

Responses/ Clarifications to the Pre-Bid Queries raised by the prospective bidders in connection with
RFP in respect of Bid Reference Number: D-11018/40/2011 – Tech
for Hiring of Data Center Space and Facilities for UIDAI

Sr No.	Sections	Clause No.	Page No.	Existing Provision in the RFP	Clarification Sought	UIDAI's Response/ Clarification
1	I	-	1	Hiring Of Data Centre Space & Facilities for UIDAI at Delhi (NCR)/Bangalore	Can the DC site be proposed on the outskirts of Gurgaon? What all areas will be included in NCR	Yes. Areas will be as per the government definition of NCR region and Manesar.
2	II	1.3 (1,2,3)	3 of 22	It must be noted that a bidder may bid for 1) Only Delhi/NCR without bidding for Bangalore 2) Only Bangalore without bidding for Delhi/NCR 3) Both Delhi/NCR and Bangalore but as explained above in different and separate envelopes 1D and 2D.	Will any preference be given to the bidder who is bidding for Option 3 in terms of technical or commercial evaluation?	No
3	II	20.1 (5)	10 of 22	Copy of certified As-Built DC Layout drawings indicating details of Data Center White space	Which certified authority is required to certify the As-Built drawing?	Instead of the As-Built drawing, a schematic diagram with major dimensions indicated can be submitted which should be signed by Bidder's MD/CEO/authorized signatory.
4	II	20.1 (6)	10 of 22	The bidder should have hosted data center (equivalent to Tier-III classification) collocation space for minimum 2 customers and each customer availing at least 1,000 Sq feet DC space (IT Production area) for a period of at least twelve (12) months on date of opening of bid and should have achieved minimum 99.982% availability uptime for the twelve (12) months duration.	1) Can the Customer reference be any of the Service Provider's Data Center Facility other than Delhi & Bangalore? Or does it necessarily have to be from the Facility being proposed by the Service Provider to UIDAI for this RFP? 2: Is this Customer reference & the Case-Study required (for Due Diligence) of similar cases? Or are these both independent of each other?	1) Yes, It can be of any other location apart from Delhi and Bangalore 2) They can be independent of each other
5	II	20.1 (7)	11 of 22	The bidder must be the Sole Owner or lessee of the whole building in which the proposed 10,000 sq. ft of IT Production area and 3000 sq. ft of support area is to be provided for hosting the UIDAI DC. The building should have sufficient bare shell space on proposed DC floors (maximum two floors adjacent to each other or one above the other with common services shaft) to provide 13,000 sq ft DC space (10,000 sq feet IT Production area + 3,000 sq feet support area) which is earmarked for constructing equivalent to Tier-III classification Data Center at Delhi (NCR) / Bangalore region for the purpose of this project to build the data center as per the UIDAI requirements. The total bare shell area earmarked for constructing a Data Center equivalent to Tier III classifications should have the potential to go up to 20,000 sq ft. The Bidder should also have a sanctioned load of at least 6 MVA for the proposed Data Center Facility or should give an undertaking to make available at least 6 MVA sanctioned load for the data center at the time of the award of the contract.	1)Request UIDAI to relax the area to 10,000sqft (production) + 3000sqft (support) only for the contract duration. 2)The sanctioned Power for the xxx Data Center is 6MVA.Kindly clarify if 6MVA is pertaining to UIDAI allocated area.	1) Accepted 2) Yes, the sanctioned power is for the area proposed to be allocated by the prime bidder to UIDAI. Please refer to the revised Pre-Qualification condition in Addendum 1.
6	II	31.5	15 of 22	Refer Clause 31.5 of Section II of the RFP (Page 15 of 22)	The Total Technical score would comprise of the Technical Evaluation Parameters score and the Due Diligence score giving a total of 1200 marks. What Minimum Total technical score would be required out of 1200 marks to be technically qualified?	Refer Clause 31.4 of Section II of the RFP which is self explanatory. It should be noted that Due-Diligence will be carried out for the Technically Qualified Bidders only (Stage 1 a) .

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7	II	31.7 (G.3)	16 of 22	G.3 - Data Center Services - Case Study - 230 Marks G.3.1 - Case Study - Data Center Facility 1 - 115 Marks G.3.2 - Case Study - Data Center Facility 2 - 115 Marks	1)As in clause 31.5 Technical Score is mentioned as 1200,whereas in 31.7 inclusive of Case Studies it is 1000.Please clarify 2)As per the table for Evaluation Parameters of Technical Scoring ,the total is coming to 1000 points including the Case Study,which has 230 marks,Incase the bidder quotes for only one DC,how will the evaluation happen as by this sheet ,the DCSP shall loose 115 points before evaluation,which is the maximum score for Data Center Facility 2 Case Study.Request for evaluating the bidders without considering the case studies. The scores against the Data Center case-study is split between the case-study for Facility 1 & Facility 2 with individual score of 115 marks each. 3)Query 1: Should the Case Study shared by the bidder be necessarily for the proposed Data Center location only? 4)Can the CaseStudy be shared for any of the Service Provider's Data Center Location? Kindly clarify as both Case-Study has marks against them. 5)Query 2: If the bidder is bidding for only one DataCenter location then, can the bidder still present two Case Studies for different locations as each location has marks.	1)Technical Score in Clause 31.5 is the sum of Technical Evaluation parameters inclusive of case studies (Clause 31.7, 1000 marks max) + Due Diligence (Clause 31.8, 200 marks max.) 2) Request not accepted. 3) No 4)Yes 5) In case the bidder is bidding for 2 locations (Delhi/Bangalore), he is required to submit two separate bids. Bidder is required to submit case studies of two DC facilities per bid submission. However, the 2 case studies could be common in the two bids.
8	II	8.2	6	Bid Prices	for any extension beyond 3 years the prices will be mutually discussed and agreed	Clauses 8.2 of Section II and 10.4 (d) & 23.1 of Section III stand modified. -The prices should be firm for the initial period of the contract i.e for Three (3) years. -Thereafter, the Purchaser reserves the right to grant two (2) extensions, on Six (6) monthly basis. During this extension a price escalation of the power charges proportionate to the actual rate increase by the power distribution company would be allowed for the metered IT production only. -Beyond four (4) years, the contract might be extended for a further period of Three years. This extension shall be done at the instance of UIDAI and shall be binding on the DCSP. Provided that for this extension, reasonable and justifiable rates and terms would be mutually settled.
9	II	9.3	7	Firm Prices	The price shall remain firm during the contract term	Refer to response against Query at Sr. No:8
10	II	12.4	8	EMD	Government Cos have an advantage.The EMD value seems to be too high	Clause remains unchanged.
11	II	9.2	7 of 22	Firm Prices	In case of any reduction in taxes/ duties after the award of the contract, benefits shall be passed on to the purchaser and vice versa	Yes, subject to submission of admissible documentary evidence of payments made by the bidder to the concerned authority.
12	II	9.3 & 47.1	7 of 22 & 37 of 22	Firm Prices	The price shall remain firm during the contract term	Refer to response against Query at Sr. No:8
13	II	38.2	20 of 22	Financial Model	Contract duration shall be for a period of 3 yrs	The wordings "The period of contract between the Purchaser and the selected Bidder will be for an initial period of 1 year excluding the period involved in the commissioning of facilities for the Data Center" appearing in Clause 38.2 of Section II stand modified to read as "The period of contract between the Purchaser and the selected Bidder will be for an initial period of Three(3) years excluding the period involved in the commissioning of facilities for the Data Center". Also refer to response against Query at Sr. No:8

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14	II	Pre Qualification of Bidders 20.1	10	Annual Revenue of 50Crores from DataCenter related services	Bidder has signed NDA with customers and hence cannot reveal Name & Value of the contract. It is requested that undertaking from Chairman/other competent authority on this be accepted	Yes, provided the competent authority is MD/CEO/ Authorized Signatory of the organization.
15	II	Pre Qualification of Bidders	10	SI No 5: The bidder should have operational space for 20000 sq ft (IT production area) equivalent to T-III classification	Bidder has signed NDA with customers and hence cannot reveal Name & Value of the contract.As per Company's policy we cannot share the As Built Drawings.It is requested that UIDAI to accept Letter of Undertaking signed by Competent Authority of the bidder Organisation. The premises can later be visited by UIDAI Authorities for verification.	Refer to response against Query at Sr. No: 3 and Sr. No:14.
16	II	12.7	8	The EMD may be forfeited:(B) to sign the contract in accordance with Clause 35	Bidder would like to suggest the proposed change in the clause as below:- The EMD may be forfeited:(B) to sign the contract subject to Suggestion/Deviation submitted along with Bid in accordance with Clause 35	Clause remains unchanged.
17	II	20.1-3	10	Conditions for Pre-Qual / Bidder should have min. 50 cr INR Revenue from DC in EACH of the last 3 years ending 31/3/11	Revenues must be taken into account . Orders can constitute more but actual realization must meet mandatory requirement	Refer to response against Query at Sr. No: 14
18	II	20.1-6	10	Conditions for Pre-Qual / Colocation space for min. 2 customers with 1000 sqft space min. for period of 12 months	Can UID be given as one such reference?	Yes
19	II	20.1-7	11	Conditions for Pre-Qual / the Bidder should have 6 MVA total of Data Centre sanctioned load capacity	Is this a mandatory sanctioned load and as such an important parameter for selection?	Refer to response against the Query at Sr. No: 5.
20	II	31.8	17	Due Diligence/ Case study-Data Centre Facility 1 or Facility 2	Can UID case study be used as a reference here?	Refer to the response against the Query at Sr. No: 18.
21	II	41	22	Consortiums/Consortiums are not allowed	Will this condition prevail throughout? Any deviation Please let us know.	Refer to the response against the Query at Sr. No: 26.
22	II	20.1.3	14	Conditions of Pre Qualification of Bidders (Work Order of 50Cr.)	UID has asked for Copy of Work Order / Contract / P.O. Since most of the Big Ticket orders , we have signed up NDA with Customer, can we submit a declaration to this effect signed by CEO/ CA/ CS of the company	Refer to the response against the Query at Sr. No: 14.
23	II	20.1.7	15	Conditions of Pre Qualification of Bidders (The bidder should be the Sole Owner or Lessee of the whole building)	Can the bidder be a Part Lessee of the Whole Building. As in a case of Multi tenant Building, the bidder cant be the lessee of the whole building	Clause remains unchanged.
24	II	20.1.7	15	Conditions of Pre Qualification of Bidders (Space Division of 10000 Sqft & 3000 Sqft.)	Can the Server Farm Area (10000 Sq Ft) be in One building and 3000 Sqft Support Area be in another adjacent building within the same campus.	Reference Pre-Qualification Criteria - 7, Staging Room, Communication room, Media Storage Room has to be in the same building as the whitespace area, while the rest of the support area can be in the adjacent building in the same campus and within the same security perimeter.
25	II	20.1.7	15	Conditions of Pre Qualification of Bidders (Space Division of 10000 Sqft & 3000 Sqft.)	Can the Server Farm Area of 10000 Sqft be made available in two different buildings. However it will be made as per UID requirement of 6500 Sqft in Phase I & 3500 Sqft in Phase -II	No

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26	II	41	26	Consortiums	Can UID allow Consortium to bid, this will enable Experienced Bidders to partner with players who have Sufficient DC Space.	Yes. Consortium bid is allowed. However, this is not a joint bid of the consortium members. The bidder who signs and submits the bid shall be the Prime consortium member (Prime Bidder) and shall meet all the obligations of the contract and shall be the sole point of contact for all matters related to this RFP/contract. A consortium member is an agency who has in its possession raised floor, whitespace, DC space and facilities for the purposes of hosting the IT equipment of the purchaser. The consortium member could be used only for hiring/lease/sub-lease of the DC space and its associated facilities, if any, to be provided by the Prime consortium member. A notarized copy of the agreement/MOU between the prime bidder and the consortium member should be submitted along with the technical bid. The agreement/MOU should bring out clearly the Scope of work and the relationship between the prime bidder and its consortium member. Such agreement/MOU should be prepared on a stamp paper of requisite value and is required to be submitted with the Technical bid. The agreement/MOU should state that this consortium is formed for this RFP and it should be valid for four years and any extension thereof. The prime bidder should confirm unconditional acceptance of the full responsibility for execution of the scope of work and meeting all obligations of the RFP. The prime bidder cannot be a member of any other consortium. The consortium member should submit a registered power of attorney in favor of the Prime Bidder authorizing the Prime Bidder to act on behalf of the consortium member.
27	II	31.8 Due Diligence	Page 17/ 22	Documentation/ Certification to show in the case study. As per the RFP requirement, UIDAI is looking for a Colo space for 6500 (IT Area) + 3000 (Support Area) in stage 1. Reference to the discussion held during the Pre-Bid meeting that most of the bidders is not having the total space (10K) vacant at this time and all the bidders will be in the building stage during the Evaluation of the RFP. UIDAI has asked for the 2 case studies on which Due Diligence will be done and the drawing has been asked.	Need inputs on: 1) Can bidder submit 2 case studies of their Data Center which are currently operational rather than giving 1 case study which is operational & 1 for the proposed Data center facility. So that Visit can be accordingly done. 2) Is there any minimum Qualifying marks for Due Diligence out of 200 as mentioned in the Technical Bid. 3) For bidders who will be bidding two separate bids for NCR, Delhi & Bangalore need clarification: Can bidder submit 2 same case studies for both the bids or not. 4) Out of 10 K space which UIDAI has asked under stage-1, please confirm the Support Area i.e. 3K should be in same building or different IT floor	1) No 2) No 3) Yes 4) Refer to response against the Query at Sr. No: 24.
28	II	31.7 Evaluation of Technical Scoring	Page 16/ 22	As per the RFP requirement, UIDAI is looking for a Colo space for 6500 (IT Area) + 3000 (Support Area) in stage 1. Reference to the discussion held during the Pre-Bid meeting that most of the bidders is not having the total space (10K) vacant at this time and all the bidders will be in the building stage during the Evaluation of the RFP. UIDAI has asked for Building Layout indicating space, Floor strength certificate, Seismic Compliance, Sanctioned Power Certificate etc	"Need clarification on: As most of the bidders will be in the building stage of the DC for UIDAI's stage-1 space requirement due to which getting the certifications for the DC parameter and getting the score under the evaluation will be hard for the bidders. Request UIDAI if they can evaluate the same parameters on the Bidder's existing & Operational Data Center which should be at least a Tier III Data Center facility and comply the Technical parameters of the RFP. So that Documents can be submitted accordingly."	Clause remains unchanged.
29	II	9.1 Firm Prices	Page 7/ 22	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 section IV - COMM 4.3.3 enclosed with the bid.	The Electricity rates and the price of diesel may vary during the term of the contract. So there should be provision to change the contract value as per the change in the prices of these 2 components during the contract term.	Clause remains unchanged.

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30	II	38.2 Financial	Page 20/ 22	Financial Model	Clause 38.1 says initial term is 1 yr whereas section 10.4 on page 40 says initial contract term of 3 years	Refer to response against the Query at Sr. No: 13.
31	II	20,point no.7	11	Condition of Pre Qualification of Bidder	Please confirm whether the floor of the proposed DC building should be on lease with the bidder or the whole building. We would request you to kindly allow to propose DC where the floor is on lease with the bidder.	Refer to response against the Query at Sr. No: 23.
32	II	20,point no.3	10	Condition of Pre Qualification of Bidder	Please confirm if it 1) Is it necessary to share the copy of the PO to confirm 50 Cr revenue? 2) Can the bidder submit an undertaking from the CA to confirm on the same.	1 and 2) Refer to response against the Query at Sr. Nos: 14 and 17.
33	II	41	22	Consortiums	Please confirm whether Consortium is allowed?	Refer to the response against the Query at Sr. No: 26.
34	II	20.1	11	Sr. No.5,6 and 7.Conditions for prequalification of bidders	Submission of As Built drawings of a data center may jeopardize the security policy (NDA) associated with the infrastructure and its clients. Hence, request you to accept schematic drawings instead of As Built drawing.	Refer to the response against the Query at Sr. No: 3.
35	II	20.1	11	Sr. No. 7. Conditions for prequalification of bidders	Can the undertaking on usage of bare shell space and electric power supply be signed by authorized person having Power of attorney?	Yes
36	II	38.2	20	Insurance coverage	It is assumed UIDAI will insure all hardware/software owned/supplied by UIDAI	No. The details of hardware/software owned/supplied by UIDAI will be shared with the successful bidder. UIDAI may request the DCSP to take insurance cover from a government company. In such a case the matter would be discussed with the DCSP and purchaser will reimburse the cost of the insurance cover.
37	II	7.1.g	5	meeting all obligation of RFP	1) Will this exclude list of deviation submitted 2) Will bidder responses submitted in their technical response sheet supersede this clause	1) Clause remains unchanged. However, in case any or all deviations submitted by the bidder is/are not acceptable to the purchaser, the bidder shall have to withdraw the same 2) No
38	II	7.1.h	5	NDA	Can UIDAI also extend undertaking that neither it or any other agency employed by it for evaluation of bid, by virtue of which they get access to BID response, will not disclose or share the SLD & other design/process documents with any other agency or use it for any other purpose other than evaluation of the bid.	No
39	II	9.1 & 9.2	7	Fixed price	Can prices be quoted with option of reset in Electricity or Diesel prices move by certain percentage	Prices will be firm for the initial contract duration of Three (3) years. Also refer to response against Query at Sr. No: 8.
40	II	20.1 (3,5,6)	10	Copy of WO/PO	Since most customer have NDA not to share PO/etc with any one else, it may not be possible to share the same with UIDAI. Will self declaration be acceptable ?	Refer to response given against Query at Sr. No:14
41	II	20.1 (7)	11	6 MVA of Sanctioned load at time of award of contract	Since 6MVA would be the total power requirement on full deployment, and the power requirement gradually ramp-up over this period of deployment; will following alternative be acceptable to UIDAI: a) DCSP to have low-side distribution infrastructure to support full load as required b) DCSP to be allowed to increase their contracted load based on ramp-up projection	Refer to response against Query at Sr. No:5

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42	II	35.1	19	Appendix C of Sec-VI for contract	Based on the list of deviation & technical response submitted, it is assumed that appropriate changes in the said section will be acceptable to purchaser.	Refer response to Query No:37
43	II	38.2	20	Initial Period of contract	Pls. clarify if initial contract period will be one year or three year	Refer to response against Query at Sr. No:8
44	III	10.4(d)	14	Contract Period Ext	for any extension beyond 3 years the prices will be mutually discussed and agreed	Refer to response against Query at Sr. No:8
45	III	17	19	Indemnity	What is the maximum liability? Limitation of Liability?	Limitation of Liability defined in Clause 44, Section III holds.
46	III	21.4	24	Termination	What losses are these and what is the limit?	The same shall be clear from the reading of Clauses 21(all sections) and 44 of Section III, in totality
47	III	24.1 e	27	Termination for convenience	Request UIDAI to please explain the occasion under which this clause would be invoked	The occasion for invocation of this clause is unforeseeable at this stage but subject to the purchaser's convenience as defined in the referred clause.
48	III	47.2	37	Most preferred Customer Status	Cannot monitor the prices as variety of services are provided. However if it comes to the notice then we can reduce.	Clause remains unchanged.
49	III	8	7	Sub - Contract	Which sub contract are we referring to? We cannot take permission for every sub contract.	Clause 8 of Section III is self-explanatory. It is further clarified that Subcontracting of DC O&M and facility management services is not allowed. However, Hiring of personnel from a franchisee agency or retainer resources is allowed for providing such services.
50	III	24.i(e)	27 of 39	Termination for Convenience	The contract duration be fixed for 3 yrs. In case of any pre-termination, the balance contract amount shall be payable by UIDAI	If the contract is Terminated for convenience, the Purchaser through determination of the consideration payable to the DCSP as agreed mutually by Purchaser and DCSP or through a third party acceptable to both parties may pay the DCSP for the services which have been authorized by the Purchaser and satisfactorily performed by the DCSP up to the date of termination.
51	III	48.1	38 of 39	Suspension of Work	In case of Suspension of Work not on account of default or failure on part of the DCSP, UIDAI to compensate for the suspension period	Clause is self explanatory.
52	III	Insurance 43.2	36	Transportation Charges, Octoroi to be paid by bidder	This is to clarify that the same is applicable only to the items/goods supplied by the Bidder. Any item (like servers, storage, etc..) being supplied by UIDAI or it's vendors/IT partner; the Transportation, Octoroi for that will be paid/catered by the UIDAI/that partner.	Yes
53	III	3.1.a	5	Condition precedent - deed of Indemnity	We seek a copy of deed of Indemnity for us to confirm the content. Also the indemnity would not be generic / for contractual breach.	A copy of the draft deed of indemnity is enclosed (Refer Addendum 1)
54	III	8	7	Sub Contracting- As per RFP	Bidder would like to add that Notwithstanding the above, Bidder's use of its franchise and retainer resources shall not be construed as subcontracting for the purposes of this Agreement.	Subcontracting of DC O&M and facility management services is not allowed. However, Hiring of personnel from a franchisee agency or retainer resources is allowed for providing such services.
55	III	9.6	9	9.6 Installation/Relocation Relocation of Data Center:- Under normal Circumstances relocation of the Data Center by the DCSP shall not be permitted by the Purchaser. In the event of any major adverse extraneous circumstances the DCSP may be allowed to carry out such relocation as is acceptable by the purchaser	Bidder would like to seek clarification what are all the circumstances categorised as major adverse extraneous?	Clause is self explanatory. The final decision would rest with the purchaser.

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56	III	13.5	16	All payments agreed to be made by Purchaser to the DCSP in accordance with the Bid shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable including costs of maintenance and up gradation of systems, if any and Purchaser shall not be liable to pay any such levies/other charges under or in relation to this Contract and/or the Services	Bidder request to add:- subject to changes of Taxes & duties	Refer to response against Query at Sr. No: 11
57	III	17	19	a. any negligence or wrongful act or omission by the DCSP or the DCSP's Team or any sub-contractor/ third party in connection with or incidental to this Contract; or	Bidder seek deletion of point b. and in point a wrongful act to be made illegal act.	Clause remains unchanged. A) Illegal acts are covered under wrongful act. B) Vicarious liability (liability which falls on one person due to acts of another) cannot be ignored.
58	III	18.1(i)	20	That the DCSP shall procure all the necessary permissions and adequate approvals and licenses for use of various software.	As a user UIDAI to sign EULA/OLSA with the Software companies	Wherever it is mandatory for the purchaser to sign, the purchaser will sign. The bidding entity shall manage all such processes.
59	III	21.3	24	Failure on the part of the DCSP to find a suitable replacement and/or terminate all agreements/contracts with such member, shall amount to a breach of the terms hereof and the Purchaser in addition to all other rights, have the right to claim damages and recover from the DCSP all losses/ or other damages that may have resulted from such failure.	Bidder request to delete this clause	Clause remains unchanged.
60	III	24.1(c)	26	Termination for Default-In the event of the happening of any events of the above nature ,The purchaser shall reserve the right to take any steps as are necessary to ensure the effective transition of the project to a successor agency/service provider and to ensure business continuity	Bidder request change of the Clause :-Termination for Default-In the event of the happening of any events of the above nature ,The purchaser shall reserve the right to take any steps as are necessary to ensure the effective transition of the project to a successor agency/service provider and to ensure business continuity Purchaser would pay all the payments for the Services rendered and Hardware delivered till that day.	Existing clause in RFP shall prevail. Ensuring business continuity mentioned in this clause includes payments as per contract.
61	III	24.1(D)	27	Termination for Convenience-As per RFP	Request for 100% payment for all the Hardware supplied along with Rental Space charges.	The contract shall be determined as per the provisions of the contract itself. Refer Clause 25 of Section III for Consequences of Termination.
62	III	44.1	36	Limitation of Liability-As per RFP	Request it should be capped to 100% value of the Contract price only.	Existing clause in RFP shall prevail.
63	III	49.1	38	Liquidated Damages-As per RFP	Bidder request to cap LD 5% of the Contract	The liquidated damages shall be limited to 10% of the contract value and realized from the bidder as and when the payments become due, only with respect to clause 49.2. It is further clarified that this limitation of 10% shall not apply to the penalties arising out of the SLAs.
64	III	10.4.e	15	Contract period/The period of three years contract shall start after the rent period.UIDAI shall have the right to decrease the contract period from 3 years to lesser duration.	Can we have some Risk Mitigation Cost included as a separate line item in the Commercial BID?UID can evaluate Risk Mitigation cost separately from the Hosting commercials.	No
65	III	10.4.f	15	Contract period/Total required space is indicative....	1)Can we take the space as specified in Stage-1 and 2 as freed? 2)If not, what max. extra provisioning will be needed?	1) No 2) Refer Clause 36.3 of Section III which shall be applicable in this case.
66	III	10.4	40	Contract Period / Extension	Contract Period mentioned is T + Calender Days. What is the Min & Max. Value of T, that the Min. time required to Scale up the DC as per UIDAI Requirement.	The minimum and maximum value of T cannot be ascertained at this stage.

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67	III	10.4 Contract Period/ Extension point	Page 14/ 39	UIDAI shall have the right to postpone the occupancy of stage-2 requirement by upto six months time beyond T+230 calendar days without paying any rental for the Stage-2 till such period. In the event UIDAI requests the DSCP to postpone the occupancy date, the rent free period shall be accordingly get extended beyond 260 days.	Reference to the subject, bidder request UIDAI to confirm the exact period of time for acquiring the Stage-2 area and if not possible then UIDAI should pay rental amount for the Stage-2 after the T+260 calendar days.	It is clarified that the rent free period will be limited to T+260 days.
68	III	50 Constitution of Consortium	Page 39/ 39	Consortium Bid are not allowed	Inputs required are: 1) The amount of space (10K) asked in stage-1 by UIDAI.....considering the scenario if bidder is not having the space available, can the bidder take/ hire the space from 3rd party and lead the front Bid by himself and showcase all the relevant documents of the 3rd party for the Technical Scoring. 2) Is subletting allowed.	1 and 2) Refer to response against Query at Sr. No: 26. Also refer to the revised Pre-Qualification condition in Addendum 1.
69	III	36.2 (f) - Procedures for change order	59	Upon completion of the study referred to above under Clause 36.2 (e) of section III	The clause 36.2 f says that purchaser to indicate the ceiling on the revised price and service provider to abide by it. However we feel that the service provider to have the right to refuse the change order if it does not find it commercially feasible considering the price ceiling indicated by the purchaser.	Not accepted.
70	III	24.1,e	27	Termination for convenience	Can UIDAI commit on minimum contract period against the termination for convenience clause?	Clause remains unchanged
71	III	9.7	10	In case during commissioning of required data center facilities, the progress falls behind schedule or does not meet desired requirements, DCSP shall deploy extra manpower resources	Please elaborate what kind of manpower support is expected here. How DCSP will be commercially compensated for such requirement.	Clause remains unchanged. DCSP shall ensure to deploy adequate resources at its own cost to meet the RFP timelines.
72	III	9.14	13	The DCSP and their personnel/representative shall not without consent of the purchaser install any hardware or software not purchased/owned by Purchaser	DCSP should be allowed to install hardware/software which belongs to DCSP or are required to install to full fill contractual obligations of other customers.	It is clarified that this clause is only applicable to the IT production area hired out to UIDAI.
73	III	10.4	14	Rent free period	We suggest to remove Rent free clause. Billing for space and power should begin once space is allocated	Clause remains unchanged. Power charges shall be paid on the basis of actuals once the DC space is accepted and handed over to UIDAI.
74	III	14.4	18	DCSP personnel shall follow purchaser information security policy	Without having any prior knowledge on the purchaser security policy it is difficult to follow the same. We recommend the same to be worded as " DCSP and Purchaser will jointly agree on the security policy to be followed at datacenter"	Not accepted.
75	III	15.1	19	Ownership and retention of documents	Any document which is property to DCSP shall be owned by DCSP	No, Clause remains unchanged.
76	III	43.2	36	Transportation charges and Octroi	It is assumed that transportation charges and Octroi towards hardware software supplied by purchaser or its supplier will be borne by the purchaser or its suppliers.	Assumption is correct.
77	III	45.1	37	Payment schedule	We suggest monthly payment of space and variable costs.	Clause remains unchanged.
78	III	45.2	37	Payment schedule for incremental space	We recommend no rent free period for incremental space requirement	To be mutually decided with the selected bidder.

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79	III	13.7	42	All costs, damages or expenses which purchaser may have paid or incurred, for which under the provisions of the contract DCSP is liable, the same shall be deducted by the Purchaser from any dues to DCSP.	We request, before incurring or making any such payment, DCSP to be notified and accepted by them.	Notice would be provided. Acceptance will not be awaited for.
80	III	21.4	50	Termination	1)Request a 90 days prior written notice before any termination. 2) Compensation for such loss shall not exceed amount received by Bidder, 3 months prior to such termination.	1) The existing clause of the RFP with respect to the different termination conditions to prevail. 2) The existing clause of the RFP to prevail
81	III	23	52	Term and extension of the contract	The price at the time of extension shall be negotiated and agreed upon by both the parties.	Refer to response against Query at Sr. No: 8.
82	III	24.1.e	53	Termination for Convenience	The right to terminate for convenience shall lie with both the parties.	Clause remains unchanged.
83	III	25	53	Consequences of termination	Any amount payable by DCSP for any losses shall not exceed 10% of the amount received by it under the contract.	Clause remains unchanged.
84	III	45	63	Payment Schedule	Recurring Charges for space and power to be paid quarterly in advance	Clause remains unchanged.
85	III	47	63	Firm Prices	Prices quoted shall remain fixed for the duration of the contract and should not be subject to review by Purchaser at the beginning of each year.	Clause remains unchanged.
86	III	8.1	7	Delegation/ Subcontractor	It is assumed that hiring of third party resources & outsourcing activity like house-keeping etc. within DC building will not be covered under this	Refer to response against Query at Sr. No: 54.
87	III	9.11	13	Access to UIDAI subscribed space	1. Does Purchaser expect the all persons working on various location within Datacenter be accompanied by Security Guard 2. How does purchased intend to specify the "pertaining equipment". 3. Does Purchaser CCTV coverage to be 100% of the subscribed area or only entrance/exit & key locations 4. In case 100% coverage is required, it still will have blind-spots . 5. It is assumed that storage of recording will be for specified period mentioned in the schedule of requirement / minimum specification	1) No 2) Equipment or system on which person is given authorization to work 3) It should cover atleast entrance/exit and Data Center cold and hot aisle row area and other areas deemed critical and key locations/ areas. 4) 100% coverage pertains to entrance/exit and Data Center cold and hot aisle row area and other areas deemed critical and key locations/ areas and positioning should be such that it eliminates the blind spots 5) Section V, Clause 5.13.2(g) would hold.
88	III	9.14	13	Installation of Hardware/software	1)DCSP role envisaged in the RFP is restricted to provisioning of required space as per specifications & cabling. Pls. elaborate what kind of hardware/software is mentioned here. 2)All such restriction is assumed to be applied for DC space allocated to UIDAI & purchased equipment installed in the location. It is assumed that hardware/installations like PDU/PAHU & sensors/detectors etc. which need to be provisioned in the space to provide services to UIDAI are excluded from this.	1) Any hardware/software for IT production would be covered under this clause. 2) Assumption is correct.

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89	III	10.4	14	Rent free period	It is assumed that rent free period will be applicable to DC server space only. All other services including Power charges for the said DC server space of 6500/3500 sq.ft can be charged from initial date of handover & rent free period will not be applicable for this.	Yes, Power charges shall be applicable from the date of DC acceptance and handover for the stages 1 and 2 respectively (Refer Clause 4.4.2 of Section V, Page 20)
90	III	10.4 - e	15	decrease of contract period	Pls. elaborate how DCSP would be compensated for investment made by them in case the contract period is reduced	Refer to response against Query at Sr. No: 50. Also refer to Clauses 24 and 25 of Section III.
91	III	14.1	17	IPR	The IPR is assumed to be restricted to process/product/specification designed solely for the purpose of providing services to purchase & the same has been developed using resources deployed dedicatedly for purchaser on full time basis.	IPR is restricted to this contract.
92	III	15.1	18	Owner ship of document	It is assume that documents like SLD etc would be excluded & continue to be DCSP property	The existing clause of the RFP to prevail.
93	IV	4.2.3	17 of 72	Structured Fiber Cabling	1)Request UIDAI to provide the Quantity & the Bill of Material of the Structured Cabling. This would help in scoping the Structured Cabling deliverables in line with UIDAI's requirement. 2)Would require UIDAI to share the network layout in support of the same.	1) Refer page 71,72 of Section-IV for bill of material of structured cabling. Each port shall have a termination at both ends (which means one cable with an I/O termination at both ends). Bidder to submit the DC Rack Layout as per the rack % proportion mentioned in page 17 of Section V. 2)The Network layout shall be prepared by DCSP in coordination with Managed Service Provider during the Pre-O&M period (refer clause 4.4, page 19 of Section V)
94	IV	4.2.3	17 of 72	Structured Fiber Cabling - (1 Fiber Cable)	Is the Fiber Cable required for Inter Floor Cabling (between server hall on different floor) or Intra-floor Cabling (within the server hall)? Or from the Service provider communication room to the server hall?	Fiber cabling is required for Inter-floor, Intra-floor and communication room as well.
95	IV	4.2.3	17 of 72	Structured Fiber Cabling - (1 Fiber Cable; a. Cable Type)	The Fiber cabling required as Multimode. If this Fiber is considered to be delivered by service provider for connectivity services then we would prefer to deliver a single mode fiber. Request UID to clarify if Single Mode fiber would be required.	Bidder should provision for both single mode and multi mode fibers and shell works along with the Managed services provider along with the network architecture layout during Pre-O&M stage.
96	IV	Table II	69 of 72	Variable recurring Cost	Please clarify if the Estimated qty of power requirement as stated for Yr 1 to Yr 3 is on annual basis or monthly basis	Table II at page 69 of Section IV is self explanatory.
97	IV	4.3.3(14)	65 of 72	Detailed Cost Sheet	UIDAI reserves the right to issue change orders for all items under the cost sheet during the contract term. Request UIDAI to keep the order quantities firm as it would have an impact on the overall cost	Clause remains unchanged. (Refer Clause 36.3, Section III of the RFP)
98	IV	Table II	69 of 72	Variable recurring Cost	In case of any variation in the power rates by the power supply authorities the respective variation would be piled onto the concerned parties	Refer to response against Query at Sr. No:8

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99	IV	Tech: 4.2.4	26	Instruction for filling up the case studies, SI No C	The Bidder should be exempted from citing client name on account of NDA between the client and Bidder. Alternatively, will submit letter of undertaking signed by competent authority.	Bidder should provide the details as per Case Study Proforma (Page 27 of Section IV) for Data Center Facility. For Point no-10 in Case Study Proforma, Bidder shall provide details of total number of customers with their respective sq ft hosted and providing customer name is not mandatory in the same. Bidder can provide a letter of undertaking signed by company CEO/MD/ authorized signatory as a documentary proof in case Bidder cannot provide the customer details such as PO/Contract, As-Built drawings and completion certificate
100	IV	Case Study Performa. S.no:4	27	S.no: 4; As Built drawings of the DataCenters	As per Company's policy we cannot share the As Built Drawings. It is requested that UIDAI to accept Letter of Undertaking signed by Competent Authority of the bidder Organisation. The premises can later be visited by UIDAI Authorities for verification	Refer to response against Query at Sr. No:3
101	IV	Case Study Performa. S.no:9	27	As Built drawings of the DataCenters Contract Copies	As per Company's policy we cannot share the As Built Drawings. Further many Customer Purchase Orders are restricted with NDAs and may not possible to share the information. So, It is requested that UIDAI to accept Letter of Undertaking signed by Competent Authority of the bidder Organisation. The premises can later be visited by UIDAI Authorities for verification.	Refer to response against Query at Sr. No:3
102	IV	Case Study Performa	28	SI No 10	Bidder should be exempted from declaring customer names on account of NDA.	Agreed
103	IV	Case Study Performa. S.no:10	28	As Built drawings of the DataCenters Contract Copies	As per Company's policy we cannot share the As Built Drawings. Further many Customer Purchase Orders are restricted with NDAs and may not possible to share the information. So, It is requested that UIDAI to accept Letter of Undertaking signed by Competent Authority of the bidder Organisation. The premises can later be visited by UIDAI Authorities for verification.	Refer to response against Query at Sr. No:3
104	IV	Case Study Performa. S.no:10	28	Referenced customer should have hosted space of minimum 1500sqft. Total number of customers hosted in last three years ending 31.03.2011	1). It is request that the minimum hosted space for the case studies should be equated to 1000sqft/30 racks as in Section-II Clause 20.1 @ S.no :6. 2). It is requested that the the case studies, should be allowed for the customers hosted for last six months from the date of bidding. 3). One DC facility should be minimum 10000sqft and other DC should be minimum 5000sqft	1 and 2). The revised Point 10 of Case Study Proforma (Page 28 of Section IV) would read as: "What is the total number of customers to whom the Bidder hosted its IT services through collocation space in the Data Center Facility in last three years (last day of the submission of the bid) Bidder to provide total number of customers and total sq. ft hosted by each referenced customer. Note: Referenced customer should have contractual arrangements for hosting the Data Center collocation space for a minimum period of one (1) year and of minimum 1,500 sq.ft each." 3). Two Case Studies can be of minimum 5,000 Sqft instead of 10,000 Sq ft. The scores for G 3.1.2 and G 3.2.2 have been revised as: 5,000 to 10,000 Sq Ft- 9 Less than 5,000- 0 Other scoring parameters remain unchanged
105	IV	G1 -3.c	53	ITIL certified	Marks allocation for ITIL certified resources is 5 irrespective of no.s between 5 to 10 or greater than 10. Marks allocation should be corrected for the given slabs.	Revised Score: The score for - Between 5 to 10 ITIL certified resources is 3 instead of 5

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106	IV	G	52	Bidder organizational strength	While the overall organization strength in running data center can be assessed based on the no.of years in DC services business.The facility itself should be assessed based on how new it is. Newer facilities have the advantage of deploying more advanced and efficient technologies that impact UIDAI directly, in terms of higher uptimes,manageability,ability to react to situations and power consumption.We propose that the scoring for proposed Data centre should be >3 years=0 (as none of the equipment would be sensitive to efficiency and some components such as batteries would be nearing replacement time), 2-3 years=9,1-2years=12,less than 1 year=15	Clause remains unchanged. The points G 3.1 (1) ,(2), (3) (5 a and b) and G 3.2 (1) ,(2),(3), (5 a and b) would have their respective cut-off dates revised to "Last day of the submission of the bid" instead of 31.03.2011.
107	IV	4.1.3	11	Bidder Pre-Qual Criteria/Bidder should have hosted Data centre(equivalent to tier III classification)...	Is there a mandate on Tier-III classification?Can a self-certification suffice?	Yes. Along with the self declaration, Bidder to provide redundancy configuration for major items such as UPS, Transformer, Power Distribution,DG Sets , Air-conditioning system etc which is considered as per Tier-III requirement.
108	IV	4.2.9	53	Tech 4.2.9 Response Sheet. Sr. No. G1: Bidders experience and Profile; 3.a Bidders on roll employee professional certification as CDCP, CDCS and ITIL;	Request you to consider reduce resource count requirement slab to : a. Between 5 to 10 Numbers PMP Certified ----Score 7 b. Between 2 to <5 numbers of PMP certified ----Score 4 c. <2 number of PMP certified-----Score 0	Clause remains unchanged.
109	IV	4.2.9	53	Tech 4.2.9 Response Sheet. ; Sr. No. G1: Bidders experience and Profile; 3.b- Bidders on roll employee professional certification as CDCP, CDCS and ITIL;	Request you to consider reduce resource count requirement slab to : a. Between 5 to 10 Numbers CDCS/CDCP/ISO 27001 Certified ----Score 8 b. Between 2 to <5 numbers of CDCS/CDCP/ISO 27001 certified ----Score 4 c. <2 number of CDCS/CDCP/ISO 27001 certified-----Score 0	Clause remains unchanged.
110	IV	4.2.9	55	Sr. No. G3: 3.1. Data center Co-location case studyCase Study Data center Facility 1 Case Study data center Facility 2	Please confirm whether the facility 1 and 2 should be the one proposed for this tender (bangalore / NCR) or any other facilities owned and managed by the bidder?	The case studies should be of other facilities owned and managed by the bidder. However the proposed DC facility for this project can be within the same building/premises
111	IV	4.2.4	26	Two Case Studies	Does 10000 sq.ft production area referred mean 10000+ of designed server area or occupied server area	It is designed, built and ready to use server area and it need not necessarily be occupied. However, it is suggested that to score maximum marks (Refer Case Study Proforma on Page 27 of Section IV), the bidder should submit the case study of occupied server area. The area requirement stands revised to 5000 Sq. Ft.
112	IV	5.7	33	Office Space	Please share the layout of the required support area/dimensions of cabins & work stations.	The layout shall be prepared by the DCSP according to UIDAI's requirements.
113	IV	5.7	33	Office Space	Please clarify the commercial arrangement for availing Telephone Connection (STD/Local)at Data Center. Is Data Center vendor support required in availing the connection in the name of UIDAI or Telephone STD would be availed in Vendor's name and charged to UIDAI on billing? We would recommend an arrangement where the bidder supports UIDAI for availing the telephone connection from TSP.	Telephone connection would be provided by the bidder in the purchaser's name or the bidder's name. It would be reimbursed on actuals subject to submission of invoice along with the other services.

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114	V	3.1.2.1	15 of 63	Rack details for Delhi/NCR (S. No. A - 1)	How does UID want the 6.5Kw power to be delivered in the server hall? Should 2*32Amp single phase socket be considered or any other higher capacity sockets needs to be considered? Request UID to confirm on the sockets as per the design of the devoces to be hosted in the Data Center.	Refer Clause 5.10.6 of Section-V (Page 37): MCB nominal current rating should be minimum Three phase 32 A (single phase, if required) or as per rack load requirement whichever is higher
115	V	3.1.2.1	15 of 63	Rack details for Delhi/NCR (S. No. A - 2)	The high power requirement of 13.5KW per rack can be delivered by deploying additional solutions in the Data Center. Request UID to confirm that the racks consuming 13.5KW power would be hosted in one area of the DC and will not be distributed across the entire floor. This is to design the containment solution appropriately.	The bidder should provide separate zone/room for high density and medium density racks and should design the power infrastructure and cooling requirement as per the respective rack load density. However, the DCSP shall coordinate with the Managed Service Provider for deployment of equipment/ racks in respective rack density zone/room .
116	V	3.1.2.1 - c	15 of 63	There should be separate data center room for medium density and high density racks for each stage's requirement and separate room for support areas such as communication room, staging room, office area, secured storage room and media storage room.	We recommend UIDAI to have medium density racks together & high density racks together & not distributed across the floor. Both will have common chilled environment however, cooling containment solution will be deployed for the high density racks additionally.	Refer to response against Query at Sr. No: 115
117	V	5.5	32 of 63	f. Minimum of two seats with PC and LAN connectivity should be available for the personnel to upload applications and test the servers. Cost of the same shall be borne by DCSP i. Provide minimum of four seats with PC and LAN connectivity for the personnel to upload applications and test the servers in the Staging Room.	How many seating space would be required in the staging room? While clause 5.5 (f) mentions to provide 2 seats whereas clause 5.5 (i) mentions to provide 4 seats in the staging area.	Two (2) seats would be required.
118	V	5.10.5 - b	36 of 63	Separate sets of UPS systems should be deployed for IT Racks in IT Production Area and should be of 2(N+1) configuration. Each set/source of UPS System should preferably be housed in separate rooms. The battery backup for the each UPS should be of 20 minutes at full load and the Generator should take over the supply within one minute	N+N configuration is a Tier-III compliance and can be provided for the UPS. Such configurations & backup would add manifolds to the cost! Would request UIDAI to relax the 2(N+1) configuration and the battery backup.	Revised UPS configuration is as follows- N+N configuration for UPS Systems. Regarding the battery backup the existing RFP condition shall prevail.
119	V	5.10.5 - d	37 of 63	Separate UPS (N+N) should be deployed for Racks in communication Room & Staging Room with 20 minutes back up on full load.	Dedicated UPS can be provided, however would suggest for a shared UPS. Kindly confirm if shared or dedicated UPS would be required for the Staging room.	Dedicated UPS will be required.
120	V	5.10.5 - j	37 of 63	The UPS System should be dedicated to UIDAI.	Dedicated UPS can be provided, however it would cost more. Kindly confirm if shared or dedicated UPS would be required.	Dedicated UPS will be required.
121	V	5.13.2	42 of 63	CCTV	Request UIDAI to share the Camera positioning required in the layout design.	CCTV (Fixed Dome Camera) will be required but not limited to the following locations - on each entry & exit of Data Center area and support areas - on each Rack Row on the cold & hot aisle side - other areas deemed critical and key locations The positioning should be such that it eliminates the blind spots.
122	V	3.1.2.1	15	Racks of 6.5KW & 13.5KW average consumed load	Is 13.5KW average load density requirement mandatory	Yes, Clause remains unchanged

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123	V	3.1.2.1 (b)	15	Rack density of 31.25 sq.ft per rack	Does DCSP get any benefit of providing better rack density. If yes please elaborate on technical and commercial impact	No
124	V	4.1	17	Racks on demand	1. It would be difficult to provide rack price validity for 3 years in absence of firm commitment & quantity 2. What would be lead time available for supply of these racks	1) The existing clause of the RFP to prevail. 2) Four weeks from the date of intimation by UIDAI
125	V	4.1 (b) (ii)	17	110 days from date of LOI	Will LOI be irrevocable LOI, can LOI be replaced by "signing of contract"	No. The contract comes into existence on the day the letter of acceptance (Letter of intent) is communicated to the bidder and T shall be counted therefrom.
126	V	4.1 (b) (iii)	17	3500 sq.ft to be provisioned by 230 days from LOI	Can DCSP allocate this space for some other purpose/customer during this interim un-occupied period	No
127	V	4.1 (C.)	18	Cage to be firmly secured to floor / ceiling	It is assumed that cage pillar / support will be firmly secured to floor/ceiling. Mesh will be between false floor & false ceiling void.	In case of common DC space, cage with mesh should be provided from true floor to true ceiling.
128	V	4.2(a)	18	Communication room	1] Pls elaborate on registrar net requirement 2] Service provider Mux may be available in common meet-me-room of the campus/building. However a separate communication/meet me room can be provided which would be empty so that selected service provider can put their equipment in this dedicated Meet-me-room either directly or via campus meet-me-room. Will this arrangement be acceptable to UIDAI	1) This is UIDAI registrar network. For connectivity requirement, it should be ignored. 2) The communication room should be dedicated for UIDAI and in case of common communication room a cage partition should be provided and the communication room should be in the same DC building (preferably on the same DC floor).
129	V	4.2(e.)	19	Power infrastructure	Does UIDAI require any DC power connectivity or all racks are envisaged on 220V AC - single phase	No DC power connectivity is foreseeable at this stage. In case if the same is required later, it would be communicated in advance during the O&M phase.
130	V	4.5.1.1(i) i)e	24	Heat dissipation server	Pls. elaborate , Is designing server deployment schema & installation within DCSP scope	No
131	V	4.5.1.1(i) i)K	24	Chilled water pipeline should not enter server hall	We recommend chiller water line near the periphery to be allowed as it is required to connect to PAHU units deployed in server hall	Accepted
132	V	4.5.1.3 (a)	24	Visitor data	DCSP may not have visibility on purpose of visit of any personnel authorized by UIDAI or its representative.	Clause remains unchanged.
133	V	4.5.1.3	24	Uptime report of equipments	It is assumed that it would be restricted to equipments dedicated to UIDAI,	Yes
134	V	4.5.1.3 (d)	24	Load variation	Load variation reporting on a daily basis without any specific goal may not yield substantial benefit, suggest these be replaced by Max/Min load for the reporting period, with daily load variation report be used only for debugging or other specific requirement	Clause remains unchanged. MIS compilation and format shall be worked out during pre-O&M phase.
135	V	4.5.1.3 (f)	24	Time of Day Temperature/humidity reporting	Suggest these be replaced with Max/Min , since UIDAI can always requisition detailed report if it find variation out of limit.	Clause remains unchanged. MIS compilation and format shall be worked out during pre-O&M phase.
136	V	4.5.2	24	Deliverables	It is assumed that these reports are pertaining to services / equipment dedicated to UIDAI	Yes

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137	V	4.6	25 & 26	Scope of work	It is assumed that all the work mentioned are with reference to Facility management of Non - IT services for DC space subscribed by UIDAI	Yes
138	V	5.2 (g)	29	Freight lift load carrying capacity	Will 1.2Ton load bearing capacity be acceptable	No, Clause remains unchanged.
139	V	5.2 (i)	30	EMI & RF protection	Does UIDAI have any minimum requirement specification for these	As per standard industry practices.
140	V	5.3(i)	30	Load bearing capacity of false floor	Since true-floor load bearing capacity mentioned is 1200 kg/sqm, suggest this too should be specified accordingly	Clause remains unchanged. Structural load bearing capacity of DC true floor is 1,000 kg/sq mtr (Refer clause 5.2.2(f),Section-V,Page 29) and False flooring (Clause 5.3(i)) Uniformly Distributed Load is 1500 kg/sq mtr
141	V	5.3m	30	Ramp for datacenter	Pls specify acceptable angle of elevation	1:8 (Raised floor height : Ramp length) and width should be between 1800mm ~2000mm
142	V	5.3.p	31	Fire rating of glass	Generally fire-rating of glass partition segregating two areas are specified. Glass used as screen for various panels/PDUs are excluded from this. Pls. clarify	This is accepted (Glass of electrical panels/PDUs are excluded)
143	V	5.3.h	32	Cage partition in communication room	Does cage partition mentioned included passageway on all four side of the rack, if yes, the space may be insufficient to accommodate no. of racks	In the case of a common communication room, one cage partition is required for 20 racks . However, all the racks should be installed in rows with hot and cold aisle arrangement and should have sufficient space for access and maintenance of equipment and passageway will be required all along the perimeter of the communication room.
144	V	5.5	32	Staging room	Is dedicated staging room required	Yes
145	V	5.7	33	office space	1)Does printer/photo-copier & desktop required on outright sell or rent basis for the period of contract 2)Is the assumption that UIDAI settle Telephone bill/STD on actuals right? 3)It is assumed that consumables like printer cartridge / toner etc. are out of scope & will be procured by UIDAI as per their requirement	1) Desktop is required on outright sell basis, while printer/photo-copier is not required. 2) It shall be reimbursed to Bidder every quarter on actuals.Bidder shall submit the telephone line bill to UIDAI to claim the same. 3) Assumption is correct.
146	V	5.7.o	34	Connectivity of workstation	Is Internet bandwidth provisioning envisaged in the SOW of DCSP	It is in scope of DCSP and a dedicated line of 2Mbps should be provisioned and the cost of the same should be included as a part of the DC support area rental charges quoted in the commercial bid form.
147	V	5.8.c	34	quantity of fire-retardant cabinet	It would be difficult to estimate cost in absence on quantity Are these required as part of services till the contract period or for sell	Refer Table-III,Section-IV ,Point-4 (page 72) for quantity and this is required on rental basis till contract period

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148	V	5.10.5 - b	36	UPS configuration	<p>a] UPTIME recommends N+1, S+S or better for TIER III, we suggest that 2(N+1) be replaced with N+N at-least. Underutilized UPS are major source of loss in DC & as part of being Green Datacenter & with focus on conserving energy, we strongly recommend to minimize such losses which do not yield significant performance/uptime gains, but causes wasteful energy consumption</p> <p>b] Industry practice is to have 15 min battery backup on full load, can minimum battery backup be reduced to 15min on full load for each UPS , thus providing 30 min backup on N+N system</p>	<p>Revised UPS configuration is as follows- N+N configuration for UPS Systems.</p> <p>Regarding the battery backup the existing RFP condition shall prevail.</p>
149	V	5.10.5 f	37	Isolation Transformer at UPS of PDU	Will common Isolation transformer between UPS & Load (but outside PDU) acceptable	Not acceptable and the existing RFP clause shall prevail.
150	V	5.10.6 b & C	37	Power rating of MCB	does all racks need 3phase supply. - Specification mentions 32A 3 Phase for each MCB	DCSP to provision and install 3-phase power supply for all Racks. DCSP shall coordinate with UIDAI in case single phase power supply is required . However in case DCSP has installed the 3-phase power distribution and later UIDAI asks for modification to single-phase then DCSP shall work-out and make the necessary modification and in case of any price escalation, DCSP shall quote accordingly.(Refer commercial bid form in Table-III,Point 5,page 72,Section IV)
151	V	5.11.2. e	40	Temperature within DC	we suggest that temperature range be modified to 22+/-3 as per current best practice recommendation	The existing RFP clause shall prevail.
152	V	5.13.2.f	42	Remote monitoring of DVR	While DVR may have external monitoring capability, being a common system, extending it beyond internal network may have security risk & feed sharing may contradict with confidential agreement of other customer. Instead we recommend to provide recordings or allow UIDAI to install separate IP based camera connected onto their network to monitor key critical areas within their server space. Will such arrangement be acceptable to UIDAI	Bidder to monitor the area and provide recordings as per RFP requirement
153	V	5.13.2.g	42	Retention of camera recording	Pls. clarify if cameras mentioned for server area of UIDAI or entire DC building. Current practice among most of the service provider is to store it for 30 days	It is required for DC space and support area which is allocated for UIDAI. Regarding the recording retention, the Clause remains unchanged.
154	V	5.13.3 f	42	Biometric access for all doors	Access control is based on threat perception, Biometric are typically deployed for critical areas like server hall etc. Common areas like workstation, staging room etc typically have proximity only. Pls clarify if these specification are required for all doors or only critical doors	<p>DC Space door should be provided with biometric reader for entry and proximity reader for exit while other doors for Staging Room,Secured Storage Room,Office space and Communication Room should be provided with Proximity card readers for entry and push button for exit (Refer Clauses 5.3,5.4,5.5,5.6,5.7, Section -V)</p> <p>The media storage room door should be provided with Proximity card reader for entry and push button for exit (as per existing provisions in the RFP,Clause 5.8(d) Section V required biometric access which stand revised to proximity card access)</p>
155	V	5.15.h	45	No. of power receptacles in rack	30 nos of dual power strip with 3phase/32A seem to be very high, pls clarify	The clause stands revised to read as "Every Rack should be equipped with 3-phase dual power strips with 20 nos Power sockets" and the type of socket would be communicated at the time of rack ordering.

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156	V	5.17 a	58	Material receipt	It is assumed that UIDAI will give sufficient advance information for such movement. It is assumed that labour for material movement including supports like arrangement of crane etc. will not be in scope of DCSP. Will DCSP have access to store room or it will be under MSP control., if under MSP control, responsibilities would need to be shared with MSP	Pre-commissioning logistics for carrying and movement of goods from/to the store will be DCSP's responsibility and the installation and commissioning will be in the scope of the respective party.
157	V	5.17 b	58	Packaging/shipping	It is assumed that responsibility is restricted to assisting, all labour/cost towards the same will be out of scope of DCSP	The clause is self explanatory
158	V	5.17 c	59	CISF	While DCSP may not have objection to CISF being deployed , the role of CISF is expected to be restricted to UIDAI subscribed area & it is assumed that CISF will operate within the over-all ambit of DCSP's guidelines/policies as applicable to campus	To be discussed with the selected bidder.
159	V	3.1.2.1	14	Support area	Office area, Media storage room and secured storage room can be in adjacent building	Accepted
160	V	4.4.1	19	Refer point X. ISP version 6 connectivity	ISP connectivity is outside the scope of work of this RFP.	Yes
161	V	4.4	19	Acceptance	We recommend UIDAI to carry out acceptance within 1week of DCSP notifying UIDAI, failing to which it should be deemed accepted	Clause remains unchanged. There can be no acceptance without the stipulated procedure of acceptance.
162	V	4.5.2	25	Refer point m	Please elaborate on necessity to provide warranty and AMC contract documents.	Clause remains unchanged
163	V	4.5.2	25	All points	Only reports which are specific to UIDAI should be shared.	Agreed
164	V	5.7	33	Consumables	All consumables such as printer stationary, toner	Query not clear
165	V	5.10.5	37	Dedicated UPS	Why there is a need of UPS to be dedicated for UIDAI?	UPS needs to be dedicated for UIDAI to ensure reliability and freedom from outside interference. Clause remains unchanged.
166	V	3.1.2.2	15	Data center space requirement for Bangalore Region	Please confirm whether the supply of racks for the Data Center Space is part of the DCSP scope.	Supply of IT Racks and Network Racks is not part of DCSP's 10 K RFP as it is included in MSP's scope of Work. DCSP shall provision to provide the IT Rack and Network Rack (if required by UIDAI) and Rack Price for four different rack sizes is been asked in commercial bid Form. (refer Page 71 of Section-IV)
167	V	3.1.2.1	14	Data center space and sizing requirement	Please confirm whether the allocation of space between stage I & stage II be split in equal manner i.e. (5000 sq ft +5000 sq ft in lieu of 6500 sq ft +3500 sq ft)	No
168	V	3.1.2.2	15	Data center space requirement for Bangalore Region	Please confirm whether all the racks can be of 6.5 KW power instead of proposed mix of racks of 6.5 KW & 13.5 KW power?	Clause remains unchanged.

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169	V	3.1.2 Data Center Space & Sizing	Page 14/ 63	As per the tabel mentioned, UIDAI has asked for 13.5 Kw/ Rack (as a rated power) for 30% of requirement overall for Stage-1 & 2.	As per our discussion during the Pre-Bid meeting its was asked from UIDAI to revalidate the power requirement for the racks which will be placed in high density area.	Clause remains unchanged. Also refer to the revised Pre-Qualification condition in Addendum 1.
170	VI	4.2.9	56	Sr. No. G3. 3.1(5,6 and 7): Data center Co-location case study; Case Study data center Facility 1 Case Study data center Facility 2	Kindly specify what are the supporting documents required against these clauses [G 3.1- 5,6 and 7]	Refer <u>Case Study Proforma on Pages 27 and 28 of Section IV</u>
171	VII	6.2	7	O&M Facility Management Phase Related Performance Level, CCTV Availability	Please confirm whether it is it necessary to put SLA of 99.982% for CCTV/Access Control?	1) The CCTV availability would be measured for - - DVR -100% of Individual Cameras on each entry & exit of Data Center area and support areas -80% of the individual cameras placed on the Rack rows (cold & hot aisle side) at any given point of time 2) The Access Control Devices' availability would be measured for - - Main Controller -Card Readers at entry and exit point for DC space -Card Readers at entry points for communication room -80% of Card Readers at entry points for staging room , media storage room, secure storage room, office space
172	VII	6.1 Stage 1 b	5 of 17	Testing and Commissioning of Structured Cabling and IT Rack (if required)	1)Request UIDAI to provide the Quantity & the Bill of Material of the Structured Cabling. This would help in scoping the Structured Cabling deliverables in line with UIDAI's requirement. 2)Would require UIDAI to share the network layout in support of the same.	1)Refer Page 71 and 72 of Section-IV for Bill of Material. 2)Bidder to submit the DC Rack Layout as per the Rack % proportion mentioned in Page 17 of Section V.The Network layout shall be prepared by DCSP in coordination with Managed Service Provider during the Pre-O&M period (refer clause 4.4,page 19 of Section V)
173	VII	6.1 Stage 1 c	5 of 17	Data Center Acceptance Testing	Would require the criteria & measurable matrix to accept the site for the acceptance testing from UIDAI. Request UIDAI to provide detailed checklist to be used for Acceptance Testing.	Acceptance checklist shall be prepared by DCSP during Pre-O&M phase as per the Clause 4.4 (c),Page 19 of Section V which will be submitted to UIDAI for approval during Pre-O&M phase
174	VII	6.2	6 of 17	Power Availability - Availability of Power shall be measured on the power strip of the rack providing power supply for each of the equipment.	Power strip is not in the control of the Service Provider. Would suggest that power should be measured at socket-cum-power strip . Manual mistake /short circuit in equipment might bring down MCB/Rack power strip . As long as at least one source is available at any given point of time ,it should not be treated as outage hence UIDAI must make use of both power sources of UPS to the end equipment	It should be read as "Power shall be measured at the power sockets connected to supply power to each rack".
175	VII	6.2	7 of 17	Supply Air Temperature - Measurement of Supply Air temperature & Humidity level in Cold Aisle measured one meter above the raised floor perforated tile.	Is Temperature Sensor required in each Cold aisle (only) for measuring RH?	Temperature and Humidity sensors are required to measure both Temperature and RH in cold aisle (Start,Middle and End of Rack of Rows) and it shall be checked manually as well.

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176	VII	6.2	7 of 17	CCTV Availability	The DCSP would maintain the availability of the recordings as per the SLA. However, maintaining camera availability across the floor will be very difficult. If we record at least one main entrance camera by having a redundant system then availability can be met. Request for confirmation.	CCTV availability includes the availability of following systems: 1) DVR 2) Individual Cameras The CCTV availability would be measured for - - DVR -100% of Individual Cameras on each entry & exit of Data Center area and support areas -80% of the individual cameras placed on the Rack rows (cold & hot aisle side) at any given point of time
177	VII	6.2	8 of 17	Availability of Access Control Devices	Which devices needs to be included in the Access Control Devices scope? What mechanism to be used to record & measure the downtime? Is this main entrance palm reader failure or multiple such readers or access control server availability?	Access Control Devices include of following systems: 1) Main Controller 2) Card Readers The Access Control Devices' availability would be measured for - - Main Controller - Card Readers at entry and exit point for DC space - Card Readers at entry points for communication room -80% of Card Readers at entry points for staging room , media storage room, secure storage room, office space
178	VII	6.2	9 of 17	DC Internal Civil works and Minor repairs	Kindly share the Scope of the Civil Works defining the list of such works. Request UID that if this is not impacting IT services and core DC facilities then it should not be part of SLA. Please confirm.	Any civil work ,not initiated by UIDAI, which will have direct impact on IT services and its operation is covered under this SLA
179	VII	6.3	9 of 17	a. Toll free Telephone lines dedicated for UIDAI	Toll free number is provided to the client for helddesk support however providing a dedicated Number would be a challenge. Would request UIDAI to relax the requirement of the dedicated line.	A dedicated telephone line and toll free number would be required to ensure all the UIDAI calls are taken on priority basis and the waiting time is minimum.
180	VII	6.3	9 of 17	b. SMS based text messaging to a dedicated SMS number	Once the trouble ticket is logged, we (DCSP) would SMS to the customer about the logging of the ticket. Request UIDAI to share the dedicated Mobile Number on which the SMS should be sent.	It would be made available in due course at the time of DC handover to UIDAI.
181	VII	6.3	9 of 17	c. Web based dedicated Email ID	Instead of the dedicated email ID we (DCSP) would provide a web-based portal on which trouble tickets can be raised by UIDAI with the helpdesk.	A web based dedicated Email Id or a web-based portal - either is acceptable.
182	VII	6.3	9 of 17	Response Time	The helpdesk would respond to all the trouble tickets within the defined timelines. However, only in case of any major network outage the response time may slightly extend. Would request UIDAI to kindly relax the SLA for times of major network outages in the Service Provider network.	Clause remains unchanged

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183	VII	6.3	9 of 17	Resolution Time - 100% calls to be resolved within 60 minutes	It is difficult to commit the resolution time as incident may vary case to case. Kindly provide the scope in terms of infrastructure, network, power, cooling etc. To which of these components would the resolution time SLA be applied to? Resolving an issue is a dynamic context and varied from issue to issue. Would request UIDAI to consider limited scope under the same. Moreover, all the calls/troubletickets should not be for the same nature of the problem and should not be treated as multiple calls. Eg. 20 calls for same issue & only 18 calls are resolved, this should not breach the SLA	The SLA stands revised as: 95% (instead of 100% specified earlier) of the calls to be resolved within 60 mins.
184	VII	6.4	10 of 17	Submission of MIS Reports	The MIS reports will be shared on electronic media (email). Request UIDAI to provide dedicated email ID on which the montly reports should be shared. Also pl note that if email copy of the report (once successfully sent from DCSP server) is not delivered at receiver's mail box due to any technical reason, the same should not be considred as violation of the SLA. Would also request UIDAI to exclude conditions (from SLA) of any natural / manmade calamity preventing engineers to access the resources and information which may be necessary to prepare and furnish the report.	Dedicated e-mail id to be provided by UIDAI in due course at the time of DC handover to UIDAI.
185	VII	6.4	12 of 17	Maintenance of Inventory	Which Inventory assets needs to be maintained? Are these IT assets of UIDAI or facility components which will help maintaining uptime of DC?	Inventory of physical infrastructure components and spares which are in scope of DCSP, needs to be maintained.
186	VII	6.2	Page 6/ 17	SLA mentioned for Power Availability, Supply Air temp, CCTV availability, Access Control Devices, Onsite Access Card Activation	Request UIDAI not include CCTV availability, Access Control Devices, Onsite Access Card Activation under the SLA parameter as generally they are not installed/deployed in HA mode. Suggest if UIDAI they can assign the severity no. for the parameters and then accordingly they can assgin the SLA after some levels.	Clause remains unchanged. Refer clarification of Query No: 176 and 177 for CCTV and Access Control System respectively.
187	VII	6.2	7	CCTV, Access control etc.	Since these system are not very critical and are tyically not deployed with redundancy at system level, they are not covered in UPTIME defination. These systems are generally backed by having spare/back-to-back arrangement with vendor and their uptime is also difficult to track, it is suggested that the uptime/avaialbility defination should be process based rather than equipment based	Clause remains unchanged. Refer clarification of Query No: 176 and 177 for CCTV and Access Control System respectively.
188	VII	6.2	8	Onsite access card activation	Any access-authorization would need to pass through pre-defined approval process on both sides, also being a non-critical support fuction , it is recommended that it be removed . Also it would be difficult for any service provider to confirm on making any no. of (unlimited) access cards within 30 min of demand.	Accepted and Bidder shall treat the same as removed from SLA

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189	VII	6.2	Page 7~9	SLA definition	It is recommended to restrict SLA definition to industry standard like Power & Cooling & rest be covered under process control definition & Incidnet reporting	Recommendation not accepted. Refer clarification of Query No: 176 and 177 for CCTV and Access Control System respectively.
190	VII	6.3	9~10	Help desk definition	It is recommended that calls be classified on priority & Response/resolution time be defined for various classification for calculation of performance	Recommendation not accepted. Refer clarification of Query No: 183 for Resolution Time SLA.
191	VII	6.2	6,7,8	Measurement	We recommend datacenter measurement to be linked with power and cooling. CCTV and access control systems cannot be in N+N mode, hence cannot be linked to same SLA levels	Recommendation not accepted. Refer clarification of Query No: 176 and 177 for CCTV and Access Control System respectively.
192	VII	6.2	6,7,8	Penalty	We recommend no penalty to be levied on variable charges as billing is on actual usage	Clause remains unchanged
193	VII	6.2	6,7,8	Penalty	We recommend reward for over achievement of SLA	Clause remains unchanged
194	VII	6.3	9	Resolution time	Work around provided should not be termed as SLA breach	Query not clear
195	VII	6.4	10	Reporting of incidents		Query not clear
196	VII	10	223	Penalties	Total penalty payable by DCSP shall not exceed 10% of the total contract value.	Not accepted.
197	Misc	Title & Risk Transfer		Not mentioned to be added	We request you to consider the fact that title and risk transfer happens on dispatch of goods from the vendors factory / warehouse as the same has been billed in the name of the customer. and In case the Data Center Space after the Free days . The bidder / vendor would be liable to take transit insurance till the equipment gets delivered to customers premises. The vendor / bidder would also take necessary insurance with department as beneficiary till the site gets implemented.	Shall not be added
198	Misc	Saving Clause		Not mentioned to be added	Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's non-performance is caused by Customer's omission to act, delay, wrongful action, failure to provide inputs, or failure to perform its obligations under this Agreement.	Shall not be added
199	Misc	Deemed Acceptance		Not mentioned to be added	All Products/ services rendered hereunder shall be deemed accepted, if Customer does not provide a written notice of any rejection/confirmation of acceptance or when Customer uses the Product/deliverable in its business, whichever occurs earlier. In the event of any rejected product/service, Bidder shall be given a 30 day period to correct the same.	Shall not be added.
200	Misc	48	38	Suspension of work	We recommend UIDAI to compensate DCSP for damages/business loss in case of suspension of work	Clause remains unchanged.