CORRIGENDUM
SELECTION OF SYSTEM INTEGRATOR FOR ENHANCEMENT, OPERATION, AND MAINTENANCE SUPPORT OF AADHAAR AUTHENTICATION FRAMEWORK, GOVT. OF ODISHA

RFP Ref No. OCAC-NEGP-UIDAI-0001-2022-23022

SL#	Clause No/Page No.	Existing Clause	Revised Clause
1.	Volume-I 7.2 Page 23	7.2 Technical Evaluation Scoring Matrix (Addition of new clause (e))	7.2 Technical Evaluation Scoring Matrix … Point e. The hardware/networking item proposed by the bidder should complied to required specifications mentioned in bid document as well as corrigendum. (Other conditions including technical scoring matrix remain unchanged)
2.	Volume-I 7.4 Page 24	7.4 Final Evaluation of Bids Addition of new clause (d)	7.4 Final Evaluation of Bids … Point d. Authority reserves right to negotiate with the bidder having highest composite score (i.e. the selected bidder) for further reduction of price offer against any of the items mentioned in the commercial bid
3.	Volume-I 8.7 Page 26	8.7 Signing of Contract After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall enter into a contract with the successful bidder (prime bidder in case of consortium), incorporating all clauses, pre-bid clarifications and proposal of the bidder. A draft MSA document has been provided as a separate document for the reference of bidders only. The agreement with the selected bidder will be signed after getting the same vetted from competent Legal Authority.	8.7 Signing of Contract After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall enter into a contract with the successful bidder incorporating all clauses, pre-bid clarifications and proposals of the bidder. A draft MSA document has been provided as a separate document for the reference of bidders only. The agreement with the selected bidder will be signed after getting the same vetted from competent Legal Authority.
4.	Volume-I 9.3 Page 40	9.3 Financial Bid	9.3 Financial Bid 9.3.1 FORM FIN-1: Financial Bid Covering Letter – remain un changed. Revised Financial bid at Annexure-V
5.	Volume-II 4.4.18	4.4.18 Infrastructure Support – Point no. b and c	4.4.18 Infrastructure Support – Point no. b and c

	Page 26	b) Post award of contract, it is expected the SI to provide detail hardware sizing for both production and staging instance. Based on sizing of the hardware, the additional hardware (if required) will be arranged/procured separately by OCAC. c) Carry out the installation, maintenance & support of all the supplied software(s) on the newly procured / existing hardware for development, quality and production environment.	b) Post award of contract, the SI should supply required hardware and software proposed in the RFP response within the timeline. c) Carry out the installation, maintenance & support of all the supplied hardware and software(s); and configure staging and production environment.
6.	Volume-II 4.12 Page 42	4.12 Performance Requirement (SLAs)	4.12 Performance Requirement (SLAs) See the revised SLA below (Annexure-I)
7.	Volume-II 5.14.1 OEM Page 63	5.14.1 OEM (Oracle) Technical Support for Database Deployment of OEM technical resource (database administrator) onsite in OCAC officer for a period of 6 Months (3 Months Development and 3 Months post go-live) during all Government working hours. …	5.14.1 OEM (Oracle) Technical Support for Database Deployment of OEM technical resource (database administrator) onsite in OCAC officer for a period of 6 Months (ideally 3 Months Development and 3 Months post go-live) during all Government working hours. The resource shall be deployed after getting confirmation from OCAC. …
8.	Volume- II 4.14 Page 43	4.14 Bill of Material & Quantity	4.14 Bill of Material & Quantity Revised Bill of Material & Quantity at Annexure-II
9.	Volume-II 4.15 Page 46	4.15 Payment Terms	4.15 Payment Terms Revised Payment term at Annexure-III
10.	New Clause		Clause No. 5.15 (newly added) – Specification of hardware and networking items at Annexure-IV

Revised RFP(Tender) Schedule
1. Last Date of Submission of Bid Response: **23.05.2023 by 12 Noon**
2. Opening of Pre-Qualification and Technical bid : 23.05.2023 at 12:30 PM
3. Technical Presentation and Commercial bid opening – To be intimated later on

Other terms and conditions of the RFP remain unchanged.

4.12   Performance Requirement (SLAs)

The purpose of this Service Level Agreement (herein after referred to as SLA) is to clearly define the performance criteria that shall be adhered by the SI during the contract period.

4.12.1   SLA for Software Application

SI#	Major Area	Parameter	Requirements	Penalty
a)	Availability of application	Application covering all the features	98% availability round the clock and Computation will be done on a monthly basis. Note: Fault at application level only	Up to 90-97.99% - 1% of O & M Cost of Aadhaar Authentication Framework of the respective quarter Less than 90%- 2% of O & M Cost of Aadhaar Authentication Framework of the respective quarter
b)	Resolution Time for Aadhaar Authentication Framework /Aadhaar Enrolment related software (Bug fixing)	Time taken by the Bidder to fix the problem	Within 6 hours of reporting	6hrs to 24 hrs. @0.5% of O & M Cost of Aadhaar Authentication Framework of the respective quarter Beyond 24 hrs. @0.75% of O & M Cost of Aadhaar Authentication Framework per hour of delay of the respective quarter
c)	Resolution Time for Authentication related issues	Time taken by the Bidder to fix the problem	Within 3 hours of reporting	3hrs to 6 hrs. @0.5% of O & M Cost of Aadhaar Authentication Framework of the respective quarter Beyond 6 hrs. @0.75% of O & M Cost of Aadhaar Authentication Framework of the respective quarter per hour of delay
d)	Security Audit of Aadhaar Framework by CERT-IN empaneled agency/auditor as per the UIDAI Guideline	As per latest RE Checklist of UIDAI	By End of February every ear	5% of O & M Cost of Aadhaar Authentication Framework of the respective quarter on every week of delay

SI#	Major Area	Parameter	Requirements	Penalty
				(Delay will cause non compliance of Aadhaar act)
e)	Cyber Security Audit of the complete application by CERT-IN empaneled agency/auditor	OSWAP	Once in every six month	1% of O & M Cost of Aadhaar Authentication Framework of the respective quarter on every week of delay

4.12.2 SLA for Deployment of Resources

SL#	Service level	Expected Service level	Penalty level in case of Default
1	Deployment of all personnel for project issuance of work order or any subsequent requirement from the Purchaser during the Contract period	• 7 days for any of the resources for Helpdesk • 15 days for Subject Matter Expert	• 0.5% of O&M cost of Aadhaar Authentication Framework of the respective quarter per week of non deployment of any of the helpdesk resource • 1% of O&M of Aadhaar Authentication Framework of the respective quarter per week of non deployment of Subject Matter Expert
2	Availability of helpdesk resource	• 9 AM to 6 PM – Two resources 22 days in a month	In case of absence 0.5% of per day Help Desk Resource cost shall be deducted on daily basis

Replacement will be allowed in case any of the following criteria

(i) Resignation or medical exigencies of personnel subject to furnishing of appropriate relieving Certificate to the (whichever is applicable)

(ii) any unavoidable circumstances with appropriate reasons provided in writing and agreed upon by the (whichever is applicable)

SL#	Service level	Expected Service level	Penalty level in case of Default
1	Replacement of personnel on resignation/medical exigencies (including death)	a. Resignation Alternate CV must to be submitted before 1 month in case of resignation including Minimum 2 weeks of handover time.	2% of O & M cost of Aadhaar Authentication Framework payable for the quarter per month of delay against Subject Matter Expert

		b. Medical Reason (including Death) Alternate CV must to be submitted within 2 weeks from the date of the event **Replacement CV should meet the required criteria of RFP**	2% of Helpdesk cost payable for the quarter per month of delay against each helpdesk resource
2	Replacement of personnel at request of Purchaser due to non-performance of resource	Maximum 3 weeks from date of intimation by the Purchaser, including Minimum 2 weeks of Handover time. **Replacement CV to meet the required criteria of RFP**	2% of O & M cost Aadhaar Authentication Framework payable for the quarter per month of delay against Subject Matter Expert 2% of Helpdesk cost payable for the quarter per month of delay against each helpdesk resource
3	Replacement of personnel at the request of the System Integrator	No replacement within 6 Months. Maximum 1 replacement within a year, with minimum 2 weeks of handover time.	2% of O & M cost Aadhaar Authentication Framework payable for the quarter

Maximum ceiling of the penalty will be 10% cost of payable to the bidder for respective quarter. **However, there is no celling limit on penalty in case of delay in Security Audit of Aadhaar Framework by CERT-IN empaneled agency/auditor as per the UIDAI Guideline.**

4.14 Bill of Materials

4.14.1 Software and Services

Sl#	Category	Items	Qty
a)	Handover / Takeover and Application Maintenance andSupport of the existing Aadhaar Authentication Framework application	As per the scope mentioned under the relevant clause(s) ofthis document.	6 Months
b)	Implementation of new version of the Aadhaar Authentication Framework	Study, design, development, security audit, training, go-live,documentations, etc. as per requirement mentioned underthe relevant clause(s) of this document.	Lump Sum
c)	Development and implementation of softwarefor Aadhaar Enrolment andrelated work	Study, design, development, security audit, training, go-live,documentations, etc. as per requirement mentioned underthe relevant clause(s) of this document.	Lump Sum
d)	Application operation, Maintenance Support of the new version of the Aadhaar Authentication Framework	Application Operation Support,Software Maintenance, SystemSupport, etc. mentioned under the relevant clause(s) of this document.	5-years
e)	Cyber Security Audit of thecomplete application by CERT-IN empanelled agency/auditor (including DBT Portal)	As per the scope mentioned under the relevant clause(s) ofthis document.	10 times
f)	Security Audit of Aadhaar Framework by CERT-IN empanelled agency/auditoras per the UIDAI Guideline	As per the scope mentioned under the relevant clause(s) ofthis document.	5 times
g)	Helpdesk Operation	Helpdesk support as per scope mentioned under the relevant clause(s) of this document with flowing quantity IT Helpdesk Executive 2	5.5 Years
h)	SSL certificate	As per the scope mentioned under the relevant clause(s) ofthis document.	5-Years
i)	On boarding of new schemes	As per the scope mentioned under the relevant clause(s) ofthis document.	As per requirement

4.14.2 Infra and Services

Sl#	Category	Items	Qty.
a)	Oracle Licenses (Perpetual)	As per the scope mentioned under the relevant clause(s) ofthis document.	8 Nos.
b)	Oracle Licenses (Perpetual) -Annual Technical Support	As per the scope mentioned under the relevant clause(s) ofthis document.	5-Years
c)	OEM Resource (Database Administrator) for DB migration and related activities thereof	As per the requirement mentioned under the relevant clause(s) of this document.	One resource for six months
d)	Analytical Tool	Supply of tools as per the scope mentioned under the relevant clause(s) of this document and quantity proposed by the SI	License with 5- year support
e)	HSM	Supply and Installation of HSM before UAT of Application as per the scope mentioned underthe relevant clause(s) of this document.	2 Nos with 5-year warranty and support
f)	Server Infrastructure	Blade Chassis Solution	1 Nos with 5- years of comprehensive warranty
g)	Server Infrastructure	Blade Server – Two Processor	12 Nos with 5- years of comprehensive warranty
h)	Network Switch	10/25G Switch	2 Nos with 5- years of comprehensive warranty
i)	Fiber Switch	FC Switch	2 Nos with 5- years of comprehensive warranty
j)	Management Switch	Management Switch	1 Nos with 5- years of comprehensive warranty
k)	Virtualization Software	Hypervisor License – Standard (Per-Processor)	24 Nos with 5- years standard support
l)	Virtualization Software	Hypervisor Management License – Standard (Per-Instance)	1 Nos with 5- year standard support

Sl#	Category	Items	Qty.
m)	Operating System	Operating System – Windows / Red Hat enterprise	15 Nos with 5 years 9x5 subscription

4.10   Expected Project Timeline (revised)

Sl#	Milestone	Timeline	Penalty for delay
a)	Helpdesk Operation	Within 7-days from the date of contract	0.5% cost of Helpdesk operation cost (payable for a quarter) per week of delay
b)	Engagement of Subject Matter Expert	Within 7-days from the date of contract	0.5% cost of O & M cost against Aadhaar Authentication Framework (payable for a quarter) per week of delay
c)	Handover & Takeover process	Within 2-months from the effective date of the contract	0.5% of O & M cost of Aadhaar Authentication Framework (payable for a quarter) per week
d)	Handover / Takeover and Application Maintenance Support of the existing Aadhaar Authentication Framework	From the date of completion of Handover & Takeover process till go-live of the new version of the Aadhaar Authentication Framework	
e)	Submission of System Requirement Study document	Within 1-month from the effective date of contract	0.5% of cost of Implementation of new version of the Aadhaar Authentication Framework per week
f)	Migration of database (from MY SQL to Oracle)	Within 3 months from the effective date of contract	0.5% of O & M cost of Aadhaar Authentication Framework (payable for a quarter) per week
g)	Deployment of OEM Resource (Database Administrator)	Within 30 days after communication from OCAC	0.5% of OEM Resource cost (payable for a quarter) per week
h)	Completion of design and development of the new version of Aadhaar Authentication Framework	Within 4-months from the effective date of contract	0.5 % of Development and implementation of software for Aadhaar Enrolment and related work cost per week
i)	Completion of User Acceptance Test (UAT) of the new version of Aadhaar Authentication Framework	Within 5-months from the effective date of contract	NA
j)	Cyber security audit certification, configuration & go-live the App	Within 6-months from the effective date of contract	0.5% cost of security audit per cycle per week

Sl#	Milestone	Timeline	Penalty for delay
k)	Supply and installation of Oracle License	Within 3-months from the effective date of contract	0.5% of Oracle License cost per week
l)	Supply and installation of Analytical Tool	Ae per direction from OCAC whichever is earlier	0.5% of analytical tool cost per week after specified time period
m)	Supply and installation of HSM	Within 4-months from the effective date of contract	0.5% cost of HSM per week
n)	Supply and installation of hardware	Within 4-months from the effective date of contract	0.5% cost of respective hardware cost per week
o)	Application Operation and Maintenance Support of the new version of the Aadhaar Authentication Framework App	5-years from the date of go-live of the new version of the Aadhaar Authentication Framework App	

4.15   Payment Terms (Revised)

SI#	Milestone	Deliverables	Payment Terms
a)	Completion of systemrequirement study (SRS)	SRS document approve by OCAC	− 20% of implementation of new version of the AadhaarAuthentication Framework cost − 20% of cost against Aadhaar enrolment and related work
b)	Completion of User Acceptance Test (UAT)	UAT Certificate byOCAC	− 40% of implementation of new version of the AadhaarAuthentication Framework cost − 40% of cost against software for Aadhaar enrolment and relatedwork
c)	Supply of HSM	Delivery challanduly signed by OCAC	90% of HSM cost
d)	Supply of Analytical Tool and license with 1st year Annual TechnicalSupport)	Issue of license in the name of OCAC	90% of Analytical Tool cost
e)	Supply of Oracle licenses with 1st year Annual Technical Support)	Issue of license in the name of OCAC	90% of Oracle license cost
f)	Supply and installation of Blade Chassis Solution, Dual-CPU Blade Server, 10/25G Switch, FC SAN SWITCH, Management Switch, Hypervisor License, Hypervisor Management License & Operating System	• Delivery challan and installation report duly signed by OCAC • Verification report certified by OCAC technical official.	90% of the IT infra and license Cost
g)	Configuration and go- live the new version of Aadhaar AuthenticationFramework	Go-live certificateby OCAC	− 20% of implementation of new version of the Aadhaar Authentication Framework cost − 20% of cost against software for Aadhaar enrolment and relatedwork − Balance 10% of HSM cost

Sl#	Milestone	Deliverables	Payment Terms
			– Balance 10% of AnalyticalTool cost – Balance 10% of Oracle License cost – Balance 10% of the IT infra and license Cost – 100% of monthly cost towards Maintenance Support of the existing Aadhaar Authentication Framework App as per actual
h)	Application Operation and Maintenance Supportof the new version ofthe Aadhaar Authentication Framework	Activity report	– 100% of Application Operation and Maintenance Support cost of the new version of Aadhaar Authentication Framework equally dividedby duration (quarter) – Balance 20% of implementation cost of new version of the AadhaarAuthentication Framework equally divided in 4-quaters(first year)
i)	Application Operation and Maintenance Supportof Aadhaar enrolment and related work	Activity report	– 100% of Application Maintenance Support cost of the software for Aadhaar enrolment and related work (quarter) – Balance 20% of software for Aadhaar enrolment and relatedwork equally divided in 4-quaters(first year)
j)	Helpdesk Operation	Activity report	100% of IT helpdesk cost equally divided by duration(quarter)
k)	New SchemeOnboarding	Acceptance certificate byOCAC	100% of on boarding of new schemes cost after successfulon boarding of scheme
l)	Change RequestManagement	Acceptance certificate byOCAC	The payment shall be made only after change request activities are complete in allrespect based on the man months used for the ChangeRequest and certification byOCAC thereof

Sl#	Milestone	Deliverables	Payment Terms
m)	Cyber Security Audit ofthe complete application	Submission of thecertificate by the CERT-IN empanelled agency/auditor	100% of the Cyber SecurityAudit cost
n)	Security Audit of Aadhaar Framework as per UIDAI's RE Checklist	Submission of thecertificate by the CERT-IN empanelled agency/auditor	100% of the Security Audit costof Aadhaar Framework
o)	Configuration of SSL certificate and it's renewal year on year	Submission ofrelevant documents	100% of the SSL cost
p)	Annual Technical Support of the supplied tools, Oracle License and other license from 2nd year onwards	Documentaryevidence on support of renewal	100% of the yearly quoted cost will be paid at the beginning ofrespective year
q)	OEM Resource(Database Administrator)	Activity report	100 % OEM Resource cost equally divided by duration(quarter)

5.15   Specification of hardware and networking items
5.15.1   Specification of Blade Chassis Solution

Minimum Requirement Description		Compliance (Yes/No)	Remarks
Solution Requirement	Proposed solution should support provisioning virtual, physical and container infrastructure from pools of compute, storage and networking resources		
	Solution should have single console provisioning for compute, storage and server-side network configuration with choice of direct attach storage (DAS), iSCSI and FC SAN should be available		
	Solution should support API to integrate into popular management tools such as Microsoft Systems Center, VMWare vCenter and into open-source automation for DevOps tools such as Chef, Docker and OpenStack.		
	Solution should support software defined templates to quickly make changes to the infrastructure. Template should include server BIOS, firmware, boot order, RAID, storage configs and network configuration of the infrastructure required for workload.		
	Blade chassis solution should support Internal and external storage provisioning: Local/zoned direct attached storage (DAS), software-defined storage (SDS) and storage area networks (SAN). Should support SAN storage management compatibility for switched fabric, direct attached, or vSAN topologies.		
	Blade chassis solution should support Boot-from-SAN for Fibre Channel (FC), Fibre Channel over Ethernet (FCoE), and iSCSI storage		

Minimum Requirement Description		Compliance (Yes/No)	Remarks
	Blade Chassis solution should offer collaborative user interface which support logical resources to physical resources mapping, Smart Search, Activity Log, HTML5 mobile access, and Customizable Dashboard		
	Blade chassis solution should support all the Latest Intel Xeon processors based 2 CPU and 4 CPU blades and storage Blades		
Form Factor & Technology	Blade chassis solution to be offered for housing of a minimum of 12 units of Dual-CPU blade servers. Offered blade chassis solution shall be from the latest generation.		
	Offered Blade chassis should provide connectivity of the shared resources (network modules, management networks etc.) to the compute blades and offered blade chassis architecture should have no- single-point-of-failure design.		
	Redundant management network connection in the offered chassis for complete management of all the active modules in the chassis		
	Management software for the maximum config with perpetual license. The management software should be from the same OEM.		
	Built-in redundant management modules solution providing single management point for server, storage and networking for both single chassis & multi-chassis environment		
	Offered blade chassis shall have minimum six I/O module slots to support 3+3 redundancy.		
	Blade chassis should provide display port and USB port to connect Laptop/Monitor locally		
	Shall have integrated KVM solution		

Minimum Requirement Description		Compliance (Yes/No)	Remarks
System Panel	LEDs or LCDs on the chassis can be used to obtain the status of the chassis connection and health.		
Reporting	Should support reporting capabilities for: (a) asset and inventory information for the devices in the enclosures, (b) thermal and power information, including real-time actual power usage per server and per enclosure. Reports should be exportable to csv or Microsoft Excel format		
I/O Module	Redundant I/O modules/switches shall be integrated within the chassis such that uplinks from the chassis can be directly connected to core LAN/SAN switches		
	I/O module should support 50Gbps downlink to each of the Server Blades in redundancy supporting carving of each port into at least eight ports.		
	Should support to choose Ethernet and FC uplinks as needed		
	Should support Multi-module link aggregation (MLAG) for resiliency against interconnect failure		
	Server to Server communication should be in 1:1 non-blocking		
	Each I/O module should be configured for a minimum of 8 x 32Gbps active external FC ports, and 4 x 100Gbps QSFP28 ports using transceivers/DACs.		
	Required cables/connectors/mounting-kits/chassis-interconnect-kits shall be included. Minimum cable length required: 5 meters for all patch cords.		
Power & Cooling	Blade chassis 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. Should offer a single-phase power subsystem enabled with technologies for lower power consumption and offering Platinum energy efficiency.		

Minimum Requirement Description		Compliance (Yes/No)	Remarks
	Blade chassis should have a cooling subsystem consisting of redundant hot pluggable fans or blowers enabled with technologies for improved power consumption and acoustics.		
Driver/Software Utilities	All required device drivers for OS installation /System Configuration and Server Management		
System Management	Monitoring ongoing management, service alerting, reporting and remote management with embedded dedicated Gigabit out of band management port. Remote Management of Chassis over LAN & WAN with SSL encryption.		
	Blade chassis Management Software should be of the same brand as of the server OEM.		
Serviceability	System should support embedded remote support to transmit hardware events support. The server should support monitoring and recording changes in the server hardware and system configuration. It assists in diagnosing problems and delivering rapid resolution when system failures occur. Should provide remote firmware update functionality.		
	Solution should be provided for monitoring & analysis feature to predict, prevent and auto-resolve problems and by providing automating case creation and log file submission for the problems that can't be auto-resolved.		
	System should support RESTful API integration		
	System should support embedded remote support to transmit hardware events directly to OEM or an authorized partner for automated phone home support		
	System should provide firmware upgrade and patch upgrade recommendations proactively.		

Minimum Requirement Description		Compliance (Yes/No)	Remarks
	System should help in automatic support case creation with OEM.		
IDC ranking	OEM should be ranked within top 3 as per IDC report for any one of the previous four quarter in India for server.		
Warranty	Five years on-site comprehensive OEM Warranty Support with 24x7 coverage and access to OEM TAC/support		
IPv6 support	All devices should be IPv6 implementation ready from day One. No extra cost will be borne by OCAC for IPv6 implementation.		

5.15.2 Specification of Dual-CPU Blade Server

Minimum Requirement Description		Compliance (Yes/No)	Remarks
CPU	Dual latest generation Intel Xeon Gold 6444Y (16-core /3.6GHz) or equivalent processor.		
	It should allow to disable any number of cores of the offered processor on a per-processor basis.		
	64-bit x86 processor fully binary compatible to 64/32-bit applications. Number of cores on a single die/socket will be treated as a single processor.		
Memory	32DIMM slots.		
	Minimum 512 GB latest DDR4 memory using 32GB DIMMs or higher and should be scalable up to 8TB.		
	Advanced ECC with multi-bit error protection. Fast Fault Tolerance or equivalent.		
HDD	2 x 480GB NVMe SSD or Higher in RAID1		

Minimum Requirement Description		Compliance (Yes/No)	Remarks
	Support for up to 4 hot-swap NVMe/SAS/SATA SSD drives		
Video Controller	Integrated Graphics controller		
Network Controller	Dual ported 50Gb Converged network Adaptor. Should support partitioning up to separated physical functions such as 1 x FC, 1 x iSCSI and multiple Ethernet ports.		
FC HBA	Should be capable of supporting 32 Gbps Dual port Fiber Channel HBA internal to the Server Blade.		
Bus Slots	Minimum of 3 Nos of x16 PCIe 5.0 based mezzanine slots supporting Converged Ethernet, Ethernet, and FC adapters.		
Ports	1 * external USB 3.0. Server shall have dedicated Ethernet Port for OS independent out-of-band hardware management.		
OS Certification	Certification for latest Server version of Windows and Linux.		
Virtualization	Should support Industry Standard Virtualization Software		
Driver/Software Utilities	All required device drivers for OS installation /System Configuration and Server Management		
System Management	Monitoring ongoing management, service alerting, reporting and remote management with embedded dedicated Gigabit out of band management port. Remote Management of Server over LAN & WAN with SSL encryption, Virtual Media, and virtual folder with required advanced license, Remote KVM, Server Health logging, Directory Services compliance (AD or LDAP), REST/XML API, Configuration backup, Syslog (local / remote).		
	Management software should support integration with popular virtualization platform management software like vCenter, SCVMM, and Red Hat RHEV.		

Minimum Requirement Description		Compliance (Yes/No)	Remarks
	Offered Server platform must be ready for container workload deployment		
	Server shall have dedicated management memory of minimum 8Gb DDR4 with ECC protection.		
	The Server Management Software should be of the same brand as of the server OEM.		
Security	UEFI Secure Boot and Secure Start support		
	Security feature to ensure servers do not execute compromised firmware code		
	Tamper-free updates - components digitally signed and verified		
	Secure Recovery - recover critical firmware to known good state on detection of compromised firmware and with the ability to rollback firmware		
	TPM (Trusted Platform Module) 2.0		
	Security Dashboard for Server to detect possible security vulnerabilities.		
	Should provide silicon-based hardware root of trust, automatic secure BIOS recovery, cryptographically signed firmware updates.		
Serviceability	System should support embedded remote support to transmit hardware events support. The server should support monitoring and recording changes in the server hardware and system configuration. It assists in diagnosing problems and delivering rapid resolution when system failures occur. Should provide remote firmware update functionality.		
	Should help provide proactive notification of actual or impending component failure alerts on critical components like CPU, Memory and HDD		
	Solution should be provided for monitoring & analysis feature to predict, prevent and auto-resolve problems and by providing automating case creation and log file submission for the problems that can't be auto-resolved.		

Minimum Requirement Description		Compliance (Yes/No)	Remarks
	System should support RESTful API integration		
	System should support embedded remote support to transmit hardware events directly to OEM or an authorized partner for automated phone home support		
	System should provide firmware upgrade and patch upgrade recommendations proactively.		
	System should help in automatic support case creation with OEM.		
IDC ranking	OEM should be ranked within top 3 as per IDC report for any one of the previous four quarter in India for server.		
Warranty	Five years on-site comprehensive OEM Warranty Support with 24x7 coverage and access to OEM TAC/support		
IPv6 support	All devices should be IPv6 implementation ready from day One. No extra cost will be borne by OCAC for IPv6 implementation.		

5.15.3   Specification of 10/25G Switch

Minimum Requirement Description		Compliance (Yes/No)	Remarks
Functional Requirement	Minimum Two no's of 10/25G switches to be offered. Each switch shall have minimum of 16-ports of 1/10/25G SFP28 and 4 -ports of 40/100G QSFP28 ports.		
	Suitable rack mount kit and power cord to be included.		
	Minimum Switching capacity of 1.6Tbps and forwarding capacity of minimum 1Bpps. Minimum 16MB system buffer.		
	Dedicated OOB Management port (1Gb RJ45)		

Minimum Requirement Description	Compliance (Yes/No)	Remarks
QoS classification, QoS Rewrite, Queuing & Scheduling, RED/WRED, ECN, ACL, PFC, 802.3x flow control, 802.1Qbb, 802.1Qaz, DCBx, Application TLV, 802.1ab		
VXLAN ready from day-1, VxLAN EVPN, VxLAN Hardware VTEP, VMware NSX integration, Open stack integration ready		
802.1Q VLAN, Voice VLAN, QinQ, Concurrent 2K VLANs, RSTP, MSTP, RPVST, BPDU Filter & Guard, Loop Guard, Root Guard, VRRP, LAG, MLAG, LACP. Multi-active Gateway (MAGP), Static Route, OSPF, BGP, BFD, ECMP (64-way)		
RADIUS, TACACS+ & LDAP, Access Control Lists (ACLs L2-L4 & user defined), CoPP, Port Isolation		
sFlow (RFC 3176)/Equivalent, CLI, SSH/Telnet		
Offer to include required transceivers/cables for downlink connectivity to Blade Chassis I/O modules over 100G as well as uplink to SDC network using 10G.		
The switch should support IPv6 from day one		
All relevant licenses for above features should be quoted along with switch		
OEM must have India presence for last 5years on both Sales and Support operation		

5.15.4 Specification of FC SAN SWITCH

Minimum Requirement Description		Compliance (Yes/No)	Remarks
Functional Requirement	Rack-mountable SAN Switch shall be configured where each SAN switch shall be configured with minimum of 24 Ports of 32Gb/s scalable to 64 ports.		
	Required scalability shall not be achieved by cascading the number of switches and shall be offered within the common chassis only.		

Minimum Requirement Description		Compliance (Yes/No)	Remarks
	Should deliver 32 Gbit/Sec Non-blocking architecture with 1:1 performance for up to 64 ports in a energy-efficient fashion.		
	Should protect existing device investments with autosensing 8, 16, and 32 Gbit/sec capabilities.		
	The switch shall support different port types such as E_Port, D_Port, AE_Port, F_Port & EX_Port.		
	Should provide enterprise-class availability features such as redundant and hot pluggable components like power supply and FAN.		
	The switch shall provide Aggregate bandwidth of 2Tbps end to end.		
	Offered switch shall not have latency more than 700 ns for locally switched ports.		
	Offered switch shall support at-least 15000 frame buffers with dynamic buffer sharing capability across ports.		
	Switch shall have support for web-based management and should also support CLI.		
	The switch should have USB port for firmware download, support save, and configuration upload/download.		
	Offered SAN switches shall be highly efficient in power consumption. Bidder shall ensure that each offered SAN switch shall consume less than 250 Watt of power.		
	Switch shall support POST and online/offline diagnostics, including RAStrace logging, environmental monitoring, non-disruptive daemon restart, FCping and Pathinfo (FC traceroute), port mirroring (SPAN port).		
	Offered SAN switch shall support services such as Quality of Service (QoS) to help optimize application performance in consolidated, virtual environments. It should be possible to define high, medium and low priority QOS zones to expedite high-priority traffic.		

Minimum Requirement Description		Compliance (Yes/No)	Remarks
	The switch shall be able to support ISL trunk up to 256 Gbit/sec between a pair of switches for optimal bandwidth utilization and load balancing.		
	SAN switch shall support to restrict data flow from less critical hosts at preset bandwidths.		
	It should be possible to isolate the high bandwidth data flows traffic to specific ISLs by using simple zoning		
	The Switch should be configured with the Zoning and shall support ISL Trunking features when cascading more than 2 numbers of SAN switches into a single fabric.		
	Offered SAN switches shall support to measure the top bandwidth-consuming traffic in real time for a specific port or a fabric which should detail the physical or virtual device.		
IDC ranking	OEM should be ranked within top 3 as per IDC report for any one of the previous four quarter in India for storage or Storage OEM should be from the leader's quadrant as per latest published Gartner's primary storage MQ report.		
	OEM must have India presence for last 5years on both Sales and Support operation		
Warranty	Five years on-site comprehensive OEM Warranty Support with 24X7 coverage and access to OEM TAC/support.		
IPv6 Support	All devices should be IPv6 implementation ready from day 1. No extra cost will be borne by OCAC for IPv6 implementation		

5.15.5 Specification of Management Switch

Minimum Requirement Description		Compliance (Yes/No)	Remarks
Functional	Rack-mountable switch shall have minimum 24 no's RJ-45 autosensing 10/100/1000 ports and 4x1G SFP ports.		

Minimum Requirement Description		Compliance (Yes/No)	Remarks
Requirement	Minimum 8K MAC table, 200 concurrent VLANs, Jumbo frame		
	56Gbps switching capacity & 41Mpps packet forwarding throughput		
	IPv4 and IPv6 Management		
	Layer-2 switching features such as 802.1Q, 802.1p, CoS, RSTP/MSTP, DoS protection, Web Management		
IDC ranking	OEM must be from the top 3 OEM's during any four quarters in the last published IDC market share report on Switches for India.		
	OEM must have India presence for last 5years on both Sales and Support operation		
Warranty	Five years on-site comprehensive OEM Warranty Support with 24X7 coverage and access to OEM TAC/support.		
IPv6 Support	All devices should be IPv6 implementation ready from day 1. No extra cost will be borne by OCAC for IPv6 implementation		

Financial Bid Format (Revised)
9.3.2 Software and Services

Sl#	Item/Description	Unit	Rate	Qty	Cost
a)	Application Operation and Maintenance Support of the existing Aadhaar Authentication Framework	Month		6	
b)	Implementation of new version of the Aadhaar Authentication Framework	LumpSum		1	
c)	Development and implementation of softwarefor Aadhaar Enrolment andrelated work	LumpSum		1	
d)	Application Operation and Maintenance Support of the new version ofthe Aadhaar Authentication Framework	Year		5	
e)	Application Operation and Maintenance Support of Aadhaar Enrolment and related work	Year		5	
f)	Cyber Security Audit of the complete application by CERT-IN empaneled agency/auditor	No.		10	
g)	Security Audit of Aadhaar Framework by CERT-IN empaneled agency/auditor asper the UIDAI Guideline	No.		5	
h)	IT Helpdesk Executive (2 Nos.)	Man- month		132	
i)	EV SSL for Aadhaar Authentication Framework (with related service) and DBTPortal	Year		6	
j)	On boarding of new schemes/application (only API integration) apart from existing schemes/applications	No.		10	
k)	Change Request Management – Software development effort (to be paid as per actual whenconsumed)	Man- month		100	
			Sub-Total		

9.3.3 Infra and Services

Sl#	Item/Description	Unit	Rate	Qty	Cost
a)	Oracle Licenses (Perpetual)	No		8	
b)	Oracle Licenses (Perpetual) -Annual Technical Support	Year		5	
c)	Analytical Tool	Year		5	
d)	HSM	No.		2	
e)	OEM Resource (DatabaseAdministrator)	Man- month		6	
f)	Blade Chassis Solution	No.		1	
g)	Blade Server – Two Processor	No.		12	
h)	10/25G Switch	No.		2	
i)	FC Switch	No.		2	
j)	Management Switch	No.		1	
k)	Hypervisor License – Standard (Per-Processor)	No.		24	
l)	Hypervisor Management License – Standard (Per-Instance)	No.		1	
m)	Operating System –Red hat enterprise (Bidder to specify quantity)	No.			
n)	Operating System – Windows (Bidder to specify quantity)	No.			
o)	Any other cost, bidder to specify				
				Sub-Total	

9.3.3 Cost Summary

SL#	Description	Cost Quoted by Bidder excluding Tax
1	Sub-Total of 9.3.2 Software and Services	
2	Sub-Total of 9.3.3 Infra and Services	
3	Any other cost, bidder may specify	
	Grand Total	

(Financial Bid evaluation shall be made on the basis of "Grand Total" value mentioned at   9.3.3 Cost Summary)

PRE-BID QUERY RESPONSE DOCUMENT

SL#	Section#	Pg#	Content of RFP requiring Clarification(s)	Points of clarification	Response
1	Vol-II: 1	8	**1 : Background** The web portal and mobile application has been linked to various departments to authenticate at the service delivery point through Aadhaar enable security system by integration with Aadhaar Authentication Framework of Odisha.	Request to provide the link to existing portal and the mobile app for our reference. If possible please give direct links to all applications services that are served using the existing Authentication Framework.	The web and mobile application framework is not a public facing application. Links to access all existing portals, mobile app and applications services that are served using the existing Authentication Framework will only be shared with the successful bidder.
2	Vol-II: 3	10	**3: Existing Framework** **Service** : Biometric Matching (Finger Print Authentication , Iris Authentication)	Hardware responsibility for Finger Print Authentication , Iris Authentication	Authentication hardware for Finger Print Authentication , Iris Authentication will be provided by Sub-AUA.
3	Vol-II: 3	10	**3 : Existing Framework** **Service :** Bulk Authentication of Data	Please elaborate if the bulk authentication of data means it can be done in offline or online mode with supported authentication types (FP, IRIS, DM, OTP etc).	The bulk authentication means demographic authentication in offline mode.
4	Vol-II: 3	11	**3 : Existing Framework** **MIS Reports and Dashboard:**	What tool is presently being used for dashboard reporting.	Presently no tool is being used, however bidders may deploy any new tool.
5	Vol-II: 3	11	**3 : Existing Framework** **Mobile Application:**	Is the current application only on Android?. Is this a public application on play store?. If yes, please share the application name.	Yes the current application is only on android platform.
6	Vol-II: 3	11	**3 : Existing Framework** **Aadhaar Data Vault (ADV) :** Bulk Aadhaar Upload	Elaborate more on bulk AADHAAR upload option like only AADHAAR numbers or KYC Data also. Can it be done in Online or offline mode ? Please confirm.	The bulk authentication means demographic authentication in offline mode.
7	Vol-II: 3.1	11-12	**3.1 : Web Service Integration** The existing application has web service integration process that helped the departmental users to perform search operation in their existing application without	**"search operation in existing application":** is the search for authentication of individual for providing services for without having to do Aadhaar authentication at present? Please clarify this. Will this RFP address this	The authentication information is available in the application log of the respective sub-aua apps.

				logging in to the Aadhaar Authentication Framework application.	to bring Aadhaar Authentication framework for all these services?	
8					Whether the 12 applications mentioned, are the only applications to be migrated to new Authentication frame work, Or are there any other existing applications that might not have listed, also need to be migrated?	Only applications mentioned in the RFP needs to be migrated.
9	Vol-II: 3.2	13	**3.2: Technology Stack** **3.2.1: Web App** Operating System : Windows / LINUX		Please provide the current OS version and platform in which web application is running like Windows 2016/19 REDHAT 9 or in both.	Windows Server 2012 & RHEL 7
10					Request to provide the details of current version of Windows and Linux running in current environment.	Windows Server 2012 & RHEL 7
11	Vol-II: 3.2	13	**3.2: Technology Stack** **3.2.3: DBT Portal** Operating System : Windows / LINUX		Please provide the current OS version and platform in which DBT portal is running like Windows 2016/19 REDHAT 9 or in both.	Windows Server 2012 & RHEL 7
12	Vol-II: 3.3	14	**3.3 :Deployment Architecture**		Please clarify on the current Server and Storage Environment - VMs/Cloud and what is the proposed Environment .	Currently it is in VM.
13	Vol-II: 4.1	14	**4 : Scope of Work** **4.1 :Objective** b) Provide Offline Aadhaar Verification facility		Elaborate more on offline AADHAAR Verification requirements like supported modes (DV, Yes/No and Reference key and other Verification parameters list etc) .	Offline Aadhaar verification is being done in-line to UIDAIs policy.
14	Vol-II: 4.1	14	**4 : Scope of Work** **4.1 :Objective** The Duration of engagement of System Integrator 5 years and six months from effective date of contract. 6 months of Development (Enhancement) as well as migration period and 5 years operation and maintenance support from the date of Go-live		Please clarify as to who would be maintaining the existing solution during the development phase of 6 months (Existing Vendor / New SI / Both). i.e. till Go-live. Also please elaborate more on the expected roles and responsibilities of the existing and new SI.	Please refer RFP for roles and responsibilities. Existing application would be maintained by the existing SI till development & migration of data to the new application.

15				In view of the size and complexity of the scope of work which includes taking over an existing solution which is in "Live" state we would request OCAC to kindly extend the timeline for the software development / enhancement phase from 6 to 8 months. We would request OCAC to amend the clause as suggested below: The Duration of engagement of System Integrator 5 years and eight months from effective date of contract. 8 months of Development (Enhancement) as well as migration period and 5 years operation and maintenance support from the date of Go-live.	Refer corrigendum.
16	Vol-II: 4.2	15	**4 : Scope of Work** **4.2 : Overview** **a)** Complete takeover and management of the existing applications / databases in as-is condition from OCAC or by its nominated agency/team, along with all developments, enhancements, source codes, user manuals, system documents, design documents, integrations, infrastructure at OSDC till moving application to the new environment.	To take over and run the operations requires the necessary KT and training. So please confirm the plan for providing the required KT and training. Please elaborate regarding the start of KT process, training period and training mode (online or offline) which is mandatory for supporting existing application migration, up-gradation and data migration . Please confirm that all the required documentation and source code would be provided for supporting the existing solution.	As per RFP.
17				We understand that OCAC would facilitate the complete handover process which would include but not limited to online / offline workshops to introduce the existing solution, source code review, handing over of source code, handing of all relevant documentation (SRS, HLD, LLD, Manual, DB design, ER Diagrams etc.) and support logs. Please confirm our understanding.	As per RFP.

18	Vol-II: 4.3.1	16	**4.3 Proposed Technology up-gradation 4.3.1 : Web App**	Please mention if change of technology stack permitted, if found feasible and better. * Please mention if whatever mentioned is it indicative? * Please mention what is the extent to which there is freedom of choosing the technology. Ex: JDK 19, is the latest. Hibernate need not be used. Horizontal Scaling can be achieved with Kubernetes - Jboss/Tomcat can be eliminated.	As per RFP.
19				Please provide the current OS version and platform in which web application is running like Windows 2016/19 REDHAT 9 or in both.	Windows Server 2012 & RHEL 7
20	Vol-II: 4.3.1	16	**4.3 : Proposed Technology up-gradation 4.3.1 : Web App** Proposed Technology Oracle Database Enterprise (in Oracle ExaCC)	For deployment to ExaCC, implementation of Oracle Real Application Clusters is a pre-requisite. Also, there are requirements for Database Clustering, High Availability with Active-Active mode and horizontal scalability which can be addressed with Oracle Real Application Clusters. Request you to add Oracle Real Application Clusters.	Bidder has to consider all licensing factor (Nos. / Types of licenses), as per OEM licensing policy to use the database environment in existing ExaCC deployed at OSDC with clustering mode.
21	Vol-II: 4.3.2	16	**4.3 Proposed Technology up-gradation 4.3.2 : DBT Portal** Proposed Technology	Complete redevelopment from scratch is expected	No
22				Please provide the current OS version and platform in which DBT portal is running i.e. Windows 2016 / 19 OR REDHAT 9 or in both. Please clarify if the proposed Oracle ExaCC environment is on Cloud or on-premise at OSDC.	Windows Server 2012 & RHEL 7 The proposed Oracle ExaCC environment will be on premises at OSDC.
23	Vol-II: 4.4.3	17	**4.4.3 New Modules** Enhancement of existing MIS module with following features	Service/Department/application wise transaction report - Could you provide a count of number of Services / Department/ application etc. This will help us to estimate.	As per RFP

24	Vol-II: 4.4.4	19	**4.4.4 : Development and implementation of module for Aadhaar Enrolment and related work** **Enrolment reconciliation & Payment reconciliation:** a) Provision for Operator to submit his/her "Explanation against the deficiency notice" along with the required documents (with provision to upload documents in JPEG/PDF formats) to the Enrolment Agency/OCAC which in turn would be submitted to concerned "UIDAI Regional Offices" for verification.	We understand that the verification will be in the form of electronic format. Please provide information on - Who will be the verification authority? - Stages of verification mechanism (single or multi stage)	Operator will submit the response in electronic format. And the same will sent to UIDAI through other modes (email/by post/etc.)
25	Vol-II: 4.4.4	18	**4.4.4 : Development and implementation of module for Aadhaar Enrolment and related work** **Enrolment Centre (EC) and Enrolment Stations (ES):** c) Provision to maintain the "Contact Centre information" including the information pertaining to contacts at EC, Enrolment Centre address and working hours etc.	We assume that "Contact Centre information" and "Enrolment Centre" are same. Please confirm.	Yes
26				Is Contact Centre information and Enrolment Centre same or different? Please address.	Both are same.
27	Vol-II: 4.4.4	18	**4.4.4 : Development and implementation of module for Aadhaar Enrolment and related work** OCAC is having about 2000 kits and every day average 1500 kits are active	Request to give some details about these kits. Are these kits linked to the application portal?	As per RFP
28	Vol-II: 4.4.4	18	**4.4.4 : Development and implementation of module for Aadhaar Enrolment and related work**	Is this going to be a separate application or part of the overall Authentication architecture.? Is the requirement for a web application or this should also be on mobile app?	This will be the same application. This will be available in both web and mobile platform.
29	Vol-II: 4.4.7	21	**4.4.7 : Integration**	Hope the API for the integration would be provided by the department.	Yes
30				Request to provide if any existing standard tools/methods used for integration currently.	Presently no tool is being used, however bidders may deploy any new tool.

31	Vol-II: 4.4.8	21	**4.4.8 :Data Migration** **a)** Define all the specifications that are needed to populate the data into the new system.	Could you provide all Table / Schema details (how many). Is all current DB in MySQL 5.7 DB. Or are there any other data that needs to be migrated.	It will only be shared with the successful bidder.
32	Vol-II: 4.4.8	21	**4.4.8 :Data Migration** **i)** The SI will be expected to understand the data which has been captured and devise a template so that meaningful information can be captured and entered into the new system.	Is this requirement to identify and define data schema required for new changes and development as part of this RFP. We assume this will involve changes to existing databases and schemas.	As per RFP.
33	Vol-II: 4.4.8	21	**4.4.8 :Data Migration**	a) Will there be hard data to be migrated or entered ? B) Will there be data cleansing required ?	a) All data are in electronic format b) Bidder should propose the best possible solution.
34	Vol-II: 4.4.9	22	**4.4.9 : Testing** **g)** Provide complete support to the departmental officials or their representatives at the time of User Acceptance Testing (UAT).	Is there any ticketing tool being used for logging user tickets. Please provide details. If not are you looking to implement a ticketing tool as part of this RFP.	As per RFP.
35	Vol-II: 4.4.10	23	**4.4.10 : Cyber Security Audit** g) The audit shall be performed at least on the below mentioned aspects. — Accessibility Testing — Application Security Audit — Vulnerability Testing	Cyber Security Audit is not applicable for HSM. There are different certifications/ audit applicable for HSM like FIPS 140-2 Level 3 and Common Criteria EAL4+. Is there any audit required for HSM separately? Requesting client to kindly confirm.	Security audit is only for application.
36	Vol-II: 4.4.13	24	**4.4.13 : Training** **a)** Undertake training on a train to trainer mode.	Please provide no. of users to be trained?	The training has to be planned in train the trainer concept.
37	Vol-II: 4.4.13	24	**4.4.13 : Training**	A) How many resources are to be trained ? B) What are the levels of training required ? C) Will training be an ongoing process ? D) Will trere be retraining involved ?	The training has to be planned in train the trainer concept.

38	Vol-II: 4.4.14	25	**4.4.14 : Online Help / Reference** **a)** It is proposed that the training contents / user manuals be made available to users in downloadable (PDF) format so that the users may refer / download it for their own personal reference as and when needed.	Is there any content management system to upload and share these files? Or is it require a solution like share point site for this purpose.	Bidder should propose the best possible solution.
39	Vol-II: 4.4.18.2	27	**4.4.18.2 :Business Continuity Planning** Currently, there is no Disaster Recovery (DR) or Business Continuity Plan (BCP) to address any disruption in implementation of the system.	Without the provision of DR, please clarify as to how the existing system supports high availability and zero downtime / failover.	As per RFP.
40	Vol-II: 4.4.19	27	**4.4.19 :Helpdesk Operation** The helpdesk support will be available from 10 AM to 6 PM in all working days of Government of Odisha. OCAC will provide space and telephone for helpdesk. However, the SI has to provide required IT infrastructure to run the helpdesk.	The RFP specifies that the SI deployed manpower will work in single shift only. With the provision of a single shift it is not feasible to provide 24x7 Support and high availability. Please amend the requirement statement accordingly so as to address the desired need of the project.	Application O&M support and hardware support should be in-line to the SLA.
41				a) How many resources are required for helpdesk ? B) Will week ends and national holidays be applicable ? C) Since technical support is required by helpdesk staff, then is there a requirement for Online help ?	As per RFP.
42	Vol-II: 4.4.21	30	**4.4.21 : Application Support, Operation & Maintenance (O&M)** **S**erver hardware maintenance is not scope of the bidder. OSDC shall share bare metal server/VM with required OS only. Any other required software/tool shall be provided by the bidder.	Please confirm if hardware sizing is also a scope of the RFP.	Refer corrigendum, the minimum hardware requirement has been added. However, bidder is free to propose additional hardware as per requirement.
43	Vol-II: 4.9	39	**4.9 Expected Deployment of Personnel** Database Administrator	We understand that Oracle DBA certified resource of the successful bidder has to be deployed for the project. Please confirm our understanding.	As per RFP.
44	Vol-II: 4.10	39	**4.10 Expected Project Timeline** Helpdesk Operation - Within 7-days form the date of contract Engagement of Subject Matter Expert -	In view of the size and complexity of the scope of work we would request OCAC to amend the delivery timelines of the following tasks: - Helpdesk Operation - Within 30-days form the date of	As per RFP.

			Within 7-days form the date of contract Handover & Takeover process - Within 2-months from the effective date of contract Completion of design and development of the new version of Aadhaar Authentication Framework - Within 4-months from the effective date of contract Completion of User Acceptance Test (UAT) of the new version of Aadhaar Authentication Framework - Within 5-months from the effective date of contract Cyber security audit certification, configuration & go-live the App - Within 6-months from the effective date of contract	contract - Engagement of Subject Matter Expert - Within 30-days form the date of contract - Handover & Takeover process - Within 3-months from the effective date of contract - Completion of design and development of the new version of Aadhaar Authentication Framework - Within 6-months from the effective date of contract - Completion of User Acceptance Test (UAT) of the new version of Aadhaar Authentication Framework - Within 7-months from the effective date of contract - Cyber security audit certification, configuration & go-live the App - Within 8-months from the effective date of contract	
45	Vol-II: 4.11	41	**4.11 :OCAC Responsibilities** **f)** Conduct exclusive hand-holding on the existing Aadhaar Authentication Framework to the SI. Following activities shall be taken into consideration during handover process:	It is mandatory for the new SI to understand the existing system before supporting and / or implementing the system. So please share the timeline and mode (online or offline) for the hand-over / take-over exercise.	Yes, as per RFP.
46	Vol-II: 4.15	46	**4.15: Payment Terms** b) Completion of system requirement study (SRS)	In the payment terms, the total payment for Aadhaar enrolment and related work is 80% only. Please clarify for the balance 20%.	Refer corrigendum
47			c) Completion of User Acceptance Test (UAT) g) Configuration and go-live the new version of Aadhaar Authentication Framework	Considering the sl no. b), c), and g) the total payment to words Aadhaar enrolment and related work is coming 80%. Balance 20% of cost against software for Aadhaar enrolment and related work is missing in payment term. Request client to kindly revalidate the payment term.	Refer corrigendum

48				Please amend the payment terms as suggested below so as to de-link the payment for the solution with the O&M phase which is the industry wide accepted norm for similar projects: Configuration and go-live the new version of Aadhaar Authentication Framework - Go-live certificate by OCAC: ─ 40% of implementation of new version of the Aadhaar Authentication Framework cost ─ 40% of cost against software for Aadhaar enrolment and related work ─ Balance 10% of HSM cost ─ Balance 10% of Analytical Tool cost ─ Balance 10% of Oracle License cost	Refer corrigendum
49	Vol-II: 4.15	48	**4.15: Payment Terms** p) Annual Technical Support of the supplied tools and license from 2nd year onwards	Please clarify whether this clause is applicable for both Analytical tool & Oracle license.	Refer corrigendum
50				We assume that the annual technical support for Tools and License from 2 years on words are referred to both for Analytical Tool and Oracle License. Please confirm.	Refer corrigendum
51				We presume both the Oracle Licence and the yearly technical support for Tools and Licence from the second year onwards are referred to analytical Tool and Oracle License. Please specify.	Refer corrigendum
52	Vol-II: 4.15	46	**4.15: Payment Terms**	The operation and maintenance cost and its related payment term for Aadhaar enrolment and related work is not available in RFP. Request you to add the same.	Refer corrigendum
53	Vol-II:	47	**4.15: Payment Terms** (h) Application Maintenance Support of the new version of the Aadhaar Authentication Framework - Activity report: ─ 100% of Application Maintenance Support cost of the new version of Aadhaar Authentication Framework equally divided by duration (quarter) ─ Balance 20% of implementation cost of new version of the Aadhaar Authentication Framework equally divided in 4-quaters (first year)	We would request OCAC to kindly amend the payment terms as suggested below to de-link the pay-out for the new version of the solution with the O&M phase of the project: Application Maintenance Support of the new version of the Aadhaar Authentication Framework - Activity report: ─ 100% of Application Maintenance Support cost of the new version of Aadhaar Authentication Framework equally divided by duration (quarter)	Refer corrigendum

54	Vol-II: 4.15	48	**4.15: Payment Terms** l) Change Request Management- The payment shall be made only after change request activities are complete in all respect based on the man months used for the Change Request and certification by OCAC thereof	cost of change request should be applicable even if the change is reversed.	As per RFP.
55	Vol-II: 4.15	48	**4.15: Payment Terms** j) Subject Matter Expert -100% of Subject Matter Expert cost equally divided by duration (quarter)	Please specify the line item in which the cost of SME shall be considered as there is no separate line item for Subject Matter Expert in the financial bid format.	Cost of SME must be included in the O&M component.
56				There is no separate line item mentioned in the Financial bid format to provide the cost against the Subject Matter Expert (SME). Please let us know where the cost for SME will be considered in financials.	Cost of SME must be included in the O&M component.
57				Please let us know where to include the cost of SME in Financial format.	Cost of SME must be included in the O&M component.
58	Vol-I: 7.1	19	**7.1 : Pre-Qualification Criteria** **a)Legal Entity**	In FY 2020-21 our organization had an internal realignment of Business Units and the offering relevant for this particular RFP is now part of a wholly owned subsidiary company. In view of the above, we would request OCAC to kindly consider the relevant documentary evidence of the Parent Company for RFP compliance provided the Bidder is a wholly owned subsidiary of the Parent Company. Please confirm the acceptance of our request.	As per RFP
59	Vol-I: 7.1	19	**7.1 : Pre-Qualification Criteria** **d) Certifications** The bidder should have CMMI DEV - Level 5 certification with validity(from CMMi Institute erstwhile SEI) published in CMMi website	While the mentioned certifications does complement the CMMi Dev -L5 certification to a great extent, request to consider these certifications against CMMI DEV - Level 5 certification. This would also invite wider participation .	As per RFP

60				For wider participation we would request OCAC to kindly allow the participation of firms having CMMI DEV - Level 3 certification with validity (from CMMi Institute erstwhile SEI) published in CMMi website. Please confirm the acceptance of our request.	As per RFP
61	Vol-I: 7.1	20	**7.1 : Pre-Qualification Criteria Specific Requirement :** **e) Technical Capability :** The bidder must have successfully completed at least following numbers of e-Governance projects for any Government Department / Government Agency / PSU in India during last 5 years as on bid submission date with value specified below. − 1 project not less than ₹9 Cr. OR − 2 projects not less than ₹8.5 Cr. each OR − 3 projects not less than ₹4.5 Cr. each	In view of the fact that 2 out of the last 3 financial years had the devastating effect of the COVID-19 pandemic which resulted in drastic reduction in business opportunities we would be request OCAC to kindly amend the clause as suggested below to promote wider participation: The Bidder / Group Company must have successfully completed at least following numbers of e-Governance projects for any Government Department / Government Agency / PSU in India during last 10 years as on bid submission date with value specified below. − 1 project not less than ₹ 9 Cr. OR − 2 projects not less than ₹ 5 Cr. each OR − 3 projects not less than ₹ 3.5 Cr. each	As per RFP
62	Vol-I: 7.1	20	**7.1 : Pre-Qualification Criteria Specific Requirement :** **i) OEM MAF :** The bidder should submit OEM MAF against all the products/tools/licenses quoted as part of bid submission	Can the list of applicable Software/Applications /Hardware/Services be provided, for which the MAF need to provided	As per RFP
63	Vol-I: 7.2	20	**7.2 :Technical Evaluation Scoring Matrix**	In FY 2020-21 our organization had an internal realignment of Business Units and the offering relevant for this particular RFP is now part of a wholly owned subsidiary company. In view of the above, we would request OCAC to kindly consider the relevant documentary evidence of the Parent Company for scoring provided the Bidder is a wholly owned subsidiary of the Parent Company. Please confirm the acceptance of our request.	As per RFP

64	Vol-I: 7.2	21	**7.2 :Technical Evaluation Scoring Matrix a) Financial and Resource Strength (ii) Quality Certification** − CMMi Level 5: 2 Marks − ISO 9001-2015: 1 Mark − ISO 27001-2013: 1 Mark − ISO 20000-2018: 1 Mark	For promoting wider participation we would request OCAC to kindly amend the parameters as suggested below: − CMMi Level 3: 2 Marks − ISO 9001-2015: 1 Mark − ISO 27001-2013: 1 Mark − ISO 20000-2018: 1 Mark	As per RFP
65	Vol-I: 7.2	22	**7.2 :Technical Evaluation Scoring Matrix b) General e- Governance Experience** **i)** The bidder should have experience in development and implementation of e-Governance application project for any State/Central Government of India with minimum order value of Rs.4.5 Crore during last 10 years as on 31st March 2022. [Each project will be awarded 2 marks subject maximum 10 marks]	Can this criteria be evaluated based on the Value/Price of the project rather than number of Projects executed.	As per RFP
66				In view of the fact that 2 out of the last 3 financial years had the devastating effect of the COVID-19 pandemic which resulted in drastic reduction in business opportunities we would be request OCAC to kindly amend the clause as suggested below to promote wider participation: The bidder should have experience in implementation of e-Governance project for any State / Central Government of India with minimum order value of Rs. 3.5 Crore during last 10 years as on 31st March 2022. [Each project will be awarded 2 marks subject maximum 10 marks]	As per RFP
67				Request to include experience in Public sector banks also. request to modify the criteria including BFSI experience. the statement may be amended for inviting a wider participation. "The bidder should have experience in development and implementation of e-Governance application project/ BFSI(PSU) projects for any State/Central Government of India with minimum order value of Rs.4.5 Crore during last 10 years as on 31st March 2022."	As per RFP

68	Vol-I: 7.2	22	**7.2 :Technical Evaluation Scoring Matrix** **c) Experience Similar to the Scope of work** i) No. of Projects having integrated with AADHAAR Authentication framework. − 1 project = 2 Marks − 2 projects = 4 Marks − 3 or more projects = 5 Marks	Can this criteria be evaluated based on the Value/Price of the project rather than number of Projects executed.	As per RFP
69	Vol-I: 7.2	22	**7.2 :Technical Evaluation Scoring Matrix** **c. Experience Similar to the Scope of work** **ii)** The bidder should have the experience of successfully implementing Software Application with Aadhaar integration Projects of value of minimum of INR 2 crores. − [Each project will be awarded 2.5 marks subject to maximum 5 marks]	To promote wider participation of experienced firms we would OCAC to amend the clause as suggested below: The bidder should have the experience of successfully implementing Software Application with Aadhaar integration Projects of value of minimum of INR 1 crore. − [Each project will be awarded 2.5 marks subject to maximum 5 marks]	As per RFP
70				Please allow Agreement copy / work order and certificate from the client / Company Secretary to showcase the status of the project as ongoing / completed. Please also confirm if the invoices raised to the Govt against services mentioned in the agreement as evidence against the project value can be submitted	As per RFP
71				Can this criteria be evaluated based on the Value/Price of the project rather than number of Projects executed.	As per RFP
72	Vol-I: 7.2	22	**7.2 :Technical Evaluation Scoring Matrix** **c. Experience Similar to the Scope of work** **iii)** Bidder should have implemented mobile application project on Android and/or iOS platform during last 10 years as on bid submission date. [Each project will be awarded 2.5 marks subject to maximum 5 marks]	Please allow Agreement copy / work order and certificate from the client / Company Secretary to showcase the status of the project as ongoing / completed. Please also confirm if the invoices raised to the Govt against services mentioned in the agreement as evidence against the project value can be submitted	As per RFP

73	Vol-I: 8.7	26	**8.7 : Signing of Contract** After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall enter into a contract with the successful bidder (prime bidder in case of consortium), incorporating all clauses, pre-bid clarifications and proposal of the bidder.	We understand that a Consortium consisting of 2 members is allowed to participate in this RFP and the documentary evidence of the relevant projects of both the members of the Consortium would be considered for compliance and scoring. Please confirm our understanding.	Refer corrigendum. _After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall enter into a contract with the successful bidder incorporating all clauses, pre-bid clarifications and proposal of the bidder. A draft MSA document has been provided as a separate document for the reference of bidders only. The agreement with the selected bidder will be signed after getting the same vetted from competent Legal Authority.
74	Vol-I: 8.8	27	**8.8 : Failure to Agree with the Terms and Conditions of the RFP** Failure of the successful bidder to agree with the draft legal agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of award, in which event OCAC may call for new proposals from the interested bidders. In such a case, OCAC shall invoke the PBG of successful bidder.	If we are abiding by this clause then we request the client to publish the draft legal agreement along with the RFP or if the client is not publishing the draft legal agreement then the terms and condition of the agreement shall be mutually agreed upon by the client and the successful bidder. Requesting the client to please clarify regarding this.	The clauses mentioned in the RFP would be part of the agreement.
75	Vol-I: 9.2.5	37	**9.2.5 : FORM TECH-5: MANUFACTURER'S AUTHORIZATION FORM (MAF)**	MAF may not be in the format provided. The contents may be the same but format may be different.	Standard format of OEM will be accepted. However the support/subscription/warranty shall be for a period of 5 years.

76	Vol-I: 9.3.2	40	**9.3.2 : Software and Services** a) Application Maintenance Support of the existing Aadhaar Authentication Framework	We understand that in case the support period for the existing solution extends the 6 months period then the additional period will be billed at the same monthly billing rate. Please confirm our understanding.	Maximum allowed time for handover-takeover is 2 months. No additional payment shall be made by OCAC for any deviations.
77	Vol-I: 9.3.2	40	**9.3.2 : Software and Services** g) IT Helpdesk Executive (2 Nos.)	Quantity mentioned is "132" ; please clarify whether its man-days or manhours	Two resource will be deployed for 66 months.
78	Vol-I: 9.3.2	41	**9.3.2 : Software and Services** j) Change Request Management – Software development effort (to pe paid as per actual when consumed)	Quantity mentioned is "100" ; please clarify whether it is man-days or person hours.	As per RFP.
79	Vol-II	66	Annexure-I **Compliance Checklist**	Referring to the Annexure-I ,Compliance Checklist : Any additional standard (apart from the standard mentioned in Annexure 1) that will impact on the software development shall be considered under Change Request. Please Confirm.	The activities may be treated as enhancement services subject to approval.
GENERAL QUERIES						

SL#	Section#	Pg#	Content of RFP requiring Clarification(s)	Points of clarification	Response
1 2 3			General	Please provide following details; 1) The total no. of dashboard users 2) The total no. of users 3) The total no. of concurrent users expected to use the application 4) The total concurrent active user 5) The total concurrent active users who will do the Excel/PDF operations	Dashboard users : 100 Total no of users : 500 Concurrent users including authentication users: 5000
4			General	We are requesting to extend the bid submission date and given additional 2 weeks from the date of publication of Corrigendum.	Refer corrigendum.
5				Looking at the complexity of work and involvement of OEMs we request you to kindly provide 14 days of date extension from the date of publishing of Corrigendum.	Refer corrigendum.
6					Refer corrigendum.

7				We request you to kindly extend the tender due date by at least 3-4 weeks after replying with clarifications to our above queries.	Refer corrigendum.
8			General	Please clarify whether we can participate as a consortium in this tender as the services in the scope of work are for providing end to end solutions and so we would require a partner for the same.	Consortium is not allowed.
9			General	1. How many concurrent users are there ? 2. What is the number of transactions per day ? 3. Need the maximum size of write transaction per year 4. Is there any document upload required? 5. What is the file Upload size in MB ? 6. What is the file upload per user required ? 7. What is the database back policy ? 8. What is database retention policy? 9. What is Data recovery policy? 10.What is the required recovery Point of Object ? 11.What is the Recovery Time of Object ? 12. What is the Data Archival Policy ? 13 .What is the Project Budget ? ?	Dashboard users : 100 Total no of users : 500 Concurrent users including authentication users: 5000 The other details will only be shared with the sucessful bidder.
10			Eligibility Criteria	1) In case of participation as consortium, can the eligibility Criteria be satisfied jointly by consortium partner & the lead bidder? 2) In Eligibility criteria where certificate from statutory auditor (SA) is required, can we get the certificates from Charted accountant in place of statutory Auditors? This is because, due to Financial Year end activities, it will be difficult to get the certificates from SA as they will be engaged in the critical year end activities.	Consortium is not allowed.
11			General	**Existing Clause:** 5.14 Supply and Installation of Database License and Support c) Hire the PaaS Services of ExaCC from ORACLE considering the above licenses for the specified period.	OCAC will provide the PaaS services