

**Unique Identification Authority of India (UIDAI)
Planning Commission, Government of India**

Reference Number: A-11016/08/2011-Tech



**REQUEST FOR QUALIFICATION
“Data Center Development Agency (DCDA) for UIDAI’s
Captive Data Center Physical Infrastructure”**

September 2011

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1. Request for Qualification

- (i) This is an invitation from Unique Identification Authority of India (“UIDAI”) for submission of Request for Qualification (RFQ) response for selection of Data Center Development Agency (DCDA) to Design, Implement and O&M of Captive Data Center Physical Infrastructure in both Delhi/NCR and Bangalore Region for the Central ID Data Repository (CIDR).UIDAI shall appoint only one agency for both the Data Centers.
- (ii) UIDAI is looking at this engagement as a complete set of services provided as per the scope of work for Data Center Development Agency. Response forms to be provided by the prospective respondents are provided in the Annexure. Details of pre-qualification criteria is available under “Clause 5 - Details of Tender”. The contract period will be for five years from the date of readiness of data center physical infrastructure and final acceptance.
- (iii) This document should not be construed as Tender / Request for Proposal (RFP).
- (iv) Prospective respondents are advised to study the RFQ document carefully. Submission of RFQ shall be deemed to have been done after careful study and examination of the RFQ document with full understanding of its implications.
- (v) The RFQ document can be downloaded from the UIDAI website (<http://uidai.gov.in/>). The cost of RFQ document should be remitted in the form of a demand draft enclosed with response to RFQ document. The Bank Draft of amount Rs 5,000/- (Rupees Five Thousand only) should be drawn in favor of “PAO, UIDAI, New Delhi” and payable at New Delhi. Please note that the RFQ response of a respondent shall not be entertained in case the cost of RFQ document is not paid by them as per the details mentioned above.
- (vi) Sealed RFQ response prepared in accordance with the procedures enumerated in RFQ document and submitted along with the Earnest Money Deposit (EMD) & cost of RFQ. The RFQ should be submitted to the UIDAI not later than the date and time laid down, at the address given in the “Clause 1.1 Schedule for Invitation” to RFQ.
- (vii) This RFQ document is not transferable.
- (viii) The RFQ should not be used by prospective respondents to market their Product or Services.
- (ix) UIDAI reserves the right to qualify or disqualify any or all RFQ responses without assigning any reasons
- (x) UIDAI reserves the right to update, amend and supplement the information in RFQ document including qualification process at its discretion but before the date of submission of response to RFQ as per “Clause 1.1 Schedule for Invitation” to RFQ.

1.1 Schedule for Invitation to RFQ

S. No	Items of Information	Information
1	Name of the Purchaser	Unique Identification Authority of India (“UIDAI”), Planning Commission, Government of India
2	Addressee and Address at which RFQ Response to be submitted	Mrs. Amutha Arunachalam Assistant Director General, Unique Identification Authority of India (UIDAI), Planning Commission, Govt. of India (Gol), 3rd Floor, Tower II, Jeevan Bharati Building, Connaught Circus, New Delhi – 110001
3	Latest time and date for submission of RFQ Response	18 th October 2011, 15:00 Hours IST
4	Place, Time and Date of opening of response to RFQ	Unique Identification Authority of India (UIDAI), Planning Commission, Govt. of India (Gol), 3rd Floor, Tower II, Jeevan Bharati Building, Connaught Circus, New Delhi – 110001 18 th October 2011, 15:30 Hours IST
5	Name of the contact person for any clarification	Mrs. Amutha Arunachalam Assistant Director General, Unique Identification Authority of India (UIDAI), Queries should be submitted via E-mail and followed by paper copy in post. E-mail – dcda@uidai.gov.in
6	Last date for submission of Queries	7th Oct 2011, 17:00 Hours IST
7	Date till which the RFQ response should be valid	180 calendar days from the date of opening of RFQ responses

2 Introduction

2.1 About the Unique Identification Authority of India

The Unique Identification Authority of India (“UIDAI”) was established in February, 2009 as an office attached to the Planning Commission, Government of India. The purpose of the UIDAI is to issue a unique identification number (“UID”) to all Indian residents that is robust enough to eliminate duplicate identities, and which can be used to verify resident identity in subsequent encounters in an easy, cost effective way.

2.2 Concept and overview of Unique ID

The Government of India (GoI) intends to provide a Unique Identification Number (“UID”) to every resident of India which will serve as a universal proof of identity allowing residents to establish their credentials anywhere in India. The Unique ID shall be assigned on the basis of uniqueness of a resident’s biometrics. At present, it is proposed to capture Fingerprints and Iris related biometrics of every resident and these are to be used for the dual purposes of:

- a. 1:N biometric identification and
- b. Biometric verification

2.3 The Central ID Data Repository

To manage the issuance of UID and provide identity verification services, the UIDAI intends to create and manage a Central ID Data Repository (“CIDR”), which will issue UID numbers, update resident information, and authenticate the identity of residents as required.

2.4 Approach to issuance of UID

The UIDAI will start issuing Unique ID based on a partnership model. UIDAI will partner with Central and State Government departments and Public Sector agencies who will act as ‘Registrars’ for UIDAI. Registrars will process UID applications and the demographic and biographic data shall be captured and transmitted to the CIDR. Based on the data received, the CIDR shall perform de-duplication based on the resident’s biometrics and generate UID numbers.

2.5 UIDAI Service Delivery Framework

- (i) Serving the resident is the primary objective of the Aadhaar program. Both Government agencies as well as private sector will rely on the quality of services provided by Aadhaar to serve their customers in turn which are the Residents. From Resident’s perspective, the key goals and objectives of UIDAI are:
 - a) Delivery of good quality services and
 - b) Guaranteed service delivery.

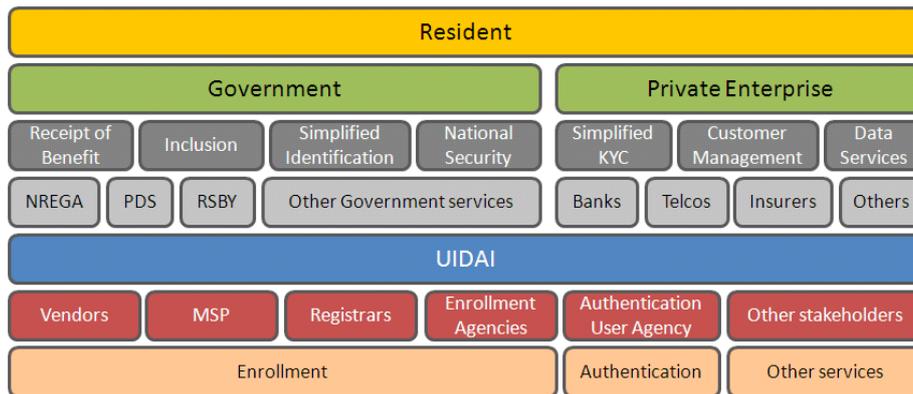


Figure 1 : UIDAI Service Delivery Framework

2.6 Structure of UID technology Solution

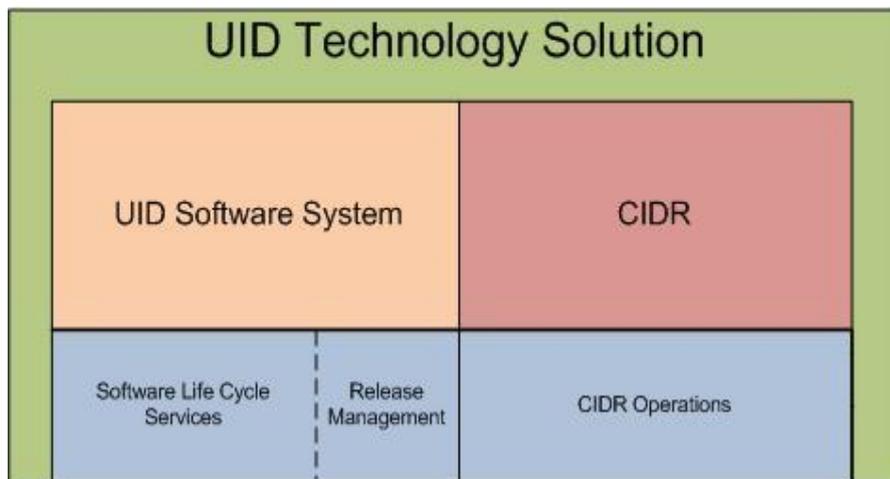


Figure 2 : Overview of UID Technology Solution

- (i) **The UID Technology Solution** encompasses all application software, system software, infrastructure (including IT systems, Private Cloud of Data Centres). It also encompasses all the processes required to architect, design, develop, release, deploy and manage the solution and manage the cloud & data centre operations.
- (ii) **The UID Software system** consists of the enrolment client application, enrolment and authentication server applications, and AADHAAR Unified portal, Business Intelligence Module, Fraud Detection Module and the entire supporting software platform.
- (iii) **The CIDR** refers to the infrastructure including NOC, Cloud of Data Centres, Network, Servers and Storage, for production, staging and testing.
- (iv) **The Software lifecycle services** refer to the entire lifecycle processes required to collect requirements, prototype, architect, design, develop, test and release various software components as part of the overall UID Software system
- (v) **The Release management** process ties the UID Software system and the CIDR through rigorous release and rollout of the software into various environments such as staging and production
- (vi) **The CIDR operations** refers to the managed services required to operate the cloud of data centres and associated infrastructure (Network, Servers, Storage, Power, and HVAC).

2.7 System Component

Referring to Figure 3, there are mainly three parts,

- (i) UID Technology Solution (UID-TS) comprising
 - a) UID Software System
 - b) CIDR
- (ii) Partner Systems interacting with the UID-TS for such as
 - a) Registrar System
 - b) Contact Centre System
 - c) Logistics System
 - d) Authentication User Agencies
- (iii) UID Stakeholder Ecosystem comprising
 - a) Registrar Management
 - b) Enrolment Agency Empanelment
 - c) Training Agency Empanelment
 - d) Device Certification
 - e) Testing and Certification Agency

The software system has the following components

- (i) Core UID Application consisting of
 - a) Enrolment Application
 - b) Authentication Application
- (ii) Biometric System for de-duplication
- (iii) Supporting Applications such as
 - a) Administration
 - b) Analytics and Reporting or Business Intelligence
 - c) Fraud Management
 - d) Portals for Partners and Public
 - e) Customer Relationship Management (CRM) for Contact Centre Interface
 - f) Logistics Interface Application
- (iv) Other Applications such as
 - a) Hosted Client /User/3rd party applications (e.g. PDS, NREGA, ...)
 - b) Document Management

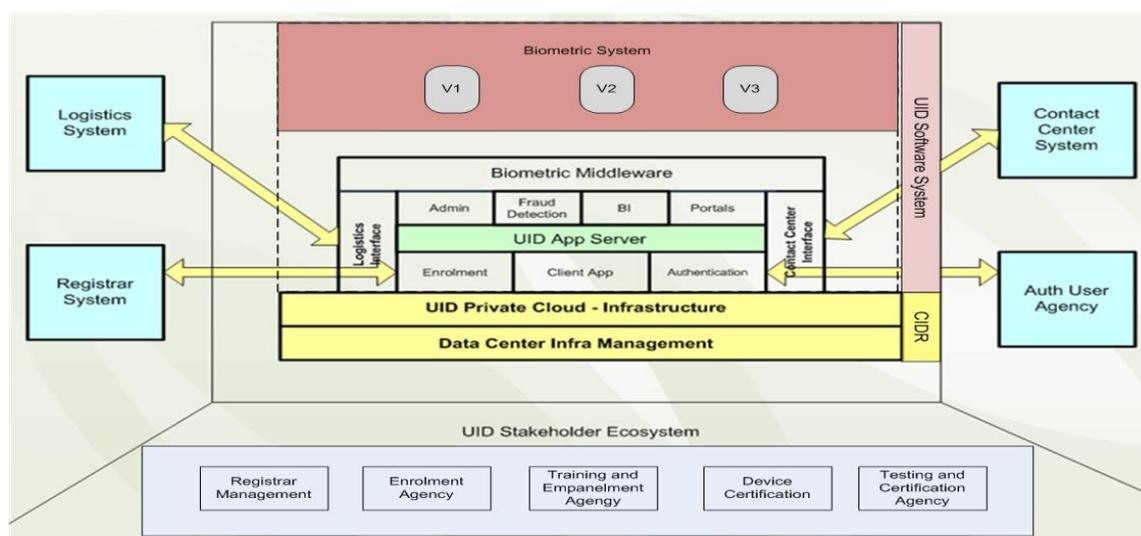


Figure 3 : UID System Overview

3 Project Overview

The Director General, UIDAI is inviting RFQ response from eligible bidders (hereafter called as Data Centre Development Agency “DCDA”) to develop its own, enterprise class, state of art, energy efficient, captive green data centre catering to minimum Tier -III guidelines issued by Uptime Institute . At present, UIDAI plans to develop its Data Centers in both Bangalore and Delhi/NCR Region. The scope of work for DCDA will be for total two Data Centers and one Data Center each in Bangalore and Delhi/NCR Region.

As a part of the plan to develop its captive data centre, UIDAI has sought professional services of M/s Engineers India Limited (A Govt. of India Enterprise) to provide the Building civil construction services for the UIDAI Data Centre Project.

While the building design work is in progress, the prospective DCDA is required to closely work with EIL and its contractors/ agencies towards Data Centre design. Once the building construction is in the final stage, the DCDA would have to undertake the development of Data Centre till its commissioning in compliance with the quality, schedules and timelines.

DCDA shall perform the site preparation, procurement, installation, maintenance and operation of the Data Centre on a Design, Build & Operate basis for a minimal contractual period of five years after certification and final acceptance.

DCDA is expected to technically size the Data Centre requirements, recommend the right equipment for installation as per its proposed design of the Data Centre, install, commission and maintain the Data Centre to the satisfaction of UIDAI.

3.1 Data Centre Transition Plan

- (i) UIDAI has appointed data centre service providers (“DCSP”) to provide collocated hosting service in Delhi/NCR & Bangalore and DC White space is 2,000 sq. feet approx. in both location.
- (ii) Also UIDAI is planning to have additional DC collocated hosting space at Delhi/NCR Region and Bangalore Region in calendar year 2012 (Q1)
- (iii) As a part of this RFQ, UIDAI will build its own Captive Data Centre in Delhi/NCR and Bangalore Region which is expected to be operational by calendar year 2014(Q1). Captive Data Centre will be designed, implemented and operated by Data Center Development Agency (DCDA) in both Delhi/NCR and Bangalore region..
- (iv) Based on the indicative transition plan provided in figure-4 (DC Transition Plan). Data Centre Transition and migration from one DC to another may happen twice as per following plan:-
 - a) Transition-1 , from 2K sq ft DCSP facility to new DCSP facility for both location in Delhi/NCR and Bangalore region.
 - b) Transition-2 , from new DCSP facility to UIDAI’s own captive Data Centre for both location in Delhi/NCR Region and Bangalore Region which.
- (v) Migration ,transition and operations of IT infrastructure will be performed by Managed Service Provider (MSP).

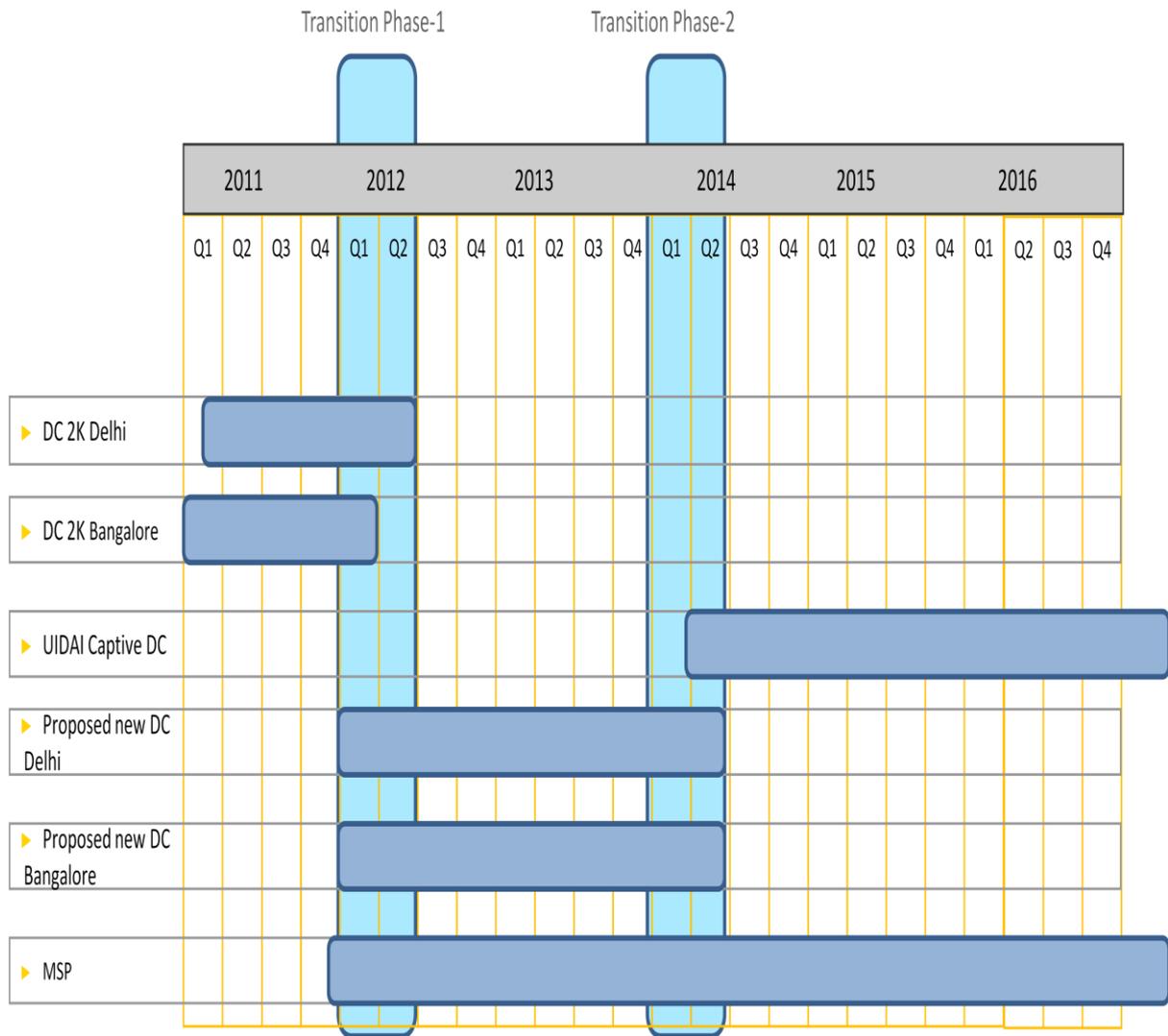


Figure-4 DC Transition Plan

4 Scope of Work

The Scope of Work listed below is representative but not exhaustive and includes the functional components that have to be addressed by the selected Respondent:

The Data Center floor area (white space + support area) will be approx. 21,000 Sq Feet at each location with the consumed IT load of approx. 2500 kW at each location.

- (i) Design, supply and implementation of data centre physical infrastructure components such as civil & Interior, electrical, LAN, management -safety & security system and air-conditioning work and other related components.
- (ii) Deployment of energy efficient physical infrastructure solutions and systems to build minimum Tier-III, green data center and achieve the optimized targeted PUE.
- (iii) Five years on-site maintenance of all the equipments and their components supplied in setting up the data center physical infrastructure.
- (iv) Onsite support for data centre infrastructure operations on 24*7*365 basis by qualified engineers/ personnel for a period of five years to ensure at least 99.982% uptime on a monthly basis.

4.1 Work/Sub Work Package

DCDA shall design, implement, operate & maintain the complete data center physical infrastructure and its support facility for following Work Packages/Sub-Packages,

Sr. No.	Work/Sub-Work Package Component Description
1	Electrical System Work Package
a	HT System
b	HT Transformer
c	DG System
d	Electrical power distribution
e	UPS System
f	BUS-Bar Trunking
g	Miscellaneous equipments
2	HVAC system work package
a	Chiller System
b	Computer Room Precision Air conditioner
c	Comfort Air-Conditioning
d	Ventilation exhaust system
e	Miscellaneous equipments
3	Networking – LAN work package
a	Fiber Ports
b	Copper Ports
c	Miscellaneous
4	Management System – Safety & Security work package
a	Safety Systems
a.1	Analog Addressable Fire Alarm System
a.2	Hand Held Extinguishers
a.3	Aspirating Smoke Detection System (VESDA)
a.4	Public Address System
a.5	Gas based fire suppression system
a.6	Burglar and Intrusion Alarm System
b	Security Systems

Sr. No.	Work/Sub-Work Package Component Description
b.1	Smart Card based Access Control System
b.2	CCTV Surveillance system
b.3	Water Leak Detection
b.4	Rodent Repellent
c	Intelligent Building Management System
d	Data Centre Information Infrastructure Management
e	Help Desk Support System
f	Miscellaneous
5	Civil & Interior Work Package
6	Other Miscellaneous Component

4.2 Estimated Project Plan

The project is divided in three phases as per following:-

- (i) Phase-1 (Design and approval)
- (ii) Phase-2 (Implementation)
- (iii) Phase-3 (O&M)

The table below illustrates the time schedule for complete project life cycle

Sr. No	Activity Description	Phase Wise Duration	Estimated Total Duration (Indicative)
1	Project Kick Off		T+ 0 Day
2	Design Phase	4 Month	
a	Design and Engineering Drawings Submission		T+ 2 Month
b	Design and Engineering Drawings Review and Approval		T+ 3 Month
c	Tier-3 Certification for Design		T+ 4 Month
3	Implementation	8 Month	
a	Design, Engineering, Construction Drawings		T+21 Months
b	Material Ordering & Pre-Dispatch Inspection		T+23 Months
c	Material Delivery (DC Floor readiness by Building construction company)		T+24 Months
d	Installation and Commissioning		T+28 Months
e	Integrated System Acceptance Test (ISAT), Tier III Certification, Handover and Documentation		T+29 Months
4	Performance Sustenance	1 Month	
a	Performance Sustenance period		T+30 Months
5	Operation and Maintenance	5 year (20 Qtrs)	T+ 30 Month + Five Year
Contract Sign Date-T			
One Month- 30 Calendar Days			

5 Details of Tender

5.1 Tender Methodology

The tender methodology proposed to be adopted will be in two stages, comprising of Request for Qualification in the first stage. The second stage of tendering process will comprise of inviting techno-commercial bids by issuance of Request for Proposal (RFP) to RFQ respondents, shortlisted on the basis of pre-qualification criteria mentioned under “Clause 5.3 Pre-Qualification Criteria”. The RFQ process also envisages conducting of presentations and sharing the required technical expertise and experience with customers.

5.2 Earnest Money Deposit (EMD)

An EMD of Rs. 2,500,000 (Rupees Twenty Five Lakh only), in the form of a bank guarantee issued by a Nationalized / Scheduled Bank and valid for 60 days beyond the validity period of the RFQ, in the pro-forma provided as Annexure-III (EMD Form), should be submitted along with the RFQ response. The EMD of the unsuccessful respondents would be returned within one month of issuing of RFP to successful respondents. In the case of successful respondents however, the bank guarantee would remain in force till RFP evaluation process is complete. Accordingly, the successful respondents may have to extend the EMD, if required, till such time.

5.3 Pre-Qualification Criteria

The RFQ response envelopes of only those Respondents, whose EMD and RFQ document fees are in order, shall be opened. The RFQ response bids will then be evaluated and shortlisted on the basis of prequalification criteria. The bidders should clearly indicate, giving explicit documentary evidence with respect to each criterion, in absence of which, the response would be rejected summarily at the pre-qualification stage.

5.3.1 Data Center Physical Infrastructure Services

Data Center Physical Infrastructure services, here-in after termed ‘Services’, shall include Design, Supply, Build, Operations, Maintenance, System integration in the field of Electrical systems, UPS Systems, DG Sets, Computer Room Precision Air-Conditioners, Building Management System, Safety & Security System, Civil & Interior works and related services.

The respondents will be pre-qualified on the basis of following prequalification criteria:

Sr. No.	Description	Proof
1	The Bidder shall be a Company registered in India under the Companies Act, 1956 and should be in business for three years ending 31/03/2011.	Copy of the Certificate of incorporation and amendment if any thereof
2	The Bidder should be in business for a minimum duration of three years with a minimum annual turnover of Rs.800 Crore in each of the last three financial years ending 31/03/2011.	Audited Financial results/ Balance sheet copy for last three years
3	The Bidder should have experience of undertaking Turnkey Solutions for Data Center Physical Infrastructure Services, as defined in clause 5.3.1.	Copy of work order/contract/purchase order demonstrating that the bidder has implemented Data Center Physical Infrastructure services

Sr. No.	Description	Proof
		as a Turnkey Solution
4	The Bidder should be ISO 27001:2005 certified or with equivalent certification for Quality Management Standards or certified by BSI/ DNV/ BVQI or similar Institution	Copy of relevant certification with validity
5	The Bidder should have technical strength of 500 permanent employees on-rolls, including 15 employees who are certified for PMP/ Prince2, CDCP/ CDCS, ISO 27001/ITIL; with numbers in each category.	<ul style="list-style-type: none"> • Certification from MD/CEO for the people on roll (excluding contractors/ outsourced/ daily wage staff) • Copy of Certificates in respect of 15 employees
6	The Bidder should have implemented at least two Data Center projects, each of 5,000 sq. feet or above (White space i.e. Space for IT Racks, Power Distribution Units, Computer Room Precision Air-Conditioner) involving Design & Turnkey Implementation of Data Centre Physical Infrastructure Services for their customers during the last three financial years ending 31/03/2011	<ul style="list-style-type: none"> • Copy of work order/contract/purchase order and work completion certificate issued by the Customer • Copy of approved As-Built DC Layout drawings with indicating details of Data Center White space
7	The Bidder should have experience of handling comprehensive on-site operations and maintenance of Data Center Physical Infrastructure Services for their customer for at least one Data Center of 5,000 sq. ft. or above (White space i.e. space for IT Racks, Power Distribution Units, Computer Room Air-Conditioner) for a continuous period of one year during the last three financial years ending 31/03/2011 and whose services have not been terminated prematurely before completion of the contract. The referenced Data Center could also be any one of the Data Center provided as a reference for meeting the reference criteria as in Sr.No.6 .	<ul style="list-style-type: none"> • Copy of work order/contract/purchase order and work completion certificate issued by the Customer • Copy of approved As-Built DC Layout drawings with indicating details of Data Center White space

5.4 Evaluation of RFQ Responses

- (i) The evaluation of RFQ Responses and short listing of respondents shall be paper-based and on the basis of technical presentations to UIDAI
- (ii) UIDAI can at its sole discretion short list or reject any of the RFQ responses without assigning any reason whatsoever.
- (iii) For documents to be submitted for pre qualification, refer to “Clause 6 ,Annexure “ and “Clause 5.3 Pre-Qualification Criteria”.

5.5 Submission of RFQ Responses

The respondents are expected to submit the RFQ responses, before due date and time, covering all the required information in the Proformas wherever provided. Incomplete or late RFQ Responses are liable to be out rightly rejected.

The RFQ responses should be submitted in a sealed envelope super scribing “RFQ Response for Data Center Development Agency Selection” and the envelope should contain the following:

- (i) Two (2) hard copies of the RFQ Responses,
- (ii) Demand Draft towards RFQ Document Fee ,
- (iii) The EMD of requisite amount as stated under point 5.2.
- (iv) Two (2) soft copies in separate non-rewriteable CD-ROMs in MS Excel/Word format or any unlocked format

The Respondents must ensure that the documents/information furnished by them in the respective non-rewriteable CD-ROMs is identical to that submitted in the original paper RFQ Response document. In case of any discrepancy observed by the UIDAI in the contents of the non-rewriteable CD-ROMs and the original paper RFQ Response document, the documents/information furnished with original paper RFQ Response document shall prevail over the soft copy.

6 Annexure

Annexure-I General Particulars to be provided by the Respondents

The Respondent should provide the following particulars along with relevant supporting documentation:

- (i) Full Name of the Respondent
- (ii) Mailing address in India
- (iii) Telephone and fax number
- (iv) E-mail address
- (v) Name and designation of the person authorized to make commitments to UIDAI
- (vi) Year of establishment and constitution of organization
- (vii) Description of business and business background
- (viii) The bidder should provide proof of pre-qualification criteria's as mentioned under "Clause 5.3 , Pre-eligibility criteria" above

Annexure-II Declaration (required on respondent's company letterhead)

- (i) We confirm that we will abide by all the terms and conditions contained in the RFQ document.
- (ii) All the details mentioned above are true and correct and if UIDAI observes any misrepresentation of facts on any matter at any stage, UIDAI has the right to reject the proposal and disqualify us from the process.
- (iii) We hereby acknowledge and unconditionally accept that UIDAI can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the Request for Qualification and related documents, in short listing of Data Center Development Agency.
- (iv) We also acknowledge the information that this response of our Company for the UIDAI process of Request for Qualification is valid for a period of 180 calendar days for the short-listing purpose.
- (v) We also confirm that we have noted the contents of the including various documents forming part of it and have ensured that there is no deviation in filing our offer in response to the tender. UIDAI will have the option to disqualify us in case of any such deviations.
- (vi) We understand that the EMD furnished by us may be forfeited:
 - a. if we withdraw our participation from the RFQ during the period of validity of RFQ document; or
 - b. in the case we do not participate in the subsequent Tender process after having been short listed;

Place:

Date:

Seal and Signature of the Respondent

Annexure-III Proforma – EMD Form

Whereas ----- (hereinafter called 'the Respondent') has submitted its RFQ dated ----- for selection of Data Center Development Agency (DCDA) for the Unique Identification Authority of India ("UIDAI") (hereinafter called "the RFQ Response")

KNOW ALL MEN by these presents that WE ----- of ----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the Unique Identification Authority of India ("UIDAI") (hereinafter called "the Client") in the sum of ----- for which payment well and truly to be made to the said Client, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this ----- day of ----- 2011

THE CONDITIONS of this obligation are:

1. If the Respondent, having been notified of the acceptance of its RFQ by the Client during the period of validity of RFQ
 - (a) Withdraws his participation from the RFQ during the period of validity of RFQ document; or
 - (b) Fails or refuses to participate in the subsequent tender process after having been short listed in accordance of the RFQ Document;

We undertake to pay to the Client up to the above amount upon receipt of its first written demand, without the Client having to substantiate its demand, provided that in its demand the Client will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 60 days after the period of RFQ Response validity, and any demand in respect thereof should reach the Bank not later than the above date.

(Authorized Signatory of the Bank)