

Sr. No.	Clause No.	Page number of clause	Existing Provision in the Clause	Clarification Sought	Response
1	5.1 Scope of Work	66	2. The scope of work for this bid comprises of supply, installation, configuration, activation and support during the contract period for MapR licenses	What is the physical location of the server where the MapR licenses have to be installed?	The licenses will be installed at DCs of UIDAI at manesar, Bangalore and two upcoming DCs in Andhra Pradesh and Mumbai.
2	3.8 Payment schedule	42	2. 90% of Payment will be released after activation of license keys and submission of proof of registration with MapR for installation and support for 3 years. Remaining 10% payment will be released in two equal installments after completion of 1st and 2nd year from the date of acceptance.	Since activation of license fees are dependent on availability of server infrastructure, we request a change in the payment terms to 90% payment to be released within 30 days from delivery of licenses.	Refer corrigendum
3	3.26 Continuing Support	49	The Vendor shall provide adequate and appropriate support and participation, on a continuing basis, in tuning and support all vendor supplied goods and services to meet the requirements of the applications.	IS UIDAI expecting Onsite support or Offsite support. If Offsite support is OK, would the Offsite team be provided secure access to the UIDAI environment. Does support mean a dedicated team onsite at UIDAI Data Centre?	Dedicated team is not required. However, all the issues are to be resolved as per SLA mentioned in clause 5.4.2 in RFP
4	4.1.3 Delivery Schedule	59	Support for Issue, Resolution, upgrades, updates etc.	Does this mean that the first level of product support has to be maintained by the vendor or MapR directly? Is the expectation from the vendor to maintain a dedicated product MapR product support team to manage first level tickets and then co-ordinate with MapR, if required?	Bidder to ensure compliance as per clause 5.4.2 of section V.
5	3.1 Definitions	40	MSP means Managed Service Provider (M/S HCL Infosystems Ltd)	Is the vendor expected to have a regular review on the performance, functioning of the MapR nodes with the MSP? Would MSP be the first point of contact for the vendor or UIDAI directly	There is no regular review. Only SLA requirements are to be met. UIDAI will be first point of contact.

6	2.2 Cost of Bid Document	19	1 The Bidder is required to pay fee of Rs.1,000/- (Rupees One Thousand Only) in the form of a DD from a nationalized /scheduled bank	When is this tender fee to be submitted?	Kindy refer clause 1.3.1 and clause 2.18 for further details
7	2.27 Criteria for Evaluation of Bids	34	the requisite experience in execution and support of MapR licenses, the technical know-how, and the financial wherewithal that would be required to provide the Services sought by the UIDAI, for the entire period of the contract.	Do we need to submit resource profiles of existing MapR resources? Do the resources to be deployed require to have any technical certifications?	No resource profiles to be submitted. The evaluation will be done as mentioned under relevant sections for Pre Qualification criteria, technical Evaluation Criteria and Commercial evaluation criteria
8	5.3 Schedule of requirements	67	2. The Bidder should ensure that all the supporting software, accessories, subcomponents required for the functionality and completeness for the Schedule of Requirements including but not limited to software licenses, tools, etc. should also be provisioned according to the requirements for successful installation.	What is the current technical ecosystem of the existing MapR environment. Which OS? What are the accessories / sub components currently used? Can we have a technical architecture diagram with all related components currently installed at UIDAI? Do we need to suggest the same components or provide options? It is understood that all other such licenses have to be provided by UIDAI - Is this understanding correct? Require details on Technical specifications, versions, components of the existing cluster etc.	The details will be shared with the successful bidder. Only MapR licenses will be required and mentioned in BoM. OS etc will be provisioned by UIDAI.
9	5.4.1 Requirements and Objectives	67	2. The services, including but not limited to the following, should be provided i. Planning and scheduling for installation as per agreed plan. ii. Installation and configuration of software. iii. Activation of License iv. Maintenance and Support	Since this clause mentions "but not limited", what kind of other services should be factored in our support services. Training? Regular hygiene support? Cluster health monitoring and status reporting? Any application integration? etc...	Any incidental service which may be required. apart from services mentioned. No other services are currently envisaged which may be required on regular basis.

10	6.1 Appendix A– Contract	69,70,71	4. The Purchaser hereby covenants to pay the Vendor in consideration of the provision of the Goods and Services as listed in Table below and the remedying of defects therein , the Contract Value or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.	Though the scope of the contract is to Supply and Support MapR licenses, the commercial section provides charges to be mentioned only for the licenses. Where do we mention the commercials for the support services? Can we add the service line items in the BOM?	No other line item can be added in BoM. The license cost includes all the charges including support services.
11	5.1	66	Scope of Work	Please elaborate the scope of work from the services perspective i.e installation, support etc.	MapR license to be provided. However, in case of any support such as instalation etc is required then same may also be provided. However, support during the contract period is required from the successful vendor.
12	4.2.3	64	Summary of the Costs Of Goods / Services Offered	Incasse there are explicit scope for services then the price schedule should have an additional item for services.	No other line item can be added in BoM. The license cost includes all the charges including support services.
13	3.13	43	Sub-contracts	Please confirm that the clause is not applicable for subcontracting of small component of the project i.e implementation/ customization services.	No subcontracting is allowed as per RFP requirement.