

**Clarification for Bid No. T-11014/33/2014-Tech/1 dated 21st November 2014**

Sl. No.	Section	SI	Clause No.	Page No.	Specifications	Clarification	Response to
1	Section I	1	1.(ix)	3	The Bidder should be an Information Technology (IT) Company and should have been in the business of manufacture/sale/installation and commissioning of each of the IT Equipments quoted in this bid, for the last 10 years ending 31.03.2014. The bidder should provide documentary evidence from OEM in the form of an authorization letter (Tech Bid Annexe 4.1.8) of OEMs of Servers, Networking, Security Systems and Accessories.	We assume that UIDAI wants that the bidder should have been in the business of manufacture/sale/installation and commissioning of each of the <b>IT Equipments of proposed OEM</b> in this bid, for the last 10 years ending 31.03.2014. Please confirm.	No change
2	Section III	2	6	5	6.1 Within 7 days after the receipt of notification of award of the Contract from the Purchaser, the successful Vendor shall furnish performance security to the Purchaser, which shall be equal to 10 percent (Ten Percent) of the value of the contract in the form of a bank guarantee bond from a scheduled bank.  6.2 The Performance Security Bank Guarantee shall be released on completion of the Contract Period.	Please confirm the claim period of performance security beyond the contract completion date.	60 days
3	Section III	3	12.1.2	8	12.1.2 This warranty shall remain valid, for 3 Years (36 months) in respect of Servers, Blade Chassis and 1 Year (12 months) in respect of all other Goods, after the Goods, or any portion thereof as the case may be, 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 the system.	The warranty should be same (36 MOonths) for all core components which includes includes Server, Blade Chassis, SAN Switches, Networking items and security Items. For passive items warranty can be for one year as well. Request UIDAI to change the clause as	No change.

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4	Section III	4	12.2.1	8	12.2.1 This contract for %Supply, Installation, Commissioning, Integration and Maintenance of Servers and Accessories+shall be valid for a total period of 5 (Five) Years, including warranty period of 3 years (36 months) in respect of Servers, Blade Chassis and 1 year (12 months) in respect of all other Goods, after the Goods, or any portion thereof as the case may be, have been delivered (and commissioned) to the final destination indicated and accepted as part of the scope of this bid. The Contract Period is extendable up to 3 Years on same terms and conditions of this contract at the sole discretion of the Purchaser. The warranty period shall commence from the date of acceptance of the system.	<p>The warranty should be same for all core components which includes includes Server, Blade Chassis, SAN Switches, Networking items and security Items. For passive items warranty can be for one year as well. Request UIDAI to change the clause as</p> <p>"This contract for %Supply, Installation, Commissioning, Integration and Maintenance of Servers and Accessories+shall be valid for a total period of 5 (Five) Years, including warranty period of <b>3 years (36 months) in respect of Servers, Blade Chassis, networking and Security solution and 1 year (12 months) in respect of all other Goods</b>, after the Goods, or any portion thereof as the case may be, have been delivered (and commissioned) to the final destination indicated and accepted as part of the scope of this bid. "</p> <p><b>If the contract is extended for a peiod of 3 years, Bidder has to maintain the same prices during extended period as well. Please confirm.</b></p>	No change.

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5	Section III	5	13.1	9	iii) 30% against acceptance testing of Goods/ Services as per Section V . Clause 13 for entire system including all phases (if any). In case the acceptance test of the Goods/Services is delayed or put off beyond 90 days of the receipt of the equipment at Purchaser's sites (as per Appendix F) 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 Scheduled Bank.	Request UIDAI to define the validity period of Bank Guranttey. We belive its 180 days after the completion period of contract. Please confirm	Bank guarantee shall be valid for 60 days beyond the date of acceptance of the system
6	Section III	6	18.1	10	18.1 The Vendor shall notify the Purchaser in writing of all subcontracts awarded under the Contract if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the Vendor from any liability or obligation under the Contract.	Keeping in view critically of the project, Bidder should not subcontract the execution of the contract to any other subcontractor.	No change.
7	Section III	7	37.1	15	37.1 The Goods supplied under the Contract shall be fully insured by the Vendor against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery.	Since the responsibility of bidder is till UAT does this mean that bidder needs to take erection insurance policy till UAT completion in addition to transit insurance. If not, who takes the cost of any damage during I&C before UAT.	No change.
8	Section V	8	6.1.1	8	The Bidder should provision SAN switches for connecting all the devices on the SAN through Fibre Channel or unified IO.	As Unified IO is proposed an option, bidder should be allowed to quote SAN switches and servers with FCOE in place of the FC Interfaces and corresponsdng specifications asked.	Refer corrigendum - 1 S. No. 14

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9	Section V	9	3.1	4	3.1 Supply of Hardware and Software The selected Bidder shall have to supply following hardware and software items along with associated peripherals and accessories	Please confirm the number of Server ports to be interfaced with Access SAN Switches and Access LAN switches along with topology as the quantities of these two category differ.	Refer corrigendum - 1 S. No. 14, 15, 16.  Also refer Corrigendum - 2 S. No. 3
10	Section V	10	3.1	4	3.1 Supply of Hardware and Software The selected Bidder shall have to supply following hardware and software items along with associated peripherals and accessories	Server Quantities provided in Section IV Annexure 4.1.6 do not match. Should we assume the quantities mentioned in Section IV are of Phase-I. Clause 3.1 in Section V represents the total volume.	Please note that the requirement is for 1,305 blade servers and the same number has been provided in both the clauses. (700 nos. for Phase 1 + 605 nos. for Phase 2 = 1,305.)

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11	Section V	11	4.3 & 4.4 & 4.14	5	<p>4.3 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, integration and commissioning of systems.</p> <p>4.4 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. The Bidder will have to make all provisions to meet the schedule of requirements at no additional cost and time implications to UIDAI.</p> <p>4.14 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.</p>	<p>Who will purchase the additional licenses required to integrate the offered system with MSP CIDR Infrastructure which includes some of the components like</p> <p>a&gt; Security System (SIEM, DLP, GRC Tool, VA Tools etc )</p> <p>b&gt; EMS Tools ( Infrastructure Monitoring, Application Monitoring, Capacity Management, SLA Monitoring Solution, Automation Solution, Business Service Monitoring, Asset and Inventory Management, Helpdesk and Ticketing System etc)</p> <p>c&gt; Database</p>	No change.
12	Section V	12	11.1.2.	10	(vi) Systems Integration and testing of installed systems / sub-systems / equipment / software.	<p>From system integration testing, UIDAI is looking for complete solution testing of all hardware, software, application and subsystem integrated with existing solution. Is this integration a condition to UAT. Is the bidder responsible for this integration</p>	No change.

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13	Section V	13	11.1.2.	10	(iv) Commissioning of all new as well as relocated infrastructure. (v) Configuration / re-configuration / tuning of all the installed equipments and software.	Is Bidder required to provide IMAC (Install, Move, Add & Change) services as and when required throughout the contract period? Is the OEM services required to be factored for such on site services for the duration of the contract. Can the bidder limit no of such instances or it is unlimited.	Refer corrigendum - 1 S. No. 21
14	Section V	14	11.1	10	11.1. Requirements and Objectives	a) We assume that any necessary components required for monitoring and management of the supplied Infrastructure Hardware, Networking Item, Application, OS, DB etc has to be supplied by Bidder. Please confirm.	No change
15	Section V	15	11.1	12	11.1.10. 1(one) Resident Engineer to be deployed at each of the two Data Centres on a 24x7 basis, for maintenance and technical support/services for equipments supplied by the bidder for the duration of the Contract.	Keeping into view the diversity of technologies involved in the etnder, One resident engineer is not sufficient to take care of monitoring and maintenance of all the equipments like Server, SAN, Storage, Hardware, networking and Security and other subsystems. Does UIDAI require to factor one engineer each for major technologies like Server, Network, Security, SAN etc.	No change. Also refer responses to pre-bid queries.
16	Section V	16	11.2.2.	13	Viii. d. Deployment of the racks as per deployment plan along with PDUs. Survey the data centers and determine in consultation with UIDAI/MSP the appropriate floor deployment for the racks. The bidder shall be responsible for integration of the PDUs with the current Enterprise Management System being used in the data centers.	We assume that bidder should integrate PDU's with EMS to ensure that all parameters are recorded and reported through EMS.	Yes that is correct.

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17	Section V	17	11.3.1.	15	11.3.1. The selected bidder shall provide comprehensive onsite support to UIDAI at the designated Data Centers on a 24x7 basis to ensure 99.9% uptime for the infrastructure provided as part of the Bid.	We understand that from Uptime of 99.9%, UIDAI is asking the Bidder to ensure <b>99.9% on monthly basis</b> . Please confirm if this is Unit wise, or categories (Server, Network, Security, SAN) wise average .	Refer corrigendum - 1. Uptime will be measured on a monthly basis and refers to components supplied by the bidder only.
18	Section V	18	13.1.3	19	Delivery of all the items under the proposed bill of material at the designated locations of installation. Short shipment of goods will not be acceptable.	When will UIDAI consider the equipments supplied as delivered?. Will UIDAI do the varification/power on test to check completeness of the material to accept delivery.	No change
19	Section IV	19	Annexe 4.1.8	11	MANUFACTURER'S AUTHORIZATION FORM  2. It is certified that no company / firm, other than M/s _____ (Name and address of Bidder), is authorized to bid against Bid No. _____ dated ____.	Does this means that One Bidder can Quote Product from Only One OEM. & UIDAI is looking for one OEM should be exclusive with single bidder only? Please confirm.	No change
20	Section V	20	3	4	3.1 Supply of Hardware and Software  Product currently in use with which compatibility is required	pl confirm if our understanding is correct.  a> Proposed HIDS should be able to integrate and work together with MacAfee HIDS. B> Unified management for overall HIDS policy definition and enrollment for HIDS agents of existing and new CIDS infrastructure. C> Single Dashboard for Intrusion Management, Diagnoses and reporting for overall HIDS solution.	Refer corrigendum - 1 S. No. 13

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21	Section V	21	3	4	3.1 Supply of Hardware and Software  Product currently in use with which compatibility is required	by Integration does UIDAI mean the following.  a> Proposed PDU and its management solution should be able to integrate and work together with CA Ecometer as well as the BMS solution at DC. B> Unified management system for infrastructure power management of PDU's for existing and new CIDS PDU's. C> Centralized Dashboard and report for Power Utilization, Voltage utilization, Current utilization, Power Factor, Temperature, Humidity, Co2 Emission, Energy utilization, PUE Calculation.	Proposed PDU and its management solution should be able to integrate and work together with CA Ecometer
22	Section IV	22	Annexe . 4.1.13	20	RACK SERVER	pl give the list of all the EMS and security modules for integration.	Details will be shared with selected bidder.
23	Section IV	23	Annexe . 4.1.17	44	Existing Product(s) with which compatibility is required of the proposed product: CISCO N5K-C5548P-FA	Please confirm what level of integration / compatibility required As clustering and stacking etc may have challenges.	Refer corrigendum S. No. 16
24	Section IV	24	Annexe . 4.1.19	52	Proposed product should be compatible with existing product: McAfee HIPS for servers	Please confirm what level of integration / compatibility required with existing devices such as network switches, SAN switches, HIPS, OS etc as other OEM softwares may need to be integrated with existing centralized management console.	Refer corrigendum S. No. 13
25	Section III	25	34.1	14	Prices to be firm: The prices quoted for the Goods shall be firm throughout the currency of contract and shall not be subject to any variation.	As per section IV scope of work, the offer validity is for 180 days from the bid opening date. Will this over rule the mentioned GCC clause?	No change



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26	Section V	26	1. xii	3	%Installation+includes unpacking and movement of goods from HER to the proposed location in Data Centre as indicated in the Deployment plan of the purchaser and the installation of these components adhering to OEM guidelines.	Please clarify if the Implementation and onsite support from the respective OEMs are to be provisioned.	This is left to the bidder's judgement on implementation and onsite support required from OEM.
27	Section V	27	4.4	6	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.	As some of the components like Storage and backup etc are not asked in this BID, is the bidder expected to do the required benchmark for these with a test setup ? Will UIDAI pay extra for this activity or to be factored as part of bid.	No change
28	Section V	28	11.3.1.	15	The selected bidder shall provide comprehensive onsite support to UIDAI at the designated Data Centers on a 24x7 basis to ensure 99.9% uptime for the infrastructure provided as part of the Bid.	Please confirm the measurement period for 99.9% uptime SLA. Also we understand this SLA applicable only to Servers as defined in Section IV and there are no penalty associated to this SLA. PI confirm the applicable SLA penalty slabs and severity levels	No change
29	Section V	29	11.3.1.	15	The selected bidder shall provide comprehensive onsite support to UIDAI at the designated Data Centers on a 24x7 basis to ensure 99.9% uptime for the infrastructure provided as part of the Bid.	In the event of failure of any of the supplied infrastructure which leads to UIDAI Service disruption, what level of Service SLAs be imposed on bidder? Will the penalty remain same even irrespective of criticality of the service down or it will be linked to the severity of the service. PI clarify with details.	No change
30	Section IV	30	11.1.1.	10	11.1.1. The Bidder shall provide services for installation, commissioning, configuration, systems integration and other incidental services at Data Centres, Hebbal (Bengaluru) and Manesar (Gurgaon).	Is the bidder required to factor on site OEM professional services for Planning, Design, Implementation, Testing and Validation.	This is left to the bidder's judgement on implementation and onsite support required from OEM.

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31	Section IV	31	11.2.2 (xi)	13	(xi) An optimal layout plan has to be created by the selected bidder. The selected bidder is responsible for physical movement and installation of components as per the layout plan in the Data Center.	We assume that Ownership of Bidder to define optimal design and move the supplied and existing equipments to other datacenters if required. Please confirm.	No change
32	Section VI	32	Appendix E	10	1. We confirm that we would support the installation, commissioning, integration and maintenance of products offered/supplied to the Unique Identification Authority of India (herein referred to as %UIDAI+).	Since UIDAI is asking for on site services from OEM, should the OEM undertaking also include Onsite Professional services from OEM for the I&C, UAT & Support. PI clarify.	This is left to the bidder's judgement on implementation and onsite support required from OEM.
33	Section III	33	29.1	14	29.1 Vendor shall furnish details of the back-up engineering and systems support that will be available to the Purchaser. If the maintenance of the system, after expiry of the Warranty period, is taken over either by the Purchaser or any other person/Agency to be nominated by the Purchaser, the Vendor shall be responsible for supply of spare parts and back-up maintenance support required by the Purchaser or that Agency and shall continue to make available the spare parts.	What is the minimum spares to be stocked at UIDAI Site. PI define either %age or list of spares. What is the replenishment time allowed for a used component. What is the penalty if any for not meeting the above	The bidder should provision to meet Service Levels stated in <b>Section V - 11.6</b>
34	Section III	34	8 (f) & 9	7	Conduct of training of the Purchase's personnel, at He b b al (Bengaluru) and Manesar (Haryana) on-site in assembly, start-up, configuration, operation, maintenance of the supplied Goods.  9. Training . The user training, if required by UIDAI, to be provided by the vendor/ successful Bidder without any additional cost.	Kindly clarify what type of training is required.  1> Administrator level onsite hands-on training for how many days and how many batches for each technology 2> Operator Level Training for how many days and how many batches for each technology  Is this OEM training ? If yes is the OEM training material required ?	Refer response to pre-bid queries.