



यू पी इलेक्ट्रानिक्स कारपोरेशन लिमिटेड U.P. Electronics Corporation Limited

(A U P GOVT. UNDERTAKING)

Registered Office : 10, Ashok Marg, Lucknow-01 Ph. 0522-2286808, 2286809, 2286816, 2288750, 4130301-25 Ext. 301 to 325 Fax : 0522-2288583
E-mail : md@uplc.in uplciko@gmail.com Website : http://www.uplc.in

Date: 08 MAY 2014

Corrigendum-III


RFP for Selection of System Integrator for Implementation of e-Governance in Registration Offices across the State of Uttar Pradesh (e-bid reference no. UPLC/HW/2014/04)

This is reference to invitation of Bid (e-bid reference no. UPLC/HW/2014/04) for Selection of System Integrator for Implementation of e-Governance in Registration Offices across the State of Uttar Pradesh published in News Papers and on e-tender portal <http://etender.up.nic.in>

As per the provisions mentioned in the Tender Document vide Bid reference no. UPLC/HW/2014/04, the corrigendum-II is issued on following points :-

S.N.	Particulars		
1	The reply to the queries with respect to the RFP (e-bid reference no. UPLC/HW/2014/04) published on 03-03-2014.	Attached	
2	Critical dates		
	Particulars	Earlier Dates/Time	Revised Dates/Time
	Bid Submission End Date	15-05-2014 06:00 PM	30-05-2014 06:00 PM
	Opening of Technical Bid	23-05-2014 03:00 PM	02-06-2014 03:00 PM
	Opening of Financial Bid	02-06-2014	13-06-2014

The above Corrigendum-II will be an integral part of the e-bid reference no. UPLC/HW/2014/04.


(Praveen Kumar)
Deputy General Manager

**Reply to Queries w.r.t. RFP issued by UPLC for Selection of System Integrator for implementation of e-Governance in offices of IGRS, Uttar Pradesh
(eBid Reference no. - UPLC / HW / 2014 /04)**

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
1	Clause 2.2, detailed Qualification criteria, Page No. 23 S.No.3	The Bidder (Prime Bidder in case of a Consortium) should have an average annual turnover of at least INR 300 Crores in the last three financial years (i.e. 2010-2011, 2011-2012 & 2012-13) and the consortium partner individually should have an average annual turnover of at least INR 50 crores in the last three financial years (i.e. 2010-2011, 2011-2012 & 2012-13)	Request to modify as: The Bidder (Prime Bidder and consortium member in case of consortium) should have an combined average annual turnover of at least INR 300 Crores in the last three financial years (i.e. 2010-2011, 2011-2012 & 2012-13) and the consortium partner individually should have an average annual turnover of at least INR 50 crores in the last three financial years (i.e. 2010-2011, 2011-2012 & 2012-13)	Karvy	As per RFP
2	Clause 2.2, detailed Qualification criteria, Page No. 23, S.No.4	The Bidder (Prime Bidder in case of a Consortium) should have a consolidated minimum positive Net Worth of at least INR 50 crores as on the last day in each of the preceding three financial Years for the last financial years i.e. 2010-2011, 2011-2012 & 2012-13).	Request to modify as: The Bidder (Prime Bidder and consortium member together, in case of a Consortium) should have a consolidated minimum positive Net Worth of at least INR 50 crores as on the last day in each of the preceding three financial Years for the last financial years i.e. 2010-2011, 2011-2012 & 2012-13).	Karvy	As per RFP
			Central PSUs may be exempted from Networth requirement	ITI	As per RFP
3	Clause 2.2, detailed Qualification criteria, Page No.23, S.No.6	The Bidder (Prime Bidder in case of a Consortium) should have successfully implemented/ implementing at least ONE IT project with value of at least INR 75 Crores in the last 5 financial years (i.e. 2008-09, 2009-10, 2010-11, 2011-12 & 2012-13), in India for any Central / State Government / PSUs / Banks from multiple locations (minimum 150). The scope of such projects should include hardware supply, deployment / development / customization of application software.	Request to modify as: The Bidder (Prime Bidder or consortium member in case of a Consortium) should have successfully implemented/ implementing at least ONE IT project with value of at least INR 75 Crores in financial years (2008-09, 2009-10, 2010-11, 2011-12 2012-13, 2013-14), in India for any Central / State Government / PSUs / Banks from multiple locations (minimum 150). The scope of such projects should include hardware supply, deployment / development / customization of application software, networking, and system integration.	Karvy	Please refer Corrigendum

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
		networking, and system integration.	<p>Request the clause to be diluted to: The Bidder (Prime Bidder in case of a Consortium) should have successfully implemented/ implementing at least ONE IT project with value of at least INR 75 Crores in the last 5 financial years (i.e. 2008-09, 2009-10, 2010-11, 2011-12 & 2012-13), in India for any Central / State Government / PSUs / Banks from multiple locations (minimum 150). The scope of such projects should include IT/ networking system integration. Note: Multiple work orders against individual Project for the delivery of services / products during the last 5 years shall be considered.</p>	Sify	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
			<p>Amendment Request: The Bidder (Prime Bidder in case of a Consortium) should have successfully implemented/ implementing at least ONE IT project with value of at least INR 25 Crores in the last 5 financial years (i.e. 2008-09, 2009-10, 2010-11, 2011-12 & 2012-13), in India for any Central / State Government / PSUs / Banks from multiple locations (minimum 150). The scope of such projects should include hardware supply or hardware supply with deployment / development / customization of application software, networking, and system integration.</p>	Ricoh	
			We request that the clause may be modified "project value may kindly be relaxed to Rs 20 Crores r having multiple locations. We request that on going projects in this respect may kindly be considered for enterprise sector also	CMC	
4	2.2 Detailed Qualification Criteria, Point 5; page 24	The Bidder (Prime Bidder in case of a Consortium) should have a positive Net Cash Accruals of at least INR 30 crores (PAT + Depreciation – Dividends) for the last financial years i.e. 2010-2011, 2011-2012 & 2012-13).	<p>Request the clause to be diluted to: The Bidder (Prime Bidder in case of a Consortium) should have a positive Net Cash Accruals of at least INR 30 crores (PAT + Depreciation – Dividends) for the last financial year i.e. 2012-13).</p>	Sify	Please refer Corrigendum
			Central PSUs may be exempted from the Positive Net cash accruals requirement	ITI	As per RFP
5	2.2 Detailed Qualification Criteria, Point 9; page 25	The Bidder (Prime bidder in case of consortium) shall have on their rolls as on 31st March 2013 at least 800 technically qualified professionals on its rolls in the area of networking, systems integration, infrastructure maintenance support & services, connectivity etc. Out of which: DBA – Minimum 10 IT professionals with prior experience for over 5 years in Database Administration with relevant DBA certifications.	<p>Request to dilute the DBA requirement to : – Minimum 10 IT professionals with prior experience for over 5 years in Database Administration with at least 3 resources with relevant DBA certifications.</p>	Sify	As per RFP
			<p>Rephrase:- The Bidder (Prime bidder in case of consortium) shall have on their rolls as on 31st March 2013 at least 200 technically qualified professionals on its rolls in the area of networking, systems integration, infrastructure maintenance support & services, connectivity .</p> <p>Reason :- 200 technically qualified professionals are well justified for the company which turnover is 300 Cr.</p>	Ricoh	Please refer corrigendum

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
			The clause for employees should not be only for Prime bidder only, however the consortium should have required number of employees in each field	Airtel	
			We request for this eligibility criteria to be fulfilled by any one member of the consortium	NSDL	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
			This Clause may be allowed to be met as consortium	ITI	
			Undertaking to provide required certified professional during implementation stage will also suffice	ITI	As per RFP
6	Section No 7.2 Clause No xxii.	"Prime Bidder" shall mean the Company with at least 60% stakes in the Consortium and is incorporated under the Companies Act, 1956, and which shall coordinate with UPLC and IGRS on behalf of the Consortium, for the successful execution of the Project for the entire Agreement period.	Central PSUs may be exempted from the requirement of stake while forming consortium.	ITI	As per RFP
7			Online and offline modes of Applications are to be deployed in the overall solution perceived for IGRS project. However as per our suggestion since there are both Primary and secondary connectivity involved in the SoW for SI and SLAs for connectivity are to be ensured by the SI, there is not much scope left for Offline mode of Application. And also if offline application part is removed, cost of infra also comes down for the department, hence making project more cost effective and manageable for SI and department.	Sify, Karvy	As per RFP.
8			Request department to suggest atleast minimum no. of manpower to be deployed for the project during the contract period State-wide so that there is a standard at which all the SI's will quote. Kindly suggest.	Sify	Please refer Corrigendum.
9			Power availability is a must at DC and all the department locations/SRO offices for connectivity and infra to be up during business hours and also after business hours for UPS to be able to work. However diesel to be filled in the DG sets at department spoke locations is in control of department. Henceforth, SLAs for connectivity and all other items to be up and running is subjected to Power availability at those locations.	Sify	As per RFP - Diesel will be supplied by Dept. along with electricity connection. But availability of UPS & other infrastructure and connectivity as per SLAs will be responsibility of SI.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
10			Request department to consider keeping a Technical Presentation for evaluation of Technical solution quoted by SI. The SI's which shall obtain a min. of 70% in technical presentation will be the ones eligible Financial opening.	Sify	As per RFP.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
11	Clause 4.1 Site Preparation at SROs	Facilitate during shifting of SROs from one location to another. The likely office shifting shall be approximately 5% of the total offices for 5 years.	Please clarify vendor would be allowed to shift all infrastructure including electrical fixtures, partition panels, fans, lights etc?	Karvy	As per RFP - Infrastructure installed by SI like LAN and Electrical cabling can be shifted.
12	Clause 4.1 Site Preparation at SROs	The space and connection from main power supply will be arranged by the Department.	Please confirm Monthly electricity bills is vendor's responsibility?	Karvy	Electricity bills to be taken care of by Dept.
13	Clause 4.2, Page 49	IGRS offices – The SI will have to procure the hardware as per the requirements of the project and deploy at IGRS offices (SRO offices, AIG offices, DIG offices, Add. IG offices, camp office, head office etc.).	Our understanding is selected vendors need not provide computer operators or other manpower for the day to day services offered to citizens.	Karvy	Please refer to Corrigendum for requirements of additional manpower.
14	Page 51, S.no. J	DR-site	DR to be hosted at department's location or vendor's site?	Karvy	DR site is not part of current scope of work.
15	Page 60, Clause 4.7.2, Supply of Consumables	Any other consumables like Cartridges for laser printers, stationery articles, diesel for generators etc. shall be managed by the respective SRO.	Please confirm stationery articles here include blank papers to be used in registration process and for internal use of SRO.	Karvy	SRO shall provide the blank papers. Consumables for Scanners - is out of scope of SI, as scanners are not part of BOM.
16	Page 65, Point 11	Deployment of software application at data centre: T' + 7 days	As hardware required for hosting application has to be procured by SI, we request you to increase this time line from T+7 days to T+30 days.	Karvy	As per RFP - Definition of T' has been given separately keeping in mind the deployment of hardware at Data center for application.
17	3.3.3, Page 34	As the new system is going to be primarily Centralized, hence the Department has planned to connect all the SRO offices with UP-SWAN, and in addition is planned to have a VPN based backup connectivity for all the SRO offices through a System Integrator, as mentioned in the SOW in the RFP.	SRO will be connected to the central SDC locations, Where as there are no details of routers and security at the SRO locations. Request you to please suggest the specifications for the routers.	Karvy, inspira	Please refer to Corrigendum for requirements of Routers

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
18	4.3 Connectivity section e)	The data center is to be connected on a minimum 50 Mbps Layer 3 MPLS cloud preferably on Fibre. The bidder is required to quote for 50 Mbps Layer 3 MPLS cloud and dedicated bandwidth of 02 MBPS at category „A“ SRO offices and 512 KBPS at „B“ and „C“ category SRO offices.	As per RFP understanding, SWAN/MPLS network will be used to provide the connectivity between SRO offices and datacenter for application access. SWAN is shared network -with limited bandwidth- for all the state departments and users has to contend for available bandwidth for application access. oversubscribed SWAN network affects application access and results into poor application performance. WAN optimizer technologies such as TCP optimization, compression, caching, data deduplication and application acceleration features overcomes the performance barrier attributes including latency, bandwidth, packet loss and application chattiness on slow links and provide optimized application access and improved end user experience. With compression, bandwidth requirements are greatly reduced and provide effective utilization of resources. various e-governance departments including AP treasury, Punjab treasury, TNVAT, TNIGRS, banking customers has adopted bandwidth optimizer technology for improved application delivery over SWAN/MPLS/VPN network. It is highly recommended to provision of hardware	Array	As per RFP.
19			Considering the critical application of the department it is also suggested to create complete segregated IT infrastructure including Server, Storage, Networking and Security for this project and just utilizing the space and power available at the SDC as other EGovernance projects viz SSDG etc would also be utilizing the common IT infrastructure at SDC and the IT infra deployed few years back would not be able to scale and serve all the EGovernance projects and rather could be End of Life in sometime considering their implementation done years back	Karvy	As per RFP / Corrigendum.
20	3.6.1; Page - 37	IGRS Software Application – Centralized & Online environment	How the IGRS department will control the number of copies of approved documents that can be printed by the SRO's?	Karvy, CMC	As per RFP. Proposed re-engineered

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
21			We suggest that system should have a control mechanism to control printing of original documents, which can be changed at any time as desired by IGRS authorized personnel and number may differ for each type of documents & each SRO.	Karvy	process doesn't envisage use of Watermark.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
22	3.6.1; Page - 37	IGRS Software Application – Centralized & Online environment	How the proposed solution will restrict people from forging or making unauthorized reproduction of the documents (by scanning, photocopying etc)?	Karvy, CMC	As per RFP. Proposed re-engineered process doesn't envisage use of Watermark.
23			We suggest that registered documents (fee receipts/certificates) being printed through the proposed application should be optically watermarked, so that it will cause visual marks on the duplicate copies which can be easily differentiated from the original.	Karvy	
24	Clause 3.3(2); Page-44	Dual Factor Authentication	What type of Strong Authentication is required and what will the number of users for whom dual factor is required?	Karvy, CMC	Dual factor authentication to be undertaken by NIC as part of application. SI need to provide necessary support during installation and management.
25			Please confirm are you looking at PKI based 2 factor authentication as it is more secure over OTP based authentication. We request you to outline 2 factor authentication requirements in detail .Also is it required for internal IGRS users?	CA	
26	3.6.4 Page-39	4 Additional IGs, 23 DIGs, 92 AIGs, 75 District Registrars and 354 Sub Registrars. Non-departmental users (advocates, deed writers, CSCs, external departments, etc.): will access the system over internet to provide services to citizens or avail services themselves.	Please clarify if dedicated 500 users SSLVPN box is required for the secure connectivity for remote Non-department users.	Inspira, CMC	As per RFP.
27	Section 10.3, Page 155	Annexure – Bill of material for State Data centre (SDC)	Is UPLC looking for an alternate, Disaster Recovery site for hosting UPIGRS application? A disaster recovery site will enable UPLC to quickly bring up UPIGRS services for the citizen in case the SDC is not functional due to a disaster	Inspira, CMC	DR site is not a part of scope of work of SI

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
28	Section 7.40, Force Majeure, Point e, Page 119	Notwithstanding the terms of this Section, the failure on the part of the SI under the Agreement any SLA to implement any disaster contingency planning and back-up and other data safeguards in accordance with the terms of the SLA against natural disaster, fire, sabotage or other similar occurrence shall not be an event of force Majeure.	Does UPLC desire an STQC certified monitoring and management tool for Disaster Recovery with following features? 1. Monitor real time RPO, every few minutes and send alerts in case of any deviation from the desired value. 2. Monitor RTO in historical and real time and send an alert for events impacting RTO. 3. Provide a web-based dashboard which facilitates a real time view of RPO, RTO, last DR drill status, number of steps for recovery/drill, data lag at replication level. 4. Provide historical reports for desired time periods for RPO and RTO deviations. 5. Provide a workflow based, automated mechanism to perform single-click drills/recovery to reduce the RTO? 6. Capture events and policy based response to events for any events impacting DR readiness? 7. A centralized repository to create and store the DR and drills plans/procedures which can be executed with a single-click whenever required? 8. Be certified by STQC or equivalent accredited AL2A organisation to ensure no security vulnerabilities can be exploited and confidential data be compromised? Note: A monitoring and management system for DR wi	Inspira	DR site is not a part of scope of work of SI
29	4.3.6; Page no. 53	The SI shall be required to take the insurance of the entire hardware infrastructure deployed for the entire duration of the contract against vandalism, theft, fire, and lightening.	Airtel will only provide transit insurance and it will cease to exist once the goods will be delivered and handed over at customer location.	Airtel	As per RFP.
30	7.25 a; Page no. 107	Payment for Primary last mile -100% will be paid for primary one time charges - Successful implementation of last miles in overall locations	Airtel would like to accept site wise LOC and site wise payment terms from the customer.	Airtel	Please refer to Corrigendum for revised Payment Schedule.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
31	7.29 a ix	If UPLC, in its sole discretion and for any reason whatsoever, decides to terminate this Agreement.	Airtel would not like to agree for termination at convenience at UPLC sole discretion. In case if this is a mandatory term then customer had to pay an amount equivalent to remaining period ARC.	Airtel	Please refer to Corrigendum for revised Payment Schedule.
32	7.25 a; Page no. 108	Payment for operations and maintenance (AMC) Yearly-Submission of original invoice by SI along with performance report	Payment should be made quarterly in arrears for the this.	Airtel	Please refer to Corrigendum for revised Payment Schedule.
33			Payment should be site-wise Recurring charges-prefer quarterly advance payments		
34	Clause No. 3.6.6, Page No.40	Data Centre Architecture	Kindly share the Make/ Model No. And Quantity of existing hardware available at DC and whether SI can include that Hardware also as a part of their Solution design	Airtel	Details of whatever hardware / software applications that can be utilized by SI, have been shared in corrigendum and RFP.
35	Clause No. 4.3 c), Page No50	The service provider shall ensure "AUTO FAIL OVER" between Primary and Secondary connectivity. The service provider of secondary connectivity will provide a suitable Router for termination of Primary connectivity and Secondary connectivity over same Router. The System Integrator will ensure that in case there is failure in Primary connectivity the router should automatically switch to secondary connectivity so that the continuity in the work of the department does not hamper	1) At locations which are already connected to SWAN and router is already deployed, whether SI has to terminate the connectivity on that same router or on their own router and have to run some routing protocol between those router 2) If We have to terminate connectivity on existing router then what are the interface available on that router and in case of hardware the downtime due to the same should not be calculated for SI 3) IF SI has to provide their own router and have to terminate the primary connectivity on their router only then kindly confirm that what is the had-off interface of primary connectivity and in case the SI router goes down then whether downtime of Primary link will also be penalised to SI	Airtel	The SI need to provide Router at all locations, including locations where router is already existing. In case Router is down, then it will be considered for Downtime of Connectivity.
36	Clause No. 4.3 j), Page No51	Client expects the bidder to develop a detailed project plan for supply, installation and commissioning of the MPLS links for the IGRS Data Centre, DR-site and the branches/offices identified by the Department on leased basis as mode of connectivity to connect State Data Centre	For DR site who will be responsible to co-ordinate with Primary connectivity provide for their MPLS links configuration at DR and fail-over configuration from DC to DR for primary connectivity	Airtel	DR site is not a part of Scope of work of this RFP.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
37	Clause No. 4.3 k), Page No51	The bidder is advised to carry out a complete site survey before the submission of the bid to ensure that the connectivity designed is as per the requirement of the RFP	Kindly share the exact site address along with site contact person details for feasibility. Also we request you to kindly share geo co-ordinates of the locations	Airtel	Exact site addresses are available on Department's website (registryoffice.up.nic.in)
38	Clause No. 4.3 l), Page No51	The bidder is also required to provide managed services for UP SWAN for Hub and all IGRS office locations	The bidder can only monitor and Manage secondary connectivity only	Airtel	SI is required to manage the last mile connectivity which is to be provided by SI and Secondary connectivity at all locations.
39	Clause No. 4.3 i), Page No51	The Bidder [Service Provider] to upgrade bandwidth from the initial contracted value to higher/lower value based on operational requirements.	Can we get any approx idea of increase in bandwidth as accordingly we have to size last mile and router CPE.	Airtel	As per RFP.
40	Clause No. 3.3.3, Page No 34	Existing Connectivity	Kindly share the exact details of existing connectivity like whether its P2P or MPLS. The CPE deployed at existing connectivity and also the list of locations which are already connected on Primary connectivity	Airtel	All existing routers to be replaced by SI as per requirements mentioned in Corrigendum.
41	Shifting: Pg 48, clause 4.1	Facilitate during shifting of SROs from one location to another. The likely office shifting shall be approximately 5% of the total offices for 5 years	Who will pay shifting charges	Airtel	SI to manage the same.
42	Permits, Inbuilding permissions, roof rights		Request customer to facilitate	Airtel	Dept. will facilitate for same.
43	10.3 Annexure – Bill of material for State Data center (SDC)	S.N - 15. Item - Load balancer - Qty 6	As per RFP the load balancer is provisioned in BoM but there is no minimum specifications in the RFP. As per RFP Redundancy and Load balancing features should be built in Application Server, Web Server and Database Server to achieve the High Availability. As per recommended deployment architecture in data centers, the hardware based load balancer provides better performance, flexibility, SSL offloading, Application optimization like caching, compression, IPv6 integration, multiple applications load balancing in different Zone if required. It is suggested that hardware based load balancer should have specifications " 1. Should have throughput of 5 Gbps and scalable to 10 Gbps for future requirement. 2. Should have 4x 1GE and 2x10 G interface"	Array	Please refer to Corrigendum.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
44			There are no specs provided for Load balancer please provide the same & also help in understanding why we need 6 load balancers	Sify	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
45	Page 55, Clause 4.5	The selected SI will be required to set up a Central Helpdesk, through an outsourced third party agency, in order to provide the internal users of its system a one-stop solution for resolution of all their IT and business process related queries / grievances.	We request that bidder may be allowed to set up help desk resources from its internal resources and outsourcing of the same may not be made mandatory	CMC	Please refer Corrigendum. Bidder can create helpdesk from internal resources, but the requirements and SLAs as specified in RFP shall be maintained by SI.
46	Page 60, 4.7 Security & Performance Audit	SI shall ensure Vulnerability assessment done by any CERT-IN empanelled agency designated by the Registration Department. All Non-conformance & vulnerability aspects need to be immediately mitigated & closed before planning Go-live. In case of any default there would be penalties levied as per SLAs.	We request since application is being developed by NIC This activity should be entrusted to NIC and should not fall under SI Scope of work	CMC	Please refer Corrigendum.
47	Page 60, 4.7.2 Supply of Consumables	SI will be required to make following consumables available from time to time to ensure smooth operations. The SI shall maintain an inventory adequate for one month's operation at each SRO. Consumables for - UPS Batteries and Scanner	We request that UPS Batteries and consumable for the scanner be considered consumable category only.	CMC	Please refer Corrigendum. UPS batteries will need to be provided by SI for the project duration. Since scanners are not part of Scope of work and hence consumables for scanners is not a part of scope of work of SI
48	Page 65, 5 Implementation Schedule and Service Level Agreement (SLAs)	Implementation schedule	Considering multiple location time frame for implementation should be considered for atleast 365 days under each category	CMC	As per RFP.
49	Page 66 5.2 Service levels and associated penalties	Service levels and associated penalties	We request that the overall penalty under any provision of the contract should be restricted to 10% of contract value	CMC	Please refer Corrigendum.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
50	5.3; Page no. 71	The total penalty in a year shall not exceed 10% of the total contract value. Default beyond 10% of the total contract value in a year, on account of any reason whatsoever, will be considered to be an event of breach of contract and may lead to termination of contract with SI.	The capping seems too high.This is not acceptable - Default beyond 10% of the total contract value in a year, on account of any reason whatsoever, will be considered to be an event of breach of contract and may lead to termination of contract with SI.	Airtel	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
51	SLA Penalty		IS there a capping?	Airtel	
52	Page 71 Clause 5.3	5.3 Limitation on total liability to be imposed on SI	We request that the following clause may be considered: Limitation of Liability - Notwithstanding anything to the contrary in the Agreement, in no event shall either Party be liable, whether in contract, tort, or otherwise, for special, punitive, indirect or consequential damages, including, without limitation, loss of profits or revenues arising under or in connection with this Agreement even if such Party has been advised in advance of their possibility Also the liability under the risk purchase clause will be limited to the contractual value.	CMC	Please refer Corrigendum.
53			Request that the limitation of liability for all claims arising out of the contract not exceed 100% of the contract value.	Airtel	
54	7) Clause 5.4:	Limitation on Total Liability, p71:	Request customer to delete the following: In Point (a) (ii)-- or the proceeds the SI may be liable to receive from any insurance maintained by the SI to cover such a liability, whichever is higher. Point (b) also or it can be modified that - This limitation of liability shall not affect the SI"s liability, if any, for damage to Third Parties caused by the SI or any person or firm/company acting on behalf of the SI while carrying out the Services in case of IPR infringement or in case of any damages for bodily injury (including death) and damage to real property and tangible personal property (which is already covered by point (c).	CMC	As per RFP.
55	Page 106 Clause 7.25	7.25 Payment Schedule	We request that 10% of the payment of the project be relased as advance and other payment be released prorata basis	CMC	Please refer Corrigendum.
56	Page 107, operations and maintenance (AMC)	Payment for operations and maintenance (AMC)	We request that the payment may be released after a quarter in place of yearly	CMC	Please refer Corrigendum.
57	Page 108, Payment for operations and maintenance	Payment for operations and maintenance	We request that the payment may be released after a quarter in place of yearly	CMC	Please refer Corrigendum.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
58	Page 108, Payment for operations and maintenance	Any increase in rates of all applicable direct or indirect taxes (central or state or local), rates, duties, charges and levies (central or state or local); will be adjusted accordingly by UPLC / SI.	Any increase in rates of all applicable direct or indirect taxes from prospective and retrospective effect (central or state or local), rates, duties, charges and levies (central or state or local); will be adjusted accordingly by UPLC / SI.	CMC	As per RFP.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
59	Page 110, 7.28 Termination of the Agreement by SI	7.28 Termination of the Agreement by SI	The following may kindly be considered :	CMC	As per RFP.
60			Termination-	CMC	
61			Each party shall have the right to terminate this Agreement, by a prior notice of 90 days in writing to the other party upon the occurrence of any of the following events;	CMC	
62			a) If either party commits any willful breach of any terms stipulated in this Agreement and has failed to rectify the same within notice period of 30 days	CMC	
63			b) If either party enters into liquidation whether compulsory or voluntary (save for the purpose of amalgamation or reconstruction) or makes an assignment for the benefit of or compounds with its credit or so has a Manager or Receiver appointed in respect of all or any part of its business or a petition for winding-up or judicial management is presented against the other party or the other party ceases to carry on any part of its business or threatens to do any of these things.	CMC	
64			c) Either party shall be entitled to terminate this agreement after giving reasonable cause and thirty (30) day notice in writing to the other party. On the expiry or termination of this Agreement, all rights and obligations of the parties shall automatically terminate except; -for such rights of actions that have accrued prior to such termination and any obligations, which expressly or by implication are intended to come into or continue in force on or after such termination including the Parties obligations under the clauses relating to confidentiality.	CMC	
65		In case of early termination <u>name of the party</u> shall be paid for the work done till the date of the termination.	CMC		
66	Page 113, 7.32 Liquidated Damages	7.32 Liquidated Damages	We request that the overall penalty under any provision of the contract should be restricted to 10% of contract value	CMC	As per RFP.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
67	7.32; Page no. 114	The SI shall in addition to other remedies available to UPLC be liable to pay Liquidated Damages of a sum of INR 10,00,000/- (Rupees Ten Lacs only) for every incident where it is found that the SI or any of its employees has carried out a transaction without any authorization or approval from respective IGRS official.	Airtel finds proposing such a high figure unacceptable and hence want the penalty in such cases mutually fixed.	Airtel	Please refer Corrigendum.
68			Liquidated damages are too high. 10% of the overall project with no site wise mentioned along with 10 lacs penalty.		
69	Page 136, 9.16 Terms of Payment	UPLC / IGRS shall bear the cost for the non-routine audit as defined in this Schedule II and the SI shall bear the cost of any other audits and inspections as per the requirements specified in the RFP. The terms of payment are inclusive of any costs of the SI, for all reasonable assistance and information provided under the Agreement by the SI pursuant to this Schedule	We request that cost of any audit to be carried should be borne by UPLC/IGRS	CMC	As per RFP.
70	11.12 Format – Proforma of Bank Guarantee towards Bid Security / EMD	11.12 Format – Proforma of Bank Guarantee towards Bid Security / EMD	We Request UPLC to share the details of your bankers viz , Name of the banker, Branch Addresss, IFSC code, Bank Account no. it is required by our banker for issuance of Bank guarantee	CMC	UPLC to provide.
71			<p>The following clause in BG may kind be included:</p> <p>BANK GUARANTY LIABILITY CLAUSE</p> <p>Notwithstanding anything contained herein above, our liability under this Guarantee is limited to Indian Rs. _____ (Indian Rupees (in words) _____) and our guarantee shall remain in force until _____. (Indicate the date of expiry of bank guarantee)</p>	CMC	As per RFP.
72			Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us by the said date, the rights of Customer under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the rights of Customer under this Guarantee shall be valid and shall not cease until we have satisfied that claim.		As per RFP.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
73	Clause 1.3 (v), p19	1) Clause 1.3 (v), p19: Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the EMD/bid Security.	We Request to delete the provision of forfeiture of EMD in such case as rejection of the proposal in such case is a appropriate and conclusive remedy and it is possible that all the information submitted by SI may not be treated as complete by the Department.	CMC	As per RFP.
74	Claus 4.3.6, p53	The SI shall be required to take the insurance of the entire hardware infrastructure deployed for the entire duration of the contract against vandalism, theft, fire, and lightening. Request Customer to clarify—Why the SI is required to take insurance for hardware infrastructure deployed for the entire duration of the contract against vandalism, theft, fire, and lightening?	We request that the insurance must be taken by UPLC/IGRS once the hardware is delivered to the customer? The risk must be transferred to the UPLC/IGRS after its delivery to the customer and insurance must be taken by the customer after its delivery.	CMC	As per RFP.
75	Clause 4.3.7, p53:	The SI would be required to augment the hardware deployed or bring in new hardware as and when required in order to satisfy the service levels detailed in this RFP.	We wish to understand that since the BOM for the project has been worked out by UPLC/IGRS, why the bidder need augment the hardware deployed or bring in new hardware as and when required in order to satisfy the service levels? Request you to kindly clarify.	CMC	As per RFP. The BOM is minimum proposed, while SI needs to evaluate the requirements independently and propose any additional hardware or higher specifications to meet the SLAs.
76	Clause 4.4, p55:	Any direct or indirect losses to the department because of SI's personnel fault will have to be borne by the SI.	We request that bidder shall not be liable for any indirect losses. We request that the clause wrt provision regarding indirect losses be deleted.	CMC	As per RFP. It is SI's responsibility to do a background check on all personnel deployed by SI. The overall limits on liability and Liquidated damages has been defined in respective sections.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
77	Clause 4.5(g), p56:	Any one-time charges such as those for procurement, development, registration, commissioning, etc. of the Toll-free lines and any fixed recurring charges such as monthly rentals etc. will be borne by the selected System Integrator for the period of Contract.	We request UPLC/IGRS that any fixed recurring charges such as monthly rentals etc. be borne by the customer (UPLC/IGRS)	CMC	As per RFP.
78	Clause 7.16, p103:	IGRS shall own the hardware and all the software supplied by the SI in connection with this Agreement.	We request to kindly to clarify when (At what point during contract execution) the ownership of the hardware and all the software supplied by the SI would be transferred to the IGRS?	CMC	As per RFP.
79	The Title transfer clause be may be included on delivery stage only		CMC		
80	12) Clause 7.4 (b) (viii), p95:	The SI at any point during performance of the Agreement, should technological advances be introduced by the OEM for Information Technologies originally offered by the OEM in its Bid and still to be delivered, the SI shall be obligated to offer to UPLC the latest versions of the available Information Technologies having equal or better performance or functionality at the same or lesser unit prices.	We request to consider that in case of technological advances, the Information Technologies still to be delivered will be delivered at the current market rate .	CMC	As per RFP - SI is required to manage the hardware and software supplied till the completion of project. If because of any reasons, the SI is unable to perform its duties, then SI will have to bear the cost of any upgradations.
81	Clause 6.27(a)(ix): p89	The proposal of a Bidder is liable to be disqualified in case any Bidder submits multiple proposals or if common interests are found in two or more Bidders, all such Bids are likely to be disqualified, unless additional proposals / Bids are withdrawn immediately upon conflict of interest.	We request to delete this provision.	CMC	As per RFP

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
82	Clause 7.23: Suspension of Work, p105	Suspension of work	<p>We request in such case :</p> <p>a) An extension of time for completion corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Contractor automatically without any request by the Contractor;</p> <p>b) if the suspension lasts for more than 10 days, Customer shall pay to the Contractor the amount for the manpower deployed at the Customer's site as compensation at the rates provided in commercial quote for the period exceeding 10 days.</p>	CMC	Please refer to Corrigendum

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
83	10) Clause 6.25 (c), p86:	The PBG is 20% of agreement value. Request customer that PBG shall be restricted to 10% of the agreement value.	We request that value of PBG shall be restricted to 10% of the agreement value.	CMC	As per RFP.
84	9) Clause 6.17.5, p83:	In such case where L1 bidder backs out from the project, the EMD of the L1 bidder will be forfeited; the L1 bidder will be blacklisted from participating in any future bidding of GoUP projects; and L1 bidder would also be liable for legal action by UPLC/Department.	We request to delete the provisions related to blacklisting and any legal action if L1 bidder backs out from the project as forfeiture of EMD is the sufficient remedy.	CMC	As per RFP.
85	8) Clause 6.9 (b), p79:	If during the course of execution of the project any revisions to the work are to be made to meet the goals of the project, then all such changes shall be carried out within the current price, while ensuring that any such changes doesn't have any big financial impact on the bidder.	We Request that all changes should be governed by change order process an necessary adjustments shall be made in the contract price and implementation schedule.	CMC	As per RFP.
86	Page 39	To cater to the requirements of Offline environment, the Department has planned to deploy a server at each SRO to as mentioned in the SOW of the RFP	<p>The project aims at implementation of egovernance solution across 354 Sub-Registrar offices, 75 District Registrar Offices, 4 Additional IG offices, 20 DIG offices, 77 AIG offices, and 3 IG offices.</p> <p>In case a local server is deployed at all these locations, the manageability and administration of the system and solution would be compromised. We would like to submit that instead the department should consider a thick client at each of the terminals that should have the capability to store the data locally which gets synchronized with the central site. This would also help in processing the applications quickly and improve citizen experience and service. Kindly clarify.</p>	IBM	As per RFP.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
87	Page 49 ii. Data centre	The facilities that will be provided by the SDC are as follows: =>Adequate space, cooling and power (with back up) =>Shared hardware and Software applications like router, backup server, tape library, backup software, EMS server, Core switches, etc.	It is mentioned that Backup software and EMS would be provided by the SDC however 1. There are detailed technoical specs given for backup on Page 164, Section 10.4.6 - Backup Software 2. Bill of material table on page 156 mentions the Backup software and EMS Client licenses Kindly clarify if the requisite software licenses for Backup software and EMS need to be quoted by the SI in the bid	IBM	Please refer Corrigendum.
88	41	The SDC will provide necessary services like space, rack, electricity, backup, tape library, EMS server application, etc.	This clause mentions that EMS would be provided by SDC, this conflicts with the section 3.7. Other Requirements at Page 43 where it has been mentioned that EMS is required. Please clarify	Sify	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
89	44	Access to each application is restricted to specified authorized users.	Since the application is being developed by NIC, these features should be there in application	Sify	As per RFP. Yes. But SI will be responsible for mapping / change of roles in the backend as per policies of Dept.
90	48	Creation of Centralized Helpdesk for monitoring of issues during installation and commissioning of hardware at sites and to monitor day to day issues during execution (O&M) of project.	We understand that helpdesk will use the existing EMS in SDC. Please clarify how the access to the EMS will be provided to the bidder	Sify	Please refer Corrigendum.
91	37	The new IGRS software application will be deployed at the State Data Centre (SDC) and could be accessed using web services at any IGRS office as well as by the citizens and other stakeholders.	What is the current stage of application development. By when it would be available with department for use	Sify	The application is likely to be made available to SI by the time of hardware deployment at Data Center.
92	55	All internal users of the system should be able to log a request in the system using any of the following channels: Email Telephonic call on the Toll-free Helpline Online chat on the departmental web-portal Through "Complaints section" on intranet for departmental users	The required functionality should be available in the application being developed by NIC	Sify	As per RFP.
93	55	4.5 Centralized Help Desk	At which location this helpdesk would be setup. What all infrastructure the bidder need to consider for helpdesk.	Sify	Requirements of Helpdesk have been specified in RFP. SI shall create the helpdesk in Camp office of Dept. at Lucknow and all the SLAs for Helpdesk shall be maintained by SI.
94	56	4.6 Operations and Maintenance (O&M) services	Will the seating space be provided by department for technical team and ant which location.	Sify	IGRS Camp office in Lucknow. Seating capacity will be provided by Dept., but infrastructure (Desktops / Laptops), connectivity etc. shall be managed by SI.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
95	154	The minimum quantities of Bill of material required at the Client locations and Centralized helpdesk in order to meet the requirements of the project are as follows.	We understand that infrastructure required for helpdesk is included in BOM.	Sify	SI need to create the Helpdesk as per Requirements mentioned in RFP. The BOM doesn't include infrastructure required for Helpdesk.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
96	155	10.3 Annexure – Bill of material for State Data centre (SDC)-Tape Library, Backup Software	Requirement of tape library and Backup Software is given here however Page 41 mentions that backup and tape library would be provided by SDC. Please clarify what all components bidder will get from SDC. With tape library and backup software mentioned in BOM backup server is missing in requirement	Sify	Please refer Corrigendum.
97	155	10.3 Annexure – Bill of material for State Data centre (SDC)	Antivirus Software, Hardware requirement is missing	Sify	As per RFP
98	55	4.5.1 Helpdesk Capacity The selected System Integrator is required to provide a minimum 3 seater Helpdesk with 3 phone lines during all hours. The helpdesk should be manned by 3 operators for providing necessary support. However, if the selected System Integrator believes that in order to meet the SLAs, additional capacity is required, the same may be provided by the selected System Integrator with no additional charges from the department.	Please share the office location from where the helpdesk team will provide support? Also confirm , The medium of connectivity allowed by the Dept. for the helpdesk to connect to the deployed IT Infrastructure for support?	Sify	Please refer to Query 93, 94, 95 above.
99	56	4.6 Operations and Maintenance (O&M) services The working hours & days of various offices are 10 am to 5 pm from Monday to Saturday, while in case of any change in the working hours / days the SI will be required to comply with the same.	Please confirm if the Service window for support for O&M Team will be 10 am to 5 pm from Monday to Saturday ?	Sify	Please refer to Working hours and SLAs for O&M and Helpdesk specified in RFP.
100	70	5.2.3 Service Levels – Operations & Maintenance Repair / replacement of any faulty component or equipment or system software at data centre Time taken in repairing or replacement. Any issue at the data centre shall be resolved within 4 hrs. of reporting of fault	Kindly Request to classify the Service Levels as per Severity as it will may not be feasible to Resolve all Incidents at DC within 4 Hrs	Sify	Please refer to Corrigendum.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
101	70	<p>5.2.3 Service Levels – Operations & Maintenance</p> <p>Repair / replacement of any faulty component or equipment or system software.</p> <p>Non-critical issue – If 1 fault at an office – within 48 hrs. of fault reporting</p>	<p>Kindly Clarify if the faults refer to 1 Additional fault beyond and Reported Fault?</p> <p>Also, Kindly Request the Dept. to Classify & Define Faults for which such penalties are applicable?</p>	Sify	<p>As per RFP.</p> <p>SLA will be applicable on non-resolution of any issues beyond defined resolution timelines.</p>
102	70	<p>5.2.4 Service Levels – Helpdesk Services</p> <p>Speed to answer the call at helpdesk</p>	<p>Kindly Request Dept to share the Total No of users ?</p> <p>Also share the Maximum expected Call flow in 1 Hrs?</p>	Sify	<p>Total no. of users = No. of Desktops supplied at SRO offices + other officials of Department (AIG, DIG, Add. IG, IG)</p> <p>Expected call flow rate will depend on quality of services been provided by SI at all locations.</p>
103	11.11.2.2/ Page 204	Total Cost {X*(Y+Z*3+T)}	Please clarify why Z is multiplied by 3. Z is Extended warranty for 2 years.	Sify	Please refer to Corrigendum.
104	Data Centre Infrastructure / Page 206	Total Cost {X*(Y+Z*5+T)}	Please clarify why Z is multiplied by 5. Z is Extended warranty for 2 years.	Sify	Please refer to Corrigendum.
105	Clause No: 7.34(b), Page No. 114	Dispute Resolution	Request deletion. Request that a provision be made for appointment of an independent arbitrator appointed mutually by the parties for adjudication of any disputes under or in relation to the contract.	Airtel	As per RFP.
106	Page 114, 7.34 Dispute Resolution (Arbitration)	7.34 Dispute Resolution (Arbitration)	<p>Dispute Resolution –</p> <p>Any dispute or differences arising out of or touching this agreement if not resolved amicably within 30 days of arising such dispute, shall be referred to the arbitration, of single arbitrator mutually agreed between the parties. In case the parties fail to agree upon single arbitrator then each party shall appoint one arbitrator and those two arbitrators shall appoint third arbitrator. The decision of the arbitral tribunal shall be final and binding on the parties. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996. The language of arbitration shall be English and the venue of arbitration shall be PLACE OF WORK, India.</p>	CMC	Please refer Corrigendum

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
107			We request that sole arbitrator shall be appointed by the parties mutually.		

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
108	7.28 Termination of the Agreement by SI, Pg 112	UPLC retain such amounts from the payment due and payable by UPLC to the SI of overall Agreement value for 5 years from Go-Live as may be required to offset any losses caused to UPLC / IGRS as a result of such event of default and the SI shall compensate UPLC for any such loss, damages or other costs, incurred by UPLC / IGRS in this regard	Please Clarify	Airtel	As per RFP. The clause is self explanatory. In case of Termination, the UPLC / IGRS will withhold amounts out of payment due to compensate for losses caused to UPLC/IGRS.
109	Audit pg 134, clause 9. e	The audit and access rights contained within this schedule shall survive the termination or expiration of the Agreement for a period of twenty-four (24) months	Please Clarify	Airtel	As per RFP. Even after expiration / termination of Contract, the SI shall be liable to assist UPLC / department in providing necessary support and documentation (as defined in schedule) for auditing purposes
110	Additional Clauses:		1) No liability for cosequential damages: Under no circumstances shall the Bidder be liable to Department for any indirect, special, incidental, punitive, exemplary or consequential damages, whether foreseeable or not nor shall the Bidder be liable to Department for loss of profits, loss of business, loss of revenue, loss of goodwill , loss of data etc. which may arise under or pursuant to this Agreement.	Airtel	As per RFP.
111			2) Warranty Disclaimer: Department agrees that its use of the equipment is solely at its own risk. Except as expressly set forth under this Agreement, the equipment are provided on an "as is" basis and "as available" basis. The Bidder expressly disclaims all warranties of any kind, whether express or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose.	Airtel	As per RFP.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
112			3) Liability for content: Department shall be fully responsible for the content of the data transmitted and carried through the resources/Services provided by the Bidder and Department shall use the same in accordance with all applicable statutory or regulatory rules, regulations and guidelines. Department shall not use the resources for sending any data or messages which is/are offensive, abusive, indecent and obscene or in violation of any Applicable Law. Department shall be solely liable and responsible for any breach of the aforesaid obligation(s) and no liability arising from such breach shall fasten on the Bidder. Department shall indemnify and keep the Bidder indemnified against all costs, claims, damages or proceedings arising out of use of the Service other than fully in accordance with the terms of this Clause.	Airtel	Please refer to Corrigendum.
113	Page 126, 8.5 Severability and Waiver	8.5 Severability and Waiver	Severability: If any one provision of this Agreement or part thereof is rendered void, illegal, or unenforceable by any legislation to which it is subject, it shall be rendered void, illegal or unenforceable to that extent only and it shall not affect the entire Agreement. Provided that if the commercial basis of this Agreement is thereby substantially affected or altered then the Parties shall negotiate in good faith to amend and modify the provisions and terms of this Agreement as may be necessary or desirable in the circumstances	CMC	As per RFP.
114			Waiver No failure or delay by any Party in exercising any right, power or discretion hereunder shall impair such right, power or discretion or operate as a waiver thereof, nor shall any single or partial exercise of any right, power or discretion preclude any further exercise thereof or the exercise of any other right, power or discretion and remedy provided herein.	CMC	As per RFP.
115	Page 120, 7.41.3 Sub-Contracting	7.41.3 Sub-Contracting	We request that for certain portion of contract sub-contracting be allowed and bidder may be asked to take permission from Customer	CMC	Please refer Corrigendum.
116			5) Sub-contracting: The bidder may sub-contract the work under the contract, in whole or in part, to a third party and will give a written intimation in this regard to Department.	Airtel	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
117	Clause 7.19: Confidentiality, p104:	Confidentiality, Clause :	We Request Customer to the following exceptions to the said clause: Confidential Information does not include information which: i. is publicly available at the time of its disclosure; or ii. becomes publicly available following disclosure; or iii. is already known to or was in the possession of recipient party prior to disclosure under this Agreement; or iv. is disclosed to the recipient Party from a third party, which party is not bound by any obligation of confidentiality; or v. is or has been independently developed by the recipient Party without using the Confidential Information; vi. is required to be disclosed in accordance with Court order or any other statutory or regulatory authority.	CMC	Please refer Corrigendum.
118	Page 116, 7.36 Conflict of Interest	7.36 Conflict of Interest	We request point (c) be deleted	CMC	As per RFP.
119	Damages & loss, Clause 7.21 pg 114	The parties hereby agree that due to negligence of any party, if the other party suffers losses / damages the quantification of which may be difficult, a reasonable estimate of the damages shall be constructed and both the parties agrees to pay such liquidated damages, as per the provisions of this Agreement.	Airtel will not pay for any losses/damages	Airtel	As per RFP.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
120	7.40 c; Page no. 119	<p>In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Section 7.34. In the event the Force Majeure substantially prevents, hinders or delays the SI's performance of supply of goods and services necessary for the operation of IGRS"s critical business functions for a period in excess of 15 days, IGRS / UPLC may declare that an emergency exists. UPLC / IGRS will issue a notice to the SI to resume normal supply of goods and services at all affected sites and for all operations within a period of seven days. In the event that the SI is not able to resume supply of goods and services within the next 7 days, UPLC may terminate the Agreement and/or obtain substitute performance from an alternate SI and costs incurred by UPLC in obtaining such supply of goods and services from alternate SI shall be recovered by UPLC from SI.</p>	<p>In events of force majeure 90 days would be a sufficient to get a solution and normalize the services from Airtel side. Also there is a contradiction to clause no. 7.29 viii on page no. 111 where it states that termination can happen only post 60 days service failure. Pls clarify</p>	Airtel	<p>As per RFP.</p> <p>Please read the clause in continuation with sub-point iv above it.</p>

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
121		DG Set Specifications	Request to include Liquid cooled along with air cooled	Mahindra, Sanjay Diesels, Cooper Corp	Please refer Corrigendum.
122		Oracle Enterprise edition App server	<p>1. For a seamless migration from existing platform to Weblogic platform, we recommend Weblogic Suite in place of Weblogic EE for support coverage of existing platform.</p> <p>2. Mission critical application like IGRS should have support for high data availability, nodal data availability, faster database query processing methodologies using In-Memory caching technologies. In this context we recommend Weblogic Suite in place of Weblogic EE as it comes with In-Memory caching feature bundled.</p> <p>3. As IGRS having some modules running on Forms and Reports so Weblogic Suite is the prerequisite for Forms and Reports latest version. In this context we recommend Weblogic Suite in place of Weblogic EE for seamless Forms and Reports support and roadmap.</p>	Oracle	As per RFP.
123	3.6.3 - Technology Stack – Online and Offline Environment Page 39	Application server	In the RFP, Oracle Weblogic is named. We would like to request the department to kindly reconsider this to allow other vendors an equal opportunity to quote their respective product. For eg.. IBM WAS has been an undisputed leader in the application server space for over a decade now and supports many large scale implementations in Central and State governments in India.	IBM	
124	3.6.3 - Technology Stack – Online and Offline Environment	Data security	Since there are multiple databases involved in the solution and since the data security is of utmost importance, kindly consider an OEM tool for data security that should support multiple databases and platforms.	IBM	As per RFP.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
125	102/131/41	7.15 Information Security / 9.4 Confidential Information, Security and Data & other data Security/Other References	<p>1.The RFP provides multiple pointers to Information, Data Security as well as the need to secure the RDBMS at the Data Center. As the Registration data is critical & sensitive in nature and should not be subject to manipulation. Kindly provide the details of the Database Security tool.</p> <p>2.Kindly clarify if the Database security tool shall support security monitoring of the multiple leading databases eg Oracle, Postgres, SQL, DB2 etc.</p> <p>3.Kindly clarify if the Database security tool shall be from a different OEM from the proposed RDBMS tool.</p>	IBM	
126	60	Periodic Vulnerability Testing & conformance	The RFP provides requirements of Periodic Vulnerability Testing as the application would require to be constantly updated, customized as a regular requirement. Kindly clarify and provide the requirements of the Application security Vulnerability Testing tool for the java based application as required in the RFP.	IBM	Please refer Corrigendum.
127	154	Desktop Infrastructure - 10.2 Annexure – Bill of material for Client locations	The RFP requires approx 1366 Desktops (windows & linux) & 335 Servers across approx 500 Remote Locations. These Remote servers & Desktops are key to delivery of services at those locations. We would like to submit that Monitoring and management of these desktops/servers in terms of Remote Troubleshooting, Remote software update, hardware & software inventory and patch management shall be extremely critical for the department. Kindly clarify the requirements of desktop management.	IBM	As per RFP / Corrigendum.
128	3.6.3 - Technology Stack – Online and Offline Environment Page 39	Database	We request you to kindly consider that the Solution components should not be restricted only to a specific database product. We would request you to kindly allow the bidder to propose any of the mentioned database i.e. Oracle, DB2 etc. We would like to kindly submit that it may be in the best techno - commercial interest of State to allow the bidder the option to propose any of the leading databases. Kindly allow the same.	IBM	As per RFP.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
129	3.6.3 - Technology Stack – Online and Offline Environment Page 39	Database	DB2 is one of the leading RDBMS with presence in leader's quadrant in Gartner Magic quadrant with numerous large scale implementations in both Central and State Governments in India as well as Enterprise accounts. Kindly provide the specifications of the database that you need for the application and bidder may quote the DB as per the best technical solution for the department.	IBM	
130			The database for the application has been quoted with name "Oracle" in the RFP at Data centre while Open source DB has been considered at Client locations. Procurement of Oracle DB at data centre will incur a huge cost to dept., hence we request you to consider Open source DB (enterprise edition) at Data centre also.	Enterprise DB	
131			It is our humble request,that the department reconsider its decision for change in stack in the overall welfare and advantage of the state and continue with the existing stack (Microsoft) or at-least provide opportunity for Microsoft technologies to be quoted in the current tender.	Microsoft	
132	10.4.6 Page 164 Backup Software	Request for Addition	Need details on how many database servers will require online backup.	HP	There are 2 DB servers which will require online backup.
133	10.4.6 Page 164 Backup Software	Request for Addition	How many servers will be in clustered configuration.	HP	All Database, Application and Web Servers are in Cluster configuration.
134	10.4.6 Page 164 Backup Software	Request for Addition	How many servers running the Virtualized software.	HP	As per RFP.
135	10.4.6 Page 164 Backup Software	Request for Addition	How many servers in virtualized environment will require single file recovery?	HP	
136	155	10.3 Annexure – Bill of material for State Data centre (SDC)-Oracle Database and Weblogic	We understand that Oracle DB is required for 2 servers each with 32 cores and weblogic is required for 2 servers each with 32 cores as mentioned in specifications. Please confirm.	Sify	As per RFP.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
137	4.6.6.1 Installation & maintenance of application and database; Page 59	b. State NIC will provide 5 days training to the master trainers of the SI for software installation and management. The SI is required to manage the day to day operations under NIC guidance. The NIC will be solely responsible for any changes, up-dation or upkeep of the Application software.	In the initial stage of the project would request NIC to provide a refresher training for at least 3 days after 2 months from the initial 5 days training. Further, NIC should provide a 2 days training for every major release of the upgraded application. It is assumed that NIC would provide for the venue and other logistics / infrastructure requirement for the entire training and the training would be at Lucknow. <u>Please confirm our understanding</u>	Sify	Refresher training of 1 day on each major release to be conducted by NIC. Logistics to be arranged by Dept., but the location will be in Lucknow.
138	4.6.6.2 Migration of database to any other database; Page 59	During the currency of the contract period, in case the Department decides migrating the application and database to a new database, including Open source database, then the selected SI will be required to facilitate NIC for any activity related to Application software, however for application S/w prime responsibility will be of NIC and rest of the related activity to undertake the migration of the data from existing database to the new one successfully ensuring that the services of the department are not affected by the migration of data shall be SI's responsibility.	Would request for further clarity on the roles & responsibilities of NIC and SI for the possible data migration scenarios.	Sify	As per RFP. NIC will provide necessary migration scripts etc. but SI will have to manage operations during migration of data and after handing over the data to SI by NIC.
139	3.6.3 - Technology Stack – Online and Offline Environment Page 39	Offline environment	The technology stack to be used for offline purpose has been mentioned as Tomcat and Postgres. Given the criticality of the application, we would like to submit that an equal opportunity should be provided to other products to compete in the best interest of the department	IBM	As per RFP.
140	3.6.4 Network Architecture	The existing SWAN bandwidth at Tehsil level is 2 Mbps on sharing basis and the uptime of SWAN is not very good especially at Tehsil level, hence a backup connectivity of L3 MPLS VPN has been envisaged for the project.	Clarification: Does this mean that bidders will choose Service Provider first to connect Point to Point lease line to SWAN POP and also provision through same service provide a MPLS network among all the IGRS offices and will use MPLS network as backup to SWAN.	Ricoh	As per RFP. Primary and Secondary connectivity shall be from different ISPs wherever the option is available for different ISPs.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
141	4.2 Supply, installation and commissioning of hardware and system software at IGRS offices and Data centre, Point i. IGRS offices	The SI will have to procure the hardware as per the requirements of the project and deploy at IGRS offices (SRO offices, AIG offices, DIG offices, Add. IG offices, camp office, head office etc.). The minimum hardware requirements and minimum technical specifications have been specified in the Section 10.3 and 10.4	Clarification: DO the SI scope includes the procurement of CPE router at IGRS offices, if yes, there is no mention of technical specification of the same in section 10.3 & 10.4, so kindly clarify	Ricoh	Please refer to Corrigendum.
142	4.3 Connectivity	a. The System Integrator has to integrate the Primary network on UP SWAN by connecting last mile from UP SWAN to respective registration offices of Uttar Pradesh; b. To provide L3 MPLS VPN connectivity at Data Center and all IGRS offices & locations across the state of Uttar Pradesh	Clarification: Does that mean Service Provider has to be provide two different cost: a.) For Point to Point lease line from every IGRS office to nearest POP b.) MPLS VPN cost for Back UP	Ricoh	Yes, bidder needs to provide 2 different costs. Please refer to Detailed financial bid break up as provided in Corrigendum.
143	4.3 Connectivity	b.) The bidder is also required to provide all necessary hardware (CPE) for suitable connectivity as well as their installation and commissioning at the respective pops/branches.	Clarification: Please clarify if the proposing of CPE router at all the IGRS offices is under SI's scope? And IF its going to be single router for SWAN connectivity and MPLS VPN?	Ricoh	Bidder to propose Single Router at all SRO locations (354) to connect both type of connectivities with option for auto-switching between both connectivities.
144	4.3 Connectivity	e) The data centre is to be connected on a minimum 50 Mbps Layer 3 MPLS cloud preferably on Fibre. The bidder is required to quote for 50 Mbps Layer 3 MPLS cloud and dedicated bandwidth of 02 MBPS at category „A“ SRO offices and 512 KBPS at „B“ and „C“ category SRO offices.	Amendment Required: As it is mentioned in point b.) of section 4.3 that CPE is in scope of SI and in point e.) different kind of bandwidth requirement if mentioned of Category A , B & C offices, so you are request to define the hardware specification of CPE router as well for different categories. As there is different performance requirement for different CPE routers, so you are requested to define the router specifications	Ricoh	Please refer to Corrigendum.
145	10.4.17 16 port 10/100/1000 unmanaged Switch	Unmanaged switch	Amendment Request: Please consider management 24 ports instead of unmanaged switch.	Ricoh	Please refer to Corrigendum.
146	10.4 Annexure–Minimum Technical Specifications	OEM Qualification	Addition request: All the propsoed routers and switches has to be from One OEM	Ricoh	Please refer to Corrigendum.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
147	10.4 Annexure–Minimum Technical Specifications	OEM Qualification	Addition request: OEM should be in Gartner's leaders quadrant for routing and switching infrastructure as per latest report	Ricoh	Please refer to Corrigendum.
148	10.4 Annexure–Minimum Technical Specifications	Missing solution	Addition Request: Centralized policy management and access control solution is completely missing from the architecture, this would create trouble as department would have no control on the access, authentication and authorization and also device/ user management and control.	Ricoh	As per RFP.
149	Passive Componets	OEM Qualification	Addition request: OEM should have direct presence in India more than at-least 5 years	Ricoh	As per RFP
150	Passive Componets	OEM Qualification	Addition request: OEM should have done at least 5 Government of India/U.P. Government projects for LAN campus network	Ricoh	As per RFP
151	Passive Componets	OEM Qualification	Addition request: OEM should submit all the certifications in technical bid from the bodies like UL, ETL or other independent 3rd parties for required tests	Ricoh	As per RFP
152	Passive Componets	OEM Qualification	Addition request: OEM should have at least One RCDD certified person sitting in India whose services can be utilized for this project	Ricoh	As per RFP
153	3.3.3 Existing Connectivity - page number 34	Existing Connectivity The State of UP has implemented SWAN in the State as a part of Core MMP project of Deity, Govt. of India. The SWAN provides a bandwidth of 2 Mbps on shared basis till the SWAN POPs at Tehsil level, but the last mile connectivity between most of the SRO offices and nearest SWAN POPs has not been provided so far. Some of the SRO offices (approx. 20) have been provided with SWAN connectivity. As the new system is going to be primarily Centralized, hence the Department has planned to connect all the SRO offices with UP-SWAN, and in addition is planned to have a VPN based backup connectivity for all the SRO offices through a System Integrator, as mentioned in the SOW in the RFP.	What is the media we have to use to extend connectivity from SWAN POP	Sify	AS per RFP - SI to decide depending on various factors as described in Section 4.3

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
154	3.6.5 LAN Architecture page number 40	The proposed LAN architecture at office level is depicted in following diagram. Structured cabling is required for creation of LAN. CAT6 cable should be used for cabling and proper laying of cables along with conduits should be done. Optical fibre should be used wherever it is necessary. There should not be any exposure to environment for both CAT6 cables as well as optical fibre cables. The network rack for switches should be mounted properly on the wall. The router and switch should be kept at same place probably in the same rack.	Lan work required at all locations please give number of users /devices/nodes we have to built /site	Sify	As per RFP. Refer to no. of users / desktops etc. to be deployed per site as per BOM.
155	Line item 6.13 in BOQ	Router module/card for existing router in SDC	Please provide the make model of router and card details required	Sify	Please refer to Corrigendum.
156	point iv Networking page 50	Networking: The SI will be required to provide network switches at all the SROs to build and maintain a local area network (LAN) with structured cabling for connecting all nodes (Server, PCs, printers etc.) at each location using CAT-6 (with capability to support 1Gbps Ethernet operations). SI will be responsible to create the structured LAN for existing as well as new hardware	Please confirm do we have to provide 16 port 10/100/1000 switch at all the locations including SDC (referring to specs provided in Section - 10.4.17 16 port 10/100/1000 unmanaged Switch)	Sify	As per RFP.
157	4.3 Connectivity page number 50	Connectivity a. The System Integrator has to integrate the Primary network on UP SWAN by connecting last mile from UP SWAN to respective registration offices of Uttar Pradesh	Please confirm exact number of locations where we have to extend last mile network, who will provide permissions to work in UPSWAN POP locations & required interfaces feasibilities confirmation	Sify	Last mile connectivity to be provided at 260 locations. Actual no. of sites may vary depending on working condition of SWAN connectivity. SI will be paid on basis of Actual work completed. Permissions to work at UP-SWAN POP will be provided to SI by NIC with necessary assistance from Dept.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
158	4.3 Connectivity page number 50	a) Design and engineer MPLS connectivity for IGRS	<p>What is the required topology</p> <p>Also confirm which are the real time applications IGRS referring too for QOS ,</p> <p>Does IGRS also uses Voice /VC communication between offices</p>	Sify	<p>Topology to be decided by SI for Secondary Connectivity.</p> <p>The IGRS application for Registration is a real time application</p> <p>There are no Voice / VC communications planned as of now.</p>
159	4.3 Connectivity page number 50	The service provider shall ensure "AUTO FAIL OVER" between Primary and Secondary connectivity. The service provider of secondary connectivity will provide a suitable Router for termination of Primary connectivity and Secondary connectivity over same Router. The System Integrator will ensure that in case there is failure in Primary connectivity the router should automatically switch to secondary connectivity so that the continuity in the work of the department does not hamper	<p>Sify understands we have to provide routers to terminate Primary & Secondary link .Please confirm</p> <p>For initial configurations IGRS has to liason with existing Service provider for required configurations.</p> <p>In case of any issues in Primary ckt, Who will be responsible to log calls with the primary Service provider</p>	Sify	<p>1. SI to provide Routers to terminate Primary and Secondary links.</p> <p>2. Any assistance will be provided by Dept., but SI need to update Dept. on liasioning requirements.</p> <p>3. SI to raise and monitor issues even in Primary Circuit.</p>
160	4.3 Connectivity page number 50	The service provider shall ensure "AUTO FAIL OVER" between Primary and Secondary connectivity. The service provider of secondary connectivity will provide a suitable Router for termination of Primary connectivity and Secondary connectivity over same Router. The System Integrator will ensure that in case there is failure in Primary connectivity the router should automatically switch to secondary connectivity so that the continuity in the work of the department does not hamper	<p>Please confirm those locations which are already connected by SWAN how we will do integration there.</p> <p>Are they also part of scope for secondary links.</p> <p>Request you to provide infra details for those locations - routers / interfaces / topology (architecture) of existing network etc.</p>	Sify	<p>Please refer to Corrigendum for details of locations already connected on SWAN.</p> <p>SI need to provide Secondary connectivity at all locations including ones where Primary connectivity is already present.</p>

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
161	4.3 Connectivity page number 50	The service provider should deliver and integrate their last mile into the communication equipment already available/to be provided at these sites. Last mile hand-off should be delivered on V.35/Ethernet or any other type of interfaces. The service provider must be an integrated service provider capable of providing fibre/copper and other wireless media choices preferably, RF as last mile. If last mile is not feasible on RF only then other wireless media may be explored.	Please elaborate on this which equipment IGRS is referring too.	Sify	Router to be provided by SI at all SRO locations
162			In case of VSAT /RF request IGRS to arrange Roof right permissions for equipment installations at client locations In case of VSAT please suggest BW requirement.	Sify	Roof rights for RF connectivity will be managed by Dept. VSAT shall be considered as last option.
163		The router would also have capability to handle the data traffic and multiple SSL / VPN encapsulations for secured data transfer.	Request to modify as: The router would also have capability to handle the data traffic and multiple SSL / IPSEC VPN encapsulations for secured data transfer.	Karvy	Please refer Corrigendum.
164	Page 43, 3.7 Other requirements	1.Enterprise Management System	Please elaborate Technical Specification of modules required in detailed as you have listed for other modules under "10.4 Annexure – Minimum Technical Specifications". Current bullets outlined are not sufficient enough to define tool requirements and their modules.	CA	Please refer Corrigendum.
165	Page 155, 10.3 Annexure – Bill of material for State Data centre (SDC)	6.EMS Client License - SI quoting for the NMS / EMS should be able to integrate with NMS / EMS in the current SDC.	Since there is existing EMS\NMS running at SDC please confirm if bidder can extend the same modules as it will provide unified platform for monitoring for IGRS . Also request you to outline EMS technical requirements in detail for necessary modules to be factored as current requirements are at very high level and are not very clear .	CA	
166	Page 155, 10.3 Annexure – Bill of material for State Data centre (SDC)	6.EMS Client License - SI quoting for the NMS / EMS should be able to integrate with NMS / EMS in the current SDC	Please list out existing EMS modules at SDC. Are you looking at seamless integration of each module with each module at SDC e.g NMS with existing NMS , Server Monitoring with existing Server Monitoring , application monitoring with existing application monitoring?	CA	
167	Page 44, 3.7 Other requirements	2. Dual factor Authentication	Please confirm are you looking at PKI based 2 factor authentication as it is more secure over OTP based authentication. We request you to outline 2 factor authentication requirements in detail .Also is it required for internal IGRS users?	CA	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
168	Page 42, 3.6.7 Security Architecture	Security design should provide for a well-designed identity management system, security of physical & digital assets, data & network security, backup & recovery and disaster recovery system.	Please elaborate requirements for well defined identity & access Management system in detail. At high level are you looking at automating centralized user provisioning /deprovisioning across applicaions, Self-service Password Reset , workflow based access approvals to applications, secure web single sign on web SSO & integrated two factor advanced authentication?	CA	
169				CA	
170	155	10.3 Annexure – Bill of material for State Data centre (SDC)-EMS Client Licenses	EMS specifications are missing. Please also share the details of existing EMS in SDC	Sify	
171	155	10.3 Annexure – Bill of material for State Data centre (SDC)-EMS Client Licenses	RFP mentions that EMS would be provided by SDC. Please clarify. In case bidder need to provide the EMS please include the EMS hardware (Servers) as well in the BOM	Sify	
172	Clause 3.7 Point 1 : Page 43 of 212	Enterprise Management System	As we know that EMS is critical for the project and there is no specification mentioned in the RFP. We request department to provide detailed specification for this components so that you get an Industry best solution.	BMC	
173	3.7 Other requirements 1. Enterprise Management System page number 43	Manage connectivity speed and network components (including routers, switches, links, etc.)	EMS tools will not be able to manage the connectivity speed rather it provides a monitoring capability by giving an operator a detailed insight into the application traffic flowing over the network. It will thus monitor, track & report on all network traffic flowing through the pipe. Thus, rephrase the same as " Monitor network traffic and network components (including routers, switches, links, etc.)"	HP	
174			Please confirm IGRS wants to monitor connectivity speed not manage	Sify	
175		Alerts from virus attack	These functionalities are specific to security portfolio & hence forms part of the SOC solution. Request these requirements to be removed from EMS section and included as part of "UP IGRS Security Framework" specifications.	HP	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
176	Section 10.4.8 - Firewall	Clear text throughput: Up to 7 Gbps	It is mentioned that the performance of the Firewall should be clear throughput of 7gbps. Since this is a DC environment, the performance of the External Firewall is extremely crucial. Firewall throughputs have been known to suffer as more and more services and features are enabled on the appliances. The main reason being these are sized on the basis of 1518 byte UDP packets which are non-existent in a real environment. Since UP IGRS is a mission critical environment, the performance parameters should be with all features and services turned on which include F/W, Application visibility and control, Anti-bot. All these features and capabilities are required to deal with the current and most sophisticated threat landscape. Moreover the performance benchmarking parameters (Throughput) for firewall mentioned in the RFP are based on Layer 3 and not Layer 7 which leads to a significant performance degradation in production environment. For instance 7Gbps Layer 3/ Layer 4 throughput may drop to below 2Gbps if the Firewall has to inspect the production traffic (HTTP	palo alto, Squad, veri infotech, Inspira	Please refer Corrigendum. Procurement of new Frewall and IPS have been removed from Scope of work of SI.
177	Section 10.4.8 - Firewall	QoS features like traffic prioritization, differentiated services, committed access rate. Should support for QoS features for defining the QoS policies.	In a DC environment critical applications are hosted and its important to have policies defined for the applications that are hosted. It is also important to define QOS policies based on applications. Hence it is highly recommended to modify the clause as " The Firewall should support defining of application and user based QOS features like traffic prioritization, differentiated services. "	palo alto, Squad, veri infotech, Inspira	Please refer Corrigendum. Procurement of new Frewall and IPS have been removed from Scope of work of SI.
178	Section 10.4.8 - Firewall	Routing Protocols Static Routes RIPv1, RIPv2 OSPF	BGP protocol is largely used by MPLS service providers. Since MPLS is key for connectivity it is important the the Firewall supports BGP. Hence it is high recommended to modify the clause as " Routing Protocols Static Routes, RIP, OSPF. BGP. "	palo alto, Squad, veri infotech, Inspira	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
179	Section 10.4.8 - Firewall	Protocols <input type="checkbox"/> TCP/IP, PPTP <input type="checkbox"/> RTP, L2TP <input type="checkbox"/> IPSec, GRE, DES/3DES/AES <input type="checkbox"/> PPPoE, EAP-TLS, RTP <input type="checkbox"/> FTP, HTTP, HTTPS <input type="checkbox"/> SNMP, SMTP <input type="checkbox"/> DHCP, DNS <input type="checkbox"/> Support for IPv6	GRE is a VPN encapsulation which doesn't provide any security because it doesn't support encryption. Moreover GRE as a tunneling mechanism favours one OEM and should be removed. It is important to have encryption to secure data communication over internet and MPLS. Hence it is highly recommended to modify the clause as "Protocols <input type="checkbox"/> TCP/IP, PPTP <input type="checkbox"/> RTP, L2TP <input type="checkbox"/> IPSec, DES/3DES/AES <input type="checkbox"/> PPPoE, EAP-TLS, RTP <input type="checkbox"/> FTP, HTTP, HTTPS <input type="checkbox"/> SNMP, SMTP <input type="checkbox"/> DHCP, DNS	palo alto, Squad, verifotech, Inspira	
180	New Specs to be added	Suggestion - Application based Firewalling	Since UP IGRS will be running different kind of applications over the network, it would require that the firewall should be able to understand all these different types of applications so that it can provide complete application level visibility and control. Hence it is highly recommended to add the clause that " The Next Generation Firewall should allow defining policies based on all business or any kind of application. It should also have the ability to create signatures for custom/ home grown applications ".	palo alto, Squad, verifotech, Inspira	
181	10.4.8 Firewall, Page - 166	Interfaces 4 x GE, upgradable to 8 GE Console Port 1 number	As technology is moving from 1G to 10G. Please clarify if 10G support is required on Firewall? This would help in using 10G interface in Future on the same Firewall (without changing the Firewall)	Inspira, CMC	
182	10.4.8 Firewall, Page - 166	Concurrent connections: up to 1,000,000	Kindly change the clause to "Concurrent connections: up to 500,000" Based on the Requirement and asked Specifications, 1,000,000 is too high. Request to kindly consider 500,000 Sessions, which is more than enough to suffice the requirement	Inspira, CMC	Please refer Corrigendum. Procurement of new Firewall and IPS have been removed from Scope of work of SI.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
183	10.4.8 Firewall	New connection per second	<p>Addition Request: Firewall should support 100,000 new connection per second</p> <p>Though you have defined the concurrent connection, but haven't mentioned the new connections per second for firewall, as this also very important parameter that defines how much time firewall would required to reach it full strength of concurrent sessions.</p>	Ricoh, cisco	
184	10.4.8 Firewall, Page - 166	<p>Protocols</p> <p>RTP, L2TP</p>	<p>Protocols: RTP, L2TP / layer 2 VPN.</p> <p>Kindly make L2TP & Layer 2 VPN optional as different OEMs achieve the same functionality through different protocols</p>	Inspira, CMC	<p>Please refer Corrigendum.</p> <p>Procurement of new Firewall and IPS have been removed from Scope of work of SI.</p>
185	10.4.8 Firewall, Page - 166	802.1Q, NAT, PAT, IP Multicast support, Remote Access VPN, Time based Access control lists, URL Filtering, support VLAN, Layer 2 Firewall, Virtual Firewall, Radius/TACACS	<p>802.1Q, NAT, PAT, IP Multicast support, Remote Access VPN, Time based Access control lists, URL Filtering, support VLAN, Layer 2 Firewall, Virtual Firewall/Firewall policy on virtual-router interfaces , Radius/ TACACS</p> <p>Different OEM have different way of performing virtualization, Request you to please relax.</p>	Inspira, CMC	
186	10.4.8 – Firewall , Memory, Page 166	Simultaneous VPN Tunnels:2000	<p>Since Firewall shall be deployed at the Gateway. It is suggested that Firewall should have support for at least 7500 VPN Tunnels. Hence, requesting to change the clause to “Simultaneous VPN Tunnels : 7500”</p>	HP, CMC, Sify	
187			Amendment Request: Simultaneous VPN tunnels: 8000	Ricoh, cisco	
188	10.4.8 – Firewall , Memory, Page 166	Clear Text Throughput : Upto 7 Gbps	<p>We would request you to change the clause to “Clear Text Throughput of upto 2Gbps”, as majority of Firewall - OEMs with encrypted throughput of 800Mbps have PCI-BUS (33MHZ – 32bit) architecture, which can accordingly attain maximum of the said bandwidth including the overheads. This will also allow other competitor OEMs to qualify which would hence provide UP-IGRS with the competitive analysis of the Firewall.</p>	HP, CMC, Sify	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
189	10.4.8 – Firewall , Memory, Page 166	Minimum RAM 1024 MB, Upgradeable to 2048 MB RAM Flash 256 MB Upgradeable to Flash 512 MB	Firewall throughput when evaluated with added-services consume overheads which reduces the functionality of the device. This is directly proportional to the Memory and flash in the Product. Hence requesting to please alter the clause to “RAM and FLASH should be enough to support the services as per the throughput requirements”	HP, CMC, Sify	Please refer Corrigendum. Procurement of new Firewall and IPS have been removed from Scope of work of SI.
190	10.4.8 – Firewall , Physical Attributes, Page 166	Modular Chassis	Every OEM has different architecture so it is advised that the Firewall asked should be either “ Chassis based appliance or a modular appliance ”	HP, CMC, Sify	
191	10.4.8 Firewall	4 x GE, upgradable to 8 GE	Amendment Request: 4 x GE and 2 x 10GE, upgradable to additional 8 x 10GE	Ricoh, cisco	
192	10.4.8 Firewall	Encrypted throughput: minimum 800 Mbps	Amendment Request: Encrypted throughput: minimum 2 Gbps Considering the overall asked throughput of 7Gbps asked for firewall, please note 800 Mbps of encryption is very low, so request you to change it to 2 Gbps.	Ricoh, cisco	
193	10.4.8 Firewall	Clear text throughput: Up to 7 Gbps	Amendment request: Clear text throughput: Up to 7 Gbps and Real world multiprotocol throughput of 5 Gbps. Real world profile should include but not limited to HTTP, Bit Torrent, FTP , SMTP and IMAPv4 Asking for only clear text throughput might not ensure the required performance of firewall for Department, rather department should ask for real-world performance which should include the most common TCP based protocols.	Ricoh, cisco	
194	10.4.8 Firewall	Protocols: PPTP, L2TP	Amendment request: PPTP/ L2TP Please remove the requirement of PPTP, As L2TP can provision VPN services over the internet. L2TP combines the functionality of PPTP and L2F (Layer 2 forwarding protocol) with some additional functions using some of the IPSec functionality. So no need to ask for PPTP support.	Ricoh, cisco	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
195	10.4.8 Firewall	Other Support : Virtual Firewall	Amendment Request: Should support minimum 100 Virtual Firewall/ Context from Day 1 scalable to 200.	Ricoh, cisco	
196	10.4.8 Firewall	Botnet filter capabilities	<p>Addition Request: Botnet Filtering capabilities should include but not limited to following:</p> <p>a) Firewall solution should have it's own reputation/ dynamic database to provide dynamic filter database about Botnets providing protection against the following types of addresses</p> <p>b) Reputation/ dynamic database should include advertising Networks delivering banner ads, rich media ads, pop-ups for websites, spyware, adware & Data Tracking websites that offer data tracking & metric services to websites & other online entities.</p> <p>c) Reputation/ dynamic database should include malware source that deliver malware & various exploits to victim computers & deliver deceptive anti-malware/spyware softwares. Sources of Adult content that are responsible for distribution of malware, adware, spyware & dialers.</p> <p>d) Reputation/ dynamic database should include sources of Rogue systems that are controlling infected computers as Bots. Command & Control servers of conficker & Zeus Botnets.</p>	Ricoh, cisco	<p>Please refer Corrigendum.</p> <p>Procurement of new Firewall and IPS have been removed from Scope of work of SI.</p>
197	10.4.8 Firewall	Protocols: IPSec, GRE, DES/3DES/AES	Amendment Request: Firewall should support IPSec DES/3DES/AES IKEv2 to support stronger integrity algorithms like SHA256, SHA384, SHA512.	Ricoh, cisco	
198	10.4.8 Firewall	Addition Request	<p>Firewall should support DOS protection functionalities like TCP intercept/TCP Syn cookie protection, Dead Connection Detection/ TCP sequence randomization, TCP normalization to clear tcp packets of anomalies like clearing or allowing selective tcp options, reserved bits, urgent flags & provide TTL evasion protection.</p> <p>These critical firewall functionalities ensure that the servers in the DMZ are protected again SYN Flood attacks. DCD ensure that the firewall session tables are cleared of stale connections & enhances performance. TCP sequence randomization feature prevents session hijacking through sequence no. guessing attacks, TTL evasion protection to ensure packets are not allowed preventing security checks by the firewall.</p>	Ricoh, cisco	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
199	10.4.9 Intrusion Prevention System (IPS) Page - 167	Minimum 4 Numbers of Gigabit segments scalable to 7 numbers of Gigabit segments	As technology is moving from 1G to 10G. Please clarify if 10G support is required on IPS? This would help in using 10G interface in Future on the same IPS (without changing the IPS)	Inspira, CMC	
200	10.4.9 Intrusion Prevention System (IPS) Page - 167	Stateful Operation: Forensic Data Collection	Data Collection is not the core operations of IPS device, Request you to please change the clause to " Forwarding of events and logs to external device for data collection"	Inspira, CMC	
201	10.4.9 Intrusion Prevention System (IPS) Page - 167	Reporting <input type="checkbox"/> System should provide centralized reporting and management. <input type="checkbox"/> System should provide comprehensive security event reporting	Reporting is not the core operations of IPS device nor it is recommended on the IPS device as in event of failure all the reports will also be unavailable. Request you to please change the clause to " Forwarding of events and logs to external centralized device for data collection and reporting"	Inspira, CMC	Please refer Corrigendum. Procurement of new Firewall and IPS have been removed from Scope of work of SI.
202	10.4.9 Intrusion Prevention System (IPS) Page - 167	Should support fail-open to four Gigabit segments in case of hardware / software failure	It is not suggested to have traffic bypass on IPS as when IPS goes down, it may result in security breach by sending the un-inspected traffic inside the network and may compromise the entire network. It is better to have no traffic rather than having unsecured traffic, especially for Critical Networks like IGRS.	Inspira, CMC	
203	10.4.9 Intrusion Prevention System (IPS) Page - 167	Request for Clarification	Please clarify if IPS should be EAL-3 Certified. Both IPS hardware and the OS suggested to be min EAL 3 certified . EAL3 ensures better assured security parameters considered for the hardware and software development and ensures that no malware/backdoor/spyware programmes while developing these hardware/software components	Inspira, CMC	
204	10.4.9 Intrusion Prevention System (IPS)	Layer 7 Inspected Throughput of 1 Gigabit scalable to 3 Gigabit	Amendment Request: Layer 7 Inspected Throughput of 2 Gigabit scalable to 4 Gigabit Considering overall throughput of 7Gbps for firewall, please note only 1Gbps of IPS throughput is very low, so your request to increase the IPS throughput.	Ricoh, cisco	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
205	Section 10.4.9 - IPS	Layer 7 Inspected Throughput of 1 Gigabit scalable to 3 Gigabit	Performance of the IPS solution is very critical and since it needs to protect against all types of vulnerabilities, virus, worm, botnet, APT etc. The IPS performance should also be based on the inspection of all different types of threats. Hence it is highly recommended to modify the clause as " The Proposed IPS should provide inline antivirus, antispymware; antibot protection within all identified applications without introducing latency and must not affect application performance. With all the above enabled, the IPS performance should be 2Gbps. "	palo alto, Squad, veri infotech, Inspira	
206	10.4.9 Intrusion Prevention System (IPS)	Layer 7 Inspected Throughput of 1 Gigabit scalable to 3 Gigabit	Amendment Request: Layer 7 Inspected Throughput of 2 Gigabit scalable to 4 Gigabit	Cisco	Please refer Corrigendum. Procurement of new Firewall and IPS have been removed from Scope of work of SI.
207	10.4.9 Intrusion Prevention System (IPS)	Minimum 4 Numbers of Gigabit segments scalable to 7 numbers of Gigabit segments	Amednment request: Minimum 4 Numbers of Gigabit segments scalable to 6 numbers of Gigabit segments including 2 segment for 10Gbps There is no mention for 10G segment, you are requested to include the 10G segments also.	Ricoh, cisco	
208	10.4.9 Intrusion Prevention System (IPS)	Minimum 4 Numbers of Gigabit segments scalable to 7 numbers of Gigabit segments	Amednment request: Minimum 4 Numbers of Gigabit segments scalable to 6 numbers of Gigabit segments including 2 segment for 10Gbps	Cisco	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
209	Section 10.4.9 - IPS	Capable of applying the security policies based on VLAN ID, Source/Destination subnets	In a DC environment critical applications are hosted and it's important to have policies being defined for all the applications that are being hosted in this DC. It is therefore important to define applications based IPS policies. Also, to be more effective in detection and prevention, IPS should be able to detect attacks embedded in all applications including encrypted applications - commonly used by sophisticated attacks to evade traditional IPS solutions. It is highly suggested that "The IPS solution proposed should be capable of defining security policies based on applications, Source/Destination subnets, VLan ID. The IPS should also have the capability to identify vulnerability-based attacks through Stateful pattern recognition inside all identified applications including threat prevention for encrypted (HTTPS & SSH) traffic. The appliance should also have the ability to decrypt and inspect traffic (HTTPS & SSH). For instance traffic inspection within peer2peer traffic, instant messaging, unknown applications."	palo alto, Squad, veri infotech, Inspira	
210	Section 10.4.9 - IPS	Should also have the ability to monitor MPLS and 802.1Q (trunked) traffic	As per the design mentioned in the RFP, MPLS will be terminated on the Internet routers, hence MPLS encapsulated traffic is never expected to hit the Firewall. Similarly trunking is going to be limited to the switching environment only. As this is a critical DC environment it is important to safe guard against IPS bypass techniques like SSL. Hence it is recommended to modify the clause as " The IPS solution should have the ability to monitor all encrypted traffic."	palo alto, Squad, veri infotech, Inspira	Please refer Corrigendum. Procurement of new Firewall and IPS have been removed from Scope of work of SI.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
211	Section 10.4.9 - IPS	Must have "Zero-day" protection against DoS/DDoS and worm attacks based on traffic behavior. Also it should mitigate Zero day http floods and brute force attack & vulnerability scanning attempts based on traffic behavior analysis	Besides DOS and DDOS it is important that the IPS must able to scan the content for known viruses, worms, antispyware to protect the classified information which requires a high degree of protection. It is suggested that "The IPS solution should provide inline antivirus, antispyware; antibot protection within all identified applications without introducing latency and must not affect application performance. The solution should also protect against APT by offering a sandboxing environment which can allow creating of signatures on the basis of dynamic analysis of malicious content in the sandboxing environment."	palo alto, Squad, veri infotech, Inspira	
212	Design Description in page 41	The router would also have capability to handle the data traffic and multiple SSL / VPN encapsulations for secured data transfer. The External Firewall provided by SDC would provide next layer of protection between network and DMZ.	Provide make/model of firewall , who is responsible for configurations of firewall	Sify	Please refer Corrigendum. Configurations at Firewall of SDC will be managed by DCO with discussions with SI and NIC
213	Line item 6.15 in BOQ	module for existing firewall of SDC	Please provide the make model of firewall and module details required	Sify	Please refer Corrigendum.
214		Laptop specifications	We request to consider AMD processor for same (A8, 5550M)	AMD	As per RFP
215	Page no 169 Under Desktop category 10.4.11	Processor (SI no -1) Intel Core i5-3470 (3.2GHz, 6MB Cache) or higher specifications OR AMD Quad-Core A8-6500B Processor	The Department of Electronics & Information Technology (DEIT) recommends vendor and brand neutral specifications and usage of Sysmark 2007 or SPEC CPU 2006 as qualifying benchmarks. Guidance Notes issued by the Department of Information Technology (DIT*) on 'Preparation of Model request Toolkit and Guidance Notes for preparation of RFPs for e-Governance Projects' are available at http://www.mit.gov.in/content/rfp-standardization-model-rfps-and-guidance-notes . Please define the specification as "64 bit Multi core x86 latest generation Processor supporting Hardware Assisted Virtualization feature & delivering Minimum 260 SYSMARK2007 OR SPEC 2006 minimum pion 140 - 150 points overall or higher.	HCL, Ricoh, Intel	As per RFP

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
216	EPEAT criteria for desktops	Requirement of EPEAT certifications	this should be removed as this is disqualifying Indian OEMs	HCL	As per RFP
217	3.6.7 Security Architecture	Request for Clarification	<p>As per Market Analysis, major attacks are happening on the Web Applications slow DDOS attacks which are missing in the RFP and leaving it open for security threats.</p> <p>DDOS protection device should be provisioned at DC and DR. It should be dedicated IPv6 compliant device and should have redundant power supply and support for 10 Gig interfaces, should be easy to deploy and start protecting from day 1 against the DDOS attacks and stop both volumetric and low and slow DDoS attacks. It should isolate latest application layer and stealth attacks.</p> <p>Please clarify if dedicated advanced intrusion deception technologies like WEB IPS is required to provide control on hacking attempts made by hackers.</p>	Inspira, CMC	As per RFP
218	Clause 3.3(3); Page-44	Encryption	How the encryption and signing keys at the server will be managed? Will those will remain in software (which is vulnerable) or as per the best parctices in separate Crypto hardwares? We request to add HSM for hardware based secure key management and offloading the encryption process from servers to increase performance.	Inspira, CMC	As per RFP.
219	Clause 3.3(3); Page-44/Clause 3.6.7;Page-42	Encryption/Security design should provide for a well-designed identity management system, security of physical & digital assets, data & network security, backup & recovery and disaster recovery system.	How the sensitive data in the databases will be secured?Will encryption keys will reside on the same server of isolation of keys & encrypted data will be done? We request to add Database encryption hardware capable of performing Column/Row based encryption, key isolation from encrypted data etc. This will help in achieving the compliances.	Inspira, CMC	As per RFP.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
220	10.4.17 16 port 10/100/1000 unmanaged Switch	10BASE-T, 100BASE-TX & 1000BASE-T	Minimum 24 x 10/100/1000 BASE-T ports + 4 x SFP uplinks Managed Switch 24 port is the standard configuration of the switches which all the OEM have.	Inspira, CMC	Please refer Corrigendum.
221	10.4.17 16 port 10/100/1000 unmanaged Switch	Addition to the specs	For non blocking architecture Switch should have minimum 56 Gbps of Switching capacity & 41 Mpps of forwarding	Inspira, CMC	
222	10.4.17 16 port 10/100/1000 unmanaged Switch	Request for Clarification	Please clarify if basic Routing Capabilities like Static Routing and RIP are required from day 1? Having these protocols from day 1 would help in providing Routing at Switch level and would avoid sending unnecessary to the Router and therefore increasing the overall Network Performance.	Inspira, CMC	
223	10.4.17 16 port 10/100/1000 unmanaged Switch	Request for Clarification	Please clarify if Stacking Support is required? Stacking support would help in providing ease of management by managing multiple switches through single IP Address.	Inspira, CMC	
224	10.4.2 Blade Server Specifications Blade Server Connectivity to SAN - Page no 159	Should be capable of supporting a 8Gbps Dual port Fiber Channel HBA internal to the Server Blade.	Rephrase to Should be configured with a 8Gbps Dual port Fiber Channel HBA internal to the Server Blade. Reason: As the Connectivity to the SAN Storage is required thus the Blade Servers should be populated with the HBA's (Host Bus Adapters)	HP, CMC, Sify	Please refer Corrigendum.
225	10.4.6 Page 164 Backup Software	Request for Addition	As the Integration of the Backup software would be needed with the complete setup, thus request you for inclusion " that the Backup software should be from the same Hardware OEM as of server and Storage components."	HP, CMC, Sify	Please refer Corrigendum
226	10.4.5 Tape Library: Page 163	Scalability: Tape Library shall be scalable to 5000 slots and 40 number of LTO-6 Drives within the same Library.	There seems to be a typographical error in mentioning the Number of Slots required in the tape library. Request for Slot scalability to be 500 instead of 5000. Please modify the description as "Tape Library shall be scalable to 500 slots and 40 number of LTO-6 Drives within the same Library."	HP, CMC, Sify	Please refer Corrigendum
227			It is requested to change the clause to Shall be rack mountable/ should come with self rack	IBM	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
228	10.4.4 SAN Storage	The Storage should be configured with 40TB usable capacity with RAID 5 configuration using 300 GB or higher SAS drives with 10K/15K RPM.	Request for Removal of the Word "or Higher" from description as it will lead to ambiguity and vendor will propose the HDD capacity as per their benefit and the very higher capacity disks would also result in performance degradation. In order to extract higher Performance and avoiding the ambiguity we suggest for mentioning the HDD capacity and the RPM. Please modify the description as" The Storage should be configured with 40TB usable capacity with RAID 5 configuration using 600 GB SAS drives with 10K RPM."	HP, CMC, Sify	Please refer Corrigendum
229	10.4.17 – 16 10/100/1000 Unmanaged Switch , Page 172	Request for Addition	Considering the solution and the complete setup, we understand that a product that needs to be positioned to UP-IGRS , needs to provide the best performance from the Industry leading OEMs, which has been fully evaluated and tested not only thru the OEMs but through third-party such as Gartner, as well. Due to the same we request to please add the clause “The proposed switch should be from a Networking OEM present in the Gartner Report from last three years.”	HP, CMC, Sify	As per RFP
230	10.4.17 – 16 10/100/1000 Unmanaged Switch , Page 172	Request for Addition	Considering the Market capture and leading OEMs to perform as per the Industry standard, we would request to allow Industry leading OEMs to propose the offerings. Accordingly , we would request you to add the clause “The proposed switches should be from Industry leading OEMs such as Cisco/HP/Juniper /Avaya” .	HP, CMC, Sify	As per RFP
231	10.4.3 SAN Switches, Point 4	Should protect existing device investments with auto-sensing 4, 8, and 16 Gbit/sec capabilities.	Amendment Request: Should protect existing device investments with auto-sensing 4, and 8 Gbit/sec capabilities. In point 3 of SAN switches you have asked for 8 Gbit/Sec Non-blocking architecture for 48 ports, so asking for 16 Gbit/ sec would create blocking architecture. Further as you have not asked any support for 16 Gbps FC on SAN storage so this is of no use at SAN switch end, so kindly amend this clause.	Ricoh, cisco	As per RFP
232	10.4.3 SAN Switches, Point 5	The switch shall support different port types such as FL_Port, F_Port, E_Port, EX Port.	Amendment request: The switch shall support different port types such as FL_Port, F_Port, E_Port.	Ricoh, cisco	Please refer Corrigendum.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
233	10.4.3 SAN Switches, Point 10	The switch should have USB port for firmware download, support save, and configuration upload/download.	Amendment Request: The switch should have USB/console port for firmware download, support save, and configuration upload/download.	Ricoh, cisco	As per RFP
234	10.4.12 Server (to be used as sever at Category A, B, C SRO offices), Point 1 Cabinet	Tower Model Server	Amendment Request: Rack Mountable Server	Cisco	As per RFP
235	10.4.12 Server (to be used as sever at Category A, B, C SRO offices), Point 2 CPU	Intel Xeon E3-1220v3 Quad Core processor 3.1GHz or better with 8 MB L3 cache Memory or better.	Amendment Request: Intel Xeon E52407 v2 Quad Core processor 2.4 GHz or better with 10 MB L3 cache Memory or better. Scalable to Two socket.	Cisco	Please refer Corrigendum
236	Point 2 CPU		v3 CPU availability is vendor specific, this is not available with most of the vendors, so please change this to V2. The clause can be changed to " Intel Xeon E3-1220v3 Quad Core processor 3.1GHz or better with 8 MB L3 cache Memory or better."	IBM	
237	10.4.12 Server (to be used as sever at Category A, B, C SRO offices), Point 3 Motherboard	Intel® C200 Series Chipset, OEM / Intel original Motherboard	Amendment Request: Intel® C600 Series Chipset, OEM / Intel original Motherboard	Cisco	
238	10.4.12 Server (to be used as sever at Category A, B, C SRO offices), Point 4 Memory	8 GB ECC 1333 MHz DDR3 RAM and min. 4 DIMM slots	Amendment Request: 64 GB ECC 1333 MHz DDR3 RAM and min. 12 DIMM slots	Cisco	As per RFP
239	10.4.12 Server (to be used as sever at Category A, B, C SRO offices),	4 Bays (Minimum 2 Internal)	Amendment Request: Up to 12 front-accessible, hot-swappable, 3.5-inch LFF (Large Form Factor) SAS or SATA drives	Cisco	Please refer Corrigendum.
240	Category A, B, C SRO offices),		Please clarify if it this relates to HDD bays within the server	IBM	
241	10.4.12 Server (to be used as sever at Category A, B, C SRO offices), Point 7 Optical drive Bay	One optical drive bay to install DVD-ROM or DVD-RW	Amendment Request: One optical drive bay to install DVD-ROM or DVD-RW/ Virtual DVD support	Cisco	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
242	10.4 Annexure–Minimum Technical Specifications, 10.4.2 Blade Servers , Point 15: Remote Management	Should support remote console sharing with users as per requirements. Should provide remote firmware update functionality. Should provide support for Java free graphical remote console.	Amendment Request: Should support remote console sharing with users as per requirements. Should provide remote firmware update functionality. Should provide support for Java based/ Java free graphical remote console.	Cisco	As per RFP
243	10.4 Annexure–Minimum Technical Specifications, 10.4.1 Blade Chassis and 10.4.2 Blade Servers	Arhitecture	Amendment Request: Request you to replace the traditional Architcture with converged Architecture. For your reference and consideration	Cisco	As per RFP
244	10.4 Annexure–Minimum Technical Specifications, 10.4.1 Blade Chassis, Point 1	Solution to house at least 14 Dual Socket Blade Servers or 7 Quad Socket Blade Servers in smallest number of enclosures. Industry standard suitable for housing in Industry Standard Server Racks.	Amendment Request: Blade chassis shall be 19" Electronic Industries Alliance Standard Width rack mountable and provide appropriate rack mount kit. Please note 14 half blades or 7 full blades, these are product specific dimensions, you are requested not to restrict the solution based upon chassis rather ask for solution in small possible enclosure in standard rack mountable configuration	Cisco	As per RFP
245	10.4 Annexure–Minimum Technical Specifications, 10.4.1 Blade Chassis, Point 1	It should have support for Dual Socket and Quad Socket blades in the same enclosure, occupying 9U-12U rack units.	Amendment Request: It should have support for Dual Socket and Quad Socket blades in the same enclosure, in smallest possible rack units.	Cisco	As per RFP
246	10.4 Annexure–Minimum Technical Specifications, 10.4.1 Blade Chassis, Point 1	Additional 2 nos. of minimum slots should be available within the offered enclosures after populating 12 dual socket Blade Servers for further scalability of servers.	Amendment Request: The chassis should be minimum 20% slot available for future scalability.	Cisco	As per RFP
247	10.4 Annexure–Minimum Technical Specifications, 10.4.1 Blade Chassis, Point 1	Same enclosure should support Intel Xeon / AMD, RISC / EPIC based blades.	Amendment Request: Same enclosure should support Intel Xeon / AMD based blades. RISC/ EPIC is not a requirement considering applications, so request you to please the same.	Cisco	Please refer Corrigendum

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
248	Chassis, Point 1		As Intel is leading the industry and requirement is also Intel based , so please remove AMD from the requirement. Also EPIC is vendor specific. So to make the clause generic please change it to. "Same enclosure should support x86 and RISC based blades."	IBM	
249	10.4 Annexure–Minimum Technical Specifications, 10.4.1 Blade Chassis, Point 1	Should support Redundant Management Modules.	Amendment Request: Blade chassis solution should have redundant management solution Different vendors have different solution for blade management, some have redundant modules in the chassis and other have out the chassis, so request you to make it open as long as you are getting redundant management solution	Cisco	As per RFP.
250	10.4 Annexure–Minimum Technical Specifications, 10.4.1 Blade Chassis, Point 2	Should support housing of Ethernet, FC, iSCSI, IB interconnect fabrics, offering Hot Pluggable & Redundancy as a feature. Enclosure Should have No-Single-Point-of-Failure Architecture with adequate numbers of Interconnect Bays.	Amendment Request: Should support housing of Ethernet, FC, iSCSI, IB interconnect fabrics, offering Hot Pluggable & Redundancy as a feature. Enclosure Should have No-Single-Point-of-Failure Architecture with adequate numbers of Interconnect Bays. OR For bidders quoting Chassis with converged modules should have sufficient converged adapters offering Hot Pluggable & Redundancy as a feature. Unified computing is the latest computing mechanism available, which is very well adapted now and available with all the leading OEMs, so request you to allow bidder to quoted converged adapter based solution as well.	Cisco	As per RFP.
251	10.4 Annexure–Minimum Technical Specifications, 10.4.1 Blade Chassis, Point 3	Redundant 10 Gbps Ethernet modules should be provided each with atleast 4 x 10Gbps SFP+ and 4 x 1Gbps ports along with dedicated 10Gbps downlink connection to the blade chassis. Each Ethernet module should atleast support 10 Nos of 10Gbps or 1Gbps uplink ports.	Amendment Request: Chassis should have sufficient number of redundant 10Gb based Ethernet modules to provide a minimum of 6 Gbps per blade server and 3 Gbps sustained per blade server (with 1 module failure) for a fully populated chassis for LAN Traffic. The way you have specified the Network / ports requirement this seems to be specific to chassis and doesn't clearly provide the required bandwidth per blade. You are requested to make blade solution independent of particular enclosure specs but define the bandwidth required per blade and let the bidder suggest the enclosure, which can comply the bandwidth requirement.	Cisco	As per RFP

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
252	10.4 Annexure–Minimum Technical Specifications, 10.4.1 Blade Chassis, Point 4	Redundant Fibre channel modules each with atleast 4 x 8Gbps uplinks expandable to at least 6 uplink ports is to be provided. The modules should be configured to connect to atleast one FC port of each blade FC HBA and at the same time providing any or both card / port level redundancy.	Amendment Request: Chassis should have sufficient number of redundant 8gb based Ethernet modules to provide a minimum of 4 Gbps per blade server and 2 Gbps sustained per blade server (with 1 module failure) for a fully populated chassis for FC Traffic. Again you are requested to clearly define the required FC bandwidth per blade and allow converged module based solution as well.	Cisco	As per RFP
253	10.4 Annexure–Minimum Technical Specifications, 10.4.1 Blade Chassis, Point 5	The enclosure should be populated fully with power supplies of the highest capacity available with the vendor. Power supplies should support N+N as well as N+1 redundancy configuration, where N is greater than 1.	Amendment Request: The power subsystem should support N + N power redundancy (where N is at least equal to 2) for a fully populated chassis with all servers configured with the highest CPU configuration, maximum memory and IO configuration possible	Cisco	As per RFP.
254	10.4 Annexure–Minimum Technical Specifications, 10.4.1 Blade Chassis, Point 5	Should offer choice of a single phase or 3 phase power subsystem for flexibility in connecting to data center power enabled with technologies for lower power consumption	Amendment Request: The enclosure should be populated fully with power supplies of the highest capacity & energy efficiency of a minimum of 90%.	Cisco	As per RFP.
255	10.4 Annexure–Minimum Technical Specifications, 10.4.1 Blade Chassis, Point 6	Each blade enclosure should have a cooling subsystem consisting of redundant hot pluggable fans or blowers enabled with technologies for improved power consumption and acoustics	Amendment Request: Each blade enclosure should have a cooling subsystem consisting of redundant hot pluggable fans or blowers enabled with technologies for improved power consumption and acoustics	Cisco	As per RFP.
256	10.4 Annexure–Minimum Technical Specifications, 10.4.1 Blade Chassis, Point 9	Must have the capability of deploying multiple Operating Systems on the servers simultaneously and also be able to schedule deployment as and when needed.	Kindly remove this features. This is OS management software feature, so kindly remove from the Blade chassis specifications	Cisco	As per RFP
257	10.4 Annexure–Minimum Technical Specifications, 10.4.1 Blade Chassis, Point 9	Must have the capability of capturing and deploying OS images.	Amendment Request: Must have the capability of deploying OS images. Capturing OS images is not the role of blade chassis solution, so kindly remove the same.	Cisco	As per RFP

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
258	10.4 Annexure–Minimum Technical Specifications, 10.4.1 Blade Chassis, Point 9	Must have real time Virtual KVM functionality and be able to perform a remote Power sequence. Must provide both Java & Java-free browsing options.	Amendment Request: Must have real time Virtual KVM functionality and be able to perform a remote Power sequence. Must provide both Java/ Java-free browsing options.	Cisco	As per RFP.
259	10.4 Annexure–Minimum Technical Specifications, 10.4.1 Blade Chassis, Point 11	Must have the ability to perform a hardware level (32 bit & 64 bit) measurement. Must also monitor CPU, I/O, Memory, Storage & Network	Amendment Request: Must have the ability to perform a hardware level (32 bit/ 64 bit) measurement. Must also monitor CPU, I/O, Memory, Storage & Network Please make 32 bit level measurement option as now days it very rarely used in production.	Cisco	Please refer Corrigendum.
260	10.4 Annexure–Minimum Technical Specifications,	128 GB DIMMS scalable to at least upto 1TB, using DDR3 Load Reduced DIMM (LRDIMM) memory modules.	128 GB DIMMS scalable to at least upto 1.5 TB, using DDR3 Load Reduced DIMM (LRDIMM) memory modules.	Cisco	As per RFP.
261	10.4.2 Blade Servers , Point 2: Memory		Server should support Load Reduced Memory but from price-performance point it is not needed in the solution, so please remove the term " Load Reduced"	IBM	As per RFP.

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
262	10.4 Annexure–Minimum Technical Specifications, 10.4.2 Blade Servers , Point 5: Storage Controller	Integrated PCIe 3.0 SAS Raid Controller with RAID 0, 1 with 512MB of cache onboard.	Amendment Request: Integrated PCIe 3.0 SAS Raid Controller with RAID 0, 1 with 1GB of cache onboard/through module	Cisco	As per RFP.
263			As this is blade Form factor and only 2HDD are asked, hence no need for RAID 5 and cache in the controller, so please remove the subclause " RAID 5 with 512MB Cache " OR change the clause to "Integrated PCIe 3.0 SAS Raid Controller with RAID 0/1	IBM	As per RFP.
264	10.4 Annexure–Minimum Technical Specifications, 10.4.2 Blade Servers , Point 8: Blade Server Connectivity to SAN	Should be capable of supporting a 8Gbps Dual port Fiber Channel HBA internal to the Server Blade.	Should be capable of supporting a 8Gbps Dual port Fiber Channel HBA / 10G CNA internal to the Server Blade.	Cisco	As per RFP.
265	10.4 Annexure–Minimum Technical Specifications, 10.4.2 Blade Servers , Point 9: Bus Slots	Minimum of 2 Nos. of PCIe 3.0 based mezzanine slots supporting Ethernet, FC adapters and should be x16 slots	Minimum of 2 Nos. of PCIe 3.0 based mezzanine slots supporting Ethernet, FC/ CNA adapters and should be x16 slots	Cisco	As per RFP.
266	10.4 Annexure–Minimum Technical Specifications, 10.4.2 Blade Servers , Point 10: Graphics	Integrated G200	Amendment Request: Integrated G200/ equivalent	Cisco	Please refer Corrigendum.
267	10.4 Annexure–Minimum Technical Specifications, 10.4.2 Blade Servers , Point 3: Memory Protection	Data bus ECC protection	Amendment Request:	Cisco	As per RFP
268		Advanced ECC	Data bus ECC protection		
269		Rank sparring (on line spare)	Advanced ECC		
270		DIMM address/control bus parity protection	DIMM address/control bus parity protection		
271		Failed DIMM isolation	Failed DIMM isolation		
272		Demand / Memory scrubbing			
273		Memory thermal control			
274	10.4	Microsoft Windows 2008 R2	Amendment Request:	Cisco	Please refer Corrigendum

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
275	Annexure–Minimum Technical Specifications, 10.4.2 Blade Servers , Point 12: OS Support	Microsoft Windows 2008 (32 bit and 64 bit)	Microsoft Windows 2008 R2, Microsoft Windows 2008 (32 bit/ 64 bit)		
276		Microsoft Windows Server 2008 Standard Edition (32 bit and 64 bit)	Microsoft Windows Server 2008 Standard Edition (32 bit/ 64 bit)		
277		Microsoft Windows Server 2008 Enterprise Edition (32 bit and 64 bit)	Microsoft Windows Server 2008 Enterprise Edition (32 bit/ 64 bit)		
278		Red Hat Enterprise Linux (latest version – 5.7 / 6.0 etc.) (32 bit and 64 bit)	Red Hat Enterprise Linux (latest version – 5.7 / 6.0 etc.) (32 bit/ 64 bit)		
279		SUSE LINUX Enterprise Server 11 (32 bit and 64 bit)	SUSE LINUX Enterprise Server 11 (32/ 64 bit)		
280		SUSE LINUX Enterprise Server 10 (32 bit and 64 bit)	SUSE LINUX Enterprise Server 10 (32 bit / 64 bit)		
281		VMware ESX 4.1	VMware ESX 4.1		
282		VMware ESXi 5.0	VMware ESXi 5.0		

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
283	Page no 157 - 10.4.1 Blade Chassis, Point no 8 System Software	It should provision for a single console to monitor multiple enclosures	Please clarify if this capability should be supported for future use OR it is required as a part of the solution.	IBM	Required as part of Solution.
284	Page no 157 - 10.4.1 Blade Chassis, Point no 5 Power supply	Should offer choice of a single phase or 3 phase power subsystem for flexibility in connecting to data center power enabled with technologies for lower power consumption	It is clear from this clause that the chassis should support single and three phase power options but please clarify which option should be configured in the solution - Single phase or Three phase	IBM	As per RFP.
285	Page no 159 - 10.4.2 Blade Server, 11, Industry Standard Compliance (subclause)	DMTF Systems Management Architecture for Server Hardware	This is vendor specific and there are vendors who are not complied with it, so please remove this subclause	IBM	Please refer Corrigendum.
286	Page no 160 - 10.4.2 Blade Server, 15, Remote Management	Applications to access the server remotely using popular handheld devices based on Windows or Android or Apple IOS should be available	As this is an advanced feature and requires high-end upgrades so please remove this clause OR change it to support mode as " Server should support future upgrade of Applications to access the server remotely using popular handheld devices based on Windows or Android or Apple IOS should be available "	IBM	Please refer Corrigendum.
287	Page no 160 - 10.4.2 Blade Server, 16, Server Management	Should provide an online portal that can be accessible from anywhere. The portal should provide one stop, online access to the product, support information and provide information to track warranties, support contracts and status. The Portal should also provide a Personalized dashboard to monitor device health, hardware events, contract and warranty status. Should provide a visual status of individual devices and device groups.	This feature is related to high end solutions like cloud , so please remove this clause OR change it to support mode as "Should support in future an online portal that can be accessible from anywhere. The portal should provide one stop, online access to the product, support information and provide information to track warranties, support contracts and status. The Portal should also support a Personalized dashboard to monitor device health, hardware events, contract and warranty status. Should also support a visual status of individual devices and device groups."	IBM	As per RFP.
288	Page no 170 - 10.4.12, Server, 21, Operating System	Preloaded and Configured Red Hat Enterprise Linux (RHEL)	Blade OEM's do not provide pre-loaded OS, rather partner can load the same so please remove this clause or change it accordingly	IBM	Please refer Corrigendum

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
289	Page no 170 - 10.4.12, Server-22, Database	Preloaded latest version of Postgres SQL	SQL licenses are not provided by Blade OEM, so please remove this clause or mention this for partner	IBM	

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
290	10.4.4 SAN Storage, Page No. 162	The storage array shall be configured with at least 32 GB of mirrored/ protected cache scalable to 64 GB cache or more within the same storage array for disk I/O operations	Each vendor has it's own way of utilizing the cache. There are few vendors who use cache for only data read and write operations and a few who use the cache for internal control operations (known as control cache). It is requested to change the cache requirement to "16 GB usable data cache scalable to 32 GB. In case separate cache is required for control operations, the same should be proposed additionally."	IBM	Please refer Corrigendum
291	10.4.5 Tape Library, Page No. 163	1. Shall be offered with Minimum of eight LTO6 FC tape drives. Tape Drive shall support encryption.	Please clarify if full performance, full height drives are required or lesser performing half height drives are also acceptable	IBM	Please refer Corrigendum
292	156	10.4.1 Blade Chassis	One single chassis has been asked in BOM with capability of housing 7 full height (4 way) servers. However in total 10 full height servers are required. One chassis would not be able to house all these servers. Quantity of Blade chassis should be modified to 2	Sify	Please refer Corrigendum
293	Design Description in page 41	Design Description At Data Centre (DC), the UP-SWAN link as well as the link from L3 MPLS VPN Backup connectivity will be terminated on SDC"s existing router.	Please provide the existing router details - Make/Model, free interfaces available on router	Sify	Please refer Corrigendum.
294	Design Description in page 41	The router would also have capability to handle the data traffic and multiple SSL / VPN encapsulations for secured data transfer.	IGRS is referring this point for their existing router at SDC, please give more clarity	Sify	Please refer Corrigendum.
295	Pg : 172 , 10.4.14 Biometric Device	Specifications for Biometric devices	As department has clearly define that fingerprint sensor should be STQC certified so we request that department should consider STQC certified sensor and Extractor combination both which is listed on STQC website against each fingerprint sensor.	Morpho	Please refer Corrigendum.
296			UIDAI has released Registered device specification and we would request Dept. to rephrase the requirement with due consideration to document available the said url http://uidai.gov.in/images/aadhaar_registered_devices_1_0.pdf		
297			We request that fingerprint scanner should be capable for doing encryption on sensor level and should be capable to do secure data transfer thru digital signature.		

S. No.	Clause & page no. in RFP	Actual clause	Query	Bidder	Reply to queries
298	Clause 10.4.4 Page 162	The proposed Storage array should have at least Dual active-active storage Controllers and should be upgradable to 4 controllers with battery backed cache supporting to At least 24hrs or more for or cache de-staging mechanism of complete cache protection. The array proposed should be in an end-to-end minimum 4 GBPS architecture.	All the prominent SAN storage vendors solutions have evolved over a period of time. All the current High Performance Modular storage array's have a dual controller architecture with 8Gbps front end and a 6Gbps backend SAS link Architecture. Hitachi HUS 150 supports a high performing dual controller Active Active load balancing configuration. Request you to change the specification as "The proposed Storage array should have at least Dual active-active storage Controllers with battery backed cache supporting to At least 24hrs or more for or cache de-staging mechanism of complete cache protection. The array proposed should be in an end-to-end minimum 6 GBPS or higher architecture. "	Hitachi	Please refer Corrigendum
299	Clause 10.4.4 Page 163	The Storage should be configured with 40TB usable capacity with RAID 5 configuration using 300 GB or higher SAS drives with 10K/15K RPM	Current flash disk technologies offer disk types offer much higher bandwidth and capacity. Hitachi has introduced FMD drives of 1.6TB and higher where each single drive offers a raw IOPS of 16000 IOPS. We would request you to please consider the drive types based on system performance requirement. The more the number of drives the more the data center pace, power, cooling are required. Request you to change the specifications and read it as follows "The Storage should be configured with 40TB usable capacity with RAID 5 configuration using 300 GB/600/900 GB or higher SAS drives with 10K/15K RPM or a mix and match of Flash and SAS drives "	Hitachi	Please refer Corrigendum
300	Clause 10.4.4 Page 164	Must be able to support intermix disk capacity 300 GB or higher FC/SAS and SATA/FATA or equivalent disks.	The innovation in drive technologies has brought very high capacity (1.2TB SAS and 4TB NLSAS) and very high performing 400GB SSD, 1.6TB FMD and 3.2TB drives for Enterprise storage use. These drives provide enormous performance and low power, space consumption. Request you to change the specifications and read it as follows "Must be able to support intermix disk capacity 300 GB or higher FC/SAS, SATA/FATA or equivalent disks and SSD/FMD disks"	Hitachi	Please refer Corrigendum
301	New Clause		Request you to add the specs for Anti Virus, HIPS, APT and protection for mail and web services. Since these all are necessary to protect against the wide variety of attacks. We are attaching the specs for your reference.	Trend micro	As per RFP.