

Responses/ Clarifications to the Pre-Bid Queries raised by the prospective bidders in connection with
EOI Reference Number:26016/47/12-Tech
for Hiring of Data Center Space and Facilities for UIDAI at Bengaluru

Sr No.	Section No. and Part No.	Page No.	Table of Contents Section No.	Table of Contents Sub section No.	Existing Provision in the RFP	Clarification Sought	UIDAI's Response/ Clarification
1	ANNEX-I	15	3.2.2		Age of the building should be not older than 10 years on the stipulated date of submission of the bid	Query: This 10 years should be restricted to the collocation part of the building. Change Sought: Age of the building should be not older than 10 years for the collocation part of the building on the stipulated date	Accepted However the Bidder should have the Structural Stability Certificate from a chartered structural Engineer issued within last 1 year irrespective of the age of the building.
2	ANNEX-I	16	3.2.2		Should have a freight elevator to carry the IT equipment to DC located in upper floor and should be of minimum 2000kg capacity	Query: Electric hoist of necessary 2000kg capacity to be permitted. Change Sought: Should have a freight elevator/hoist to carry the IT equipment to DC located in upper floor and should be of minimum 2000kg capacity	Accepted
3	ANNEX-I	16	3.2.2		Should be protected from electro-magnetic interference and radio frequency interference.	Query: Protection required against RFI and EMI if source of RFI & EMI is present in the vicinity. Change Sought: Should be protected from electro-magnetic interference and radio frequency interference in case there is a source in the vicinity.	Accepted
4	ANNEX-I	16	3.3		False floor minimum ULD should be 1500kg/sq Mtr and Point loading 500 kg/sq Mtr	Query: As the standards for ULD are 1200 kg/Mtr and 450 kg/sq mts, this may be changed. Change Sought: False floor minimum ULD should be 1200kg/sq Mtr and Point loading 450 kg/sq Mtr	Accepted
5	ANNEX-I	17	3.4		Should be provided with minimum 3-ph, 32 A power socket with plug	Query: 3 Phase not required in Communication Room as rack load is 4.5 KW. Change Sought: Should be provided with 1-ph, 32 A/63A power socket with plug upto 6.5 Kw.	Accepted 1-Ph only for communication room In case if 3-ph required then the same will be intimated by UIDAI
6	ANNEX-I	18	3.5		Fire suppression in staging room	Query : Portable Fire extinguisher is standard. Change Sought: Fire Suppression/fire extinguisher in staging room	Accepted
7	ANNEX-I	18	3.6		Fire suppression in Secure storage space	Query : Portable Fire extinguisher is standard. Change sought: Fire Suppression/fire extinguisher in secure storage room	Accepted
8	ANNEX-I	20	3.6		Fire suppression in Services/Utility rooms	Query : Portable Fire extinguisher is standard. Change Sought: Fire Suppression/fire extinguisher in services/utility room.	Accepted
9	ANNEX-I	22	3.10.5		Dedicated UPS (N+N) for UIDAI	Query : UPS of N+N are shared for collocation space. Change Sought: Shared/dedicated UPS (N+N) for UIDAI	Accepted as shared/dedicated UPS System

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10	ANNEX-I	22	3.10.6		Each rack distribution should be provided through three phase, 4P+E, 5 pin industrial socket	Query :For 4.5KW and 6.5 KW , three phase not required. Change Sought :4.5 kw and 6.5 kw rated rack distribution to be provided through single phase power socket. For 13.5 KW rated, rack distribution to be provided through three phase power socket.	3-ph minimum required for respective density racks inside data center space In case if 1-ph required then the same will be intimated by UIDAI
11	Eligibility Criteria	6	5.3:1		Self declaration certificated to be signed by CEO/CFO/MD of the Bidder's organization	Query :Request to be changed to Authorized Signatory , having Power of Attorney. Change Sought : Self declaration certificated to be signed by CEO/CFO/MD/Authorised Signatory of the Bidder's organization	Agreed Power of attorney shall be provided in name of authorised signatory for signing the respective documents proofs against respective criteria.
12	Date Extension	4 of 13			Latest date of submission of EOI response on 30th April 2013	Query :Request for extending the date of submission. Change Sought : Request to extend the date of submission of response to a minimum of 10 days after these queries are replied by UIDAI	Latest date for submission of EOI response revised to 17th May 2013
13	EOI-DOC	EOI	5	-	-	There's NO consortium/partner model proposed for bidding. Request UIDAI to please include the same in EOI.	Not accepted
14	ELIGIBILITY CRITERIA	7	5.3.1.3		Bidder should've Min. annual Revenue of 15 cr INR.....	Can the bidder provide self declaration certificate be duly certified by Authorised Signatory instead of CEO/MD/CFO.	Yes Power of attorney shall be provided in name of authorised signatory for signing the respective documents proofs against respective criteria.
15	ELIGIBILITY CRITERIA	7	5.3.1.4		Bidder should've operational Data Center collocation space between 3000 sqft	Can the bidder provide self declaration certificate duly certified by Authorised Signatory instead of CEO/MD/CFO.	Yes Power of attorney shall be provided in name of authorised signatory for signing the respective documents proofs against respective criteria.
16	ELIGIBILITY CRITERIA	7	5.3.1.5		Bidder should've hosted DC collocation space for min. 2 Customers.....	i. Min. of 2 Govt/PSU/State ii. Can the bidder provide self declaration certificate duly certified by Authorised Signatory instead of CEO/MD/CFO.	i. Query not clear ii .Yes Power of attorney shall be provided in name of authorised signatory for signing the respective documents proofs against respective criteria.

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17	ELIGIBILITY CRITERIA	7	5.3.1.6		Data Center ready space.....	i. Can the bidder provide layout (indicating respective rooms) proposed for DC duly certified by Authorised Signatory instead of CEO/MD/CFO. ii. Sanction power approval -Can the bidder provide layout (indicating respective rooms) proposed for DC duly certified by Authorised Signatory instead of CEO/MD/CFO.	Yes Power of attorney shall be provided in name of authorised signatory for signing the respective documents proofs against respective criteria.
18	ELIGIBILITY CRITERIA	7	5.3.1		Services/contract Termination	i. Can the bidder provide layout (indicating respective rooms) proposed for DC duly certified by Authorised Signatory instead of CEO/MD/CFO.	Yes Power of attorney shall be provided in name of authorised signatory for signing the respective documents proofs against respective criteria.
19	ELIGIBILITY CRITERIA	7	5.3.1		Services/contract Termination Bidder's services/contract should not have been terminated by any Ministry/Department of the Govt of India or by any State Government during the last three financial years on account of their default/negligence. Bidder's should not have been blacklisted by any Ministry/department of the Govt of India dia or by any State Government	Request to change the clause as below: Bidder's service /Contract should not have been terminated by any Ministry/Department of the Govt of India or by any State Government during the last three financial years on account of their default /negligence, which will have any material impact on our deliverables under this RFP. Bidder is not blacklisted by any Minister/Department of the Govt of India or by any state Government	Not Accepted At the time of bidding, Bidder should not be blacklisted as stipulated in the EOI document
20	EOI-DOC	9	Annexure - III		Declaration	Request to please remove ' <u>Unconditionally Accept</u> ' clause	Not Accepted
21	EOI-DOC	11	Annexure - V		Min. DC Space and Size	i. What is supposed to be submitted for required space(3000 sqft) and 2100 sqft ?	Table self explanatory, It is Data Center ready space proposed by Bidder
22	EOI-DOC	11	Annexure - V		Rack Details	What is supposed to be submitted in Rack qty and rack density?	Table self explanatory, It is Rack quantity and Rack Density proposed
23	EOI-DOC	5	g		The proposed Data Centre building should be Owned by DCSP. In case the building is leased then the available period of lease should not be less than 3 years without any interruption from the Stipulated date of submission of Bid.	Request to amend the clause as "The proposed Data Centre building should be Owned by DCSP or its Teaming /Consortium Partner. In case the building is leased then the available period of lease should not be less than 3 years without any interruption from the Stipulated date of submission of Bid.	Not Accepted
24	EOI-DOC	5	g		The DCSP shall pay all taxes and comply with rules and regulation as laid by the government.	Request to add "However, in case of any change (i.e. Increase or decrease) in taxes resulted after the date of submission of Proposal shall be borne by UIDAI".	Any reduction or addition only in Service tax after submission of commercial bids shall be passed on to the Purchaser

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25	EOI-DOC	5	h		The building /property shall be insured on a comprehensive basis from all natural, manmade disasters or any other similar disasters.	All the IT Hardware /software supplied by UIDAI shall be covered by UIDAI under requisite insurance cover.	Not Accepted
26	NEW CLAUSE SEEKED.				Deemed Acceptance	Deliverables will be deemed to be fully and finally accepted by Customer in the event Customer has not submitted such Deliverable Review Statement to Bidder before the expiration of the 15-day review period, or when Customer uses the Deliverable in its business, whichever occurs earlier ("Deemed Acceptance").	Not Accepted
27	NEW CLAUSE SEEKED.				Access to Data Centre	Access to DATACenter shall be subject to Bidder security and confidentiality policy. Bidder, may at its discretion, deny or restrict, access to applicable Datacenter facility to any Customer representative or its vendor. Customer and its representative Change sought: must comply to various Security and administrative policies of Bidder while in Bidder's Datacenter. While in Datacenter, Customer representative must not interfere or intrude in any work place. Bidder has right to restrict the entry of any hazardous and inflammable material into the Datacenter facility	Not Accepted
28	NEW CLAUSE SEEKED.				Limitation of liability	Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for any indirect or speculative or consequential or penal damages, including, but not limited to, any loss of use, loss of data, business interruptions, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages. Neither party shall also be liable for any third party claims, other than as expressly provided elsewhere in this agreement. Notwithstanding anything to the contrary elsewhere contained, the total liability of Bidder under this agreement, shall not, in any circumstances, exceed the 25% of the total Annualize value of the proposal	Not Accepted
29	NEW CLAUSE SEEKED.				Savings Clause	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 Company's omission to act, delay, wrongful action, failure to provide Inputs, or failure to perform its obligations under this Agreement.	Not Accepted

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30	NEW CLAUSE SEEKED.				Force Majeure Clause	Bidder shall not be liable for the delays arising out of the carrier's fault or negligence, delays arising on account of force majeure circumstances like war, riots, revolutions, piracy, sabotage, violent storms, cyclones, earthquakes, tidal waves, floods, lightning, explosions, fires, destruction of machines, factories and any kind of installations, labour, political problem, strikes at Bidder's or the carrier's end, lock out, boycott, flood, drought, or acts of authority or any such other problem beyond the control of Bidder whether in the course of delivery or affecting the dispatch of the goods on account of the same for a reasonable period, provided the customer has been informed about the prevalence of the same. The parties shall re negotiate the terms of the Agreement in the event that the force majeure prevails for a very long time. In the event there is delivery delay due to any of the above, Bidder will communicate in writing substantiated with letter from the transporter on the issue.	Not Accepted
31	NEW CLAUSE SEEKED.				Arbitration	All disputes arising out of or in connection with the present Agreement shall be finally settled under the Indian Arbitration and Conciliation Act, 1996 by a single arbitrator appointed in accordance with the said Rules. The place of arbitration will be Bangalore. The language of the arbitration shall be English.	Not Accepted
32	EOI-DOC	9	DECLARATION		No Deviation bid	Request UIDAI to accept EOI response with deviation ,if any.	Not Accepted
33	ANNEX-I	5	Section 1	1.3 -e	Facilitate and Coordinate...	Point not clear . Please explain	Bidder to Facilitate and coordinate with the Manage Service Providers(MSP) for smooth deployment of IT infrastructure in Bidder's provided DC facility
34	ANNEX-I	6	Part 1: Schedule of Requirements	2.1.b Data Center Space	Physical Partition	Are you referring to cage here or just a physical partition?	Both are acceptable
35	ANNEX-I	6,18	Part 1: Schedule of Requirements	2.3.a Office Space & 3.7a	Total seating workstation space requirement -15 persons, Additional provisioning -10 persons	For provisioning and additional provisioning of 15 and 10 persons respectively, a line item will be required in the RFP commercial format.	May consider during RFP stage
36	ANNEX-I	12	Part 1: Schedule of Requirements	2.6.c Scope of work	Manage overall non-IT systems of CIDR, SLA...	Details required on CIDR system	It is the data center physical infrastructure services provided by the DCSP/Bidder

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37	ANNEX-I	12	Part 1: Schedule of Requirements	2.6.e Scope of work	Facilitate and Coordinate with MSP...	Details required on transitioning , etc. Also, commercials need to be provisioned additionally for this SOW.	in this respect Bidder 'scope limited to coordination and facilitating the IT installation by the MSP
38	ANNEX-I	12	Part 1: Schedule of Requirements	2.6.l Scope of work	The bidder should provide comprehensive technical support services...	Please confirm if this is already the SOW for MSP and that DCSP will only take care of Facility Management.	Facility management is in scope of DCSP
39	ANNEX-I	10	Part 1: Schedule of Requirements	2.5.1.1.b	DCSP should also provide a toll free no....	Line item will be required in the RFP commercial format for the same.	May consider during RFP stage
40	ANNEX-I	30	Part II: Tech specifications and Min. Requirements	3.15.a Network Setup and Racks	Rack for communication room , staging room and others	Line item will be required in the RFP commercial format for the same.	May consider during RFP stage
41	ANNEX-I	44	Part II: Tech specifications and Min. Requirements	3.18.a-c Facility Mgmt and O&M Team		Wherever a dedicated member (.i.e. Facility mgmt team, Project manager, DC Ops Mgr,etc) will be required by UIDAI in RFP , provisioning will be required for additional commercial requirements.	May consider during RFP stage
42	ANNEX-I	4	Data Center Work/Sub-work Packages	c.iii	The solution offered by DCSP shall be complete to meet the intent of specification,guidelines schedule of requirement and cover all the interfacing equipment/Components irrespective the same is listed or not .Any Omission later identified shall be provided by DCSP without any additional cost to UIDAI.	Who shall provide interfacing equipment/Components? If the bidder is provided never-ending list then the cost has to be borne by UIDAI.	Physical infrastructure components scope as stipulated in the EOI document shall be in scope of Bidder
43	ANNEX-I	6	Data Center Space	2.1a.(ii)and(iii)	AS per draft	Request to have minimum contract period 1 year with two possible extension..Hence, request to removal of sub clause (iii)	May evaluate during RFP stage
44	ANNEX-I	4	1.3 Min. Data center Space and sizing	Min. Rack Requirement	IT Load - per RACK 13.5 KVA	Request All IT racks should be with 6.5 KW Load	Not accepted
45	ANNEX-I	5	1.3		Minimum Data Center Space and Sizing requirement.	Kindly confirm the power rating mentioned in the RFP is Rated Power or power as per actual consumption.	Refer clause 1.3(a), Annexure-1
46	ANNEX-I	5	1.3	b	Bidder should optimize the layout to accommodate maximum number of racks and Floor utilisation factor (Total Data Centre Space/Total IT Racks) should not be more than 31.25 sqft/Rack and in the event if the floor utilisation factor goes beyond 31.25 sq ft/Rack, the DCSP shall provide additional space to accommodate all the above mentioned Rack in the table above at no additional cost to any account to UIDAI.	UAIDA Should allow the DCSP to designed the required space to support the power required per rack and charge accordingly	Refer to response against Query at Sr. No: 65
47	ANNEX-I	6	2.3		Office Space	UIDAI require separate seating space area or in the shared seating area.	Dedicated space with partition is acceptable

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48	ANNEX-I	8	2.5	d	□ Provide and maintain necessary documents on daily, weekly, fortnightly and monthly basis manage various system and vendors, DCSPs to ensure timely services, spares and AMC contract services	Is there any format for UIDAI in which report need to be submit.	Will be provided to the selected Bidder
49	ANNEX-I	10	2.5.1.1	b	The DCSP should also provide a toll-free number to the help desk stationed in his premises.	Please confirm that dedicated helpdesk for UIDAI at Bangalore is required ?	It should be preferably dedicated
50	ANNEX-I	12	2.5.4		Payment shall be on quarterly basis after UIDAI's approval on deliverables and adherence to SLA after considering due penalty and liquidation damages if applicable.	Kindly confirm the timelines for these payments .Is UIDAI will pay the same to DCSP within 7-10 days of Invoice.	UIDAI will make efforts subject to fulfilments of requisite documents required for invoice submission as per the general terms and conditions of the contracts and timelines may be consider during RFP stage.
51	ANNEX-I	16	3.3	a	Bidder should offer a contiguous space of Data Center ,separately indicating scalability of additional space if available.	On Page number 6 UIDAI ask for Preferably contagious or On 2 floor and in the 3.3(a) it is mentioned Contagious space. Please clarify.	Total space required preferably should be in a contiguous area or at maximum of two storey floors one above the other or two different places in same building
52	ANNEX-I	15	3.2.2	(c(iv))	The Weight of Satellite Antennae (if placed on terrace), should be structurally balanced to ensure that the loading on the building would not affect the structural stability of the building.	Kindly confirm UIDAI is asking about existing antenna or UIDAI would install some antenna.	Existing Antenna if installed at DCSP's facility
53	ANNEX-I	20	3.10.2	a	The transformer employed should be as per the designed capacity with N+N/ N+1 Configuration	Since the DG Set available at DC is in N+1 configuraton.Is it mandatory to have N+1 Transformer.	This may be evaluated during RFP stage
54	ANNEX-I	22	3.1.0.5	i	The UPS System should be dedicated to UIDAI.	UPS available as a part of DC Infrastructure and is common for all customer hosted in the same DC area in 2(N+1)configuration. Please confirm is it mandatory to install separate UPS for UIDAI.	Both the option accepted ; dedicated or shared
55	ANNEX-I	22	3.10.6	b	Each Rack distribution should be provided through Three phase, 4P+E, 5 pin industrial socket of required capacity with power cable up to Rack's power strip and nominal current,kA rating of each sockets should be sized adequately considering IT kW Load, inrush current, surge and other factors.	UIDAI to confirm why all the racks require 3 phase input power supply. Can this be provisioned only to those racks which hosts equipments requiring 3 Phase power supply.	Refer to response against Query at Sr. No: 10
56	ANNEX-I	25	3.11.2		Temperature & humidity monitoring sensors should be deployed on each aisle and the same should be connected to BMS System	Temperature and humidity sensor monitoring should be done manually at frequent intervals and update in BMS system.	Accepted
57	ANNEX-I	30	3.15		Network setup and Racks	UIDAI to confirm the dimensions of Racks (HXWXD)with numbers of Racks required .	Refer to response against Query at Sr. No: 73
58	ANNEX-I	30	3.15		Network setup and Racks	Please specify the quantity of copper and fiber ports required in each Rack.	Will be provided during RFP stage

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59	Date Extension	3	3		Latest Time & Date for EOI Submission	We request you to kindly extend the response submission date by 3 weeks.	Refer to response against Query at Sr. No: 12
60	Date Extension					Seeks Ten days extension for the Bid submission date.	Refer to response against Query at Sr. No: 12
61	General					Requested for EOI document. Not able to retrieve the EOI-DOC from tender section on Website.	Uploaded on website on 22nd April 13
62	General					tender document on UIDAI website	Uploaded on website on 22nd April 13
63	Date Extension					Seeking extension of submission date by 15 days from 30th April, 2013 to 15th May, 2013.	Refer to response against Query at Sr. No: 12
64	ANNEX-I	45	4		Project schedule	Bidder proposes that the required area can be retrofitted for the customized requirement within 6 – 8 months' time frame.	DC ready space require as per the timelines stipulated in the EOI
65	ANNEX-I	4	1.3		Datacenter space requirement	Can area for racks be optimized, i.e. less than 3000 sq. ft., meeting total number of racks and power?	Yes, if it meets the rack and power requirement DC layout design should be as per best industry practice considering the rack movement and access space
66	General					Bidder needs clarity on the following-A) What will be the Day 1 minimum power & rack quantities for IT and network? B) What will be ramp up scale for the same for day 1, day 2 ...etc.?	Requirement stipulated in the EOI is "Day - 1" requirement.
67	General				Office area	Bidder needs clarity if the office area can be optimized i.e. less than 600 sq ft, while meeting space for 15 people and one single cabin?	Yes, if it meets the minimum seats requirement . Layout design should be as per the industry best practice
68	ANNEX-I		1.3 2 f		Media storage room	Can media storage room be proposed away from datacenter floor area? Can this be along with office workspace and area?	Accepted but should be in same building as data center space
69	ANNEX-I		2.2 d		Communication room	What will be projected requirement for cross connects patch cords to main inventory at site? Who will supply these patch cords inventors for required specification and varying length?	It will be in scope of Bidder and the BOM will be provided during RFP stage
70	ANNEX-I		2.3 b		Office space	Bidder requests for area and size of cabin for us to arrive on a layout.	100 sq ft approx
71	General					Is 600 sq ft office space inclusive of cabin for senior person?	Yes
72	ANNEX-I		3.3 –i		False floor loading	What will be maximum weight of any heavier rack?	It is 1200 kg approx
73	ANNEX-I		3.3-e			Requests for the Depth , width and height of server & network racks	At this stage ,bidder should consider dimension as 800x1200X2150mm (WXDXH) for planning, however there may be different dimension of racks and details would be provided to selected bidder at the time of IT rack deployment.

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74	ANNEX-I		3.4-g			Please clarify whether racks would draw UPS power from 1-phase or 3-phase sockets? Need quantification of power per rack e.g. 2 x 32 Amp 1-phase / 3-phase IEC 60309 sockets etc	It should be 3-phase IEC 60309 sockets etc Refer to response against Query at Sr. No: 10
75	ANNEX-I		3.5 b			Please clarify if 1-phase power source (3 pin IEC sockets) will be OK or 3-phase 5 pin type IEC sockets required for staging area as well ?	3-phase 5 pin type IEC sockets required for staging area as well
76	ANNEX-I		3.5 c			Bidder requests for specification of racks for depth, height and depth etc.	Refer to response against Query at Sr. No: 73
77	ANNEX-I		3.7 c ,d & e			Bidder Requests to further discuss the scope of supplying PC and active devices, since the same is not supplied by Bidder .	Bidder to provide infrastructure for office area as stipulated in clause 3.7,Annexure-I however IT hardware/active device for data center is not in Bidder scope
78	ANNEX-I		3.7 j			Bidder Request clarity if 25 seating area can be designed on day 1, instead of 15?	It will be 15 seats and bidder should keep the provision of additional seat as per the EOI in case further expansion required
79	ANNEX-I		3.7 o			Can internet BW be terminated at COLO space (by Bidder form it backbone network) and from there UIDAI can extend BW through internal switches and firewall etc?	Not in scope of Bidder
80	ANNEX-I		3.15 h			Is power strip required for racks 3-phase type but segregated for each phase outputs e.g. Red, yellow and blue?	Refer to response against Query at Sr. No: 74
81	ANNEX-I		3.15 h			Bidder needs further clarification on "Are 20 no of outlets inclusive of each 1-phase outlets" as standard design is 1-phase power strip connected from 1-phase power sockets only.	3-ph PDU and total 20 nos outlets
82	General					If 3-phase type power strips then whether remote, IP based monitoring /control features are required?	Remote, IP based monitoring-not a mandatory requirement
83	General					Audits -We can agree for audits only once a year and any subsequent audits in the same year shall be chargeable to the UIDAI at agreed rates.	May evaluate during RFP stage
84	ANNEX-I	15	3.2.2			The age of the building should not be older than 10 years.	Refer to response against Query at Sr. No: 1
85	General					We would like to discuss our Standard Terms and Conditions and a mutually negotiated agreement will be signed.	It shall as per the standard terms and condition of the UIDAI and that will be the part of RFP
86	Date Extension					Extension of three weeks w.e.f 01-05-13	Refer to response against Query at Sr. No: 12
87	Date Extension					3-4 weeks extension	Refer to response against Query at Sr. No: 12

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88	General					Request for pre-bid meeting	May have during RFP Stage
89	General					Bidder is interested to participate in the EOI called by UIDAI for Hiring of Data Center space & facilities at Bengaluru. Since Bidder is PSU, 100% owned by Central Government, it is assumed that Bidder need not pay EMD as well as EOI document cost as per the 'Note 5.3.1 under page number 8'	Yes, Not required