

CLARIFICATIONS ON THE QUERIES RAISED BY VENDORS IN R/O THIS OFFICE TENDER ENQUIRY No. D-11031/15/2012-Admin dated 05th November, 2012 (Contract for Providing E-mailing Solution for the Office of UIDAI HQ, Planning Commission, New Delhi)

SNo.	Query	Clarification
(a)	<p>Chapter III – Schedule of Requirement</p> <p>Delivery period, Installation timeline, Warranty period (Hardware & Software) to be factored in the offer, if Hardware to be provided by UIDAI – Kindly clarify. “Project Go Live” timeline to be included.</p> <p>Need clarification on all points, so that the offer can be prepared accordingly.</p>	<p>Hardware shall be provided by UIDAI.</p>
(b)	<p>Chapter II – Conditions of contract Page 10</p> <p>Kindly clarify the term ”Successful installation and operation”, with clear defined timeline so that the Bill / Invoice can be raised accordingly for payment.</p>	<p>Successful installation and operation is self-explanatory. 60% payment of contract value shall be paid after one month of successful operation of emailing solution.</p>
(c)	<p>Chapter III – Schedule of Requirement</p> <p>Page 14</p> <p>Instant text messaging tool along with Presence update is required in the solution for enabling short message communication in the real time. It is essential that the presence status reflects in the address book as well Under MS Outlook and Outlook Web Access, the presence of the users is shown under the Contact List.</p> <p>The global address book has the list of all the users’ part of the mail messaging domain. The presence status of the searched user is available in the property box along with the other details like phone number, location, address etc.</p>	<p>Agreed</p>
(d)	<p>Chapter III – Schedule of Requirement</p> <p>Page 15</p> <p>Text Messenger, Presence on Tablet PC</p> <p>For Android based Tablets, Microsoft LYNC client is not available and hence text messenger and presence would be not available on such tablets.</p> <p>PIDGIN based clients can be used on Android Based Tablets for IM and Presence.</p>	<p>Agreed, if PIDGIN client is able to connect to Lync server</p>

SNo.	Query	Clarification
(e)	<p>Chapter III – Schedule of Requirement ; <i>Section-4 (Operational Requirements)</i> Page 17 Some of the features may require UIDAI specific customization. Proposal should clearly indicate the flexibility to make enhancements and what skills need to be acquired.</p> <p>Please clarify which kind of features. Based on the requirements out of box features can be turned on/off.</p>	<p>The bidder should provide the flexibility feature available in the solution to customize it as per user requirement.</p>
(f)	<p>Chapter III – Schedule of Requirement ; <i>Section-3 (Infrastructure Requirements)</i> Page 17 3.6 Data backup/ archival process and disk space requirements should also be included in the proposal Please clarify whether Backup/Archival Solution will be the part of the proposed solution or it's only the process and space Required need to be mentioned. Please provide Archived Data Retention period along with tentative Quota per user.</p>	<p>It shall be the part of the solution. There is no specific archived data retention period. However, it should be provided as per internationally accepted norms. I</p>
(g)	<p>Chapter III – Schedule of Requirement ; <i>Section-3 (Infrastructure Requirements)</i> Page 17 3.4 Applicable monitoring tools should be indicated in the proposal. These monitoring tools will be used for analyzing data traffic, user behavior, keyword monitoring and unauthorized access. Is Proactive Monitoring solution is desired as a part of solution for Mail Servers or its limited to the desired terminology in the RFP.</p>	<p>It is limited to desired terminology in the RFP.</p>
(h)	<p>Chapter III – Schedule of Requirement ; <i>Section-2 (Security Requirements)</i> Page 16 Please clarify the asked antivirus capability is limited to mail messaging or covering Endpoint devices as well.</p>	<p>Anti-virus capability shall be limited to mail messaging only.</p>

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(i)	Please confirm if UIDAI is you looking for centralized mail messaging solution	Yes
(j)	Kindly suggest whether we need to propose HA solution for mail messaging	Please suggest the best solution.
(k)	Kindly confirm for how many users we have to provide the licensing : 250 or 500 nos	Please refer para 4.4 on page 17 of the RFP.
(l)	Do you have any existing Active Directory	Yes.
(m)	Kindly share the locations of users for client side activity.	Broadly in HQ and 8 Regional Offices of UIDAI
(n)	Do we have to install outlook or other mail client on users' desktops	No.
(o)	What would be the mode of mail messaging access; Web browser, mobile, thick client like outlook. Also, share their usage in your organization.	Please refer page No 15 of RFP (Platform-wise user level requirement)
(p)	Do you have any existing firewall to publish the mail messaging servers on the internet	Yes
(q)	Do we have to provide the hardware also for the solution	No.
(r)	Do we have to provide the Antivirus for the servers deployed	Please refer relevant clauses of the RFP
(s)	Do we have to provide the anti-spam for the servers	Please refer relevant clauses of the RFP
(t)	Do we have to provide the SSL digital certificate as part of bid and this is mandatory from the exchange 2010 mail messaging perspective.	No.

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(u)	Need share the details of hardware you have for this mailing system	Hardware will be procured based on the selected solution
(v)	Backup :- as per point 3.6 Do we need to quote for backup solution also	Yes, only if backup tool does not come pre-packaged with the proposed email solution
(w)	License should be for 250 users or more please confirm	Refer point# 4.4, it is clearly mentioned that 250 licenses will be required initially however this requirement will go up to 500 or more in 2 years time
(x)	Spam : As per point 4.6 do We need to quote seperately for SPAM filtering	Yes if SPAM filtering is not pre-packaged with the proposed solution.
(y)	Please send us some details on your connectivity between offices as MPLS with 10 MB link etc	Two connectivity's, one primary and other secondary, each having bandwidth of 700 Mbps
(z)	<p>Clause 19 : Payment Terms</p> <p>Request you to relax in Payment Terms as :-</p> <p>(a) 90% against supply and installation & balance 10 % after submission of PBG</p>	Not Agreed.
(aa)	<p>Clause 16 (3.2) Infrastructure Requirement.</p> <p>(a) Availability start from power to application level, kindly clarifies the clear covered scope of work from us.</p> <p>(b) Availability will calculate whether quarterly basis or yearly basis. Pls clarify.</p>	<p>(a) Availability shall be calculated on quarterly basis in line with the payment schedule.</p> <p>(b) Power to application will be limited server side that covers both DC and DR installation.</p>
(ba)	<p>Clause 4.1 (Operational Requirement)</p> <p>Re-clarify ther term "Dedicated Support" for 2 years, whether UIDAI require the resident engineer for 2 years or support for 2 years.</p>	Dedicated support means Onside/Offside support. So that vendor may ensure 99.9% availability on a quarterly basis.
(ca)	<p>Clause 4.6 (Operational Requirement)</p> <p>Please clarify whether UIDAI require a dedicated in house spam filtering solution or the e-mailing solution itself has the feature of spam filtering.</p>	Solution should be quoted as single package.

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(da)	<p>Scope of Services not Clear:-</p> <ul style="list-style-type: none"> (a) Installation & Configuration will be restricted to DC & DR only or endpoint configuration would also be required. (b) Whether replication for DC & DR in our Scope. (c) Functionality for replication is expected from application front or storage front. (d) Whether onsite support required post implementation. (e) Bandwidth between the DC & DR and remote location. 	<ul style="list-style-type: none"> (a) Installation and Configuration will be limited to DC and DR only. No endpoint configuration however user manual should be shared with end user across all platform. (b) DC & DR should always be in sync. Solution should include all related functionalities and should be quoted as one package. (c) Same as (b) above. (d) Onsite support may not be necessary however please refer the response to "Dedicated Support". (e) Bandwidth is 700 Mbps.
(ea)	<p>Criteria for L1:- Referring to Appendix 'C', please clarify the evaluation criteria whether the same on Item No. A or Item No, A &B , If L1 based on item No. A&B then clarifies the methodology to calculate the point 'B'.</p>	<p>Item ' A 'only.</p>
(fa)	<p>Chapter III – Schedule of Requirement Page 14 Under MS Outlook and Outlook Web Access, the presence of the users is shown under the Contact List. The global address book has the list of all the users' part of the mail messaging domain. The presence status of the searched user is available in the property box along with the other details like phone number, location, address etc.</p>	<p><i>Agreed</i></p>
(ga)	<p>Chapter III – Schedule of Requirement</p> <p>Page 15</p> <p><i>For Android based Tablets, Microsoft LYNC client is not available and hence text messenger and presence would be not available on such tablets.</i></p> <p><i>PIDGIN based clients can be used on Android Based tablets for IM and Presence..</i></p>	<p><i>Agreed, if PIDGIN client is able to connect to Lync server</i></p>

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(ha)	<p>Page 15 (Section-1 (User Requirements))</p> <p>audio/video conferencing would also be required while different teams share presentation and do remote sharing of the desktops using this solution.</p>	<p>Refer points 1.6 and 1.7 under User Requirements. Audio multi-party conference is required however Video conference will only be an optional feature provided it comes pre-packaged and at no additional cost</p>
(ia)	<p>Assumptions</p> <p>It is assumed that Reverse proxy and hardware/software based load balancer will be available in the UIDIA datacenters and the same can be used for the solution envisaged in this tender.</p> <p>We request to share the make and model numbers so that compatibility of the same could be checked with the proposed solution.</p>	<p>Hardware will be provisioned after selection of the solution. Bidders may indicate special requirements, if any to run the solution efficiently, in the proposal</p>