordingly in the warranty/AMC of the components.

3.41 Other obligations of Vendor

Vendor shall ensure that the hardware, firmware and the software being offered as part of the contract does not contain any kind of malicious code that would activate procedures to:

- Inhibit the desired and the designed function of the equipment
- Cause physical damage to the user or his equipment during the operational exploitation of the equipment
- Tap information regarding the system, network, network users and information stored on the network that is classified and/or relating to National Security, thereby contravening Official Secrets Act 1923.
- Cause any loss or corruption of data

Vendor shall be responsible for ensuring that the infrastructure provides multiple levels, layers of security against any kind of snooping, break-in and that there are no Trojans, Viruses, Worms, Spywares or any malicious software on the system and in the software, components or embedded shipped software developed or deployed.

4 Section IV – Contents of Bids

4.1 Technical Bid

4.1.1 Bid Particulars

Bid No._____

1. **Name of the Bidder** _____
2. **Address of the Bidder** _____
3. **Name of the Manufacturer/Developer of the**_____ **Products offered**
4. **Address of the Manufacturer/Developer of the**_____ **Products offered**
5. **Place of Manufacture/Development of the**_____ **Products offered**
6. **Service Facilities available for maintenance**_____
7. **Availability of spare parts (for Hardware**_____ **Components)**
8. **Bidders Proposal Number and date** _____
9. **Name and address of the officer**
(single point of contact) to whom _____
all references shall be made regarding
this bid

Tel. No._____

Cell No._____

Fax No._____

Signature & seal of the bidder

Name :

Full Address :

Telephone No :

Fax No :

Email ID:

4.1.2 Technical Bid Letter

To

The Deputy Director General (Technology)
Unique Identification Authority of India (UIDAI)
Tower I, 9th Floor,
Jeevan Bharati Building,
Connaught Circus,
New Delhi – 110001.

Ref : Bid No. _____

Sir,

We declare:

- (i) That we are manufacturers/ system integrators of -----

 - (ii) That we/our principals are equipped with adequate machinery for production quality control and testing of offered products manufactured/developed and used by us and that our development establishment is open for inspection by the representatives of the Unique Identification Authority of India.
- 2.** We hereby offer to supply the Goods/Services at the cost and rates determined through reverse auction process.
- 3. PERIOD OF DELIVERY**
- We do hereby undertake that, in the event of acceptance of our bid, the supply of Goods/Services shall be made as stipulated in the Schedule to the Bid Document as given in **Annexure 4.1.4** and that we shall perform all the incidental services.
- 4. TERMS OF DELIVERY**

The prices quoted are inclusive of all charges including installation and commissioning charges in the UIDAI at the locations as mentioned in **Appendix F**.

5. We enclose herewith the complete **Technical Bid** as required by you. This includes duly filled and signed **Section IV**.
6. We agree to abide by our offer for a period of **180 days** from the date of opening of the technical bids.
7. We have carefully read, understood and accept the terms & conditions specified in the bid. We do hereby undertake to supply Hardware and Software as per these terms and conditions of the bid document.
8. Certified that the bidder is :

- a) The Constituted attorney of the company and the person signing the bids is the constituted attorney of the Company.

OR

- b) The Principal Officer or his duly Authorized Representative of the Company, and he has the authority to refer to arbitration disputes concerning the business of the Company by virtue of the general power of attorney.

(**NOTE:** Delete whatever is not applicable.)

9. Bid Security (**Earnest Money**), in original, for an amount equal to **Rs.** _____ (**Rupees** _____ **only**) /Bid Securing Declaration is enclosed in the Cover containing **Pre-Qualifying and Technical Bid**.
10. We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and placement of Letter of Intent awarding the Contract, shall constitute a binding contract between us.

Dated this day of 2017

Signature & seal of the bidder

Name :

Full Address :

Telephone No :

Fax No :

Details of enclosures:

1.

4.1.3 Declaration for the Goods Offered

We hereby declare that the equipment quoted in this bid are brand new, not refurbished or used, free from all encumbrances, free from defects in any supplied material, workmanship and manufacture and shall be of the highest grade and quality and shall be in full conformity with the specifications, drawings or samples, if any, and shall operate properly.

Signature of Bidder

Date

Place

4.1.4 Delivery Schedule

Sl No	Activity	Deliverable	Timeline for completion* (Time in Months)
Phase I – Commissioning of Equipment			
1.	Project Initiation		To (To is the date of acceptance of NOA by bidder)
2.	Delivery of Equipment	As mentioned in clause 5.2.1	To+ 6 Weeks
3.	Installation and Commissioning of Equipment	Installation/ Commissioning of the Infrastructure components and making the Infrastructure ready for Acceptance	To+ 10 Weeks
4.	Rendering of ATRR by vendor	The vendor is responsible for submission of Acceptance test readiness report (ATRR) for UAT	To+ 11 Weeks
5.	Acceptance and Operationalization of Equipment		Within 90 days after submission of ATRR of all equipment
Phase II –Warranty and AMC			
6.	Initial bundled warranty/AMC	To be bundled with equipment itself	Till T+3 year [T is date of acceptance (User Acceptance test)]
7.	Yearly AMC Support for Equipment	Proof of Payment to OEMs and effective duration of AMC support	From completion of 3 years warranty till 7 years from acceptance date

* The timeline mentioned for Acceptance by purchaser is tentative. This may increase or decrease for which UIDAI shall not be responsible for any cost if incurred by vendor on this account.

Signature of Bidder

Date

Place

4.1.5 Warranty

We warrant that everything to be supplied by us hereunder shall be brand new, free from all encumbrances, defects and faults in material, workmanship and manufacture and shall be of the highest grade and quality and consistent with the established and generally accepted standards for materials of the type ordered shall be full conformity with the specifications, drawings or samples, if any, and shall operate properly. We shall be fully responsible for its efficient and effective operation. This warranty shall survive inspection of and for, and acceptance of the goods, but shall expire after **3 Years (36 months)** from the date of acceptance of equipment by the Purchaser. Post completion of warranty, 4 year AMC period will start.

The obligations under the Warranty expressed above shall include all charges relating to labour, spares, maintenance (preventive, scheduled and unscheduled), and transport charges from site to manufacturers works and back and for repair/adjustment or replacement at site of any part of the equipment which under normal care and proper use and maintenance proves defective in design, material or workmanship, or fails to operate correctively and effectively.

Signature of Bidder

Date

Place

4.1.6 Manufacturer's Authorization Form

(This form has to be provided by the OEMs of the products proposed)

No.

Date:

To

**The Deputy Director General (Technology)
Unique Identification Authority of India (UIDAI)
Tower II, 3rd Floor,
Jeevan Bharati Building,
Connaught Circus,
New Delhi – 110001.**

Dear Sir,

Sub : Manufacturer's Authorization Form for UIDAI Tender/bid No

.....

This is to certify that I/we **<Insert complete legal name of the OEM>**; am/are having our registered office at < Insert complete OEM address of India > and am/are the reputed Original Equipment Manufacturers ("OEM") in respect of the products listed below ("Products"). I/We confirm the Products listed herein have not been announced as End-of-Life or End-of-Sale.

I/We confirm that **<Insert complete legal name of Bidder>** has due authorization from us to quote for "Products" in UIDAI tender/bid No

I/We also confirm that **<Insert complete legal name of Bidder>** has due authorization from us to resell and supply "Products" to UIDAI.

The **<Insert complete legal name of Bidder>** is also authorized by us, to provide the solution, implementation, requisite training & provide maintenance and upgrade support services for “Products” to UIDAI.

When resold by reseller the Products shall be subject to applicable warranty terms and service policies of the OEM.

I/We affirm that as of the date of this letter, we shall make support available for the “Products” and provide support of parts for repair (or functionally equivalent replacements) thereof for a period of up to seven (7) years from the date commencement of warranty and that we currently expect to make these Products, or subsequent versions or functional equivalents of them, available for sale during such period of time.

We assure you that in the event of **<Insert complete legal name of Bidder>**, not being able to fulfil its obligation as our representative in respect of applicable standard warranty and AMC terms, we would continue to meet our warranty and AMC terms for the entire term of the contract agreement with UIDAI, as signed at the start of the contract, through appropriate alternate arrangement(s)/ through our support mechanism in India.

This authorization letter is applicable against the “Products” listed below:

<u>S. No.</u>	<u>Product Name (with Model No.)</u>
1.	
2.	
3.	

For and on behalf of **<Insert OEM’s company name>**

<Signed and Sealed>

<Name of Authorised Signatory>

<***Designation***>

<**Contact Details**>

Cc: Bidder's corporate name & Address

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The bidder in its Bid should include it. The MAF shall **mandatorily be submitted** in the format as specified, and no Non-Conformity of the same shall be accepted by UIDAI. Minor non-conformities may be reviewed and approved by the UIDAI in its sole discretion.

4.2 Commercial Bid

4.2.1 Bid Particulars

FOR Bid No. _____

1. Name of the Bidder _____
2. Address of the Bidder _____
3. Name of the Manufacturer/Developer of the _____
Products offered
4. Address of the Manufacturer/Developer of the _____
Products offered
5. Place of Manufacture/Development of the _____
Products offered
6. Service Facilities available for maintenance _____
7. Availability of spare parts (for Hardware _____
Components)
8. Bidders Proposal Number and date _____
9. Name and address of the officer to whom _____
all references shall be made regarding
this bid

Tel. No. _____

Cell No. _____

Fax No. _____

Signature & seal of the bidder

Name :

Full Address :

Telephone No :

Fax No :

Email ID:

4.2.2 Commercial Bid Letter

To

The Deputy Director General (Technology)
Unique Identification Authority of India (UIDAI)
Tower I, 9th Floor,
Jeevan Bharati Building,
Connaught Circus,
New Delhi – 110001.

Ref : Bid No. _____

Sir,

We declare:

- (i) That we are manufacturers / System Integrators of -----

 - (ii) That we/our principals are equipped with adequate machinery for production quality control and testing of offered products manufactured/developed and used by us and that our development establishment is open for inspection by the representatives of the Unique Identification Authority of India.
- 2.** We hereby offer to supply the Goods/Services at the prices and rates determined through reverse auction.
- 3. PERIOD OF DELIVERY**

We do hereby undertake that, in the event of acceptance of our bid, the supply of Goods/Services shall be made as stipulated in the Schedule to the Bid Document as given in **Annexure 4.1.4** and that we shall perform all the incidental services.

4. TERMS OF DELIVERY

The prices quoted are inclusive of all charges including installation and commissioning charges as mentioned in RFP in the UIDAI at the locations as mentioned in **Appendix F**.

5. We enclose herewith the complete **Commercial Bid** as required by you. This includes duly filled and signed **Section IV**.

6. We agree to abide by our offer for a period of **180 days** from the date of opening of the technical bids.

7. We have carefully read, understood and accept the terms & conditions specified in the bid. We do hereby undertake to supply Hardware and Software as per these terms and conditions.

8. Certified that the bidder is :

a) The Constituted attorney of the company and the person signing the bids is the constituted attorney of the Company.

OR

b) The Principal Officer or his duly Authorized Representative of the Company, and he has the authority to refer to arbitration disputes concerning the business of the Company by virtue of the general power of attorney.

(**NOTE:** Delete whatever is not applicable.)

9. Bid Security (**Earnest Money**), in original, for an amount equal to **Rs.** _____ (**Rupees** _____ **Only**)/Bid Securing Declaration is enclosed in the Cover containing **Pre-Qualifying and Technical Bid**.

10. We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and

placement of Letter of Intent awarding the Contract, shall constitute a binding contract between us.

Dated this day of 2017

Signature and seal of the bidder

Name :

Full Address :

Telephone No :

Fax No :

Details of enclosures:

- 1.**
- 2.**
- 3.**

4.2.3 Summary of the Costs Of Hardware/ Goods/ Equipment / Services Offered Annexure 4.2.3

(To be re submitted after successful reverse auction)

S. No.	Description	Contract value (in Rupees) (Exclusive of Taxes)
1.	FORM-1:TOTAL COST OF EQUIPMENT (Annexeure 4.2.4)	
2.	FORM-2: TOTAL COST OF AMC (ANNUAL MAINTENANCE CHARGES FOR FOUR YEARS (Annexeure 4.2.5)	
	Total Contract Value in figures:	
	Total Contract Value in Words:	

Signature & seal of the bidder

Name :

Full Address :

Telephone No :

Fax No :

4.2.4 Commercial Bid Form-1: Cost Of Hardware/Goods/Equipment (Capex Cost)

(To be re submitted after successful reverse auction)

Annexure 4.2.4

Bidder Name :

Sl. No.	Equipment Description	Make and Model	Quantity	Rate per Unit Rs. (without Taxes)	VAT in % on Unit Rate	Other Effective Tax in % on Unit Rate #	Total Capex Cost without Taxes = Col(4) * Col(5)	Total Capex Cost with Taxes = (col(5)+(col(5)*(col (6 + 7) /100)) *col(4)
1	2	3	4	5	6	7	8	9
Manesar								
1.01	Storage Type 1		1					
1.02	Storage Type 2		1					
1.03	VTL		1					
Hebbal								
2.01	Storage Type 1		1					
2.02	Storage Type 2		1					
2.03	VTL		1					
Total Capex Cost (Z)								
Total Amount in Words								

Note:

Other Effective Tax in % on Unit Rate is calculated as below

S No.		Tax Name	Effective Tax (in %) on Unit Rate
1	Tax 1		
2	Tax 2		
	.		
	.		
Total (in %) of Other Effective Tax (in %) on Unit Rate			

IMPORTANT NOTE: **The bidder should note that all equipment mentioned above should be quoted failing which the bid is liable to be rejected.**

Signature & Seal of Bidder

Date :

Place :

4.2.5 Commercial Bid Form-2: AMC Cost of Hardware/Goods/ Equipment (Total Cost of Annual Maintenance Charges for 4 Years) (Opex Cost)

(To be re-submitted after successful reverse auction)

Annexure 4.2.5

Bidder Name :

Sl. No.	Equipment Description	Make and Model	Quantity	Total AMC Cost for 4 years per unit @ Rs. (without Taxes)	VAT in % on Unit Rate	Service Tax in % on Unit Rate	Other Effective Tax in % on Unit Rate#	Total AMC Cost without Taxes = col (5)* col (4)	Total AMC Cost with Taxes for 4 years = (col(5)+(col(5)*(col(6 + 7 + 8)/100)) *col(4)
1	2	3	4	5	6	7	8	9	10
		Manesar							
1.01	Storage Type 1		1						
1.02	Storage Type 2		1						
1.03	VTL		1						
		Hebbal							
2.01	Storage Type 1		1						
2.02	Storage Type 2		1						
2.03	VTL		1						
		Total Opex Cost (Y)							

		Total Amount in Words		
--	--	------------------------------	--	--

Note 1:

@Value to be filled in column (5) in table above shall be sum of maintenance cost of each equipment for all the four years.

Note 2:

Other Effective Tax in % on Unit Rate is calculated as below:

S No.		Tax Name	Effective Tax (in %) on Unit Rate
1	Tax 1		
2	Tax 2		
	.		
	.		
Total (in %) of Other Effective Tax (in %) on Unit Rate			

IMPORTANT NOTE: **The bidder should note that all equipment mentioned above should be quoted failing which the bid is liable to be rejected.**

Signature & Seal of Bidder

Date :

Place :

5 Section V – Scope of Work

5.1 Scope of Work

1. The Unique Identification Authority of India (UIDAI) is inviting bids for **“Supply, Installation, Commissioning and Post warranty Maintenance of Enterprise Storage Solution”** at its Data Centres at Hebbal and Manesar.
2. The scope of work for this bid includes supply, installation, commissioning and maintenance of Hardware and Software during the contract period

5.2 Supply of Hardware

5.2.1 Bill of Material

The successful bidder/Vendor shall have to supply following hardware. Minimum specifications required for each product are as mentioned in Appendix H.

Components	DC		
	Hebbal	Manesar	Total
Storage Type 1	1	1	2
Storage Type 2	1	1	2
VTL	1	1	2

5.2.2 Installation and Commissioning of Hardware

The successful bidder/Vendor shall be responsible for installation, commissioning, testing and maintenance of Hardware and Software at the Data Centres at Hebbal and Manesar in consultation with UIDAI.

5.3 Schedule of requirements

1. The Bidder shall be responsible to Supply, Install, Commission, and Maintain the supplied Hardware and also provide Services as mentioned in this Section. **The**

Bidder should offer only the line items indicated in para 5.2.1, No alternate Hardware and Software should be proposed by the bidder.

2. The Bidder should ensure that all the peripherals, accessories, sub-components required for the functionality and completeness for the Schedule of Requirements including but not limited to devices, equipment, accessories, patch cords (copper/fiber), cables, software licenses, tools, etc. should also be provisioned according to the requirements for successful installation and commissioning of systems.
3. The Bidder will have to make all provisions to meet the schedule of requirements at no additional cost and time implications to UIDAI. UIDAI will not be responsible if the Bidder has not provisioned some components, sub-components, assemblies, sub-assemblies as part of the bill of material in the Bid.
4. All the software licenses that the Bidder provide should be **perpetual software licenses** along with maintenance, upgrades and updates during the **currency of the contract**. The software licenses should not be restricted based on location and UIDAI should have the flexibility to use the software licenses for other requirements if required. The Bidder should provide the **licensing policy for every software component** along with the Technical Bid.
5. The Bidder should ensure that there is a **24x7 comprehensive onsite support arrangement** during the **currency of the contract** with all the OEMs for respective components. The OEMs should provide an undertaking in the format provided in **Section VI, Appendix E**.
6. The Bidder should ensure that none of the components and sub-components is declared **end-of support** by the respective OEM during the contract duration of 7 years.
7. Bidder shall not propose / supply any products for which EOL is already declared by OEM, or will reach End Of sale within 36 months from the date of submission of bid.
8. The Bidder should indicate any product that is likely to be declared **end-of-sale** within the currency of the contract. If, the OEM declares any of the product(s) **end-of-support** within the aforesaid period, the Bidder should replace the products/solutions with an alternate superior product that is acceptable to UIDAI

at no additional cost to UIDAI and without causing any performance degradation and/or project delays.

9. The Bidder should ensure that the equipment can be mounted into the industry standard **Racks** provisioned by the UIDAI or by the Bidder. If the equipment proposed by the Bidder cannot be mounted into the **Racks provisioned**, the **Racks** for those equipment should be provisioned by the Bidder separately without any additional cost to the UIDAI.
10. The Bidder is responsible for provisioning all the equipment along with associated peripherals, accessories, cables, sub-components, etc.
11. Any additional components, sub-components, **assemblies, sub-assemblies** that would be required to **meet the desired performance requirements under “live”** conditions will have to be provisioned by the Bidder at no additional cost to UIDAI and without any project delays.
12. It is expected that the Bidder will provide the hardware and software after due consideration to the **compatibility issues** between various components. If there is a problem with compatibility between components, the Bidder should **replace the components with an equivalent or better component that is acceptable to UIDAI** at no additional costs to UIDAI and without any project delays. The successful bidder/Vendor shall have to provide minimum one hard and two soft copies of all the manuals, documentation, including but not limited to, detailed operations manual, maintenance manual, administration manual, etc. for each and every equipment / component proposed as part of this Bid. The documentation shall be supplied for Installation, Maintenance, Servicing and Operations of equipment / components.
13. After acceptance tests and final acceptance of Hardware and Software by UIDAI, the successful bidder shall hand over the Hardware/software to the UIDAI and shall continue to provide Warranty / AMC services under the direct supervision of UIDAI.

5.4 Services

5.4.1 Requirements and Objectives

1. The Bidder shall provide services for installation, commissioning and other incidental services at Data Centres at Hebbal and Manesar.
2. The services, including but not limited to the following, should be provided
 - i. Planning and scheduling for installation and commissioning as per agreed plan.
 - ii. Installation of hardware, software.
 - iii. Maintenance and Support for the infrastructure provided.
3. The successful bidder/Vendor shall be responsible for the generation and submission of necessary documentation required during various phases of the project viz. Planning, Installation, Commissioning and Acceptance. Prior approval of UIDAI is required on all such documentation before commencement of activity.
4. The successful bidder/Vendor shall be responsible for the installation of the equipment supplied, commissioning of the infrastructure and coordination with other vendors/entities.
5. The successful bidder/Vendor shall document the baseline for installing and commissioning of all equipment and get it approved from UIDAI prior to commencement of installation.
6. The installation and commissioning would be considered acceptable only after the conditions stipulated as under Clause 3.6 are completely met to the satisfaction of UIDAI.
7. The successful bidder/Vendor shall be responsible for coordination with all the existing vendors of UIDAI, troubleshooting, addressing borderline issues, coordinating with users at UIDAI locations, to ensure successful rollout of the solution.
8. UIDAI shall provide necessary space and required infrastructure. However, UIDAI shall not provide for any Desktops, Printers, Stationary, etc. required by the resources for providing services under this contract.

9. All the personnel employed by the successful bidder/Vendor for this contract shall adhere to the security policy of UIDAI and should follow the policy of UIDAI in terms of software, configuration and services.

5.4.2 Installation, Commissioning and Testing

In case of any conflict in the clauses mentioned below with any section in the RFP, the clauses mentioned under clause 3.6 will supersede.

5.4.2.1 Installation and Commissioning for all Hardware/Equipment

1. The successful bidder/Vendor, along with UIDAI, shall undertake pre-installation planning at both the locations including but not limited to Rack planning, structure cabling, power points, check on utility services, environmental conditions, etc.
2. Delivery, installation, and commissioning of the hardware/software along with associated peripherals in the Data Centre space provided by UIDAI.
3. The successful bidder/Vendor shall coordinate with the MSP and other vendors of UIDAI, wherever required, in order to prepare the plan.
4. Carry out installation of equipment in accordance with plans as approved by UIDAI.
5. Installation and configuration of software license including, but not limited to, Operating System (OS), etc. on the hardware/storage solution shall be the responsibility of the successful bidder/vendor. The successful bidder/vendor shall also tune the parameters for optimal performance of the OS.
6. The vendor shall assist UIDAI in data migration from existing storage to new storage boxes.

5.4.2.2 Other Services

1. Adhere to the goods movement procedures and policies defined by UIDAI.
2. Consult with UIDAI to determine the Deployment Plan. The Deployment Plan shall be arrived at by the successful bidder/vendor keeping in account the existing Space, Floor Strength and Power Requirements in data centers

in such a manner that it does not interrupt the ongoing operations of the Data Centre.

3. Any component before it gets deployed in the Data Centre has to be assembled as per the given configuration and tested in the pre-production staging environment. The successful bidder/vendor must provide a list of tests to be carried out from point of view of functionality, performance, availability through clustering, security and manageability. Test reports have to be maintained for each component.
4. Layout plan will be provided to the successful bidder/Vendor . The successful bidder/Vendor is responsible for physical movement and installation of components as per the layout plan in the Data Center.
5. Upon completion of deployment of the all hardware and software, the successful bidder/Vendor shall be required to perform a systematic and complete handover the infrastructure to UIDAI for ongoing operations and maintenance as per instructions provided by UIDAI.
6. The vendor shall assist UIDAI in data migration from existing storage to new storage boxes.

5.4.2.3 Technical Support

1. The successful bidder/Vendor shall provide comprehensive onsite support to UIDAI at the designated Data Centers on a 24x7 basis to ensure required uptime for the infrastructure provided as part of the Bid.

5.4.2.4 Warranty

1. Refer clause 4.1.5 and the bidder shall provide comprehensive onsite warranty on a 24x7 basis for a period of 3 Years (36 months) in respect of all the Hardware/equipment under this contract. The warranty period shall commence from the date of acceptance of the goods/equipment/hardware. Comprehensive AMC after completion of 3 years to be provided till the end of the contract.

5.4.2.5 Ongoing Maintenance & Support Services

1. The successful bidder/Vendor shall be responsible for tasks including but not limited to configuration and setting up of Hardware/equipment. The Bidder shall also be responsible for executing software updates when necessary. These services shall be provided at the time of installation and commissioning and thereafter on ongoing basis till the currency of contract.
2. The successful Bidder/Vendor shall provide support at the Data Centres of UIDAI at Hebbal and Manesar.

5.4.3 Service Levels - Implementation Phase related Performance Levels

#	Parameter of Service Level Agreement	Definition	Service Level target	Liquidated Damages
1.	Delay in delivery of equipment	Measured as the difference between the planned date for delivery and the actual date of delivery.	Upto 15 days	0.05% of Capex Cost of the respective delayed storage equipment(as mentioned in NOA/purchase order) per week or part thereof
			> 15 day & <= 30 days	0.1% of Capex Cost of the respective delayed storage equipment(as mentioned in NOA/purchase order) per week or part thereof

#	Parameter of Service Level Agreement	Definition	Service Level target	Liquidated Damages
			> 30 day & ≤ 45 days	0.2% of Capex Cost of the respective delayed storage equipment (as mentioned in NOA/purchase order) per week or part thereof
			> 45 days	0.5% of Capex Cost of the respective delayed storage equipment(as mentioned in NOA/purchase order) per week or part thereof
2.	Delay in installation and commissioning of equipment	Measured as the difference between the planned date and the actual date	Upto 15 days	0.05% of Capex Cost of the respective delayed storage equipment(as mentioned in NOA/purchase order) per week or part thereof
			> 15 day & ≤ 30	0.1% of Capex Cost of

#	Parameter of Service Level Agreement	Definition	Service target	Level	Liquidated Damages
			days		the respective delayed storage equipment(as mentioned in NOA/purchase order) per week or part thereof
			> 30 day & <= 45 days		0.2% of Capex Cost of the respective delayed storage equipment(as mentioned in NOA/purchase order) per week or part thereof
			> 45 days		0.5% of Capex Cost of the respective delayed storage equipment(as mentioned in NOA/purchase order) per week or part thereof
3.	Delay in submission of ATRR of	Measured as the difference between the planned date and the	Upto 15 days		0.05% of Capex Cost of the respective delayed storage

#	Parameter of Service Level Agreement	Definition	Service target	Level	Liquidated Damages
	equipment	actual date			equipment(as mentioned in NOA/purchase order) per week or part thereof
			> 15 day & <= 30 days		0.1% of Capex Cost of the respective delayed storage equipment(as mentioned in NOA/purchase order) per week or part thereof
			> 30 day & <= 45 days		0.2% of Capex Cost of the respective delayed storage equipment(as mentioned in NOA/purchase order) per week or part thereof
			> 45 days		0.5% of Capex Cost of the respective delayed storage equipment(as mentioned in

#	Parameter of Service Level Agreement	Definition	Service Level target	Liquidated Damages
				NOA/purchase order) per week or part thereof
4.	Delay In successful User Acceptance test	It is cumulative time taken by bidder to rectify the issue discovered in equipment during the acceptance phase	<div><=15 days</div> <div>For every day after 15 days</div>	<div>NIL</div> <div>0.1% of Capex Cost of the respective delayed storage equipment(as mentioned in NOA/purchase order) per week or part thereof</div>

Note: Liquidated Damages of the relevant slabs will be applicable depending on the total number of days for delay in services.

Example for LD calculation:

In case of 20 days delay in delivery of equipment, LD for second slab of Serial number 1 above will be applicable. In this case LD will be 0.1 % of Capex Cost of the respective delayed storage equipment x 3 (for 3 weeks) i.e. **0.3 % of Capex Cost** of the respective delayed storage equipment.

5.4.4 Service levels –Issue Resolution

If the successful bidder/vendor fails to meet one or more of the Service Levels within the Target time limit(s) as specified, the Purchaser shall without prejudice to its other remedies under the Contract, deduct the amount from the Contract value, as liquidated damages.

Support of the OEM during warranty and AMC shall be provided 24x7 basis including public holidays.

5.4.4.1 SLA applicable during Warranty period

SLAs that are applicable during the warranty period of 3 year duration are as under:

S. No.	Parameter of Service Level Agreement	Allowed Resolution Time	Liquidated Damages
1	<p>For each equipment</p> <p>(a) The vendor shall install Critical security patches and upgrades/updates of Firmware/Microcode/ Software including any configuration activity within the allowed resolution time;</p> <p>and</p> <p>(b) The vendor shall rectify defective hardware components/parts within the allowed resolution time;</p> <p>and</p> <p>(c) The vendor shall replace defective hardware components/parts within the allowed resolution time.</p>	Within 24 Hours after Service call is registered with Vendor	0.01% of Capex cost (as mentioned in NOA/purchase order) of the respective defective storage equipment, for every 12 hours or part thereof, beyond the stated resolution time.
2	<p>For Each equipment</p> <p>(a) Vendor shall restore Storage equipment within allowed resolution time, in case if storage equipment is completely broken down due to any reason whatsoever;</p> <p>and</p>	Within 8 Hours after Service call is registered with Vendor	0.1% of Capex cost (as mentioned in NOA/purchase order) of the respective defective storage equipment, for every 4 hours or part thereof, beyond the stated

	<p>(b) Vendor shall restore the loss of data on Storage equipment within allowed resolution time, in case of Loss of data ,if occurred, due to any hardware issue or software issue or any other issue whatsoever ;</p> <p>and</p> <p>(c) Vendor shall make data available on storage equipment within allowed resolution time, in case of non availability of data ,if occurred, due to any hardware issue or software issue or any other issue whatsoever .</p>		resolution time.
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5.4.4.2 SLA applicable during AMC period

SLAs that are applicable during the AMC period of 4 year duration are as under:

S. No.	Parameter of Service Level Agreement	Allowed Resolution Time	Liquidated Damages
1	<p>For each equipment</p> <p>(a) The vendor shall install Critical security patches and upgrades/updates of Firmware/Microcode/ Software including any configuration activity within the allowed resolution time;</p> <p>and</p> <p>(b) The vendor shall rectify defective hardware components/parts within the allowed resolution</p>	Within 24 Hours after Service call is registered with Vendor	0.1% of AMC cost of relevant year (as mentioned in NOA/purchase order) of the respective defective storage equipment, for every 12 hours or part thereof, beyond the stated resolution time.

	<p>time;</p> <p>and</p> <p>(c) The vendor shall replace defective hardware components/parts within the allowed resolution time.</p>		
2	<p>For Each equipment</p> <p>(a) Vendor shall restore Storage equipment within allowed resolution time, in case if storage equipment is completely broken down due to any reason whatsoever;</p> <p>and</p> <p>(b) Vendor shall restore the loss of data on Storage equipment within allowed resolution time, in case of Loss of data ,if occurred, due to any hardware issue or software issue or any other issue whatsoever ;</p> <p>and</p> <p>(c) Vendor shall make data available on storage equipment within allowed resolution time, in case of non availability of data ,if occurred, due to any hardware issue or software issue or any other issue whatsoever .</p>	<p>Within 8 Hours after Service call is registered with Vendor</p>	<p>1% of AMC cost of relevant year (as mentioned in NOA/purchase order) of the respective defective storage equipment, for every 4 hours or part thereof, beyond the stated resolution time.</p>

5.4.4.3 Other SLAs applicable during the complete contract period

SLAs that are applicable during the complete contract period (Warranty & AMC) are as under:

S. No.	Parameter of Service Level Agreement	Uptime	Liquidated Damages
1	Uptime (Cumulatively calculated on quarterly basis for all storages equipment)#	>= 99.9%	NIL
		>=99.7% to 99.9%	0.5% of total Capex Cost*
		>=99.5 to 99.7%	1% of total Capex Cost*
		>=99.3% to 99.5%	1.5 % of total Capex Cost*
		>=99.0% to 99.3%	2% of total Capex Cost*
		< 99.0%	5% of total Capex Cost* or UIDAI may terminate the contract
2	Replacement of faulty storage equipment	In case any storage equipment breaks down completely due to any reason whatsoever, during warranty period and/or the AMC period, consecutively in 3 months or where the LD amount on account of SLA has crossed 15% of the Capex Cost of the said storage equipment, then the said storage equipment will be replaced by the vendor without any additional cost to UIDAI within 30 days, from the date of last failure as intimated by UIDAI to vendor	

*Total of Capex Cost of all six storage equipment as mentioned in PO/NOA

NOA: Notification of award

Note: *Uptime (%) = $\{1 - [(Total\ Downtime) / (Total\ Time - Planned\ Downtime)]\} * 100$*

Total Downtime : *Total cumulative down time in hours for all the storages equipment in a quarter minus the planned downtime (maintenance) during the same quarter of all the storages equipment*

Planned Downtime (maintenance) : *Total planned down time (maintenance time) in the same quarter for all the storages equipment*

Total Time : *Total Number of storage equipment (items) x 24 hours x 90 days*

5.5 Timelines

5.5.1 Delivery Schedule and Implementation Schedule

As per Annexure 4.1.4

5.6 Commissioning and Acceptance

As per clause 3.6

6 SECTION VI – Appendix

6.1 Appendix A– Contract

CONTRACT

THIS AGREEMENT made this _____ day of _____ between CEO, Unique Identification Authority of India (hereinafter referred to as “**the Purchaser**”) which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include its authorized representatives and permitted assigns of the FIRST PART and _____ having its Office at _____ (hereinafter referred to as “**the Vendor**”) which expression shall unless excluded by or repugnant to the context, includes their Heirs, Executors, Administrators and Legal Representatives of the SECOND PART.

WHEREAS Purchaser is desirous of entering into a contract for Procurement of Enterprise Storage Solution and Accessories along with Incidental Services with the **Vendor**, for the Data Centres of Unique Identification Authority of India in Hebbal and Manesar, and has accepted to pay to the **Vendor** the contract amount for provisioning of those goods & related Services at a total value not exceeding (**Rupees**) (Hereinafter referred to as "the Contract Value").

AND WHEREAS the **Vendor** has agreed to provide Goods and Services as listed in Bid Document No _____, as per the rate(s) given in **the table below mentioned hereinafter.**

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Agreement viz:

A. Bid Document No_____ regarding “Supply, Installation, Commissioning and Post Warranty Maintenance of Enterprise Storage Solution” in the Data Centres of Unique Identification Authority of India, including

(i)	Invitation to Bid	Section I
(ii)	Instruction to Bidders	Section II
(iii)	General Conditions of Contract	Section III
(iv)	Contents of bid	Section IV
(v)	Scope of Work	Section V
(vi)	Appendix	Section VI

B. Clarifications issued by the **Purchaser** and **successful bidder**.

C. Pre-Qualification, Technical and Commercial proposals submitted by the **Vendor**.

D. Order No._____ dated _____ placed on the **Vendor**.

E. Acceptance of the order vide No._____ dated _____ by the Vendor.

3. In consideration of the payments to be made by the **Purchaser** to the **Vendor** as hereinafter mentioned, the **Vendor** hereby covenants with the **Purchaser** to provide the goods and services and to remedy therein in conformity in all aspects with the provisions of the aforesaid Bid under reference.
4. The **Purchaser** hereby covenants to pay the **Vendor** in consideration of the provision of the Goods and Services as listed in Table below and the remedying of defects therein , the Contract Value or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Sl. No.	Equipment Description	Make and Model	Quantity	Rate per Unit Rs.	VAT in % on Unit Rate	Other Effective Tax in % on Unit Rate #	Total Capex Cost without Taxes = Col(4) *Col(5)	Total Capex Cost with Taxes = (col(5)+(col(5)*(col (6 + 7) /100)) *col(4)	
1	2	3	4	5	6	7	8	9	
Cost of Hardware/Equipment									
1									
2									
3									
Total Cost of Equipment (X)									
Cost of AMC									
Sl. No.	Item Description	Make and Model	Quantity	Total AMC Cost for 4 years per unit Rs.	VAT in % on Unit Rate	Service Tax in % on Unit Rate	Other Effective Tax in % on Unit Rate##	Total AMC Cost without Taxes = col (5)* col (4)	Total AMC Cost with Taxes for 4 years = (col(5)+(col(5)*(col(6 + 7 +8) /100)) *col(4)
1	2	3	4	5	6	7	8	9	10
1									
2									
3									
Total Cost of AMC (Y)									
Total Cost (Z= X+Y)									

Note:

Other Effective Taxes in % calculated are as per table mentioned in Annexure 4.2.4

Other Effective Taxes calculated in % are as per table mentioned in Annexure 4.2.5

5. TOTAL CONTRACT VALUE:(Rupees)

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

**Signed, sealed and delivered for &
on behalf of M/s**

**Signed, sealed and delivered for
and on behalf of the CEO, Unique**

Identification Authority of India

Signature	-----	Signature	-----
Name	-----	Name	-----
Designation	_____	Designation	_____
Address	-----	Address	-----
Date	-----	Date	-----
Place	: New Delhi	Place	New Delhi

In the presence of:**In the presence of:**

Signature	-----	Signature	-----
Name	-----	Name	-----
Designation	_____	Designation	_____
Date	-----	Date	-----
Place	: New Delhi	Place	New Delhi

6.2 Appendix B – Performance Bank Guarantee

PROFORMA OF BANK GUARANTEE FOR CONTRACT PERFORMANCE GUARANTEE BOND

Ref : _____

Date _____

Bank Guarantee No.

To

**The Deputy Director General (Technology),
Unique Identification Authority of India (UIDAI),
Tower II, 3rd Floor,
Jeevan Bharati Building,
Connaught Place,
New Delhi – 110001.**

1. Against contract vide Advance Acceptance of the Bid No. _____ dated _____ covering **“Supply, Installation, Commissioning and Post warranty maintenance of Enterprise Storage Solution”** in the Data Centres of Unique Identification Authority of India in Hebbal and Manesar (hereinafter called the said “Contract”) entered between the Unique Identification Authority of India (UIDAI) (hereinafter called the “Purchaser”) and _____ (hereinafter called the “Vendor”) this is to certify that at the request of the Vendor we _____ Bank Ltd., are holding in trust in favor of the Purchaser, the amount of _____ (write the sum here in words) to indemnify and keep indemnified the Purchaser against any loss or damage that

may be caused to or suffered by the Purchaser by reason of any breach by the Vendor of any of the Terms and Conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Vendor and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

2. We _____ Bank Ltd., further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment in all respects of the said contract by the Vendor i.e. till _____ (viz the date up to _____ years and _____ months after the date of successful commissioning and acceptance of the system by the Purchaser) hereinafter called the said date and that if any claim accrues or arises against us _____ Bank Ltd., by virtue of this guarantee before the said date, the same shall be enforceable against us _____ Bank Ltd., notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us _____ Bank Ltd., by the Purchaser before the said date. Payment under this letter of Guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.
3. It is fully understood that this guarantee is effective from the date of the said contract and that we _____ Bank Ltd. Undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.
4. We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Vendor in any suit or proceeding pending

before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Vendor shall have no claim against us for making such payment.

5. We _____ bank Ltd., further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Vendor from time to time or to postpone for any time from time to time any of the powers exercisable by the Purchaser against the said Vendor and to forbear or enforce any of the terms and conditions relating to the said contract and we, _____ Bank Ltd., shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Vendor or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties would, but for this provision have the effect of so releasing us from our liability under this guarantee.
6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Vendor.

Date _____

Place _____

Signature _____

Witness _____

Printed Name _____

(Bank's common seal)

6.3 Appendix C – Bid Security /Earnest Money Deposit Form

BID SECURITY FORM

Whereas _____ (hereinafter called “the Bidder”) has submitted its bids dated _____ for “**Supply, Installation, Commissioning and Post warranty maintenance of Enterprise Storage Solution**” in the Data Centres of Unique Identification Authority of India in Hebbal and Manesar(hereinafter called “the Bid”).

KNOW ALL MEN by these presents that WE _____ of _____ having our registered office at _____ (hereinafter called “the Bank”) are bound unto the **CEO, Unique Identification Authority of India (UIDAI)** (hereinafter called “the UIDAI”) in the sum of _____ for which payment well and truly to be made to the said UIDAI, the Bank binds itself, its successors and assigns by these presents.

THE CONDITIONS of this obligation are:

1. If the Bidder, having its bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its Bid by the UIDAI during the period of bid validity
 - a) Fails or refuses to execute the Contract Form, if required; or
 - b) Fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidders;

We undertake to pay to the UIDAI up to the above amount upon receipt of its first written demand, without the UIDAI having to substantiate its demand, provided that in its demand the UIDAI will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Sealed with common seal of the said Bank this _____ day of
_____ 2017

(Authorized Signatory of the Bank)

6.4 Appendix D – Bidders Profile

BIDDER'S PROFILE

A. General Information:

- (i) Location of Corporate Head Quarters:
- (ii) Date and Country of Incorporation:
- (iii) Service Facilities location:
 - a. No. in India
 - b. Average value of inventory of spares per service location
- (iv) Turnover
 - a. Average Turnover for last three years
 - b. Product-wise turnover for last three years
- (vii) Geographical Distribution of the Vendor:
(offices, locations to be specified with their respective staff strength)
- (viii) Total number of similar installations:
 - a. World-wide (excluding India)
 - b. In India
- (ix) Total number of installations of the product model quoted / year of announcement:
 - a. World-wide (excluding India)
 - b. In India
- (x) Number of employees:
 - a. Total Number
 - b. R & D (if any)
 - c. Hardware Maintenance
 - d. Software

B. Similar Reference Sites

S No.	Customer Name and Address	Contact Person's Name, Designation, Phone/Fax No.	Name of Equipment Supplied/ date of supply	No. of Units Supplied

6.5 Appendix E – Undertaking from OEM

Statement of Undertaking From OEM

To

**The Deputy Director General (Technology),
Unique Identification Authority of India (UIDAI),
Tower II, 3rd Floor,
Jeevan Bharati Building,
Connaught Place,
New Delhi – 110001.**

Sir,

Sub : Statement of Undertaking from OEM

**Ref : Tender/Bid No._____ covering “Supply,
Installation, Commissioning and Post warranty
maintenance of Enterprise Storage Solution” in the Data
Centres of Unique Identification Authority of India in
Hebbal and Manesar.**

We, the undersigned OEM, having read and examined in details all the bidding documents in respect of the above mentioned tender/bid No._____, in respect to “Products”/equipment offered / supplied by us and as a gesture towards our commitment for continued support for our product(s) / solution do hereby declare as under;

1. I/We confirm that we would support the installation, commissioning, testing and maintenance of “Products”/Equipment offered/supplied to the Unique Identification Authority of India (herein referred to as “UIDAI”).

2. I/We hereby confirm that we would treat UIDAI as a preferred customer and that resolution of all problems and issues reported to us in fulfillment of the above mentioned Bid would be undertaken by us on priority basis.
3. I/We hereby confirm that the “Products”/Equipment being supplied to UIDAI will not be declared end of sale for a minimum of 36 months from the date of its acceptance by UIDAI and that we shall support the same for a minimum period of 7 years from the date of its acceptance by UIDAI. If the same is de-supported by us for any reason whatsoever, we undertake to replace it with an equivalent or better substitute that is acceptable to UIDAI, without any additional cost to UIDAI and without impacting the performance of the solution in any manner.
4. We hereby agree to supply and/or install all new releases, versions, any type of update, upgrade patch and/or bug fixes for the software or firmware from time to time at no additional cost to UIDAI. Additionally, the documentation and training services associated with the “Products”/Equipment shall be provided free of cost to UIDAI.
5. We hereby confirm that our partner (< ***Insert complete legal name of Bidder***>) possess the necessary capability and training required to support our product(s).
6. We hereby agree to abide by the Terms & Conditions of this Bid and SLA being accepted by our partner (< ***Insert complete legal name of Bidder***> with UIDAI. We further agree to provision the required critical spares/components at the designated sites of UIDAI for meeting the required commitments.
7. In case of any change in our agreement or terms of agreement with our partner (<***Insert complete legal name of Bidder***>) for providing product support, we agree to maintain the level of support as desired by

UIDAI and as committed by our partner under the above mentioned bid, without any financial liability to UIDAI.

8. We hereby agree to provide to UIDAI, required assistance, consultancy and services beyond the defined scope of work to resolve issues under critical and unforeseen situations.
9. We hereby confirm our commitment towards providing the necessary support and assistance in case of any problems / issues arising due to commissioning of our “Products”/equipment with any other component(s) / product(s) under the purview of the overall solution.
10. We also confirm that in the event of UIDAI deciding, at any time during the time of contract under this Bid, to relocate the “Products” / setup, we will provide necessary assistance to UIDAI to relocate the equipment at no additional cost.

We hereby confirm that this undertaking is made in good faith and the aforesaid declarations are binding on us for the entire term of contract under the aforementioned Bid.

Thanking you,

Yours faithfully,

(Signature)

For and on behalf of : _____ (name of OEM)

Authorized Signatory

Name : _____
Designation: _____
Office Seal: _____
Place: _____
Date: _____

6.6 Appendix F – List of Locations

List of Locations where Goods/Services have to be Supplied, Installed and Commissioned

S No.	City	Address	Name of Contact Person
1	Hebbal	UIDAI Data Centre Complex CA site No.1, NTI Layout, Rajiv Gandhi Nagar, Tata Nagar Entrance, Kodigehalli, Bangalore-560092 (India)	ADG (Ops), UIDAI Tech Centre
2	Manesar	UIDAI Data Centre Complex Plot No-1, Sector M2, IMT, Manesar, Gurgaon, Haryana-122050 (India)	ADG (Ops), UIDAI Tech Centre

6.7 Appendix G - Non-Disclosure Agreement

(To be provided on Non-judicial stamp paper of Rs.100/-)

WHEREAS, _____ we _____ the _____ undersigned _____ Bidder, _____, having our principal place of business/ registered office at _____, are desirous of bidding for Bid No..... covering **“Supply, Installation, Commissioning and Post warranty maintenance of Enterprise Storage Solution”** (hereinafter called the said 'RFP') to the CEO, Unique Identification Authority of India, having its office at 3rd Floor, Tower II, Jeevan Bharati Building, Connaught Circus, New Delhi – 110001, hereinafter referred to as 'Purchaser' and, WHEREAS, the Bidder is aware and confirms that the Purchaser's business/ operations, information, Application/software, hardware, business data, architecture schematics, designs, storage media and other information / documents made available by the Purchaser in the RFP documents during the bidding process and thereafter, or otherwise (confidential information for short) is privileged and strictly confidential and/or proprietary to the Purchaser,

NOW THEREFORE,

in consideration of disclosure of confidential information, and in order to ensure the Purchaser's grant to the Bidder of specific access to Purchaser's confidential information, property, information systems, network, databases and other data, the Bidder agrees to all of the following conditions.

It is hereby agreed as under:

1. The confidential information to be disclosed by the Purchaser under this Declaration ("Confidential Information") shall include without limitation, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to processes, methodologies, algorithms, risk matrices, thresholds, parameters, reports, deliverables, work products, specifications, architecture, project information, money

laundering typologies, related computer programs, systems, trend analysis, risk plans, strategies and information communicated or obtained through meetings, documents, correspondence or inspection of tangible items, facilities or inspection at any site to which access is permitted by the Purchaser. We also hereby agree that this NDA will be binding on us through-out the contract period and will survive the contract period in case we are selected as a successful bidder.

2. Confidential Information does not include information which:

- a. the Bidder knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
- b. information in the public domain as a matter of law;
- c. is obtained by the Bidder from a third party without any obligation of confidentiality;
- d. the Bidder is required to disclose by order of a competent court or regulatory authority;
- e. is released from confidentiality with the written consent of the Purchaser.

The Bidder shall have the burden of proving hereinabove are applicable to the information in the possession of the Bidder.

3. The Bidder agrees to hold in trust any Confidential Information received by the Bidder, as part of the Tendering process or otherwise, and the Bidder shall maintain strict confidentiality in respect of such Confidential Information, and in no event a degree of confidentiality less than the Bidder uses to protect its own confidential and proprietary information. The Bidder also agrees:

- a. to maintain and use the Confidential Information only for the purposes of bidding for this RFP and thereafter only as expressly permitted herein;
- b. to only make copies as specifically authorized by the prior written consent of the Purchaser and with the same confidential or proprietary notices as may be printed or displayed on the original;
- c. to restrict access and disclosure of Confidential Information to their employees, agents, and representatives strictly on a "need to know" basis,

to maintain confidentiality of the Confidential Information disclosed to them in accordance with this clause; and

- d. to treat Confidential Information as confidential unless and until Purchaser expressly notifies the Bidder of release of its obligations in relation to the said Confidential Information.

4. Notwithstanding the foregoing, the Bidder acknowledges that the nature of activities to be performed as part of the Tendering process or thereafter may require the Bidder's personnel to be present on premises of the Purchaser or may require the Bidder's personnel to have access to software, hardware, computer networks, databases, documents and storage media of the Purchaser while on or off premises of the Purchaser. It is understood that it would be impractical for the Purchaser to monitor all information made available to the Bidder's personnel under such circumstances and to provide notice to the Bidder of the confidentiality of all such information.

Therefore, the Bidder shall disclose or allow access to the Confidential Information only to those personnel of the Bidder who need to know it for the proper performance of their duties in relation to this project, and then only to the extent reasonably necessary. The Bidder will take appropriate steps to ensure that all personnel to whom access to the Confidential Information is given are aware of the Bidder's confidentiality obligation. Further, the Bidder shall procure that all personnel of the Bidder are bound by confidentiality obligation in relation to all proprietary and Confidential Information received by them which is no less onerous than the confidentiality obligation under this agreement.

5. The Bidder shall establish and maintain appropriate security measures to provide for the safe custody of the Confidential Information and to prevent unauthorised access to it.

6. The Bidder agrees that upon termination/expiry of this Agreement or at any time during its currency, at the request of the Purchaser, the Bidder shall promptly deliver to the Purchaser the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings

prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.

7. Confidential Information shall at all times remain the sole and exclusive property of the Purchaser. Upon completion of the Tendering process and/or termination of the contract or at any time during its currency, at the request of the Purchaser, the Bidder shall promptly deliver to the Purchaser the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information within a period of sixty days from the date of receipt of notice, or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of the Purchaser. Without prejudice to the above the Bidder shall promptly certify to the Purchaser, due and complete destruction and return. Nothing contained herein shall in any manner impair rights of the Purchaser in respect of the Confidential Information.

8. In the event that the Bidder hereto becomes legally compelled to disclose any Confidential Information, the Bidder shall give sufficient notice and render best effort assistance to the Purchaser to enable the Purchaser to prevent or minimize to the extent possible, such disclosure. Bidder shall not disclose to a third party any Confidential Information or the contents of this RFP without the prior written consent of the Purchaser. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the Bidder applies to its own similar Confidential Information but in no event less than reasonable care.

For and on behalf of:

(BIDDER)

Authorised Signatory Office Seal:

Name: Place:

Designation:

Date :

6.8 Appendix H – Specifications of Required Hardware and Compliance Check

Fact sheet to be submitted for each proposed equipment/product. Also, clearly map the required requirement of equipment in the fact sheet.

6.8.1 Storage Type 1

The OEM of proposed Storage Type 1 must be in the Leaders Quadrant of latest Gartner Magic Quadrant for General Purpose Disk Arrays category

Proposed Make and Model	OEM Name	Gartner Report Name and Date	OEM position in Gartner Quadrant
			Leader

Sr. No	Parameter	Specification Offered	Compliance to minimum requirement for Storage Type 1 as shown in column 2 (Y/N)
1	2	3	4
	Make and Model		
1	Proposed usable capacity of SAN storage array - Total 1.1 PB(90% capacity with RAID 0+1 and 10% with RAID 5) 25% SSD Drives and 75% SAS HDD Disks		

2	Support for Global hot spare disks required		
3	Global hot spare disks to be proposed - 1 spare disk for every 15 disks		
4	Proposed Disks should be Hot Swappable		
5	Should have Capability for Online storage expansion without reboot		
6	Should have Capability of completely automating activities, including but not limited to, defrag routines, scan disks, disk scrubbing, file system checks, consistency checks, etc.		
7	Min No. of storage controllers proposed in the system (with front and backend ports for storage connectivity) - 6 Storage Controllers should be expandable up to 8 Nos. in future		
8	Backend controllers should be configured for high-availability		
9	Front-end ports should be configured for high-availability		
10	Should have Hot swappable controller cards		
11	Should have RAID protection against double failure in the same RAID group		
12	5, 1+0, or equivalent type of RAID protection supported		
13	Throughput of each FC port - 8 Gbps or higher		

14	Storage system end-to-end bandwidth from FC host port to backend disk - 8 Gbps or higher		
15	Front-End Ports – Minimum 64 Nos. FC ports of 16G each + 8 Nos. x 10G Ports		
16	Back-End ports – Minimum 64 Nos. Back-end SAS lanes of 6 Gbps each, upgradable to 128 Lanes.		
17	Type of Control cache – ECC		
18	Type of Data Cache – ECC		
19	2 Tb or more Data Cache		
20	2Tb or higher Data Cache to be supported on system		
21	Should have point in time copy of volumes for backup and remote replication of data		
22	Should have storage to storage replication of data		
23	Should have Storage to storage replication software license		
24	Should support for non-disruptive online upgrade of firmware without reboot		
25	Should have Hot Swappable Power supply		
26	(N+1) redundant power supply shall be proposed		
27	It should have Dual AC input		
28	It should have Hot Swappable Cooling Fans		

29	It should have (N+1) redundant Cooling Fans		
30	It should support following hosts – Linux, Windows 2008, Windows 2012		
31	Protocols Support - FC/FCIP/ISCSI/FCOE/FICON		
32	The storage system must be supplied with hardware controller based Data-at-rest-encryption and key management solution		
33	It should be Inter-operability with other vendor storage devices		
34	It should have Data Migration capability from EMC-DMX boxes		
35	The storage system shall be truly symmetric active-active multi-controller architecture, providing load balancing of I/O's across all the controllers.		
36	Storage system Cache should be globally shared and mirrored across controllers in different controller pairs to avoid any data loss in case of failure.		
37	Every single LUN/volume should be accessible from all controllers/directors and should be striped across all disks behind all controllers in the storage system.		
38	The storage system must support third party storage virtualization without any additional appliance.		

39	It shall have a GUI/web based integrated management tool.		
40	Operating Temperature range-20-24 °C		
41	Operating Relative Humidity range (non-condensing) - 40-60		

6.8.2 Storage Type 2

The OEM of proposed Storage Type 2 must be in the Leaders Quadrant of latest Gartner Magic Quadrant for General Purpose Disk Arrays category

Proposed Make and Model	OEM Name	Gartner Report Name and Date	OEM position in Gartner Quadrant
			Leader

Sr. No	Parameter	Specification Offered	Compliance to minimum requirement for Storage Type 2 as shown in column 2 (Y/N)
1	2	3	4
	Make and Model		
1	Proposed usable capacity of SAN storage array - 1.0 PB(97% SAS Disks and 3 % SSD) Drives		
2	Support for Global hot spare disks required		
3	Global hot spare disks to be proposed - 1 spare disk for every 15 disks		
4	Proposed Disks should be Hot Swappable		
5	Should have Capability for Online storage expansion without reboot		

6	Should have Capability of completely automating activities, including but not limited to, defrag routines, scan disks, disk scrubbing, file system checks, consistency checks, etc.		
7	Min No. of storage controllers proposed in the system (with front and backend ports for storage connectivity) – 6 Storage Controllers should be expandable up to 8 Nos. in future		
8	Backend controllers should be configured for high-availability		
9	Front-end ports should be configured for high-availability		
10	Should have Hot swappable controller cards		
11	Should have RAID protection against double failure in the same RAID group		
12	5, 1+0, or equivalent type of RAID protection supported		
13	Throughput of each FC port - 8 Gbps or higher		
14	Storage system end-to-end bandwidth from FC host port to backend disk - 8 Gbps or higher		
15	Front-End Ports – Minimum 64 Nos. FC ports of 16G each + 8 Nos. x 10G Ports		
16	Back-End ports – Minimum 64 Nos. Back-end SAS lanes of 6 Gbps each, upgradable to 128 Lanes.		

17	Type of Control cache - ECC		
18	Type of Data Cache - ECC		
19	2 Tb or more Data Cache		
20	2Tb or higher Data Cache to be supported on system		
21	Should have point in time copy of volumes for backup and remote replication of data		
22	Should have storage to storage replication of data		
23	Should have Storage to storage replication software license		
24	Should support for non-disruptive online upgrade of firmware without reboot		
25	Should have Hot Swappable Power supply		
26	(N+1) redundant power supply shall be proposed		
27	It should have Dual AC input		
28	It should have Hot Swappable Cooling Fans		
29	It should have (N+1) redundant Cooling Fans		
30	It should support following hosts – Linux, Windows 2008, Windows 2012		
31	Protocols Support - FC/FCIP/ISCSI/FCOE/FICON		

32	The storage system must be supplied with hardware controller based Data-at-rest-encryption and key management solution		
33	It should be Inter-operability with other vendor storage devices		
34	It should have Data Migration capability from EMC-DMX boxes		
35	The storage system shall be truly symmetric active-active multi-controller architecture, providing load balancing of I/O's across all the controllers.		
36	Storage system Cache should be globally shared and mirrored across controllers in different controller pairs to avoid any data loss in case of failure.		
37	Every single LUN/volume should be accessible from all controllers/directors and should be striped across all disks behind all controllers in the storage system.		
38	The storage system must support third party storage virtualization without any additional appliance.		
39	It shall have a GUI/web based integrated management tool.		
40	Operating Temperature range-20-24 °C		
41	Operating Relative Humidity range (non-condensing) - 40-60		

6.8.3 VTL

Sr. No	Parameter	Specification Offered	Compliance to minimum requirement for VTL as shown in column 2 (Y/N)
1	2	3	4
	Make and Model		
1	Proposed usable capacity of VTL - Min 450 TB		
2	Overall scalability of storage array with full expansion - Min 800 TB		
3	Disk spindle type - SAS/SATA		
4	Capacity of each disk drive – Max 4 TB		
6	Proposed Disks should be Hot Swappable		
7	Should be capable of Online storage expansion without reboot		
8	Should have Capability of completely automating activities, including but not limited to, defrag routines, scan disks, disk scrubbing, file system checks, consistency checks, etc.		
9	Minimum Noof controllers supported on system – 2 Nos.		
10	It should support Global hot spare disks		
11	Type of RAID protection supported -6/DP		
12	Min number of 1 GE Host ports on the system – 2		

13	Minimum number of 10GE Host ports on the system – 4		
14	Minimum number of 16 G FC Host ports on the system – 4		
15	Data Cache Size – 256 Gb		
16	It should have support for on-line backup of databases		
17	It should have non-disruptive online upgrade of firmware without reboot		
18	It should have Hot Swappable Power supply		
19	Power supply shall be (N+1) redundant		
20	Cooling Fans should be Hot Swappable		
21	Dual AC input should be there		
22	Cooling Fans should be (N+1) redundant		
23	Hosts Supported – Linux, Windows 2003, Windows 2008		
24	Protocols Supported - NFS/CIFS/ISCSI/FC/NDMP		
25	It should support following Backup software with OST- Symantec Net backup, EMC Networker		
26	It should support industry leading vendor management platforms like CA, EMS		
27	It should have GUI/Web based administration		
28	It should support industry leading vendor directory services like AD, ldap		
29	It should support granular file level permission		

30	It have Thermal Management and Energy Management system		
31	It should support Global inline Deduplication ingested through multiple protocols for Data backup		
32	It should have data validation tools		
33	No of concurrent write streams - 500 or more		
34	Data backup throughput required - 15 Tb/hr		
35	Data backup throughput with OST – 25 Tb/hr		
36	No of Source replication streams - 200 or more		
37	No of concurrent Read streams - 100 or more		
38	No of VTL supported on system – 25		
39	No of Virtual Tape drives supported - 500		
40	No of virtual slots – 8000		
41	Data at rest Encryption – Min 256 bit		
42	Data in flight Encryption – Min 256 bit		
43	Operating Temperature range - 20-24 °C		
44	Operating Relative Humidity range (non-condensing) - 40-60 %		

6.9 Appendix I - Reverse Auction Process

6.9.1 Appendix I-1 – Compliance Statement

(To be submitted by all the vendors participating in Reverse Auction)

To,

DECLARATION

We _____ (name of the company) hereby confirm having submitted our bid for participating in UIDAI's RFP dated _____ for _____.

We also confirm having read the terms of RFP as well as the rules relating to the Reverse Auction for this RFP process.

We hereby undertake and agree to abide by all the terms and conditions stipulated by UIDAI in the RFP document including all annexures and the rules for Reverse Auction.

We shall participate in the on-line auction conducted through CPPP and submit our revised commercial bid. We shall also abide by the procedures prescribed for online auction.

We, hereby confirm that we will honor the Bids placed by us during the auction process, failing which, we shall forfeit the EMD/Bid Securing Declaration will be executed. We also understand that the UIDAI may debar us from participating in future tenders.

We confirm having nominated Mr. _____, designated as _____ of our company to participate in the Reverse Auction on behalf of

the company. We undertake that the company shall be bound by the bids made by him in Reverse Auction.

We undertake to submit the confirmation of last bid price by us to the CPPP/UIDAI within 48 working hours of the completion of event. We also undertake to submit the revised prices BoQ mentioned in RFP.

Signature with company seal

Name –

Company / Organization –

Designation within Company / Organization –

Address of Company / Organization –

Date:

Name of Authorised Representative: _____

Signature of Authorised Representative: _____

Verified above signature

Competent Authority Signature : _____

Date: _____

6.9.2 Appendix I-2 – Letter of Participation

Letter of Authority for participation in Reverse Auction

To,

We _____ (name of the company) have submitted our bid for participating in UIDAI RFP dated _____ for _____.

We also confirm having read and understood the terms of RFP as well as the Rules relating to the Reverse Auction for this RFP process.

As per the terms of RFP and Business rules, we nominate Mr. _____, designated as _____ of our company to participate in the Reverse Auction.

Both UIDAI and the CPPP shall contact the above named official for any and all matters relating to the Reverse Auction.

We, hereby confirm that we will honour the Bids placed by Mr. _____ on behalf of the company in the auction process, failing which, we will forfeit the EMD /Bid Securing Declaration will be executed. We agree and understand that the bank may debar us from participating in future tenders for any such failure on our part.

Signature with company seal

Name –

Company / Organization –

Designation within Company / Organization –

Address of Company / Organization –

Date :

Name of Authorized Representative: _____

Designation of Authorized Representative: _____

Signature of Authorized Representative: _____

Verified by : _____

Signature of Verifying Authority: _____

Date: _____

6.10 Appendix J – Pre Bid/ Pre Contract Integrity Pact

(PROFORMA OF INTEGRITY PACT)

INTEGRITY PACT

Between

Unique Identification Authority Of India (UIDAI) hereinafter referred to as “The Principal”,

and

..... hereinafter referred to as “The Bidder/ Contractor”

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for ----- . The Principal values full compliance with all relevant laws and regulations, and the principles of economic use of resources, and of fairness and transparency in its relations with its Bidder/s and Contractor/s.

In order to achieve these goals, the Principal will appoint Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

- a) No employee of the Principal, personally or through family members, will in connection with the tender for , or the execution of a contract,

demand, take a promise for or accept, for him/herself or third person, any material or immaterial benefit which he/she is not legally entitled to.

- b) The Principal will, during the tender process treat all Bidders with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidders the same information and will not provide to any Bidder confidential / additional information through which the Bidder could obtain an advantage in relation to the tender process or the contract execution.
- c) The Principal will exclude from the process all known prejudiced persons.

- (2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC)/Prevention of Corruption Act, 1988(PC Act), or if there be a substantive suspicion in this regard, the Principal will inform its Vigilance Office and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder/ contractor

- (1) The Bidder / Contractor commits itself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.
 - a) The Bidder / Contractor will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or immaterial benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

- b) The Bidder / Contractor will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c) The Bidder / Contractor will not commit any offence under the relevant IPC/PC Acts; further the Bidder / Contractor will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d) The bidders(s)/Contractor(s) of foreign origin shall disclose the name and address of Agents/representatives in India if any. Similarly the Bidder(s)/Contractor(s) of Indian nationality shall furnish the name and address of foreign principals if any.
- e) The Bidder / Contractor will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

(2) The Bidder / Contractor will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts

If the Bidder, before contract award or during execution has committed a transgression through a violation of Section 2 or in any other form such as to put his reliability or credibility as Bidder into question, the Principal is entitled to disqualify

the Bidder from the tender process or to terminate the contract, if already signed, for such reason.

- (1) If the Bidder / Contractor has committed a transgression through a violation of Section 2 such as to put his reliability or credibility into question, the Principal is entitled also to exclude the Bidder / Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the circumstances of the case, in particular the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder and the amount of the damage. The exclusion will be imposed for a minimum of 6 months and maximum of 3 years.
- (2) A transgression is considered to have occurred, if the Principal after due consideration of the available evidence, concludes that no reasonable doubt is possible.

Section 4 - Compensation for Damages

1. If the Principal has disqualified the Bidder from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover from the Bidder liquidated damages equivalent to Earnest Money Deposit / Bid Security or will execute Bid-Securing Declaration.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the principal shall be entitled to demand and recover from the Contractor liquidated damages equivalent to Security Deposit / Performance Bank Guarantee.

Section 5 - Previous transgression

- (1) The Bidder declares that no previous transgressions occurred in the last 3 years with any other Company in any country conforming to the anti-corruption or

with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

Section 6 - Equal treatment of all Bidders / Contractors / Subcontractors

- (1) The Bidder / Contractor undertakes to demand from all subcontractors a commitment in conformity with this Integrity Pact, and to submit it to the Principal before contract signing.
- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders, Contractors and Subcontractors.
- (3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidders/Contractors/ Subcontractors

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the Vigilance Office.

Section 8 - External Independent Monitor / Monitors

- (1) The Principal will appoint competent and credible external independent Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Chairman, UIDAI.
- (3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder / Contractor / Subcontractor with confidentiality.
- (4) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- (6) The Monitor will submit a written report to the Chairman, UIDAI within 8 to 10 weeks from the date of reference or intimation to him by the 'Principal' and, should the occasion arise, submit proposals for correcting problematic situations.
- (7) If the Monitor has reported to the Chairman, UIDAI a substantiated suspicion of an offence under relevant IPC/PC Act, and the Chairman has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Office, the Monitor may also transmit this

information directly to the Central Vigilance Commissioner, Government of India.

(8)The word ‘Monitor’ would include both singular and plural.

Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the respective contract, and for all other Bidders 6 months after the contract has been awarded.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Chairman, UIDAI.

Section 10 - Other provisions

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi. The Arbitration clause provided in the main tender document / contract shall not be applicable for any issue / dispute arising under Integrity Pact.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership, this agreement must be signed by all partners.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

For the Principal
Contractor

For the Bidder /

Place -----

Witness 1: -----

Date -----

Witness 2: -----

6.11 Appendix K - Bid Securing Declaration Form

Bid Securing Declaration Form

Date:

Bid No.:

To

**The Deputy Director General (Technology),
Unique Identification Authority of India (UIDAI),
Tower II, 3rd Floor,
Jeevan Bharati Building,
Connaught Place,
New Delhi – 110001.**

We, the undersigned, declare that:

We , M/s.....(herein referred as vendor) understand that, according to bid clause No. 2.3, bids may be supported with a Bid Securing Declaration, therefore rather than submitting the **Bid Security /Earnest Money Deposit Form as attached at clause 6.3(appendix ‘C’) of the RFP**, Vendor render the declaration that:-

Vendor will automatically be suspended from being eligible for bidding in any contract with the Unique Identification Authority of India (herein referred as Purchaser) for the period of *3 years*, starting on bid submission closing date, if Vendor are in breach of any of the following obligation(s) under the bid conditions:-

- (a) have withdrawn or modified our Bid during the period of bid validity specified in the RFP; or
- (b) having been notified of the acceptance of Bid by the Purchaser during the period of bid validity, (i) fail or refuse to execute the Contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the terms of the RFP

Vendor understand that this declaration shall expire if Vendor are not the successful Bidder and on receipt of purchaser's notification of the award to another Bidder; or thirty days after the validity of the Bid; whichever is earlier.

(Signature)

Authorized Signatory

Name : _____
Designation: _____
Office Seal: _____
Place: _____
Date: _____