

## SECTION V – SCOPE OF WORK

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## 1. DEFINITIONS

- i. **"UIDAI"** means the Unique Identification Authority of India.
- ii. **"The Purchaser"** means the President of India acting through the Director General, Unique Identification Authority of India or any other representative authorized by the Director General, Unique Identification Authority of India.
- iii. **"Purchase Officer"** means the officer signing the acceptance of Bid and includes any officer who has authority to execute the relevant contract on behalf of the Purchaser.
- iv. The **"Contract"** means the agreement entered into between the Purchaser and the Vendor as recorded in the Contract Form signed by the Purchaser and the Vendor, including all attachments and annexes thereto and all documents incorporated by reference therein.
- v. The **"Vendor"** means the person or the firm or the company with whom the order for the Procurement of the Goods/Services 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.
- vi. **"The Contract Price"** means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations;
- vii. **"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;
- viii. **"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;
- ix. **"Acceptance of Bid"** means the letter/telex/telegram/ fax or any memorandum communicating to the selected Bidder the acceptance of his Bid and includes an advance acceptance of his Bid.
- x. **"Supply"** means once the purchaser issues a Purchase Order, the bidder has to supply the items within stipulated time.

- xi. **“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/Authorised representatives. Extent of damage to the boxes will be also scrutinized and informed to the vendor.
- xii. **“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.
- xiii. **“Configuration”** includes installation of Operating systems in respective components and power-on, basic hygiene tests, setup and tuning as per purchaser requirements.
- xiv. **“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.
- xv. **“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.
- xvi. **“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.

## 2. SCOPE OF WORK

- 2.1 The Unique Identification Authority of India (UIDAI) is inviting bids for **“Supply, Installation, Commissioning, Integration and Maintenance of Servers and Accessories”** for its Data Centres at Hebbal (Bengaluru) and Manesar (Gurgaon).
- 2.2 Immediately, after the receipt of Letter of Intent/purchase order, the selected bidder shall have to visit the Data Centres and coordinate with the Managed Service Provider (MSP) for finalizing the layout and cabling plan which need to

be followed with the MSP for providing the necessary inter-Rack cabling for the Racks. The selected bidder shall get the aforesaid layout plan approved by the UIDAI before commencement of installation and commissioning of systems.

- 2.3 The scope of work for this bid includes supply, installation, commissioning, configuration, integration and maintenance of Hardware and Software along with associated peripherals and accessories.

### 3. SUPPLY, INSTALLATION, COMMISSIONING AND INTEGRATION

#### 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

S. No.	Component	Quantity required	Product currently in use with which compatibility is required	Annex No. of Section IV for Response
1	Blade Server	1,305		4.1.11
2	Blade Chassis	120		4.1.12
3	Rack Server	120		4.1.13
4	IP KVM Switches	30		4.1.14
5	SAN Access Switch	16	EMC Connectrix MDS 9148 EMC Connectrix 9513	4.1.15
6	Access Switch - Management and Security	5	Cisco Catalyst WS-C6509-V-E	4.1.16
7	Access Switch - DC LAN	23	CISCO N5K-C5548P-FA	4.1.17
8	LINUX OS Enterprise Edition	1,425	RHEL 6.3	4.1.18
9	HIDS	1,425	McAfee HIPS for servers	4.1.19
10	Rack Mountable PDU	274	CA Ecometer	4.1.20
11	42 U Racks			-
a	Server Racks (600 x 1200)mm	120		4.1.21
b	Communication Racks (800 x 1200)mm	17		4.1.22
12	Intra-Rack Cabling and Other Accessories	As required for successful integration of systems		NA

**IMPORTANT NOTE: The Bidder should note that all items mentioned above should be quoted failing which the bid is liable to be rejected.**

### 3.2 Installation and Commissioning of Hardware and Software

The selected Bidder shall be responsible for installation, commissioning, integration and maintenance of Servers and Accessories, etc. with Incidental Services in respect of above mentioned hardware / software items including Configuration with the existing IT infrastructure of UIDAI at the Data Centres, Hebbal (Bengaluru) and Manesar (Gurgaon) in consultation with UIDAI.

## 4. SCHEDULE OF REQUIREMENTS

4.1 The Bidder shall be responsible to Supply, Install, Configure, Commission, Integrate and Maintain the Servers and hardware along with associated Software, Accessories and also provide Services as mentioned in this Section. **The Bidder should offer only one choice for each of the components / services proposed as part of this Bid failing which the Bid is liable to be rejected.**

4.2 The following is a list of categories of components that the bidder is expected to provide as part of the scope of work of this Bid:

- Blade Servers and Chassis
- Rack Servers
- Storage Switches
- Network Components
- Security Components
- Systems Software
- Integration Services

Each of the above mentioned categories is elaborated in the **Clauses 4 through 11.**

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.

- 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.
- 4.5 All the software licenses that the Bidder proposes should be **perpetual software licenses** along with maintenance, upgrades 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 licensing policy should provide details on the charging mechanism adopted, but the **Bidder should ensure that there are no commercial values / information provided in the document submitted with the Technical Bid**.
- 4.6 The Bidder should ensure that there is a **24x7 comprehensive onsite support arrangement** during the **currency of the contract** with all the OEMs for respective components. The Bidder should ensure that all the OEMs have an understanding of the service levels required by UIDAI. The OEMs should provide an undertaking in this regard in the format provided in **Section VI, Appendix E**.
- 4.7 The Bidder should ensure that none of the components and sub-components are declared **end-of-sale or end-of support** by the respective OEM.
- 4.8 The Bidder should not propose 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-support** 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.
- 4.9 The specifications for all the components proposed as part of the Bid should be provided in accordance to the respective formats provided in **Section IV**. The Bidder should provide the specifications in the prescribed formats only. Providing incomplete information will not be acceptable. Generic specification sheets as a substitute will not be acceptable.
- 4.10 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.

- 4.11 **Bidder should offer latest and proven technologies** that are available for items including but not limited to the Processor model with highest possible **clock-speed, I/O, Memory and Cache, Tape drive capacity and bandwidth, FC interface and bandwidth, etc.**
- 4.12 The Bidder is responsible for provisioning all the equipments along with associated peripherals, accessories, cables, sub-components, etc.
- 4.13 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.
- 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. 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.
- 4.15 After acceptance tests and final acceptance of the entire system by UIDAI (refer **Clause 13**), the successful bidder shall hand over the entire system to the Managed Service Provider (MSP) of UIDAI and shall continue to provide Warranty / AMC services under the direct supervision of MSP. The vendor shall be liable and provide all necessary support and cooperation to the MSP in this regard.
- 4.16 **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 entire duration of the Contract.

## 5. SERVERS

### 5.1 BLADE SERVERS

- 5.1.1 The Blade Servers will be mainly used for running the UIDAI Application, Biometric De-duplication and Biometric Authentication Services.

- 5.1.2 The Processor should be fully Binary compatible to 32-bit applications.
- 5.1.3 The Servers should be based on 64-bit architecture that is **latest in respect of product line**. The processor should natively support 32-bit applications.
- 5.1.4 Each Blade Server should have two nos. of CPU of latest eight core or more per CPI with 64-bit x86 processor and having minimum 2.5 Mb of cache per core. The processor should be fully binary compatible to 32-bit applications. An eight core or more cores on a single die/socket will be treated as a single processor. The server should have TPCC ratings benchmarked with SPEC Rating (Specpower\_ssj2008, MIPS, Linpack, SPECint\_rate\_base2006, SPECfp\_rate\_base2006 scores).
- 5.1.5 The detailed specifications for the offered Blade Servers and Blade Chassis should be provided in accordance with format provided in **Annexe 4.1.11** and **Annexe 4.1.12** respectively of **Section IV**.

## 5.2 RACK SERVERS

- 5.2.1 The Rack Servers will be mainly used for UIDAI application including Database of Biometric De-duplication, Authentication, Management and Administration etc.
- 5.2.2. The Rack Servers should be based on 64-bit architecture that is latest in respective product line. The Server should have the capability to support 32-bit applications as well.
- 5.2.3. Each server should have two nos. 10 (ten) core or more 64-bit x86 processor with 2.5 MB per core or higher L3 cache per processor. The processor should be fully binary compatible to 32-bit applications. A ten core or more on a single die/socket will be treated as a single processor.
- 5.2.4. The detailed specifications for the offered Rack Servers should be provided in accordance with format provided in Section IV, **Annex 4.1.13**.

## 6. STORAGE Switches

### 6.1 SAN Access Switch

- 6.1.1. The Bidder should provision SAN switches for connecting all the devices on the SAN through Fibre Channel or unified IO.



- 6.1.2. The SAN switch should support all leading SAN disk arrays and tape libraries including, but not limited to EMC, Hitachi, IBM, Network Appliance. Detailed specifications in Section IV, Annexe 4.1.5.
- 6.1.3. The detailed specifications for the SAN Switch should be provided in accordance with format provided in Section IV, **Annexe 4.1.15**.

## 7. NETWORK COMPONENTS

- 7.1. The Bidder should offer Networking equipment along with associated accessories, cables and software.
- 7.2. The specification for the mentioned Networking Components have been provided in Section IV **Annexe 4.1.14 to Annex 4.1.17**.

## 8. SYSTEM SOFTWARE

### 8.1 Linux Operating System for Blade / Rack Servers

The Operating systems (OS) should be 64-bit Red-Hat Enterprise Linux-6.5 (upgrade 1 or higher) and should support both 32-bit and 64-bit applications. The Selected Bidder shall provide requisite licenses as **also support** for this Operating system. However, the UIDAI reserves the right to negotiate the price directly with the OEM/Principal. (**Annexe 4.1.18**)

## 9. SECURITY COMPONENTS

- 9.1 The Datacenters will host servers for UIDAI Application, Biometric De-duplication and Authentication Services.
- 9.2 The security requirements for the UIDAI data centre should ensure that the Security policy of UIDAI is optimally implemented and the users for one application should not get any access to the other application.
- 9.3 The Selected Bidder shall ensure that the data in the data centers is secure and any external or internal attacks are successfully thwarted.
- 9.4 The Selected Bidder shall implement security components, in consultation with UIDAI Technology Team.
- 9.5 The requirements for Security Solution components are indicated in Section IV **Annexe 4.1.19**.

## 10. ACCESSORIES

10.1 Besides above mentioned hardware items, the selected bidder shall also be responsible to supply/install the required quantities of other items as mentioned in **para 3.1** above, namely,

- (i) Server Racks, Communication Racks and Rack mountable PDU (please refer **Clause 3.1**)
- (ii) Cables and Connectors

The selected Bidder shall have to supply industry standard **42U Racks** for the Servers offered.

If, the equipment proposed by the bidder cannot be mounted into the Racks provisioned by the Bidder, the Racks for those equipments should be provisioned by the Bidder separately at no additional cost to the UIDAI.

**Note :** Connecting Racks to Signal Reference Grid is part of the Rack installation.

## 11. SERVICES

### 11.1. Requirements and Objectives

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).

- 11.1.2. The services, including but not limited to the following, should be provided
- (i) Prepare design document including Network components in consultation with UIDAI/MSP or its representative.
  - (ii) Planning and scheduling for installation and commissioning as per approved design document.
  - (iii) Installation of new hardware, software and other equipment.
  - (iv) Commissioning of all new as well as relocated infrastructure.
  - (v) Configuration / re-configuration / tuning of all the installed equipments and software.
  - (vi) Systems Integration and testing of installed systems / sub-systems / equipment / software.

(vii) Maintenance and Support for the infrastructure provided.

- 11.1.3. 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, Rollout and Acceptance. Prior approval of UIDAI is required on all such documentation before commencement of activity.
- 11.1.4. The selected bidder shall be responsible for the installation of the equipment supplied, commissioning of the infrastructure, integration of the infrastructure with network, installation of system software and other related software and assistance and coordination to/with other vendors/entities to ensure proper rollout of the application.
- 11.1.5. The selected Bidder shall document the baseline configurations for all equipment and get it approved from UIDAI prior to commencement of installation. The Bidder should develop and implement a system to maintain these configurations.
- 11.1.6. **The installation and commissioning would be considered acceptable only after the conditions stipulated as under Clause 13 are completely met to the satisfaction of UIDAI.**
- 11.1.7. 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.
- 11.1.8. 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.
- 11.1.9. **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.**

**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.

**11.1.11. Defective Media Retention:** UIDAI shall retain defective hard disk or eligible SSD/Flash drive components that UIDAI does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive'). The Bidder / OEM should provision for this requirement in their bid as part of the annual maintenance contract.

## **11.2. Installation, Commissioning and System Integration Services**

### **11.2.1. Installation and Commissioning for all Servers**

- (i) The selected Bidder, along with UIDAI and Managed Service Provider (MSP) of UIDAI, shall undertake pre-installation planning at both the locations including but not limited to Rack planning, structure cabling, power points, check on utility services, environmental conditions, etc.
- (ii) Delivery, installation, integration and commissioning of the hardware, software along with associated peripherals and accessories in the Data Centre space provided by UIDAI.
- (iii) The plan and layout design for the placement of equipment in the provisioned Data centre is required to be carried out by the bidder. The bidder shall provide an elevation plan for each of the Data Centre for housing of the Servers and other equipments.
- (iv) The plan and layout design shall be developed in a manner so as to optimally and efficiently use the resources and facilities available for being provisioned at the respective Data Centre viz space, racks, power, air-conditioning, cabling, etc.
- (v) The selected bidder shall coordinate with the MSP and other vendors of UIDAI, wherever required, in order to prepare the plan and develop the layout design.
- (vi) The plan and design documents thus developed shall be submitted to UIDAI for approval and the acceptance should be obtained prior to the commencement of installation.

- (vii) Carry out installation of equipment in accordance with plans and layout design as approved by UIDAI.
- (viii) Installation and configuration of software including, but not limited to, Operating System (OS), etc. on the servers shall be the responsibility of the Bidder. The bidder shall also tune the parameters for optimal performance of the OS.
- (ix) Undertake necessary changes to harden the OS to prevent against malicious and unwarranted attacks.
- (x) The selected bidder shall provide assistance to the **Application Vendor** during installation of Database software. The tuning of appropriate parameters in this software to ensure optimal performance shall also be undertaken by the bidder.

### 11.2.2. Other Services

- (i) The selected bidder shall be fully responsible for ensuring that the components supplied are compatible with existing software and hardware deployed in CIDR. In case of any non-compatibility of components proposed in the bid, the bidder shall be responsible for supply of the necessary components such that their interoperability and compatibility are ensured.
- (ii) The plan of supply shall be determined by the selected bidder in consultation with UIDAI and the specified components shall be supplied to the CIDR data centers in Manesar (Haryana) and Hebbal (Bangalore) as per the plan of supply.
- (iii) Adhere to the goods movement procedures and policies defined by UIDAI.
- (iv) In consultation with UIDAI update the Data Centre inventory control system with appropriate information as per standards/tools defined by UIDAI.
- (v) Consult with UIDAI and the Managed Services Provider (“MSP”) currently appointed by UIDAI to determine the Deployment Plan. The Deployment Plan shall be arrived at by the bidder keeping in account the existing Space, Floor Strength and Power Requirements in the CIDR data centers in such a manner that it does not interrupt the ongoing operations of the CIDR.
- (vi) A detailed deployment architecture and configuration details of each components should be finalized by the selected bidder in consultation with UIDAI/MSP. The selected bidder must create these documents and get them approved by UIDAI. An approved project plan and a schedule is necessary before building or upgrading the Data Center.
- (vii) Create a high level and low level network design based on the specifications with all details in consultation with UIDAI.
- (viii) Consult UIDAI on the specific Architecture requirements while building them. The key responsibilities shall include but not be limited to:

- a. Collection of installation and deployment prerequisites as required in coordination with UIDAI and the MSP.
  - b. Inspection, installation and placement of network equipment as per the Data Centre network and security layout design.
  - c. Interconnection of all network interfaces as required to ensure the compatibility and operability with other vendor products.
  - 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.
  - e. Deployment and hardening of blade and rack servers as required.
  - f. Deployment of the switches and ensuring interconnect as per the current architecture. This shall include the SAN Access Switch, the LAN Switch, the Management & Security Switch and IP KVM Switch. It will be the bidder's responsibility to integrate them with the servers as well as with other Core Switches in the data centre as per current Architecture. The specific architectural details shall be shared with the selected Bidder. The Bidder shall be responsible for ensuring that the rack and blade servers supplied as part of this contract are fully integrated into the three key networks – the SAN Access Network, the Data Centre LAN and the Management and Security Network – as per architecture requirements.
  - g. Installation and configuration of RHEL 6.5 and HIPS/HIDS on each of the servers.
- (ix) A detailed deployment architecture and configuration details of each component are needed before deployment activity can start. The successful bidder in consultation with MSP must create these documents and get them approved by UIDAI. The MSP must also have an approved project plan and a schedule before building or upgrading the Data Center.
- (x) 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.
- (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.
- (xii) Update the correct status of servers and other components in the Inventory Management System. In case of any required downtime for any of the

existing servers or components in the data centers for deployment or integration activities, the selected bidder needs to notify and get prior approval from UIDAI.

(xiii) Hardening of all components as necessary including but not limited to the following

- a. Remove/Disable all unnecessary applications, services, utilities, ports.
- b. Follow sound security management principles. Manage user accounts: Keep only required user accounts. Implement principle of minimum required privilege. Remove unused accounts immediately. Implement authorization/access control policies strictly as currently in operation in UIDAI.
- c. Restrict Access in terms of IP addresses to the servers deployed in consultation with UIDAI/MSP.
- d. All required logs have to be configured in consultation with UIDAI/MSP.

(xiv) Upon completion of deployment of the required hardware, network connections, OS and security components, the selected bidder shall be required to perform a systematic and complete handover the infrastructure to MSP for ongoing operations and maintenance as per instructions provided by UIDAI.

**In addition to the above, the selected bidder shall be responsible for performance of any and all additional activities as may be required successful achievement of UIDAI's objectives associated with this procurement in full compliance with instructions as may be issued by UIDAI during the tenure of this contract.**

### **11.3. Technical Support**

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.

11.3.2. Ensure that the entire solution as a whole is operational and run according to stipulated performance standards.

11.3.3. The selected bidder shall commit to provide all necessary resources and expertise to resolve any issues and carry out required changes, optimizations

and modification so that complete system as a whole works according to the specified requirements and satisfaction of UIDAI.

11.3.4. The selected bidder shall provide comprehensive technical support services for all the software proposed for the entire period of the contract. The technical support shall include all the upgrades, updates and patches that are released by the respective OEMs during the period of contract.

11.3.5. The selected bidder shall assign 1(one) onsite hardware support engineer on a 24x7 basis at each of the Data Centre sites to diagnose, troubleshoot and resolve issues with the equipment / components supplied. The engineer should possess capability for supporting the equipments and components proposed, but not limited to undertaking preventive and break-fix maintenance, troubleshooting, resolving problems, tuning, etc.

#### 11.4. WARRANTY AND PERIOD OF CONTRACT

11.4.1. The bidder shall provide **comprehensive onsite warranty on a 24x7 basis** for a 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 in the contract and accepted as part of the scope of this bid. **The warranty period shall commence from the date of acceptance of the system.**

11.4.2. 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.**



## 11.5. Ongoing Maintenance & Support Services

- 11.5.1. The bidder shall be responsible for tasks including but not limited to configuration and setting up of Servers, Server Chassis, Racks, etc. The Bidder shall also be responsible for executing hardware and software updates when necessary. These services shall be provided at the time of installation and commissioning and thereafter on ongoing basis.
- 11.5.2. The selected Bidder shall provide support at the Data Centres of UIDAI at Hebbal (Bengaluru) and Manesar (Gurgaon) for the infrastructure provided by the Bidder.
- 11.5.3. The bidder shall be responsible for periodic health check of the systems, troubleshooting problems, analysis and implementing rectification measures.

## 11.6. SERVICE LEVELS – Incident Management and Issue Resolution

Support for the OEM components supplied shall be provided on a 4-hour response, 24x7 basis including public holidays:

S. No.	Service Level Description	Target
1	<b>Response time</b> - 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	<b>Restoration time</b> - 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	<b>Resolution time</b> – Time for resolution of incidents after the call has been received and acknowledged.	72 hours

Table 20.1: Service Levels applicable during Warranty and AMC 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 **Table 20.1 above** on more than **One Incident per quarter**, the Purchaser shall without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to **0.5 percent per Incident for which service levels are not met of the equal quarterly installments payable for that quarter, up to maximum deduction of 10% of the equal quarterly installment payable for that quarter**. Once the maximum is reached, the Purchaser may consider termination of the Contract pursuant to **Section III – Clause 21**.

## 12. TIMELINES

### 12.1 Delivery Schedule

(i) **Racks**

All Racks should be delivered within **4 (four) weeks** from the date of issue of Purchase Order.

(ii) **Blade Servers, Blade Chassis and Rack Servers**

Delivery of equipments shall have to be made in phases by the selected bidder as given below:

a) **Phase-I** : Blade Server (705 nos.), Blade Chassis (70 nos.), Rack Server (60 nos.) in **6 (Six) weeks** from purchase order.

b) **Phase-II** : Blade Server (600 nos.), Blade Chassis (50 nos.), Rack Server (60 nos.) in **8 (Eight) weeks** from purchase order.

(iii) All other items should be delivered within **6 (six) weeks** from the date of issue of the Purchase Order.

(iv) Bidder may supply the equipment before the timeline mentioned above.

### 12.2 Implementation Schedule

All items should be installed, configured and commissioned within **two weeks from the date of delivery of equipments** at the respective sites.

## 13. Commissioning and Acceptance Tests

### 13.1 Commissioning of System

13.1.1 The selected Bidder shall describe in advance the tests and details of the process that will be adopted to demonstrate the correct working of the equipment supplied both individually and as an integrated system.

13.1.2 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.

13.1.3 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 under the proposed bill of material at the designated locations of installation. Short shipment of goods will not be acceptable.
- (ii) Installation and Configuration of all the components including, but not limited to hardware, software, devices, accessories, etc. to the satisfaction of UIDAI at Data Centres at Hebbal (Bengaluru) and Manesar (Haryana).
- (iii) Successful testing of all components individually.
- (iv) Integration of all the supplied hardware and software with the existing IT Infrastructure as per requirement of UIDAI.
- (v) Successful testing of the integrated system with the existing IT Infrastructure of UIDAI.
- (vi) A clearance to commence the use of integrated system shall be provided by the selected bidder to UIDAI.
- (vii) Successful completion of Commissioning would need to be certified by UIDAI.

## 13.2 Acceptance of System

13.2.1 Acceptance schedules, detailed acceptance tests, formats for acceptance reports and dissemination mechanism for such reports shall be drawn by the bidder in consultation with UIDAI.

**13.2.2 The Acceptance of the systems shall be provided by UIDAI only after the following conditions have been met successfully to the satisfaction of UIDAI.**

- (i) Successful operation of the systems for **a month** after complete integration and commissioning of the systems.
- (ii) Completion of all the documentation required as part of this bid and as desired by UIDAI to the satisfaction of UIDAI.
- (iii) Installation and Configuration of all the components as per schedule of requirements including, but not limited to, hardware, software, devices, accessories, etc to the satisfaction of UIDAI at Data Centre at Hebbal (Bengaluru) and Manesar (Haryana) and successful testing of all components.