

शुद्धिपत्र/CORRIGENDUM

File. No.: 36(26)/2019-CPS

Dated: 29-10-2021

<https://eprocure.gov.in/eprocure/app> with Tender ID 2021_DARE_648194_1.

Title: "Operation, Maintenance and Techno-refreshment of ICAR DATA CENTRE and ICT infrastructure" at ICAR-IASRI, Library Avenue, Pusa, New Delhi - 110012.

29-09-2021 को प्री-बिड मीटिंग के बाद बिड क्लॉज, बीओक्यू का अनुशेष, सेंट्रल पब्लिक प्रोक्योरमेंट पोर्टल पर अपलोड किया जाना था। इस निविदा जमा करने की प्रारंभिक तिथि 16-09-2021 से शुरू हो कर 29-10-2021 तक 14:30 बजे तक निर्धारित की गई थी। लेकिन, ई-प्रोक्योरमेंट पोर्टल निविदा जमा करने की तारीख के बाद संशोधित एक्सेल बीओक्यू को अपलोड करने की अनुमति नहीं देता है। इसलिए, तकनीकी कारणों से, निविदा आईडी 2021_DARE_648194_1 को संशोधित बीओक्यू/वित्तीय और तकनीकी बोली को अपलोड करने के लिए बोली जमा करने की विस्तार तिथि के साथ एक पुनर्निविदा शुद्धिपत्र जारी करने की आवश्यकता है। प्रीबिड मीटिंग के बाद, तकनीकी और वित्तीय खंडों के अनुशेष (अनुलग्नक-1) को तकनीकी बोली और वित्तीय बीओक्यू में अद्यतन और संशोधित किया गया है। संशोधित तकनीकी बोली और वित्तीय बीओक्यू को ईप्रोक्योरमेंट पोर्टल पर निविदा आईडी 2021_DARE_648194_2 के साथ अपलोड किया गया है। मूल विवरण नीचे के अनुसार हैं; The addendum of bid clauses, BOQ, after the prebid meeting hold on 29-09-2021, to be uploaded on Central Public Procurement Portal. The submission date of the bid was started from 16-09-2021 to 29-10-2021 up to 14:30 hours. But, the e-procurement portal does not allow to upload of the revised Excel BoQ after the submission date. Therefore, due to technical reason, the tender ID 2021_DARE_648194_1 need to be issued a retender corrigendum to upload revised BoQ/financial and technical bid along with an extension date of the bid submission. The addendum (Annexure-I), after the Prebid meeting, of technical and financial clauses has been updated and revised in the technical bid and financial BoQ. The revised technical bid and financial BoQ has been uploaded on the eprocurement portal with tender id 2021_DARE_648194_2. The basic details are as per below;

Old Tender ID:	2021_DARE_648194_1
New Tender ID:	2021_DARE_648194_2
Bid Submission End Date & Time	15.11.2021, 15:30 Hours
Submission of Physical Demand Draft of Tender processing fee	Up to 16.11.2021, 15:00 Hours
Bid Opening Date, Time and Venue	16.11.2021, 15:30 Hours at ICAR-IASRI, New Delhi

Minutes of pre-bid meeting with participating bidders, held on 29.09.2021 at 11.30 AM

In respect of

“Operation, Maintenance and Techno-refreshment of ICAR DATA CENTRE and ICT infrastructure” at ICAR-IASRI, Library Avenue, Pusa, New Delhi -110012.

The proposed Addendum is enclosed in Annexure-I and the details of queries raised/submitted by the representatives and its replies are enclosed in Annexure-II.

ADDENDUM

File. No.: 36(26)/2019-CPS

Dated: 25-10-2021

Title: "Operation, Maintenance and Techno-refreshment of ICAR DATA CENTRE and ICT infrastructure" at ICAR-IASRI, Library Avenue, Pusa, New Delhi -110012.

1. The following clauses of subject Bid Document are amended as under: -

S.No	Page No.	Bid Section /Clause No.	Description of Terms / Headings	Original Clause	Clause should be read as;
1	11	2.5.2 Eligibility for participation:	Eligibility for participation, S. No. 5	<p>The Bidder should have experience with PSUs / Banks (BFSI) /defence/ State/ Central Government /Financial Institutions/ Reputed company within INDIA in providing as per below;</p> <p>i. Facility Management Service/Human Resources/ Comprehensive AMC solutions having order value of minimum INR One Crore.</p> <p>ii. Supply & installation of DC/DR/Cloud infra including IT equipment/ Software/ Migration to IPv6/ Integrated Solutions having order value of Single work order value of not less than INR 8 crores or two separate work orders value of INR 5 Crore each in last three years.</p>	<p>The Bidder should have experience with PSUs / Banks (BFSI) /defence/ State/ Central Government /Financial Institutions/ Reputed company within INDIA in providing as per below;</p> <p>i. Facility Management Service/Human Resources/ Comprehensive AMC solutions having order value of minimum INR One Crore.</p> <p>ii. Supply & installation of DC/DR/Cloud infra including IT equipment/ Software/ Migration to IPv6/ Integrated Solutions having order value of Single work order value of not less than INR 8 crores or two separate work orders value of INR 5 Crore each in last five years.</p> <p>OR</p> <p>iii. Facility Management Service/Human Resources/ Comprehensive AMC solutions and Supply & installation</p>

				OR iii. Combine order of above (i) and (ii) having order value of single work order value of not less than INR 10 Crores or two separate work orders value of INR 6 Crores each in last three years.	of infrastructure like DC/DR/Cloud/IT equipment/ Software/ Migration to IPv6/ Integrated Solutions having order value of single work order value of not less than INR 10 Crores or two separate work orders value of INR 6 Crores each in last five years.		
2	5; 16		2.17.1 BID SECURITY	Bidder except micro and small enterprises (MSES) as defined in MSE procurement policy issued by department of micro, small and medium enterprises (MSME) or are registered with the central purchase organisation or the concerned ministry or department has to be submitted the bid security in favour of Director, IASRI, New Delhi in specified forms in the next clause.	Micro and Small Enterprises (MSEs) and the firms registered with concerned Ministries/ Departments are exempted from submission of Bid Security. Further, in lieu of Bid Security, the bidders have to sign "Bid Security Declaration" accepting that if they withdraw or modify their bids during period of validity etc., the bidder will be suspended for 3 years.		
3	19	2.20.8 - Technical Scoring Sheet	Technical Scoring Sheet	Criteria: The Bidder should have minimum turnover of Rs. 120 crores per year for any three of the last five Financial Years up to date of bid submission.	Allocation of Marks: ≥ 750 Cr. = 15 ≥ 500 Cr. = 12 ≥ 350 Cr. = 10 ≥ 200 Cr. = 8 ≥ 120 Cr. = 6	Criteria: The Bidder should have a minimum average turnover of Rs 120 crores of any two years out of the last five Financial Years (2016-17 to 2020-21)	Allocation of Marks: ≥ 750 Cr. = 15 ≥ 600 Cr. = 12 ≥ 450 Cr. = 10 ≥ 300 Cr. = 8 ≥ 120 Cr. = 6
	24		2.30 DISCLAIMER:	2.30.1 This Document includes statements, which reflect various assumptions, which may or may not be correct. Each Bidder /Bidding Consortium should conduct its own estimation and analysis and should check the accuracy, reliability and completeness of the information in this Document and obtain independent advice from appropriate sources in their own interest.	2.30.1 This Document includes statements, which reflect various assumptions, which may or may not be correct. Each Bidder should conduct its own estimation and analysis and should check the accuracy, reliability and completeness of the information in this Document and obtain independent advice from appropriate sources in their own interest.		

4	32	Clause 3.18.ii.e.	3.18, ii. S.No. e-Delivery time and Liquidity Damage	Development & implementation of Web Gate Pass system		Completion time from the date of award of contract (T): T+16	
5	32	Clause 3.18.ii.h.	3.18, ii. S.No. h-Delivery time and Liquidity Damage	Development & implementation of Web inventory System		Completion time from the date of award of contract (T): T+16	
6	32	Clause 3.18.ii.i.	3.18, ii. S.No. h-Delivery time and Liquidity Damage	Civil Works		Clause stand deleted	
7	51	(vii) Addition of Goods and services to be added in to existing infrastructure	Microsoft Windows Operating system	7. The offered product have support from OEM for	Unlimited updation for Patches and Bug fixes within support period, Unlimited upgradation of version within support period	7. The offered product have support from OEM	unlimited updation for Patches and Bug fixes within support period.
8	52		Microsoft SQL Server	7. The offered product have support from OEM for	Unlimited updation for Patches and Bug fixes within support period, Unlimited upgradation of version within support period	7. The offered product have support from OEM	Unlimited updation for Patches and Bug fixes within support period.
9	55		h. Development & implementation	vi. Chatbot enabled. ix. Text, Audio and Video manual.	Clause stand deleted		

			of Web Service Desk;															
10	55		j. Civil Works;	i. Renovation of Emergency EXIT Gate of the corridor of ICAR-DC. ii. Dismantle of existing frame of wooden and cross iron. Dismantled material like wooden, glass and iron need to be submitted at ICAR-IASRI. iii. Renovation should be symmetry with entry gate of the corridor. iv. All the material like wooden, ply, sun mica, glass, steel, labour, services etc. to be supplied by the Supplier . v. All the debris need to be transport from the site. vi. Supplier may visit the site to understand the actual appearance and requiremen	Clause stand deleted													
9	69	x. Indicative Manpower Resources, but not limited, requirement with Role and premises working hours (Table-1).	Helpdesk Technical + DCO IT Operation Premises Working Hours (Mon to Sat) 24x7 Shifting		Helpdesk Technical + DCO IT Operation Premises Working Hours (Mon to Sat, every second Saturday off) : 8 AM to 8 PM.													
10	69		Premises Working Hours (Mon to Sat) 9:30 to 18:00		Premises Working Hours (Mon to Sat, every second Saturday off) : 9:30 Am to 5:30 PM.													
11	69		<table border="1"> <thead> <tr> <th>Role Description</th> <th>Number of resources</th> <th>Minimum Qualification</th> <th>Min. experience in respective domain</th> <th>Role Description</th> <th>Number of resources</th> <th>Minimum Qualification</th> <th>Min. experience in respective domain</th> </tr> </thead> <tbody> <tr> <td>One General shift Manager</td> <td>1</td> <td>Diploma/B .tech in electrical Engg.</td> <td>7 years' experience in Data Centre Non-IT operation</td> <td>One General shift Manager</td> <td>1</td> <td>Three Years Diploma or B.tech in electrical Engg.</td> <td>5 years' experience in Data Centre Non-IT operation</td> </tr> </tbody> </table>	Role Description	Number of resources	Minimum Qualification	Min. experience in respective domain	Role Description	Number of resources	Minimum Qualification	Min. experience in respective domain	One General shift Manager	1	Diploma/B .tech in electrical Engg.	7 years' experience in Data Centre Non-IT operation	One General shift Manager	1	Three Years Diploma or B.tech in electrical Engg.
Role Description	Number of resources	Minimum Qualification	Min. experience in respective domain	Role Description	Number of resources	Minimum Qualification	Min. experience in respective domain											
One General shift Manager	1	Diploma/B .tech in electrical Engg.	7 years' experience in Data Centre Non-IT operation	One General shift Manager	1	Three Years Diploma or B.tech in electrical Engg.	5 years' experience in Data Centre Non-IT operation											

			Electrician	4	ITI in electrical with 5-year experience	5 year	Electrician	4	Electrical course form ITI or equivalent Govt. recognized institute	3 year's experience in similar kind of Non-IT ICT infrastructure.
			Multi-technician for Operation of DG chillers AC Units ,Plumbing devices fire BMS.	4	Diploma in electrical/mechanical	5-year experience in DC non-IT.	Multi-technician for Operation of DG chillers AC Units ,Plumbing devices fire BMS .	4	Electrical/ Mechanical course form ITI or equivalent Govt. recognized institute	3 year's experience in similar kind of Non-IT ICT infrastructure.
12	69	xi. Indicative Manpower Resources requirement with requirement and responsibility onsite/offsite Table 2		S. No. 1 Web Programmer S. No. 2 Technical Document Writer			S. No. 1 Web Programmer – 01 qty S. No. 2 Technical Document Writer -01 qty			
13	135	SECTION -VIII. 1. ANNEXURES-I.	SECTION -VIII. 1. ANNEXURES-I. and BOQ	I. BLADE CHASSIS AND SERVERS ; There were typo error and quantity of items were mismatched as per list of Assets in bid document and financial BoQ.			The typo error in the quantity has been corrected in BoQ. The revised Financial/BoQ uploaded on the portal.			
14	136 - 137		A.2 IT INFRASTRUCTURE:	II. RACK SERVERS and others			Device Model		Serial /Tag No.	
						Cisco UCSC-C240-M3S		FCH1808V0VC		
						Cisco UCSC-C240-M3S		FCH1722V26P		
						Cisco UCSC-C240-M3S		FCH1808V1EY		
						Cisco UCSC-C240-M3S		FCH1808V1B1		
						Cisco UCSC-C240-M3S		FCH1808V1EP		

					Cisco UCSC-C240-M3S	FCH1808V1CP
					IBM SYSTEM X3550 M3	99h2106
					HP PROLIANT DL580 G7	CN72160407
					HP ProLiant ML110 Gen10	SGH014XCXX
					Dell PowerEdge R410	G7YM7X1
					PRIMERGY RX200 S7	YLAQ015225
					EMS -Micro Focus	Product Name: OBM/SM/N NMI/UCMDB CSID: A- S100130144,005039 2774-X
					McAfee SIEM	15416176-NAI

2. All other clauses of the subject bid document will remain unchanged.

Prebid Queries - Response

File. No.: 6(6)/2016-17-EMU

Dated: 25 /10/2021

Title: "Operation, Maintenance and Techno-refreshment of ICAR DATA CENTRE and ICT infrastructure" at ICAR-IASRI, Library Avenue, Pusa, New Delhi -110012.

A pre-bid meeting was held on 29/10/2021 at the Institute which was attended by the Committee members from ICAR-IASRI and 13 representatives of various firms. In the beginning the Chairman welcomed the house and explained to the participants about RFP. A specified time was given to every firm to raise their queries regarding the published Tender ID 2021_DARE_648194_1. It was also announced that bidder may submit their queries in written up to 24:00 Hour on 29-10-2021.

1. All the queries received from the likely bidders were discussed and the same are tabled below.

S.No	Page No.	Bid Section /Clause No.	Description of Terms / Headings	Original Clause as per the bid	Query sought/Suggestions of the Bidder	Purchaser's Response
1	22		2.23 THE PURCHASER'S RIGHT TO VARY QUANTITIES:	2.23.1 The purchaser reserves the right to vary the quantity i.e. Increase or decrease the numbers/quantities without any change in terms and conditions during the execution of the order/renewal.	We request you to please clarify the % of increase or decrease.	Clarification: It is dependent on many factors such as availability of budget. No percentage can be defined but generally it should not vary more than 10-15%

2	24		2.30 DISCLAIMER:	2.30.1 This Document includes statements, which reflect various assumptions, which may or may not be correct. Each Bidder /Bidding Consortium should conduct its own estimation and analysis and should check the accuracy, reliability and completeness of the information in this Document and obtain independent advice from appropriate sources in their own interest.	We request you to clarification on consortium this is allowed or not. If yes we request you to remove.	Clarification: Appropriate addendum has been issued
3	21		Technical Scoring Sheet	The Bidder should have maintained ISO 20000 certified ICT infrastructure	We Request you to merge Point No.6 & 7 and change Max mark to 20 and Read as "The Bidder should have maintained ISO 20000/27000 certified ICT infrastructure	No Change
4	19	2.20.8 - Technical Scoring Sheet	Technical Scoring Sheet The Bidder should have minimum turnover of Rs. 120 crores per year for any three of the last five Financial Years up to date of bid submission.	Technical Evaluation Categories- ≥ 750 Cr. = 15 ≥ 500 Cr. = 12 ≥ 350 Cr. = 10 ≥ 200 Cr. = 8 ≥ 120 Cr. = 6	We request to reduce the turnover as below. So that more company participate ≥ 650 Cr. = 15 ≥ 500 Cr. = 12 ≥ 350 Cr. = 10 ≥ 200 Cr. = 8 ≥ 120 Cr. = 6 Reason:- there should be similarity in incremental difference ie 150Cr	Clarification: Appropriate addendum has been issued
5	20	2.20.8.6- Technical Scoring Sheet Point: 6	Technical Scoring Sheet The bidder should have mentioned ISO 20000 certified ICT infrastructure	As per RFP It has asked maximum 3 projects ≥ 3 ISO certified Infra= 10 1 ISO certified Infra= 5	As per RFP It has asked maximum 3 projects ≥ 2 ISO certified Infra= 10 1 ISO certified Infra= 5 Reason:- one Certificate is of 5 marks so 2 certificate should be of 10 marks.	No Change

6	20	2.20.8.7- Technical Scoring Sheet Point: 7	Technical Scoring Sheet The bidder should have mentioned ISO 27001 certified ICT infrastructure	As per RFP It has asked maximum 3 projects certified Infra= 10 1 ISO certified Infra= 5	As per RFP It has asked maximum 3 projects certified Infra= 10 1 ISO certified Infra= 5 Reason:- one Certificate is of 5 marks so 2 certificate should be of 10 marks.	No Change
7	21	2.20.8.8- Technical Scoring Sheet Point: 8	Technical Scoring Sheet At least 02 (three) resources should be ITIL (Information Technology Infrastructure Library) certified /BS7799 /ISO 27001 lead Auditor or Lead Implementer certified.	As per RFP ≥ 08 = 5 ≥ 05 = 4 ≥ 02 = 3	As per RFP ≥ 05 = 5 ≥ 04 = 4 ≥ 03 = 3 Reason:- one certificate should be equal to one marks.	No Change
8	11	Company registered	Pre-Qualification	Latest purchase/work order in support of operation.	We would like to inform you that our projects are under non disclosure agreement and confidentiality therefore we will not be able to submit the copy of work order / agreement or completion certificate from client for both where project has completed or is under O&M Phase. Request you to allow Public Listed Company to submit a signed letter by Company Secretray in this respect	Clarification: The purchaser needs to ascertain the authenticity of the submitted document against the qualification. In this regard, we could not find any such notification or guidelines issued from any department/agency of Govt of India. Hence, No Change
9	11	Established IT System integrator	Pre-Qualification	Relevant two work orders within three years		
10	11	experience	Pre-Qualification	Work/purchase order/ contract agreement		
11	20	Established IT System integrator	Technical Scoring Sheet	Work Orders confirming year and area of activity.		

12	20	experience	Technical Scoring Sheet	Submit relevant certified documents i.e. Work order/signed contract /user certification		
13	22	experience in ICT infrastructure	Technical Scoring Sheet	Submit relevant certified documents i.e. Work order/signed contract /user certification		
14	5		PQ	<p>The Bidder should have experience with PSUs / Banks (BFSI) /defence/ State/ Central Government /Financial Institutions/ Reputed company within INDIA in providing as per below; Facility Management Service/Human Resources/ Comprehensive AMC solutions having order value of minimum INR One Crore. Supply & installation of DC/DR/Cloud infra including IT equipment/ Software/ Migration to IPv6/ Integrated Solutions having order value of Single work order value of not less than INR 8 crores or two separate work orders value of INR 5 Crore each in last three years. OR iii. Combine order of above (i)and (ii) having order value of single work order value of not less than INR 10 Crores or two separate work orders value of INR 6 Crores each in last three years</p>	<p>The Bidder should have experience with PSUs / Banks (BFSI) /defence/ State/ Central Government /Financial Institutions/ Reputed company within INDIA in providing as per below; Facility Management Service/Human Resources/ Comprehensive AMC solutions having order value of minimum INR One Crore. Supply & installation of DC/DR/Cloud infra including IT equipment/ Software/ Migration to IPv6/ Integrated Solutions having order value of Single work order value of not less than INR 8 crores or two separate work orders value of INR 5 Crore each in last three Eight years. OR iii. Combine order of above (i)and (ii) having order value of single work order value of not less than INR 10 Crores or two separate work orders value of INR 6 Crores each in last three Eight Years</p>	No Change

15	20		TQ	<p>The Bidder should have Experience in providing Facility Management Services/ Human Resources in ICT infrastructure, including IT and Non-IT solution with minimum work order of Rs. One crore during the last five years as on bid submission date.</p> <p>≥ 7 WO =15 ≥ 5 WO =10 ≥ 3 WO =8 ≥ 1 WO =5</p>	<p>The Bidder should have Experience in providing Facility Management Services/ Human Resources in ICT infrastructure, including IT / Non-IT solution with minimum work order of Rs. One Crore during the last five Eight Years as on bid submission date.</p> <p>≥ 7 WO =15 ≥ 5 WO =10 ≥ 3 WO =8 ≥ 1 WO =5</p>	No Change
16	22		TQ	<p>Similar work experience in ICT infrastructure including supply/ built / maintenance/operate/ Facilities Management Services /Human Resources) along with;</p> <ul style="list-style-type: none"> • Minimum duration of satisfactory service should be one year in last 5 years as on bid submission date. • Project cost should be minimum of Three crores. <p>≥10 Cr = 10 ≥05 Cr = 8 ≥ 03 Cr = 6</p>	<p>Similar work experience in ICT infrastructure including supply/ built / maintenance/operate/ Facilities Management Services /Human Resources) along with;</p> <ul style="list-style-type: none"> • Minimum duration of satisfactory service should be one year in last 5 Eight years as on bid submission date. • Project cost should be minimum of Three crores. <p>≥10 Cr = 10 ≥05 Cr = 8 ≥ 03 Cr = 6</p>	No Change

17	35	3.24.2	AWARD/ SUBLETTING OF CONTRACT:	<p>The Supplier will not be permitted to sublet his job in whole or Part without the prior written permission of the Purchaser. The Supplier shall submit to the Purchaser a list of Sub-Supplier , Suppliers (not less than three names) for the approval of the Purchaser. The Purchaser may approve all or any of the names or reject all names, which in his opinion do not meet the prerequisite qualifications. The Supplier shall re-submit a fresh list of names for approval. Further in the event that none of the names submitted by The Supplier are acceptable to the Purchaser, the Purchaser may suggest names to The Supplier and it shall be binding upon The Supplier to accept the names suggested.</p>	<p>The Supplier will not be permitted to sublet his job in whole or Part without the prior written permission of the Purchaser. The Supplier shall submit to the Purchaser a list of Sub-Supplier , Suppliers (not less than three names) for the approval of the Purchaser. The Purchaser may approve all or any of the names or reject all names, which in his opinion do not meet the prerequisite qualifications. The Supplier shall re-submit a fresh list of names for approval. Further in the event that none of the names submitted by The Supplier are acceptable to the Purchaser, the Purchaser may suggest names to The Supplier and it shall be binding upon The Supplier to accept the names suggested.</p> <p>Reason : Bidder is requesting for deletion of the above as the SLA contract -primary ownership will be with the bidding Entity and bidder should not be imposed by the purchaser for selection of supplier.</p>	No Change
18	120	5	CMM	<p>Level 5 = 10 Level 3 = 5</p>	<p>Level 5 = 10 Level 3 = 2</p>	No Change

19	120	4	Resources	<p>The Bidder must have on its roll at least 75 technically qualified professionals in, networking, web server, email server, data base, application server and systems integration and prior experience in providing services in maintenance of ICT Infrastructure.</p> <p>≥ 125 = 10 ≥ 100 = 8 ≥ 75 = 6</p>	<p>The Bidder must have on its roll at least 75 technically qualified professionals in, networking, web server, email server, data base, application server and systems integration and prior experience in providing services in maintenance of ICT Infrastructure.</p> <p>≥ 1000 = 10 ≥ 500 = 8 ≥ 75 = 6</p>	No Change
20	5; 16		2.17 BID SECURITY	<p>Bidder except micro and small enterprises (MSES) as defined in MSE procurement policy issued by department of micro, small and medium enterprises (MSME) or are registered with the central purchase organisation or the concerned ministry or department has to be submitted the bid security in favour of Director, IASRI, New Delhi in specified forms in the next clause.</p>	<p>Bidder1: We would like to apprise you that Government of India has issued a Memorandum Vide Mmemorandum No-No. F.9/4/2020-PPD dated 12th November 2020 issued by Ministry of Finance Department of Expenditure Procurement Policy Division, Government of India. According to this memorandum bidder has to submit a Bid Securing declaration instead of BG or any other payment mode.</p> <p>Bidder2: We request you to kindly amend this clause as: Bidder has to submit a bid securing declaration against EMD/ bid security.</p> <p>With reference to F.9/4/2020-PPD notification published by MoF, Department of Expenditure, Procurement Policy Division; we</p>	<p>Clarification: Appropriate addendum has been issued</p>

					request you to allow submission of "Bid Security Declaration" instead of EMD/Bid security amount.	
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21	20		2.20.8.1; Table.1: Technical Scoring Sheet (3)	<p>The Bidder should have Experience in providing Facility Management Services/ Human Resources in ICT infrastructure, including IT and Non-IT solution with minimum work order of Rs. One crore during the last five years as on bid submission date.</p> <p>Note: Bidder 's in house data centers shall not be considered unless 50% or more of the facility is used for commercial use.</p> <p>Work orders (WO) of minimum one crore; ≥ 7 WO =15 ≥ 5 WO =10 ≥ 3 WO =8 ≥ 1 WO =5</p>	As per our understanding bidder can submit the credentials of past projects, where they had provided SITC of IT/ Non-IT solutions along with FMS/ Onsite resources/ AMC of the same. Kindly confirm.	Clarification: your understanding is in line and needs to comply with the clause
22	21		2.20.8.1; Table.1: Technical Scoring Sheet (6)	The Bidder should have maintained ISO 20000 certified ICT infrastructure	Kindly clarify what document bidder has to submit in compliance to this clause.	Related document (s), which established your claim. The Purchaser may verify the submitted document(s)
23	21		2.20.8.1; Table.1: Technical Scoring Sheet (7)	The Bidder should have maintained ISO 27001 certified ICT infrastructure	Kindly clarify what document bidder has to submit in compliance to this clause.	

24	22		2.20.8.1; Table.1: Technical Scoring Sheet (10)	Similar work experience in ICT infrastructure including supply/ built / maintenance/operate/ Facilities Management Services /Human Resources) along with; <ul style="list-style-type: none"> • Minimum duration of satisfactory service should be one year in last 5 years as on bid submission date. • Project cost should be minimum of Three crores. 	As per our understanding bidder can submit 01 project of value more than 10 Crore for securing maximum marks. Kindly confirm.	Clarification: your understanding is in line and needs to comply with the clause
25	135		SECTION -VIII. 1. ANNEXURES-I.	I. BLADE CHASSIS AND SERVERS	There is mismatch in the quantity of BOQ5 and actual quantity of Annexure I e.g. Cisco Blade server UCSB-B200-M3- qty. 3 but actual Ann I Cisco Blade server UCSB-B200-M3 has -22 Qty. and Cisco Blade Chassis N20-C5108 -1 but in Ann I actual Qty. is 3 so request you correct the typo error or does bidder has to accommodated the model number wise cost , please confirm .	Clarification: Appropriate addendum has been issued
26	137		SECTION -VIII. 1. ANNEXURES-I.	VI. Network, SLB, WAF, IPS, Firewall	Under this heading we understand that bidder has to only Replace or upgrades the devices specified under BOQ 6 , please confirm .	As per RFP
		Does bidder has to replace the 2 qty FortiAnalyzer-200E against the 1 EOLS FortiAnalyzer-200D, or it is Typo error in BOQ 6 ,please confirm.			As per RFP	

27	32		3.18, ii. S.No. e- Delivery time and Liquidity Damage	Development & implementation of Web Gate Pass system	Request you kindly amend the timeline as below: Development & implementation of Web Gate Pass system - T+16 weeks	Clarification: Appropriate addendum has been issued
28			3.18, ii. S.No. h- Delivery time and Liquidity Damage	Development & implementation of Web inventory System	Request you kindly amend the timeline as below: Development & implementation of Web inventory System - T+ 16 weeks	Clarification: Appropriate addendum has been issued

29	11	2.5.2	Eligibility for participation, S.No. 5	<p>The Bidder should have experience with PSUs / Banks (BFSI) /defence/ State/ Central Government /Financial Institutions/ Reputed company within INDIA in providing as per below;</p> <p>i. Facility Management Service/Human Resources/ Comprehensive AMC solutions having order value of minimum INR One Crore.</p> <p>ii. Supply & installation of DC/DR/Cloud infra including IT equipment/ Software/ Migration to IPv6/ Integrated Solutions having order value of Single work order value of not less than INR 8 crores or two separate work orders value of INR 5 Crore each in last three years. OR</p> <p>iii. Combine order of above (i)and (ii) having order value of single work order value of not less than INR 10 Crores or two separate work orders value of INR 6 Crores each in last three years.</p>	<p>We request you to kindly amend it as:</p> <p>The Bidder should have experience with PSUs / Banks (BFSI) /defence/ State/ Central Government /Financial Institutions/ Reputed company within INDIA in providing as per below;</p> <p>i. Facility Management Service/Human Resources/ Comprehensive AMC solutions having order value of minimum INR One Crore.</p> <p>ii. Supply & installation of DC/DR/Cloud infra including IT equipment/ Software/ Migration to IPv6/ Integrated Solutions having order value of Single work order value of not less than INR 8 crores or two separate work orders value of INR 5 Crore each in last five years. OR</p> <p>iii. Combine order of above (i)and (ii) having order value of single work order value of not less than INR 10 Crores or two separate work orders value of INR 6 Crores each in last five years.</p>	<p>Clarification:</p> <p>Appropriate addendum has been issued</p>
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30	19		2.20.8.1/Table 1 .2	The Bidder should have minimum turnover of Rs. 120 crores per year for any three of the last five Financial Years up to date of bid submission. - ≥ 750 Cr. = 15 ≥ 500 Cr. = 12 ≥ 350 Cr. = 10 ≥ 200 Cr. = 8 ≥ 120 Cr. = 6	We understand than if bidders turnover is more than 750 Crores per year for any three years of last Five years then bidder will score full marks under this clause , please confirm .	As per RFP
31	20		2.20.8.1/Table 1 .5	The Bidder should have minimum Certificate; CMMI Maturity Level 3 Level 5 = 10 Level 3 = 5	We request you to amend this clause as - The Bidder should have minimum Certificate; CMMI Maturity Level 3 - Level 5 = 10 Level 3 = 8	No Change
32	20		2.20.8.1/Table 1 .6 & 7	The Bidder should have maintained ISO 20000 certified ICT infrastructure- ≥ 3 ISO certified Infra= 10 1 ISO certified Infra= 5	We request you to accept the different order of same customer and kindly amend it as: The Bidder should have maintained ISO 20000 certified ICT infrastructure- ≥ 2 ISO certified Infra= 10. 1 ISO certified Infra= 5.	No Change
				The Bidder should have maintained ISO 27001 certified ICT infrastructure- ≥ 3 ISO certified Infra= 10 1 ISO certified Infra= 5	The Bidder should have maintained ISO 27001 certified ICT infrastructure- ≥ 2 ISO certified Infra= 10 1 ISO certified Infra= 5	No Change
33	51		SOW	a. Microsoft Windows Operating System b. Microsoft SQL Server Other Microsoft Licenses	Please clarify whether software assurance is required or not.	Clarification: no Software Assurance required. Appropriate changes have been made in the addendum

34	68		Table 1	(xxxiii) Manpower resources for project & service management Database; MSSQL, MYSQL, PostgreSQL, MongoDB	Request you to restrict one resource for one technology/database. If support required for all four databases, request to increase resource count to 3.	No Change
35	69		Table 1	Helpdesk Technical + DCO IT Operation	Need minimum 4 resources to run 24x7 shift. Kindly amend the same.	3 resources for DCO/Helpdesk working will be 8 AM to 8 PM. Appropriate changes are made in the addendum.
36	69		Table 1	Working Hours	As per labour law maximum working hours in a week is 48-50 Hrs. Request you to amend the shift timings from 10 to 6 Pm or 9:30 to 5:30 PM.	Accepted: Premises Working Hours (Mon to Sat, but, Second Saturday off) : 9:30 Am to 5:30 PM. Appropriate changes has been made in the addendum
37	69		Table 2	xi. Indicative Manpower Resources requirement with requirement and responsibility onsite/offsite (Table-2). Web Programmer Technical Document Writer	Need quantity of resources.	Clarification; it is one each for Web programmer and Technical document writer. Appropriate changes has been made in the addendum.
38	136		A.2 IT INFRASTRUCTURE:	II. RACK SERVERS	Request you to help us with serial no. of rack servers.	Cisco UCSC-C240-M3S - FCH1808V0VC Cisco UCSC-C240-M3S - FCH1722V26P Cisco UCSC-C240-M3S- FCH1808V1EY Cisco UCSC-C240-M3S- FCH1808V1B1 Cisco UCSC-C240-M3S- FCH1808V1EP Cisco UCSC-C240-M3S- FCH1808V1CP IBM SYSTEM X3550 M3-99h2106 HP PROLIANT DL580 G7-

						CN72160407 HP ProLiant ML110 Gen10- SGH014XCXX Dell PowerEdge R410-G7YM7X1 PRIMERGY RX200 S7- YLAQ015225
39	81	7.1.(xxxiv).xv.b.i	RESPONSIBILITY Supplier shall submit a list of items(s), if any, need to replace with equivalent or higher configuration, capacity, functions and licenses as per format of Section-VII. STANDARD FORMS The replaced item(s) shall be accepted with fully satisfaction and consent of the purchaser. The replaced item(s) may be same or different OEM provided; i. No additional amount shall be paid and it is purely in lieu of	Supplier shall submit a list of items(s), if any, need to replace with equivalent or higher configuration, capacity, functions and licenses as per format of Section-VII. STANDARD FORMS The replaced item(s) shall be accepted with fully satisfaction and consent of the purchaser. The replaced item(s) may be same or different OEM provided; i. No additional amount shall be paid and it is purely in lieu of; However, additional prices shall be charged for the upgrades, replacement with higher configuration and for any kind of replacement outside the scope of work	As per RFP	

40	68		Manpower Deployment table	Service window and number of resources - Table 1	<p>1. The service window mentioned for the system admin resources (for Microsoft OS, AD, Database, Linux, Exchange etc) is 9.30 AM to 6.30 PM (Mon - Sat). Whereas support coverage required as per RFP is 24x7x365. Please clarify if 24x7 support is required for the system administration or will it only be during business hours 9.30 AM to 6.30 PM?</p> <p>2. Assumption is that service window for the system admin resources for e-governance applications like e-office, ERP etc is 9.30 AM to 6.30 PM (Mon - Sat). Please confirm.</p> <p>3. # of resources to manage a 24x7 operation will be minimum 4. Whereas # of resources for Helpdesk + DCO is given as 3 even though the requirement is 24x7. Please clarify on this.</p>	As per RFP
41	78	xii	xii. BMS/DCO-Non-IT Operations	Total 3 number of the DC operation engineer will manage the 24X7 operational reliability & maintenance and one engineer will be working as the reliever of remaining engineer.	<p>Bidder 1. As per this # of resources including reliever is 4. In the manpower table 1, DCO resources are combined with Helpdesk resources. Is the expectation that these DCO resources will act as Helpdesk as well? Or are the Helpdesk resources to be deployed separately? Please clarify.</p>	There are already total 8 resources Non-IT/BMS for Monitoring and maintenance of Non-IT operation. Please Refer Table 1 of xxx.iii of Clause 7. Scope of work. 3 resources for DCO/Helpdesk working will be 8 AM to 8 PM. Appropriate changes are made in the addendum.

42				PowerEdge R410	Kindly suggest the Serial Number or the required Hardware Configurations	S. No. G7YM7X1
43				PRIMERGY RX200 S7	Please suggest the Required Hardware configuration, Fujitsu doesn't have any provision for Support in India	As per RFP
44	30		3.17.1.5 RATES, PRICES, TAXES AND DUTIES:	3.17.1.5.1 AS PER NOTIFICATION NO. 47/2017-INTEGRATED TAX (RATE), 14 NOVEMBER, 2017, OF MINISTRY OF FINANCE, GOVT. OF INDIA, THIS INSTITUTE IS ELIGIBLE FOR GST CONCESSION RATE @ 5%.	We request for you clarification on mentioned clause that THIS INSTITUTE IS ELIGIBLE FOR GST CONCESSION RATE @ 5%.	Clarification: It is already mentioned. For more details, please refer the mentioned notification of Govt. of India.
45	66		v. Audit Process:	The audit report shall make recommendations to ICAR-IASRI regarding issues including but not limited to upgrade of ICT/Infrastructure components/equipment, reallocation of unused ICT/ infrastructure components/equipment, etc.	We request to clarification that who will provide the software/database upgrade if required	As per RFP
46	68		3.33 WARRANTY, SUPPORT AND SUBSCRIPTION	3.33.2 All the Active components like hardware, software, Licenses, subscriptions & respective premium support should have back to back OEM warranty and available for live validation on respective OEM's website for the period of renewal or contract. Following are classified applicable;	We request you to clarification for Premium support which will be online or OEM onsite mandays also required or not.	As per RFP
47	67		(xxxiii) Manpower resources for project & service management: i.	iii. The Supplier has to provide the required laptop/desktop/AIO, headphone, mike, webcam and all other related tools to the deputed employees.	We request you to clarification on all other tools to deputed employee. If any specific please confirm.	As per RFP

48	30		3.17 PAYMENT TERMS:	3.17.1.2 PAYMENT FOR OPERATION AND MAINTENANCE SHALL BE PAID ON QUARTERLY BASIS AFTER SATISFACTORILY COMPLETION OF THE QUARTER. THE DUE PAYMENT WILL BE CREDIT (AFTER DEDUCTION PENALTY, IF ANY) WITHIN 45 WORKING DAYS ON SUBMISSION OF CLEAN INVOICE OF THE RESPECTIVE QUARTER.	We request for corrigendum/amendment for operation and maintenance payment on monthly basis.	No Change
49	59		(xvi) Asset/ inventory management	viii. Supplier/ Vendor shall provide regular MIS based on above to ICAR- IASRI regarding need of new spares & components considering appropriate procurement time. The procurements shall be done by ICAR-IASRI.	We request for clarification on spare stock on site which will purchase by ICAR.	As per RFP
50				Development & Implementation of Web Gate Pass System	Is this is used only for Visitor Management or it also needs to integrate the Inventory Management for Material IN-Out process. Will Web gate Pas System is required to integrate with other software's already running in ICAR	As per RFP
51				Development & Implementation of web electronic form (eform)	Is ICAR required only CMS kind of application or required complete Management console for Cloud base Solution.	As per RFP
52				Development & Implementation of Web Service Desk	Is ICAR required this as only Service Call Management System or it's a part of Management Console for Cloud base Solution.	As per RFP

53				<p>Combined for all Development</p>	<p>Software Licences are required or it's already procured by ICAR (Like, Database, Web Server/App Server etc.)</p> <p>Hardware Servers & Storage is already present or need to include in the bid.</p> <p>Two Factor Authentication as asked with SMS/Email will bidder has to provide the services of SMS/Email or it will be provided by ICAR.</p> <p>If all the services will be provided in single ERP will this be acceptable to ICAR or need separate-2 application for all.</p> <p>Technology requirement is some specific or already selected by ICAR or it's open and can selected by Bidder (.Net / Java/ Open Source) / (MS SQL Server/Oracle / IBM DB2/ Open Source).</p> <p>Please provide the Functional Requirements /User Requirement specifications for these Applications for more detailed analysis & estimation.</p>	<p>As per RFP.</p>
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54	43	3	Business Objectives & Requirement of the Purchaser	ESTABLISH EFFECTIVE AND EFFICIENT INFRASTRUCTURE MONITORING & MANAGEMENT PRACTICES TO ENSURE RELIABILITY, AVAILABILITY, QUALITY OF SERVICES AND SECURITY OF THE INFORMATION SYSTEMS	1. Is ICAR using any tools currently for monitoring & management of the ICT Infra? If yes, will these tools be extended to the bidder or is the bidder expected to bring their own IT Infra monitoring and management tools? Please clarify?	Clarification: All the infrastructure and scope of work is already well defined and mentioned in RFP.
55	43	3	Business Objectives & Requirement of the Purchaser	ESTABLISH EFFECTIVE AND EFFICIENT INFRASTRUCTURE MONITORING & MANAGEMENT PRACTICES TO ENSURE RELIABILITY, AVAILABILITY, QUALITY OF SERVICES AND SECURITY OF THE INFORMATION SYSTEMS	1. Please clarify on what IBMS system is currently used to monitor and manage the physical infrastructure of the Datacentres. Assumption is that the BMS system will be extended to the bidder. Please clarify.	Clarification: All the infrastructure and scope of work is already well defined and mentioned in RFP.
56	44	3	Business Objectives & Requirement of the Purchaser	(IX) OPERATIONAL AND ACCESS SUPPORT FOR 20000 USERS OF ICAR	1. Will the support of desktops, laptops used by the 20000 users of ICAR also be in scope of the bidder? 2. Are all these users based out of the 3 DCs (HPC DC & ICAR DC & ICAR DR) or sitting at other locations? Please share count of users location-wise if the end user compute infra (desktops and laptops) will also be in scope of bidder.	Clarification: All the infrastructure and scope of work is already well defined and mentioned in RFP.
57			clarification	General Query	Which Exchange version is being used for mailing system? Are there plans to upgrade to Microsoft 365?	Clarification: It is already mentioned MS Exchange 2013 in RFP.
58	50	7	Scope of Work			
59			clarification	General Query	Considering the expansive scope, please have the transition period made as 12 weeks.	As per RFP

60	56		(xi) Transition and contract exit management:	in case of expiry or termination of the contract and when neither the contract renewed nor the contract further awarded to the current Supplier/vender, the Supplier has to provide the services for Eight weeks to handover the contract and transfer of knowledge. The Supplier is also responsible for next SIX months to provide any kind of respective domain support, i	This statement is not clear. Are you stating that there will not be transition with existing vendor? How can supplier provide the services to handover the contract which actually falls under scope of current supplier?	Clarification: This clause will be applied on new contract for which this RFP is published.
61			clarification	General Query	Will the software for asset / inventory management be provided by ICAR or is the supplier expected to bring their own? Can cloud-hosted software be used if the same is in supplier scope?	As per RFP
62	67	xxxiii	Manpower resources for project & service management	Further there shall be one team leader available during the office hours, which would also be expected to be available on call in case of emergency requirement.	1. Is this team leader resource to be deployed in addition to the DC Manager resource? Or are both the resources intended to be the same? 2. There is no mention of the team leader resource in the manpower tables. Hence the question.	As per RFP
63	69		Manpower Deployment table	Service window and number of resources - Table 2	Assumption is that service window for the web programmer and technical document writer resources will be 9.30 AM to 6.30 PM (Mon - Sat). Please confirm.	As per Premises Working hours.
64			clarification	General Query	Is the EMS tool to be provided by Supplier? What is the current EMS tool being used by ICAR?	As per RFP
65	100	14	14. PENALTIES	(a) The total quarterly deduction should not exceed 10% penalties of per annum (O&M cost of Project/PO value).	Request to change this clause as follows: " (a) The total quarterly deduction should not exceed 5% penalties of per annum (O&M cost of	No change

					Project/PO value). "	
66	100	14	14. PENALTIES	(b) Two consecutive quarterly deductions of more than 10% of the Operations & Maintenance Cost on account of any reasons, will be deemed to be an event of default and termination as per Tender/Contract terms and conditions and the consequences as provided in tender document shall follow	Request to change this clause as follows: " (b) Two consecutive quarterly deductions of more than 5% of the Operations & Maintenance Cost on account of any reasons, will be deemed to be an event of default and termination as per Tender/Contract terms and conditions and the consequences as provided in tender document shall follow "	No change
67			clarification	General Query	1. During the course of the contract of 3 years, when the warranty of any IT or non-IT equipment expires, is the supplier expected to renew the warranty / AMC or will that be done by ICAR and supplier only has to notify any impending expiry? Please clarify. 2. Is the AMC / Hardware support under scope of the supplier or does ICAR have other vendors for the same? Please clarify.	As per RFP
68			clarification	General Query	Please share current certification expiry dates for ISO 27001, ISO 20000 & BS7799 for each of the 3 datacentres (HPC Hub, ICAR DC & ICAR DR). This information will be required for estimating the cost of audit and certification. Also share details of the current certification agency.	Clarification: The current ISO 27001:2013 and ISO 20000-2011 certificates are valid up to 19 June, 2022

69	9	2.1.15	Generals	The purchaser reserves the right to claim and recover from the security deposit the damages/ losses incurred due to non-compliance to work delay in the progress of work by the Bidder as agreed upon. The decision of the Purchaser in this regard shall be final and binding.	The purchaser reserves the right to claim and recover from the security deposit the damages/ losses incurred due to non-compliance to work delay in the progress of work by the Bidder as agreed upon. The decision of the Purchaser in this regard shall be final and binding.	No change
70	9	2.1.16	Generals	The Bidder agrees to abide by other terms and conditions stipulated by the Purchaser from time to time in addition to the above for the proper and satisfactory performance of their obligations under this Contract.	The Bidder agrees to abide by other mutually agreed terms and conditions stipulated by the Purchaser from time to time in addition to the above for the proper and satisfactory performance of their obligations under this Contract.	No Change
71	14	2.12	BIDS VALIDITY	Bids shall remain valid for 135 days after the date of bid opening prescribed by the Purchaser. A bid valid for a shorter period shall be rejected by the Purchaser as non-responsive	Bids shall remain valid for 135 30 days after the date of bid opening prescribed by the Purchaser. A bid valid for a shorter period shall be rejected by the Purchaser as non-responsive	No Change
72	17	2.17.7	BID SECURITY	Unsuccessful Bidder's bid security will be discharged/returned as promptly as possible but not later than 30 days after the expiration of the period of bid validity prescribed by the Purchaser	Unsuccessful Bidder's bid security will be discharged/returned as promptly as possible but not later than 30 days after the expiration of the period of bid validity prescribed by the Purchaser immediately after the selection of successful bidder.	No Change
73	17	2.17.10	BID SECURITY	Unsuccessful Bidders the case of Bidders, who are not considered for awarding the operation and maintenance, the EMD will be refunded immediately after the final decision.	Unsuccessful Bidders the case of Bidders, who are not considered for awarding the operation and maintenance, the EMD will be refunded immediately after the final decision selection of successful bidder.	No Change

74	18	2.18.2	PERFORMANCE SECURITY	Failure of the successful Bidder to comply with the requirement of signing the contract or ITB Clause 2.18.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the Purchaser may make the award to the next lowest evaluated Bidder or call for new bids.	Failure of the successful Bidder to comply with the requirement of signing the contract or ITB Clause 2.18.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the Purchaser may make the award to the next lowest evaluated Bidder or call for new bids.	No Change
75	23	2.23	THE PURCHASER'S RIGHT TO VARY QUANTITIES	The purchaser reserves the right to vary the quantity i.e. Increase or decrease the numbers/quantities without any change in terms and conditions during the execution of the order/renewal.	The purchaser reserves the right to vary the quantity i.e. Increase or decrease the numbers/quantities without any change in at mutually agreed terms and conditions during the execution of the order/renewal. Additional prices shall be charged if the change request / alteration / amendment / addition is outside of the scope mentioned in the RFP or for any additional services/goods required to be provided which are not mentioned in RFP. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services/goods not part of the commercial bid.	No Change
76	24	2.27	CORRUPT OR FRAUDULENT PRACTICES:	As per RFP		

77	28	3.3.1	GENERAL CONDITIONS AND INSTRUCTIONS	The purchaser reserves the right to claim and recover from the security deposit the damages/ losses incurred due to non-compliance to work delay in the progress of work by The Supplier as agreed upon. The decision of the Purchaser in this regard shall be final and binding	The purchaser reserves the right to claim and recover from the security deposit the damages/ losses incurred due to non-compliance to work delay in the progress of work by The Supplier as agreed upon. The decision of the Purchaser in this regard shall be final and binding	No Change
78	29	3.3.2	GENERAL CONDITIONS AND INSTRUCTIONS	The Supplier agrees to abide by other terms and conditions stipulated by the Purchaser from time to time in addition to the above for the proper and satisfactory performance of their obligations under this Contract.	The Supplier agrees to abide by other mutually agreed terms and conditions stipulated by the Purchaser from time to time in addition to the above for the proper and satisfactory performance of their obligations under this Contract.	No Change
79	30	3.16	EXTENSION AND CONTRACT VALUE	The contract value shall remain firm during the entire contract period. The contract may be extended on year to year basis beyond the contract period with fully or partially considering the contract reasonability & feasibility at the price of the contract, included in BOQ/Price schedule, with same terms and conditions. It may be given maximum of 5% per year increase on manpower charges based on the last year charges of manpower as per the contract. The performance security has to be submitted by The Supplier as per the award of notification for the extended period.	The contract value shall remain firm during the entire contract period. However, The cost of product/services are subject to change at mutually agreed terms and conditions in case of descoping / addition / Change requests in regards with the contract. The contract may be extended on year to year basis (Maximum to 1 - 2 Years)beyond the contract period with fully or partially considering the contract reasonability & feasibility at the price of the contract, included in BOQ/Price schedule, with same on mutually agreed terms and conditions. It may be given maximum minimum of 5 6% per year increase on manpower charges based on the last year charges of manpower as	No Change

					per the contract. The performance security has to be submitted by The Supplier as per the award of notification for the extended period.	
80	31	3.17.1	Payment Terms	As per RFP	3.17.1 The Supplier's request for payment shall be made to the Purchaser in writing, accompanied by an invoice describing, as appropriate, the System or Subsystem(s), Delivered, Pre-commissioned, Installed, and Operationally Accepted, and by documents submitted and upon fulfilment of other obligations stipulated in the Contract. Subject to the satisfactory performance SLA report.	No Change

81	31	3.17.1.2	Payment Terms	As per RFP	3.17.1.2 PAYMENT FOR OPERATION AND MAINTENANCE SHALL BE PAID ON QUARTERLY BASIS AFTER SATISFACTORILY COMPLETION OF THE QUARTER. THE DUE PAYMENT WILL BE CREDIT (AFTER DEDUCTION PENALTY, IF ANY) WITHIN 45 WORKING DAYS ON SUBMISSION OF CLEAN INVOICE OF THE RESPECTIVE QUARTER.	No Change
82	31	3.17.1.5.2	Payment Terms	As per RFP	3.17.1.5.2 THE PRICES/RATES QUOTED FOR EACH ITEM/WORK IN THE BOQ ONLY GST SHALL BE EXCLUSIVELY AND ALL DIRECT AND INDIRECT COSTS, INSURANCES, STATUTORY CHARGES, STATUTORY FEES, ROYALTIES; TAXES ON QUARRIED ITEMS, DUTIES SHALL BE INCLUSIVE. I.E. SALES TAX, CONSIGNMENT TAX, OCTROI / LOCAL TAX, INCIDENTAL CHARGES, COST OF COMPLYING TO OTHER LOCAL AUTHORITIES ETC., AND ANY OTHER COSTS THAT MAY BE INVOLVED IN COMPLETING THE WORKS AS REQUIRED, FULFILMENT OF ALL OBLIGATIONS UNDER THE CONTRACT AND TO THE SATISFACTION OF THE PURCHASER.	No Change
83	31	3.17.1.4	Payment Terms	IN CASE OF EXIT OR TERMINATION OF THE CONTRACT AND WHEN THE CONTRACT NEITHER THE CONTRACT RENEWED NOR THE CONTRACT FURTHER AWARDED TO THE CURRENT SUPPLIER , THE SUPPLIER HAS TO SUBMIT A purchaser GUARRANTY IN FAVOUR OF THE DIRECTOR, ICAR-IASRI, EQUIVELENT	IN CASE OF EXIT OR TERMINATION OF THE CONTRACT AND WHEN THE CONTRACT NEITHER THE CONTRACT RENEWED NOR THE CONTRACT FURTHER AWARDED TO THE CURRENT SUPPLIER , THE SUPPLIER HAS TO SUBMIT A purchaser GUARRANTY IN FAVOUR	No Change

				<p>TO THE LAST QAUARTER PAYMENT HAVING VALIDITY OF 7 MONTHS. THE PAYMENT OF THE LAST QAUARTER WILL BE PAID AFTER VERIFICATION OF THE SUBMITTED BG.</p>	<p>OF THE DIRECTOR, ICAR-IASRI, EQUIVELENT TO THE LAST QAUARTER PAYMENT HAVING VALIDITY OF 7 MONTHS. THE PAYMENT OF THE LAST QAUARTER WILL BE PAID AFTER VERIFICATION OF THE SUBMITTED BG. In case of any such termination, Purchaser shall be responsible to pay the bidder/supplier the following:</p> <ul style="list-style-type: none"> a) Goods delivered till the date of termination b) Services rendered till the date of termination c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite Bidder/Supplier's best efforts e) Unrecovered investments shall be paid by Purchaser as per termination schedule till the date of termination. 	
84	32	3.17.1.5.6	Payment Terms	<p>THE RATES QUOTED FOR EACH ITEM/WORK IN THE BOQ BY THE SUPPLIER SHALL REMAIN FIRM UNTIL THE SUCCESSFUL COMPLETION OF THE CONTRACT INCLUDING ANY EXTENSION (S) OF TIME THAT MAY HAVE BEEN GRANTED TO THE SUPPLIER UNDER THE SCOPE OF THIS CONTRACT AND SHALL NOT BE SUBJECT TO ESCALATION ON ANY ACCOUNT</p>	<p>THE RATES QUOTED FOR EACH ITEM/WORK IN THE BOQ BY THE SUPPLIER SHALL REMAIN FIRM UNTIL THE SUCCESSFUL COMPLETION OF THE CONTRACT INCLUDING ANY EXTENSION (S) OF TIME THAT MAY HAVE BEEN GRANTED TO THE SUPPLIER UNDER THE SCOPE OF THIS CONTRACT AND SHALL NOT BE SUBJECT TO ESCALATION ON ANY ACCOUNT. However, The cost of product/services are subject to change at mutually agreed terms and conditions in case of descoping / addition / Change requests in</p>	No Change

					regards with the contract.	
85	32	3.18.iii.a)	DELIVERY TIME AND LIQUIDITY DAMAGE	For New Supply of items and civil works: The applicable rate is 0.1% per week and the maximum deduction is 10% of the total price of the items	For New Supply of items and civil works: The applicable rate is 0.1% per week and the maximum deduction is 10 5% of the total price of the items. Notwithstanding anything else to the contrary , the overall penalties including Liquidated Damages shall be capped to 5% of the amount of the contract period and the capping for each month/quarter/period shall be 5% of the monthly invoice/quarterly invoice/invoice pertaining to a specific period. Penalty/ Liquidated Damages shall not be imposed on delay not on the account of the Supplier	No Change
86	33	3.19 .1	3.19 REPRESENTATIONS AND WARRANTY:	As per RFP	ix. There is no action, suit or proceeding, at law or in equity, or to the best of its knowledge, any official investigation before or by any governmental authority, arbitration tribunal or other body pending or, to the best of its knowledge, threatened against or affecting it or any of its property, rights or assets, which could reasonably be expected to result in a material adverse effect on its ability to perform its obligations under this work order or on the validity or enforceability of this work order.	No Change

87	3.2	3.20 - INDEMNITY:	As per RFP	<p>3.20.1 The Supplier shall keep ICAR-IASRI indemnified at all times, against all actual, direct, reasonable, solely and proximately attributable claims, losses, damages or liability that may arise under this Contract / Work Order (whether criminal or civil and including reasonable attorney legal fees and costs incurred), including; for the following</p> <ul style="list-style-type: none"> i. any breach non-observance or non-performance by Supplier or its employees or agents of any of the provisions of this Contract. ii. any act or omission of Supplier or its employees or agents. iii. any negligence or breach of duty on the part of Supplier , its employees or agents including any wrongful use by it or them of any property or goods belonging to or by the purchaser or any other third party at site including adjoining neighbors. iv. Supplier shall at all times indemnify the purchaser against all liabilities to other persons, including employees or agents of the purchaser or other Supplier s for bodily injury, damage to property or other loss which may arise out of or in consequence of the execution or completion of Project and against all costs charges and expenses that may arise. v. Resulting from any breaches in 	No Change
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					<p>respect of any matter arising from the provisions of Service/ Supply s resulting in any successful claim by any third party;</p> <p>vi. Claims for compensation under the provisions of Workmen Compensation Act 1923 as amended from time to time or any compensation payable under any other law for the time being in force to any workman / employees or staff engaged by The Supplier in carrying out the Service/ Supply s and against costs and expenses, if any, incurred by ICAR-IASRI in connection therewith.</p> <p>vii. The indemnities provided under this Clause are without prejudice and in addition to ICAR-IASRI s rights to make any recovery whatsoever under this Contract / Work Order, with or without invoking the indemnity provisions.</p>	
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88	34	3.21	DEFECT LIABILITY:	As per RFP	3.21.1 Supplier under the scope of this Contract. In case any material defect attributable to the Supplier in the work is observed during the contract period, the same shall be rectified by The Supplier at own cost including supply of all materials, labour, equipment and any other appliance in this regard for the fulfilment of all obligations under the Contract and to the satisfaction of the Purchaser without any additional cost.	No Change
89		3.22.1	DAMAGE OF PRIVATE PROPERTIES / LIFE:	As per RFP	3.22.1 The Supplier shall be responsible for all risk to the works to be performed under its obligation under the Contract and for trespassers, and shall make good at his own expenses all losses and damages whether to the works, themselves, or to any other property of the purchaser or the lives, persons or property of other forms, whatsoever cause, in connection with the works, although all reasonable and proper precautions may have been taken by the Supplier , and in case Purchaser is called upon to make good any such costs, loss or damages or to pay compensation to any person(s) sustaining damages by reason of any act, or any negligence or omission on the part of the Supplier , the amount of any costs or charges (including costs and charges towards legal proceedings) which the Purchaser	No Change

					may incur in reference thereto, shall be charged to the Supplier . The Supplier shall reimburse such costs immediately to the Purchaser.	
90		3.23.1	RELEASE OF INFORMATION AND CONFIDENTIALITY:	As per RFP	In the event of any breach of this provision, The Supplier shall indemnify the Purchaser against any actual, direct, solely and proximately attributable loss, cost or damage or claim by any party in respect of such breach.	No Change
91		3.25.2			3.25.2 The Supplier shall indemnify the Purchaser from any consequence arising due to Supplier 's failure in respect to safety compliance.	No Change

92	36	3.27	QUANTITIES IN THE CONTRACT/BOQ	<p>The Purchaser reserves the right of deletion of any item in full, in part, reduce, increase or to modify the Scope of Work. The rates quoted by The Supplier shall remain firm even if there are any variations in the quantities mentioned in the Bill of Quantities, or due to any idling of resources due to non-availability of fronts, details, etc.</p>	<p>The Purchaser reserves the right of deletion of any item in full, in part, reduce, increase or to modify the Scope of Work at mutually agreed terms and conditions . The rates quoted by The Supplier shall remain firm even if there are any variations in the quantities mentioned in the Bill of Quantities, or due to any idling of resources due to non-availability of fronts, details, etc. However, The cost of product/services are subject to change at mutually agreed terms and conditions in case of descoping / addition / Change requests in regards with the contract. Additional prices shall be charged if the change request / alteration / amendment / addition is outside of the scope mentioned in the RFP or for any additional services required to be provided which are not mentioned in RFP. In the absence of a signed Change Order, Supplier shall not be bound to perform any additional services not part of the commercial bid.</p>	No Change
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93	36	3.28	LIMITATION OF LIABILITY:	As per RFP	<p>3.28.1 Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law:</p> <ul style="list-style-type: none"> - The Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and - the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement. 	No Change
94		30.20.2	FORCE MAJEURE:	As per RFP	<p>For purposes of this Clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions/riot, fires, floods, epidemics, quarantine restrictions and freight embargoes Act of God, blockade, strike (i.e. national/ state or city), lockout, flood or</p>	No Change

					earthquake or Government orders/ restrictions not within the control of the parties.	
95	38	3.31.1.vii	TERMINATION OF CONTRACT	Then, the purchaser may, without prejudice to any other rights it may possess under the Contract, give a notice to The Supplier stating the nature of the default and requiring The Supplier to remedy the same. If the Supplier fails to remedy or to take steps to remedy the same within fourteen (14) days of its receipt of such notice then the purchaser may terminate the Contract forthwith by giving a notice of termination to the Supplier.	Then, the purchaser may, without prejudice to any other rights it may possess under the Contract, give a notice to The Supplier stating the nature of the default and requiring The Supplier to remedy the same. If the Supplier fails to remedy or to take steps to remedy the same within fourteen Thirty (14 30) days of its receipt of such notice then the purchaser may terminate the Contract forthwith by giving a notice of termination to the Supplier. In case of any such termination, Purchaser shall be responsible to pay the bidder/supplier the following: a) Goods delivered till the date of termination b) Services rendered till the date of termination c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite	No Change

					Bidder/Supplier's best efforts e) Unrecovered investments shall be paid by Purchaser as per termination schedule till the date of termination.	
96	39	3.31.2	TERMINATION OF CONTRACT	In case, Supplier fails to carry out the work as specified in the schedule or left in between, it will be got done through any other agency at Supplier s' risk and cost, the same shall be recovered from the amount payable to the Supplier . Provided that in no case shall such above cost exceed more than 10% of the price quoted by the vendor in the Original Bid.	In case, Supplier fails to carry out the work as specified in the schedule or left in between, it will be got done through any other agency at Supplier s' risk and cost, the same shall be recovered from the amount payable to the Supplier . Provided that in no case shall such above cost exceed more than 10% of the price quoted by the vendor in the Original Bid value of the undelivered services/good for which such option is exercised by Purchaser.	No Change

97	39	3.31.3	TERMINATION OF CONTRACT	In case The Supplier fails to start work / to carry out the work within the specified period i.e. mutually agreed schedule and the work is not found to be satisfactory, the Purchaser reserves the right to terminate the contract, at any stage without assigning any reasons thereof. In such case the Purchaser shall have the right to forfeit the entire / part amount of EMD / Security Deposit.	In case The Supplier fails to start work / to carry out the work within the specified period i.e. mutually agreed schedule and the work is not found to be satisfactory, the Purchaser reserves the right to terminate the contract, at any stage without assigning any reasons thereof. In such case the Purchaser shall have the right to forfeit the entire / part amount of EMD / Security Deposit. In case of any such termination, Purchaser shall be responsible to pay the bidder/supplier the following: a) Goods delivered till the date of termination b) Services rendered till the date of termination c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite Bidder/Supplier's best efforts e) Unrecovered investments shall be paid by Purchaser as per termination schedule till the date of termination.	No Change
98	51	7.1	Scope of work	Since the infrastructure and services under this contract are enterprise level and tried to specify the details, requirement, SOW and SLA. Therefore, the minimum, but not limited, specified SOW to be undertaken by the Supplier for maintaining, operating and managing the SYSTEM has been categorized as under	Requesting the customer to provide an exhaustive list of services/products to be provided under the SOW.	As per RFP

99	57	7.1.(xi).ii	Scope of work	<p>in case of expiry or termination of the contract and when neither the contract renewed nor the contract further awarded to the current Supplier/vender, the Supplier has to provide the services for Eight weeks to handover the contract and transfer of knowledge. The Supplier is also responsible for next SIX months to provide any kind of respective domain support, if there is any gap between handholding and knowledge transfer. But there will no extra payment paid by the purchaser to the Supplier for this six months period</p>	<p>in case of expiry or termination of the contract and when neither the contract renewed nor the contract further awarded to the current Supplier/vender, the Supplier has to provide the services for Eight weeks to handover the contract and transfer of knowledge at mutually agreed terms & conditions. The Supplier is also responsible for next SIX months to provide any kind of respective domain support, if there is any gap between handholding and knowledge transfer. But there will no extra payment paid by the purchaser to the Supplier for this six months period. In case of termination, Purchaser shall be responsible to pay the bidder/supplier the following:</p> <ul style="list-style-type: none"> a) Goods delivered till the date of termination b) Services rendered till the date of termination c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite Bidder/Supplier's best efforts e) Unrecovered investments shall be paid by Purchaser as per termination schedule till the date of termination. 	No Change
100	68	7.1.(xxxiii).x	Manpower resources for project & service management	As per RFP	Requesting customer to provide an exhaustive list of Manpower resources required	As per RFP

101	76	7.1.(xxxiv).v.b	RESPONSIBILITY	Storage administrator shall be responsible for storage management, including but not limited to management of space, SAN/NAS volumes, RAID configuration, LUN, zone, security, business continuity volumes, performance etc.	Requesting customer to provide an exhaustive list of services to be provided by the storage administrator	As per RFP
102	86	4.(d)	Measurements & Targets:	As per RFP	Notwithstanding anything else to the contrary , the overall penalties including Liquidated Damages shall be capped to 5% of the amount of the contract period and the capping for each month/quarter/period shall be 5% of the monthly invoice/quarterly invoice/invoice pertaining to a specific period. Penalty/ Liquidated Damages shall not be imposed on delay not on the account of the Supplier	No Change

103	98	5.(a).iii	BREACH OF SLA	If the Purchaser authorities are not satisfied with the reply, the Purchaser will initiate termination process as per termination clause.	If the Purchaser authorities are not satisfied with the reply, the Purchaser will initiate termination process as per termination clause. However, purchaser shall give a cure period of 30 days to the supplier to remedy the failure/defect. In case of failure to cure, within a period of 30 days, after being notified or within such further period as the supplier may have subsequently approved in writing; purchaser shall be responsible to pay the supplier the following: a) Goods delivered till the date of termination b) Services rendered till the date of termination c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite supplier's best efforts e) Unrecovered investments shall be paid by purchaser as per termination schedule till the date of termination.	No Change
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104	101	14.(a)	PENALTIES	The total quarterly deduction should not exceed 10% penalties of per annum (O&M cost of Project/PO value).	The total quarterly deduction should not exceed 10 5% penalties of per annum (O&M cost of Project/PO value). Notwithstanding anything else to the contrary , the overall penalties including Liquidated Damages shall be capped to 5% of the amount of the contract period and the capping for each month/quarter/period shall be 5% of the monthly invoice/quarterly invoice/invoice pertaining to a specific period. Penalty/ Liquidated Damages shall not be imposed on delay not on the account of the Supplier	No Change
105	101	14.(b)	PENALTIES	Two consecutive quarterly deductions of more than 10% of the Operations & Maintenance Cost on account of any reasons, will be deemed to be an event of default and termination as per Tender/Contract terms and conditions and the consequences as provided in tender document shall follow.	Two consecutive quarterly deductions of more than 10 5% of the Operations & Maintenance Cost on account of any reasons, will be deemed to be an event of default and termination as per Tender/Contract terms and conditions and the consequences as provided in tender document shall follow. In case of termination, Purchaser shall be responsible to pay the bidder/supplier the following: a) Goods delivered till the date of termination b) Services rendered till the date of termination c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite Bidder/Supplier's best efforts e) Unrecovered investments shall	No Change

					be paid by Purchaser as per termination schedule till the date of termination.	
106	102	17	Termination Process	The Purchaser reserve the rights to terminate the contract on the basis of non-performance of the Supplier/ Vendor for continuous 3 months with a notice period of 3 months.	The Purchaser reserve the rights to terminate the contract on the basis of non-performance of the Supplier/ Vendor for continuous 3 months with a notice period of 3 months. In case of termination, Purchaser shall be responsible to pay the bidder/supplier the following: a) Goods delivered till the date of termination b) Services rendered till the date of termination c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite Bidder/Supplier's best efforts e) Unrecovered investments shall be paid by Purchaser as per termination schedule till the date of termination.	No Change

107	NA	NA	Non Hire Clause	Clause not present in RFP	<p>Purchaser acknowledges that personnel to be provided by the Supplier represent a significant investment in recruitment and training, the loss of which would be detrimental to Supplier's business. In consideration of the foregoing, Purchaser agrees that for the term of this Agreement and for a period of one year thereafter, Purchaser will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any of the Supplier's employee, or induce any such individual to leave the employment of the Supplier. For purposes of this clause, a Supplier employee means any employee or person who has been involved in providing services under this Agreement.</p>	No Change
108	NA	NA	Saving clause	Clause not present in RFP	<p>Supplier's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Supplier's performance is effected , delayed or causes non-performance due to Purchaser's omissions or actions whatsoever.</p>	No Change

109	NA	NA	Deemed Acceptance	Clause not present in RFP	Services and/or deliverables shall be deemed to be fully and finally accepted by Purchaser in the event when Purchaser has not submitted its acceptance or rejection response in writing to Supplier within 15 days from the date of installation/ commissioning or when Purchaser uses the Deliverable in its business, whichever occurs earlier. Parties agree that Supplier shall have 15 days time to correct in case of any rejection by Purchaser.	No Change
110	NA	NA	Change order	Clause not present in RFP	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. Supplier will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Supplier shall not be bound to perform any additional services not part of the commercial bid.	No Change

111	NA	NA	Termination by bidder	Clause not present in RFP	Supplier may terminate the Agreement upon written notice to Purchaser in the event that Purchaser commits a material breach of the Agreement or Statement of Work, including non-payment of fees and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice. . In the event of termination, Purchaser shall pay Supplier for goods and services rendered till the date of termination.	No Change
112	NA	NA	Variance in Minimum Wages	Clause not present in RFP	Supplier undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the Purchaser wants the Supplier to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, Purchaser will support Supplier with change request for additional cost incurred by Supplier for complying to new minimum wages. Supplier will not ask for Change request for any changes that is within 8% increase year on year from the State minimum wages as on the date of contract sign off.	No Change

113	NA	NA	Credit Period for Payment	Clause not present in RFP	All the payments to be made within 30 days of submission of invoice	No Change
114	NA	NA	Irrevocable document	Clause not present in RFP	Notwithstanding anything contained elsewhere, the Request for Proposal and/or contract signed between Purchaser and the successful Bidder/Supplier ("Contract") shall specify the document to be issued by Purchaser for procuring the deliverables ("Procuring Document"). Such Procuring Document shall – (a) Be solely governed by the terms and conditions of the Contract (b) Make an express reference to the Contract It is also clarified that no pre-printed terms and conditions mentioned in the Procuring Document shall apply to the successful bidder/Supplier.	No Change
115	NA	NA	Tax	Clause not present in RFP	Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Purchaser.	No Change

116	NA	NA	Limitation of Liability	Clause not present in RFP	<p>Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages; or (2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon.</p> <p>Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of Supplier for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), shall be limited to contract value.</p>	No Change
117	NA	NA	Risk and Title	Clause not present in RFP	The risk, title and ownership of the products shall be transferred to the Purchaser upon delivery of such products to the Purchaser	No Change

118	NA	NA	ERV	Clause not present in RFP	<p>“It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ (“Base Exchange Rate”). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate.”</p>	No Change
119	NA	NA	SNR	Clause not present in RFP	<p>Purchaser hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Purchaser agrees that Supplier shall not be in any manner be liable for any delay arising out of Purchaser's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the Purchaser</p>	No Change

120	NA	NA	Pass Through Warranty	Clause not present in RFP	Since Supplier is acting as a reseller of completed products, Supplier shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Purchaser shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Supplier shall not provide any additional warranties and indemnities with respect such products.	No Change
121	NA	NA		Clause not present in RFP	Please help with the following details from an Infra Security Standpoint (Firewall/IPS/VPN/Proxy/AV-XDR/DLP/NAC/Email Security/WAF/Anti-DDoS) 1) Last Six Months Ticket Dump with appropriate bifurcation for Infra Security Technology	No Change
122	NA	NA		Clause not present in RFP	Please provide the site wise count of VIPs which needs to supported by Service provider	No Change
123			Section VIII - Annexure		Email Security: What is current email platform ? How many mailboxes ? How are email security configurations configured ? SPF,DMARC,DKIM etc? What is the current support and subscription on email MTA (IF any	As per RFP

124			Section VIII - Annexure		<p>WAF : Number of Of Applications protected ? Current Subscriptions from Vendor and Support Details ? On-prem deployment ? Deployment Mode Details required ? Is SSL interception enabled ? Who is Managing SSL Certificates ? What are the Anti-DDoS services subscribed ? Any Scrubbing Center service entitled ?</p>	As per RFP
125			Section VIII - Annexure		<p>IPS :1)We assume IPS are add-on subscriptions on Firewalls ? 2)No Dedicated IPS hardware ? 3)Are the IPS inline in Blocking Mode or Inline in Detection Mode ? 4)How many Segments are being monitored ? Is the IPS for North South traffic inspection only ? 5)Please help us with a High Level IPS Deployment architecture ?</p>	As per RFP

126			Section VIII - Annexure		<p>Firewall :</p> <p>What are the current service subscriptions on Firewalls along with OEM Support ?</p> <p>Details on SLA with OEM for RMA hardware Delivery ?</p> <p>RA VPN User Details ?</p> <p>Do we have Split Tunnel or Full Tunnel profiles ?</p> <p>Is there any MFA or 2Factor Autntuication for Remote Users ?</p> <p>Any SD -WAN deployment on Firewalls ?</p> <p>Site to Site tunneling , IPSec, Express route connectivity & Site connectivity - MPLS routes management & tunnel setup to remote sites - How many IPSEC tunnels terminated on VPN Gateway & towards how many remote sites ? High Level VPN Connectivity architecture ?</p> <p>VPN Gateways details ?</p>	As per RFP
127			Compliance		Does it need to assist client for external certification attestation of ISO 27001	As per RFP
128			Audits		Does it need to perform audits as per ISMS periodically for the scoped service	As per RFP
129			Compliance		As ongoing support should the service provider need to include governance for compliance and regulatory management	As per RFP
130			Compliance		Do it need to include clients attestation cost for ISO 27001 (Auditing firm)	As per RFP

131	141		General	ICAR DR	What is the warranty expiry date of ICAR DR assests	As per RFP
132	53		7. SCOPE OF WORK (SOW): (vii) Addition of Goods and services to be added in to existing infrastructure to operate, manage and to meet the ISO compliance as per SOW	Microsoft Windows Operating System Quantity-300	Please clarify, does this means IASRI require 300 number of licenses (1 Lice per 2 cores, means 300 licenses for 600 Windows cores)?	YES, As per RFP
133	53		7. SCOPE OF WORK (SOW): (vii) Addition of Goods and services to be added in to existing infrastructure to operate, manage and to meet the ISO compliance as per SOW	Microsoft SQL Server Quantity-24	Please clarify, does this means IASRI require 24 number of licenses (1 Lice per 2 cores, means 24 licenses for 48 SQL cores)?	Yes, As per RFP

134	NA	NA	General		<p>Does IASRI, will use the existing Backup setup (Backup Server, Tape Library, Backup Software, D2D appliance(if any) or bidder needs to provide the entire new Backup solution?</p> <p>If IASRI will use the existing backup setup, please provide the following details:</p> <p>1-Make and Model of Backup software, Tape library and appliance(If any)?</p> <p>2-Does IASRI is currently using D2T or D2D2T backup setup?</p> <p>3-Type of backup licenses used currently(Socket Based/Host Based/Capacity Based)?</p> <p>4-Existing backup policy?</p> <p>5-What is the existing Backup Window?</p> <p>Please confirm, Does IASRI want us to propose a Tape media offline backup or a disk based backup?</p>	As per RFP
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135	39		Section -III -3.33.b	In case of optimisation, performance and enhancement of technologies or EOSL declared by the respective OEM, the supplier may also propose to upgrade/replace with equivalent or higher with latest series of respective product from same or different OEM. Supplier shall submit a list of items Network, IPS, Firewall, SIEM, EMS , if any, need to replace/upgrade with equivalent or higher configuration, capacity, functions and licenses as per format of Section-VII. STANDARD FORMS. The proposed replacement of the item(s) shall be accepted with full satisfaction and consent of the purchaser. However, these identified items will be remained under the contract. The replaced item(s) may be same or different OEM, provided;	For OEM EOSL Declared devices does bidder has cover under own maintenance support apart from Network, IPS, Firewall, SIEM, EMS devices ,please confirm .	As per
136	50		Section IV. 7.1.iv	iv) Computing and communication devices: The Supplier have to provide the all relevant computing, and communications devices like desktop, Laptop, printer, Mobile, payment/recharge of helpdesk phone etc. to the deputed onsite resources for execute the assigned work.	Does This means Bidder has to provision the additional compute infra apart from the Items specified under Clause no Vii .e Pg. no . 54 , please confirm	Yes, As per RFP
137	69		Section -IV -7.XXXiii	The Supplier has to deploy the adequate human resources for each domain exclusively. The supplier also should	Can you please share the category wise tentative Level 3 incidents occurred during last 1 years .	As per RFP

				have provision of L1,L2, off-site L3 and higher backend support to clear the backlog and non-resolving issues to ensure the availability of the SYSTEM. .	Does bidder can provision the remote support of such Level 3 incidents , please confirm.	As per RFP
138	125-133		Section VIII. A Category A	A.1 NON-IT INFRASTRUCTURE: THIS CATEGORY INCLUDES ALL TYPE OF CIVIL,ELECTRICALS, DIESEL GENERATOR, CHILLER, RACKS, CABLES & CONNECTORS, PDU, BMS ETC. ALONG WITH THEIR RESPECTIVE ASSESSORIES.	We understand that the section VIII Annexure 1 A.1 bidder has to Provide B2B Support only for the critical Devises for which Serial Number mentioned , please confirm .	As per RFP
					Or kindly specify the Serial Numbers ICAR wants to cover under B2B OEM contract.	As per RFP
					Who will be responsible for the UPS Batteries , GAS refilling of Fire Extinguisher units.	As per RFP. Refer BoQ 9
139	129			UPS Batteries - Relicell 12V/9AH - 294 Units	Does bidder has to quote supply rate these 294 batteries or only the maintenance charges please confirm.	As per RFP. Refer BoQ 10
140	140-141		Section VIII. A Category B & C	LIST OF INFRASTRUCTURES AT ICAR-DC UNDER OPERATION, MAINTENANCE, THIRD PARTY SUPPLIER MANAGEMENT, MONITORING AND or LIST OF INFRASTRUCTURES AT ICAR-DC UNDER OPERATION, MAINTENANCE, THIRD PARTY SUPPLIER MANAGEMENT, MONITORING AND MANAGEMENT MANAGEMENT	We Understand for this particular infrastructure of DC & DR , bidder's responsibility only pertaining to the Third party Vendor Management & coordination , please confirm .	As per RFP

141				GeneralQuery	We understand that Bidder will be responsible to provide or develop the helpdesk & Asset management tool for This engagement where as the Network Management & BMS tool will be provided by ICAR , please confirm .	Clarification: Existing infra can be used till its end of life. Post end of life, bidder is to maintain/replace to ensure SLA
142	45		6. Technical Details of existing implementation	Enterprise Applications	Kindly share the complete technology stack of all the exiting applications	As per RFP