

5 Section V – scope of work

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5.1 Definitions

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

is Bid and includes an advance acceptance of this Bid.

10. **“Supply”** means once the purchaser issues a Purchase Order, the bidder has to supply the items within stipulated time.
11. **“Delivery”** includes logistics, tracking and physical delivery of goods at purchaser premise (up to the equipment handling room) and handing over the sealed boxes to purchaser representatives. Delivery will be validated as number of boxes delivered against invoices. Delivery challan needs to be signed by Purchaser/Authorized representatives. Extent of damage to the boxes will be also scrutinized and informed to the vendor.
12. **“Installation”** includes unpacking and movement of goods from EHR 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.
13. **“Configuration”** includes installation of Operating systems in respective components and power-on, basic hygiene tests, setup and tuning as per purchaser requirements.
14. **“Commissioning”** is declaration of completion of installation of the component by the bidder. Purchaser reserves the right to inspect the installation and the bidder has to obtain the installation note duly signed by purchaser or its representative to claim the successful commissioning of the component.
15. **“Integration”** includes passive cabling and network connectivity, end to end testing of the components with the existing setup by the purchaser representative and asset tagging.
16. **“Acceptance”** - Bidder has to submit test cases for each component and shall get approval of the purchaser. Acceptance includes execution of these test cases and verifying the expected results by Purchaser or its representatives. The components and its performance will be validated against the minimum specifications and requirements in the RFP. On successful completion of Acceptance Testing, a certificate will be issued to bidder.

5.2 SCOPE OF WORK

1. The Unique Identification Authority of India (UIDAI) is inviting bids for **“Supply, Installation, Commissioning and support for Software”** at its Data Centres at Hebbal (Bengaluru) and Manesar (Gurgaon).
2. The scope of work for this bid includes supply, installation, commissioning and support for Software.

- The bidder has to provide training for configuration, operation etc of the proposed solution to the managed service provider.

5.3 Supply of Software

5.3.1 Bill of Material

The selected Bidder shall have to supply following software.

SOFTWARE			
Line Number	Item Name	Description	Total Quantity
1.	MS-SQL 2012 Standard Edition - 2 core	MS SQL Standard NOTE: Required 21 at MDC and 5 at HDC	26 Nos
2.	RedHat	Redhat Scalable File System License NOTE: Required 22 at MDC and 22 at HDC	44 Nos

5.3.2 Installation and Commissioning of Software

The selected Bidder shall be responsible for installation, commissioning, and support for Software at the Data Centres, Hebbal (Bengaluru) and Manesar (Gurgaon) in consultation with UIDAI.

5.4 Schedule of requirements

- The Bidder shall be responsible to Supply, Install, Commission, and provide support for the supplied Software and also provide Services as mentioned in this Section. **The Bidder should offer only the line items indicated in para 5.3 or their respective higher versions only. No alternate Software should be proposed by the bidder.**
- The Bidder should ensure that all the peripherals, accessories, sub-components required for the functionality and completeness for the Schedule of Requirements including but not limited to devices, equipment, accessories, patch cords (copper/fiber), cables, software licenses, tools, etc. should also be provisioned according to the requirements for successful installation and commissioning of systems.
- The Bidder will have to make all provisions to meet the schedule of requirements at no additional cost and time implications to UIDAI. UIDAI will not be responsible if the Bidder has not provisioned some components, sub-components, assemblies, sub-assemblies as part of the bill of material in the Bid.
- All the software licenses that the Bidder proposes should be perpetual software licenses along with maintenance and updates during the currency of the contract. The software licenses should not be restricted based on location and UIDAI should have the flexibility to use the software licenses for other requirements if required. The Bidder should provide the licensing policy for every software component along with the Technical Bid.
- The Bidder should ensure that there is a **24x7 comprehensive on-call support arrangement** during the **currency of the contract** with all the OEMs

for respective components. The OEMs should provide an undertaking in the format provided in **Section VI, Appendix E**.

6. The Bidder should ensure that none of the components and sub-components is declared **end of sale for a minimum of 24 months from the date of its acceptance by UIDAI and that OEM shall support the same for a minimum period of 5 years from the date of its acceptance by UIDAI**.
7. The Bidder should indicate any product that is likely to be declared **end-of-sale** within the currency of the contract. If, the OEM declares any of the product(s) **end-of-supports** within the aforesaid period, the Bidder should replace the products/solutions with an alternate that is acceptable to UIDAI at no additional cost to UIDAI and without causing any performance degradation and/or project delays.
8. The Bidder should ensure that the equipment can be mounted into the industry standard **Racks** provisioned by the UIDAI or by the Bidder. If the equipment proposed by the Bidder cannot be mounted into the **Racks provisioned**, the **Racks** for those equipments should be provisioned by the Bidder separately without any additional cost to the UIDAI.
9. The Bidder is responsible for provisioning all the equipments along with associated peripherals, accessories, cables, sub-components, etc.
10. 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.
11. It is expected that the Bidder will provide the software after due consideration to the **compatibility issues** between various components. If there is a problem with compatibility between components, the Bidder should **replace the components with an equivalent or better component that is acceptable to UIDAI** at no additional costs to UIDAI and without any project delays. The selected Bidder shall have to provide minimum one hard and two soft copies of all the manuals, documentation, including but not limited to, detailed operations manual, maintenance manual, administration manual, etc. for each and every equipment / component proposed as part of this Bid. The documentation shall be supplied for Installation, Maintenance, Servicing and Operations of equipments / components.
12. After acceptance tests and final acceptance of Software by UIDAI (refer Clause 5.7), the successful bidder shall hand over the Software to the UIDAI and shall continue to provide support services under the direct supervision of UIDAI.

5.5 Services

5.5.1 Requirements and Objectives

1. The Bidder shall provide services for installation, commissioning, and other incidental services at Data Centers, Hebbal (Bengaluru) and Manesar (Gurgaon).
2. The services, including but not limited to the following, should be provided
 - i. Planning and scheduling for installation and commissioning as per agreed plan.
 - ii. Installation of software.
 - iii. Maintenance and Support for the infrastructure provided.
3. The selected Bidder shall be responsible for the generation and submission of necessary documentation required during various phases of the project viz. Planning, Installation, Commissioning and Acceptance. Prior approval of UIDAI is required on all such documentation before commencement of activity.
4. The selected bidder shall be responsible for the installation of the equipment supplied, commissioning of the infrastructure and coordination with other vendors/entities.
5. The selected Bidder shall document the baseline for installing and commissioning of all equipment and get it approved from UIDAI prior to commencement of installation.
6. The installation and commissioning would be considered acceptable only after the conditions stipulated as under Clause 5.7 are completely met to the satisfaction of UIDAI.
7. The selected bidder shall be responsible for coordination with all the existing vendors of UIDAI, troubleshooting, addressing borderline issues, coordinating with users at UIDAI locations, to ensure successful rollout of the solution.
8. UIDAI shall provide necessary space and required infrastructure. However, UIDAI shall not provide for any Desktops, Printers, Stationary, etc. required by the resources for providing services under this contract.
9. All the personnel employed by the selected bidder for this contract shall adhere to the security policy of UIDAI and should follow the policy of UIDAI in terms of software, configuration and services.

5.5.2 Installation and Commissioning

5.5.2.1 Installation and Commissioning for all Software license

1. The selected Bidder, along with UIDAI, shall undertake pre-installation planning at specified locations.
2. Delivery, installation, and commissioning of the software along with associated peripherals in the Data Centre space provided by UIDAI.
3. The selected bidder shall coordinate with UIDAI wherever required, in order to prepare the plan.

4. Carry out installation of equipment in accordance with plans as approved by UIDAI.
5. Installation and configuration of software license shall be the responsibility of the Bidder. The bidder shall also tune the parameters for optimal performance of the OS.

5.5.2.2 Other Services

1. Adhere to the goods movement procedures and policies defined by UIDAI.
2. Consult with UIDAI to determine the Deployment Plan.
3. Any component before it gets deployed in the Data Centre has to be assembled as per the given configuration and tested in the pre-production staging environment. The bidder must provide a list of tests to be carried out from point of view of functionality, performance, availability through clustering, security and manageability. Test reports have to be maintained for each component. It is possible that some tests have to be postponed to the integration step.
4. Layout plan will be provided to the selected bidder. The selected bidder is responsible for physical movement and installation of components as per the layout plan in the Data Center.
5. Upon completion of deployment of the all software, the selected bidder shall be required to perform a systematic and complete handover the infrastructure to UIDAI for ongoing operations and maintenance as per instructions provided by UIDAI.

5.5.2.3 Technical Support

1. The selected bidder shall provide comprehensive on-call support to UIDAI at the designated Data Centers on a 24x7 basis to ensure uptime for the infrastructure provided as part of the Bid as per clause 5.5.3.

5.5.2.4 Warranty

1. Refer Section 4.1.7 and the bidder shall provide comprehensive onsite warranty on a 24x7 basis for a period of 3 Years (36 months) in respect of 3 years support for software. The warranty period shall commence from the date of acceptance of the system by UIDAI as defined in clause 3.1(16) or 90 days from the date of completion of Installation and Commissioning (where delay is wholly attributable to the purchaser), whichever is earlier

5.5.2.5 Ongoing Maintenance & Support Services

1. The bidder shall be responsible for tasks including but not limited to configuration and setting up of software. The Bidder shall also be responsible for executing software updates when necessary. These services shall be provided at the time of installation and commissioning and thereafter on ongoing basis till the currency of contract.

2. The selected Bidder shall provide support at the Data Centers of UIDAI at Hebbal (Bengaluru) and Manesar (Gurgaon).

5.5.3 Service levels – Incident Management and Issue Resolution

Support for the OEM components supplied shall be provided on a 24x7 basis including public holidays:

S. No.	Service Level Description	Target
1	Response time - Acknowledgement and response to incident report (acknowledge the receipt by logging the call, assigning a case ID, and communicating that case ID to UIDAI)	1 hour
2	Restoration time - time taken to close the tickets after providing the root cause analysis or resolution of the issue after the call has been received and acknowledged.	24 hours
3	Resolution time – Time for resolution of incidents after the call has been received and acknowledged.	72 hours

Table 20.1: Service Levels applicable during Warranty Period

If the successful bidder fails to meet one or more of the above Service Levels within the Target time limit(s) as specified in the above **Table**, the Purchaser shall without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, as per section-III clause 3.20.

5.6 Timelines

5.6.1 Delivery Schedule and Implementation Schedule

As per Annexure 4.1.6 of Section IV

5.7 Commissioning and Acceptance

5.7.1 Commissioning and acceptance of Software

1. The selected Bidder will have to provide the tests plan to demonstrate the correct working of the software supplied individually before commencement of acceptance.
2. System testing schedules, formats for testing and commissioning reports and dissemination mechanism for such reports shall be drawn by the bidder in consultation with UIDAI.
3. Commissioning of the systems shall be considered to be complete only after the following conditions have been met successfully to the satisfaction of UIDAI.
 - (i) Delivery of all the items as per the bill of material at the designated locations of installation. Short shipment of goods will not be acceptable.
 - (ii) Installation and Configuration of all Software to the satisfaction of UIDAI at Data Centers at Hebbal (Bengaluru) and Manesar (Haryana) as specified under Bill of Material under clause 5.3.1.
 - (iii) Successful testing of all components individually.

- (iv) Successful completion of Commissioning would need to be accepted and certified by UIDAI.