Government of India
Ministry of Electronics & Information Technology (MeitY)
UNIQUE IDENTIFICATION AUTHORITY OF INDIA
Enrolment & Update Division

File Number: HQ-16019/2/2020-EU-II-HQ   Date: 04.01.2021

Reference: Tender Id 2020_DIT_601214_1 dated 05.12.2020

With the approval of the Competent Authority in UIDAI following Corrigendum is issued.

S. No.	Clause No.	RFP Page No.	Clause as per RFP	Modified Clause
1	5.1.1 – Point (2.2.1.5 (5))	78	Certificate by HR head of the bidder for minimum 5000 employees on it pay roll as on last date of previous month of closing date of bid submission duly counter signed by company authorised signatory	Certificate by HR head of the bidder for minimum **1000 employees** on it pay roll as on last date of previous month of closing date of bid submission duly counter signed by company authorized signatory
2	5.1.11- VII (4)	106	The QC Terminal host shall reside in a segregated network segment that is isolated from the rest of the network of the ADQASA with the exception of the network segments which are authorized;	The QC Terminal host shall reside in a **physically segregated network segment through routers, firewall etc.,** that is isolated from the rest of the network of the ADQASA with the exception of the network segments which are authorized;

The other terms and conditions of the bid document will remain the same.
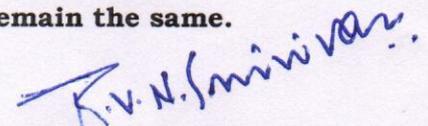
(R V N Srinivas)
ADG (E&U II)

S No/Date	Pre Bid Queries for RFP on hiring of agencies for Aadhaar Data Quality Audit Service Agency (ADQASA)						
21-Dec	**Vendor 1**						
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
1	1	-	-	-	-	No queries/suggestion submitted	NA
27-Dec	**Vendor 2**						
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
2	1	22	PART-II: ELIGIBILITY CRITERIA: Pre Qualification	2.2.1 - Point 4 - Revenues from Services	Bidder shall have an average annual turnover of at least INR 100 Crores in last 3 financial years from Manpower supply (Manpower outsourcing)/ BPO services/back end processing/data entry/data verification/ITES	As you are considering FY 2016-17, 17-18 & 18-19; we request you to kindly make 100 crores as 76 Crores.	No Change
3	2	30	PART-III: TECHNICAL EVALUATION	2.3.1 - Point 2.2 - Current Infrastructure	The Bidder must have facilities at two different cities, each with a capacity of at least 150 persons.	Request you to make it 100 Persons.	No Change
4	3	78	5.1.1 ANNEXURE I: FORM 1 - Pre-Qualification Checklist	2.2.1.5 (5) - Man power	Certificate by HR head of the bidder for minimum 5000 employees on it pay roll as on last date of previous month of closing date of bid submission duly counter signed by company authorised signatory	Request you to make it minimum 2000.	As per clause 2.2.1 (5) on page 22 of RFP, a self-declaration stating capacity of 1000 employees and not 5000 should be submitted. Please refer to Corrigendum-1, dated 04.01.2021, point - 2
21-Dec	**Vendor 3**						
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
5	1	-	-	-	-	No queries/suggestion submitted	NA
21-Dec	**Vendor 4**						
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
6	1	8	SECTION I – INVITATION TO BIDDERS	Section I: 1.1 - Point 9	The process of selection of two vendors for ADQCSA as well as one vendor for ADQASA will go on simultaneously. Bidders can bid for both ADQCSA as well as ADQASA RFP however bidder can be on- boarded only as either ADQCSA or ADQASA and not both. The bid for ADQCSA will be finalized first and the successful bidders of ADQCSA RFP shall be automatically disqualified from	Request to allow an agency to for selection in both the bid processes (as ADQCSA & ADQASA)	No Change
21-Dec	**Vendor 5**						
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
7	1	59	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.2 - Point 2	It is proposed to outsource 10% of the overall Quality check work undertaken by ADQCSAs to ADQASA.	Query: What proportion of quality check work undertaken by ADQCSAs will be verified by ADQASA?	It is proposed to outsource 10% of the overall Quality check work undertaken by ADQCSAs to ADQASA. However, UIDAI may increase or decrease the percentage of outsourcing during the contract period by giving sufficient notice period of min 60 days.
21-Dec	**Vendor 6**						
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
8	1	General	General	General	General	Query: Are bidders required to submit EMD during selectin process?	EMD is not required to be submitted during the selection process, bid security declaration needs to be submitted instead as per the pre-qualification criteria on page 21 of the RFP
23-Dec	**Vendor 7**						
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response

9	1	65	4.1.8.1	Audit Operator(Level 1 as well as Level 2)	Minimum educational qualification – BE/B.Tech/MCA	Can we hire Any Graduate / Dipoloma Holder / Polytenic candidates understanding of operating a computer and should be comfortable with local language keyboard and transliteration.	No Change
10	2	65	4.1.8.1	QC Audit Reviewer(Level 3 & Stage 3)	Minimum educational qualification – BE/B.Tech/MCA	Can we hire Any Graduate / Dipoloma Holder / Polytenic candidates understanding of operating a computer and should be comfortable with local language keyboard and transliteration.	No Change
11	3	65	4.1.8.1	QC Audit Reviewer(Level 3 & Stage 3)	Minimum 05 years of experience	Can we hire "Any Contact Experience" candidates who can run this job or speicific experiece candidates only houls be hired	RFP does not specify any specific experience, howerever candidates with similar past experince shall be preffered by the bidder.
12	4	66	4.1.8.1	Audit Trainer	Minimum educational qualification – BE/B.Tech/MCA	Can we hire Any Graduate / Dipoloma Holder / Polytenic candidates understanding of operating a computer and should be comfortable with local language keyboard and transliteration.	No Change
13	5	66	4.1.8.1	Audit Trainer	Minimum 05 years of experience	Can we hire "Any Contact Experience" candidates who can run this job or speicific experiece candidates only houls be hired	RFP does not specify any specific experience, howerever candidates with similar past experince shall be preffered by the bidder.
14	6	66	4.1.8.2	Background Check	Background Check	Can we initiate Background Check on Candidate Date of Joining	Yes, Agency may start the Background verification on Date of Joining and shall submit within one week of demand by UIDAI as mentioned in section 4.1.8.2
15	7	General	General	General	General	Will client be a part of the selection procedure?	Query is not clear. In case of Auditor hiring & selection, it is upto the vednor to hire the right candidate ensuring all the criteria specified in RFP are followed.
16	8	46	3.2.9.2	Termination of Convenience by Purchase	1. The Purchase may be written notice sent to the Service Provider, Terminate the Contract, in whole or in part at any time of its convenience by giving a prior written notice of 90 (Ninety) days. The Notice of Termination shall specify that termination is for the Purchaser's Convenience, the extent to which performance of service under the Contract is terminated and the date upon which such termination becomes effective.	We recommend to have termination right for convenience to both the parties.	The right for termination of contract is given to Service Provider as per clause 3.2.9.3 of the RFP
17	9	56	3.11.1	Limitation of Liability	Limitation of Liability	We recommend to capped the liability of the service provider upto two months invoice value.	No Change
18	10	132	5.2.4	Appendix XXI - Form 21 - Non-Disclosure Agreement	Appendix XXI - Form 21 - Non-Disclosure Agreement	Attached NDA draft is unilateral. We recommend to have this draft bilateral in which both parties confidential information would be protected.	No Change
19	11	70		IT Infrastructure:	Internet access should be restricted to Operational Requirements only.	Please clarify what would be the per seat basis internet bandwidth requirement. Can we provide required internet bandwidth from our existing link or dedicated IL link is required to provision internet. Please confirm	1. The average QC request size is 5 MB. The documents have to be checked on the QC Application and no downloading is allowed. 2. Internet not allowed on QC Workstation,Internet may be required for live streaming of CCTV feeds.
20	12	106		Communications Security	The QC Terminal host shall reside in a segregated network segment that is isolated from the rest of the network of the ADQASA with the exception of the network segments which are authorised.	Please confirm if logical segregation is fine or we need to consider dedicated router, firewall, Switch?	Refer to Corrigendum-1, dated 04.01.2021, point - 3
21	13	107		ADQASA Centers	The network between CIDR and ADQASA shall be secure. ADQASA shall connect with CIDR through secure MPLS leased line connectivity:	Let us know if router and firewall required to terminate MPLS link from our end or it will be provided from UIDAI end.	ADQASA will be responsible for facilitating MPLS /P2P connectivity with UIDAI including router and firewall at their premises.
22	14	107		ADQASA Centers	Systems used by centre personnel shall be dedicated to UIDAI activities and not be used for other clients / activities of the contact centre:	As standard practice we consider i3desktop with 8 GB RAM. Please confirm if this configuration is fine.	RFP does not specify the system configurations, however, minimum RAM capacity of 8 GB is recommended for comfortably working on the QC Applications.

23	15	69		ADQASA Centers	Establish the secure MPLS/P2P connectivity of adequate bandwidth between QA centers and the UIDAI systems as per the UIDAI's security protocols.	Please confirm per seat basis MPLS bandwidth requirement	The average size of each QC request would be approximately 5 MB. The bidder should estimate the bandwidth requirement accordingly. The MPLS connectivity to be established with both data centres at Hebbal and Manesar.
24	16			General	General	As standard practice we provide Ms Office to support users like TL and above only. Do we need to provide Ms Office to all QC users as well?	MS office is not a mandatory requirement as per RFP
25	17	43	3.2.2	3.2.3 Commencement of Services	2. ADACSA should close any outstanding observations raised by UIDAI during joint inspection and offer the facility for inspection again. Approval for commencement of QC operation shall be given only after all the outstanding observations are closed satisfactorily by ADQCSA	1) UIDAI to elaborate and share a few sample cases on the term Outstanding Observations!	Purchaser will have the right to carry out scheduled inspections to examine overall operations. Inspection will be done on parameters including but not limited to:,verifying manpower count, security protocols, CCTV surveillance of the facility, netwrok components, USB accesss and phone availability at the premise etc.
26	18	43	3.2.4	Commencement of Services	Training of QC Audit Trainers by UIDAI at UIDAI HQ/ROs/Tech Centre/ ADQCSA Audit Trainers (timelines are indicative and may vary	1) How will UIDAI team conduct Training of QC Audit for pilot batch & TTT for Trainers (Mode of Training) ? 2) What will be the training road map?	The audit trainer will undergo training given by UIDAI (can be through VC/in person/both) and the trainers will be responsible for training the Audit Operators & Audit reviewers and for clarifying their doubts. Detailed roadmap will be discussed with the selected bidder.
27	19	45	3.2.8	3.2.8 Force Majeure	3.2.7.1 Definitions 1. For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the nonperformance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies. 2. Force Majeure shall not include a. any event which is caused by the negligence or intentional action of a Party or agents or	1) UIDAI to make necessary provisions in order to enable employees to Work From Home during the circumstances mentioned in this clause. In turn ensuring seamless BAU during crisis situation. 2) How would Monthly Billing get calculated if BAU gets impacted in the circumstances, that includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, Pandemics like Covid-19, lockouts, lockdowns or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies. 3) UIDAI to Pay for an MG of 80% of the projections for the respective month. 4) If in case the circumstances continues in which BAU cannot be carried out and even Work From Home cannot be initiated then, UIDAI and CBSL to mutually agree upon the bill amount for such months for which Projections are not shared.	1) No work from home permissible under any circumstance on account of confidentiality of personal data of residents being handled by the operators. 2) Billing will be quarterly based on the number of packets checked. 3) There is no provision for minimum gurantee payment from UIDAI 4) Please refer clause 3.2.7 of RFP

28	20	45	3.2.7.2	3.2.7.2 No Breach of Contract	1. The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.	1) what arrangement UIDAI would make in order to enable employees to Work From Home during the circumstances mentioned Force Majeure clause. In turn ensuring seamless BAU during crisis situation. 2) How would Monthly Billing get calculated if BAU gets impacted in the circumstances, that includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, Pandemics like Covid-19, lockouts, lockdowns or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies. 3) what MG UIDAI would Pay for the projections 4) If in case the circumstances continues in which BAU cannot be carried out and even Work From Home cannot be initiated then, how would UIDAI support billing for such months for which Projections are not shared?	1) No work from home permissible under any circumstance on account of confidentiality of personal data of residents being handled by the operators. 2) & 4) Billing will be quarterly based on the number of packets checked. 3) There is no provision for minimum gurantee payment from UIDAI
29	21	46	3.2.9	3.2.9 Termination 3.2.9.1 By the Purchaser	3.2.9.1 By the Purchaser 3. If, as the result of Force Majeure, the Service Provider are unable to perform a material portion of the Services for a period of not less than 30 (thirty) days. 10. If the Service Provider is found to have committed acts leading to breach of privacy, or failed to implemented the controls required for proper security of data	1) UIDAI to elaborate on this point for better clarity	1)In scenario of Force Majeure UIDAI will decide on case to case basis, after enquiry in the field . Service Provider is responsible for ensuring data security at its premises, Breach in security will make the service provider liable for penalty, including termination of the contract
30	22	50	3.3.10	3.3.10 Safety & Security of Data, Premises, Location/site	7. The rogue behavior of the employees of Service Provider shall fall under the 'Unlimited liability' to the Service Provider.	1) UIDAI to elaborate on this point for better clarity	If employee(s) of Service Provider engage in actions resulting in damage to the Purchaser, the Service Provider will be answerable and liable for penalty
31	23	52	3.6.2	Payment for Services	Payment for Services 3) The Purchaser shall endeavor to make the payment within 30(thirty) days of receiving the invoice (complete in all aspects) from the Service Provider.	1) UIDAI team to share the supporting documents required along with bill invoice.	After audit operations of the quarter are successfully completed, UIDAI will share necessary reports/documents with the Service Provider for calculation for invoices. List of required documents to be submitted with the invoice will be shared with the Service Provider
32	24	52	3.6.4	Terms of Payment	1. The payments in respect of the Services shall be made as follows: a. The Service Provider shall submit the invoice for payment when the payment is due as per the agreed terms on "Quarterly basis".	1) Is there a possibility that UIDAI can release bill invoice payment on monthly basis, likewise what is happening in 1947 engagement?	No Change

33	25	52	3.6.4	Terms of Payment	b. The Service Provider shall provide all documents related to performance during the quarter that would be required to compute price and penalties. This would include the invoice in triplet (three copies), QC Audit MIS output reports mentioning the number of QC request Audited/completed during the Quarter, UIDAI QC System down time report (with details of tickets raised with UIDAI for system outage), TAT SLA report and Quality SLA report ,Grave Error report , Quarterly payment calculation report and action taken on open audit observations. In case of variation between ADQASA and UIDAI agencies in the system downtime / volume checked etc, the decision of HQ UIDAI (in consultation with Tech Centre) will be considered final and binding. In case of any critical UIDAI Audit finding, UIDAI shall have right to withhold 15% of the quarterly applicable payment till such time the Agency rectifies the issue and informs the same to UIDAI. UIDAI shall release the withheld payment with the next payment.	1) How would the Output be calculated? UIDAI to share the exact calculation methodology 2) Is there an option for ADQCSA to raise any real time technical tickets to MSP/MSAP/SDA for downtime, e.g. slowness in application, application not responding, unable to process packets, etc. as these issues will impact the output? 3) Will ADQCSA get access to calculate the real time TAT of packets or real time access to repots to gauge the performance of each operators? 4) UIDAI to share the audit parameters & application on which the audits would be done. UIDAI to give access to all the audit report to ADQCSA	1) UIDAI will share basic reports with respect to day-wise TAT and Quality SLA for the completed quarter. Service Prvider is expected to do the further computation and accordingly raise invoice 2) Will be shared with the successful bidder 3) Real time access will not be provided. However, performance reports of the operator will be shared 4) Audit process has been detailed in clause 5.1.15.2 of RFP.
34	26	53	3.6.4	Terms of Payment	e. The release of payments will be Performance (output) based, where the payments are made for number of records successfully Quality Checked after deduction of any applicable recovery.	1) Are there any Rewards applicable, if all the SLA parameters are achieved successfully? 2) UIDAI to share exact calculation method of payment to be made by UIDAI so that correct invoice can be raised. 3) We suggest that payment to be made for packets of the QC including the ones that failed the QC check as QC operators has to go through all the packets	1) Please refer to clause 4.2 of RFP for SLA recovery. 2) UIDAI will share basic reports with respect to day-wise TAT and Quality SLA for the completed quarter. Service Prvider is expected to do the further computation and accordingly raise invoice 3) Payment will be made for every packet processed. SLA Recovery if any, shall be applicable from the payment.
35	27	53	3.6.4	Terms of Payment	h. Power to withhold: Notwithstanding anything contained in the payment schedule, if in the opinion of the Purchaser, any work done or supply made or service rendered by Service Provider is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to withhold a reasonable portion of the payments due to the Service Provider, till such work / service is made conforming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of the purchaser under this Contract.	1) Will the payments get withhold if deficiency in data processed is in lieu of any kind of dependency on FTR / Data or Clarity awaited from UIDAI?	Recovery will be made as per the SLAs defined in RFP

36	28	53	3.7	3.7 GOOD FAITH 3.7.2 Operation of the Contract	1. The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but failure to agree on any action pursuant to this Clause shall not give rise to a dispute, subject to arbitration in accordance with Clause GCC3.8 hereof.	1) what arrangement would be made from client end during crisis for WFH?	No work from home permissible under any circumstance on account of confidentiality of personal data of residents being handled by the operators.
37	29	55	3.9	LIQUIDATED DAMAGES	1. If the service provider fails to commence Quality Audit services as per time plan specified by UIDAI (Clause 3.2.3 of GCC) due to reasons solely attributable to vendors for which decision of UIDAI shall be final and binding, liquidated damages at the rate of 2% on the cost of Actual shortfall of service is applicable. Actual shortfall of service will be calculated as the difference between the actual number of packets which should have been allocated as per the commencement plan and the actual packets allocated. For Example:- if there is a delay of 9 days in the commencement of Quality Audit services, then a recovery shall be applicable @ 2% of cost of packets which would have been allocated for 9 days (2% of cost of 25% packets for 9 days). This LD shall continue till required levels of QA operations are achieved. LD will be over and above SLA recoveries on TAT, Quality and Grave Error payable. Total LD will be separately capped at maximum of 10% of the work done during the entire duration of the contract. Work done during the contract	1) Would LD get applicable if QC cannot be commenced due to any kind of dependency on FTR / Data or Clarity awaited from UIDAI?	LD shall be applicable if the service provider fails to commence QC services as per time plan specified by UIDAI (Clause 3.2.4 of GCC) due to reasons **solely attributable to vendors** for which decision of UIDAI shall be final and binding. Please refer clause 3.9 of RFP
38	30	56	3.12	3.12 MISCELLANEOUS PROVISIONS	5. The Service Provider shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the Service Provider. The total amount of such compensation or damages to be paid under this condition shall not exceed 20% of the Contract Value of work at the time of signing of the Contract.	1) UIDAI to elaborate this point with some relevant sample scenarios for better understanding.	Please refer clause 3.12 (5) of RFP ,it is very explicit and clear.

39	31	59	4.1.2	Scope of Work forADQASAs	5. ADQASAs should carry out Quality Audit check out as per processes established by UIDAI. The Quality Audit does not have any implication on the decision of the packet taken by the QC Operator. Audit will be done in four stages which is detailed in Section V as Annexure XV clause 5.1.15. During Audit, Audit Operators to check whether the disposition of the packet by ADQCSA is as per UIDAI guidelines. In the first stage, the packets identified for Audit is checked by Audit operators. In case if the disposition on the packet in Stage 1 Audit is different from the disposition taken by QC operator, then the packet is considered to be in error. All error packets from Stage 1 moves to Stage 2 of Audit process, where all such error packets are shared with respective ADQCSAs for review of the Audit decisions. The ADQCSA may accept or reject the Audit decision. An Audit packet will move to Stage 3 of Audit process in case if QC Reviewer rejects the decision with valid justification. In such cases the packet will be checked again by QC Audit reviewer to check whether the decision of Audit operator or the vendor reviewer based on justification is correct. All cases where the Audit reviewer rejects the review of ADQCSA are checked by UIDAI/GRCP in Stage 4 and the decision of UIDAI/GRCP shall be final. Detailed	1) UIDAI to share additional scenarios where ADQASAs will reject step1,2,3,4. 2) What will be the criteria followed for rejection ? 3) How will ADQASAs reply to resident queries?	1) & 2) Quality Check guidelines will be shared with the agency after selection and based on the guidelines, validation/rejection of packets is to be carried out by ADQASA. 3) ADQASA is not required to respond to resident queries
40	32	60	4.1.2	Scope of Work forADQASAs	UIDAI has engaged MSP (Managed Service Provider)/MSAP(Managed Service Application Provider)/ SDA(Software Development Agency) for development, maintenance and support for QC Applications and other related systems and components of the Aadhaar ecosystem.	1) Who would be the MSP? 2) Would UIDAI or MSP share the TAT for resolving any technical issue which impacts the ADQASAs performance ? 3) Would Escalation matrices be shared by UIDAI or MSP, in case any technical issue is not resolved within the time line & also if it is impacting IA's performance? 4) Would an RCA be shared by MSP post resolving any technical issue ? 5) Would SLA Penalty get waived off in case ADQASA's performance has been impacted, due to any kind of technical latency issue ?	1), 2), 3) & 5) Will shared with the successful bidder 4) Beyond the perview of the bidder
41	33	60	4.1.2	Scope of Work forADQASAs	The Quality Check/Quality Audit applications developed by UIDAI MSP/MSAP/SDA may be modified during the currency of the agreement as per changes in processes for enrolment, updating or quality check as well as to incorporate business process re-engineering with an aim to enhance efficiencies of the entire system of Aadhaar which may result in change of quantum of work. This may result in increase or decrease in QC/Audit effort on part of the operators without any financial effect. Inter alia rate per packet of QC Audit with document shall remain unaffected due to change in application.	1) Would UIDAI allow UAT before implementing any change or modification in the QC application, a UAT to be done. 3) UIDAI to provide prior intimation of any modifications incorporated in SOPS & Applications. 4) Will there be any impact on SLA performance due to these modifications, if Yes then necessary waivers to be incorporated.	1) Not under the perview of the bidder. 3) Modified SOPs, if any will be notified 4) Generally there is no SLA implications, if any, it will be handled on case to case basis
42	34	60	4.1.2	Scope of Work forADQASAs	11. Bidders must familiarize themselves with the latest state-wise Aadhaar saturation data and documents required for enrolment & update process as available at UIDAI website for better understanding of Aadhaar process and for working out the quantum of time required for each process	1) Will UIDAI provide web site access via CRM to check for real time updates ?	Required information is available on UIDAI website. CRM access will not be provided

43	35	60	4.1.3	QC process	4. Each Biometric Exception check packet consists of a set of resident photo and exception photo to be verified.	1) What will be the process to check whether verification is done successfully of it has got failed ?	Objective of the auditor is to validate the work performed by ADQCSA, review the packets as per the guidelines and dispose them accordingly, including biometric exception packets
44	36	61	4.1.4	QC Audit process	In case of same disposition by Level 1 & Level 2 Audit operators, the stage 1 Audit process concludes and their disposition shall be the Audit disposition which is compared with the QC operators disposition. In case if disposition by Level 1 & Level 2 Audit operators does not match, the packets moves to Level 3 Audit operator. The decision of the Level3 Audit Operator shall be the Audit disposition is compared with the QC operators disposition.	1) How would Level 1 & 2 Dispose their QC check audit? 2) Will there be a CRM application or any other Application to dispose QC check audits?	UIDAI will provide QC audit application and necessary guidelines, through which auditors will review and dispose the packets
45	37	62	4.1.7	Estimated total Volume and scope of work	1. The cumulative estimated volume for Audit for a 2 year period shall be 2.32 Cr packets. However, UIDAI provides no assurance of the volume or the equal spread of the volume over the period. Bidders must make their own business assumptions for the same, based on data shared in this RFP and available on UIDAI website. UIDAI expects fluctuations in the monthly volumes for both enrolments and updates. In addition UIDAI may increase or decrease allocations at its sole discretion.	1) What is the scope for MG option on the monthly volumes. 2) Would UIDAI provide any language wise projections for the monthly volumes at least 45 days in advance to have adequate manpower in place.	1) UIDAI provides no MG. Payment will be in terms of no. of packets processed 2) Language-wise projections are given before every quarter to ADQCSA, based on which projections for ADQASA will be shared
46	38	62	4.1.7	Estimated total Volume and scope of work	3. UIDAI shall publish language wise Daily Target for Audit vendor during the first week of every quarter(Qn), which will be applicable for the next quarter(Qn+1). This Daily Target shall be; 10% of the average daily packets allocated in the previous Quarter[(Qn-1)/90] (last 3 months) or 10% of the average daily packets allocated in the previous two Quarters[{(Qn-2) + (Qn-1)}/180] (last 6 months), whichever is higher; or as decided by UIDAI at its sole discretion (which may be more/less than the average as spelt in first five line of this para). ADQASA is expected to meet or exceed the Language wise Daily Target every day and should build minimum language-wise capacity of manpower required to dispose as many packets as per Daily Target applicable for the Quarter. Immediately on signing the contract, UIDAI will publish the Daily Target (Language Wise) to be applicable to ADQASAs in 1st Quarter of the operations	1) What is the current rate at with the packets are getting QC checked on daily basis. 2) Will there is any Beta period of 90 days for this project before implementing the targets of SLA's.	1) The proposed process is different from the current process and the scope of work is also different. However, it is normally seen that an operator is able to check about 200 QC request(enrolment/update) with document or 1500 Biometric exception or 2000 DDC/DBD requests in a day of 8 hours. Please note this figure is only indicative and cannot be used as a benchmark for QC operators output. Also this cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever.These figures do not have any bearing on any clause of the RFP and cannot be quoted by vendors for seeking any claim whatsoever, during contract operations. 2) The TAT SLA parameters provided in the Service Level Agreement shall be applicable from the 2nd month of 1st Quarter after commencement of QC operations by ADQASA. All other SLAs shall be applicable from the 1st day of commencement of operations.
47	39	66	4.1.8.2	Pre requisites for all resou	Test will be on UIDAI portals. All other expenses shall be borne by the vendor. UIDAI will not charge any fee for the test.	1) On Which UIDAI Portal will the test be conducted? 2) Will it be an Internet basted Portal?	1) & 2) UIDAI has an internal portal for conducting test.

48	40	67	4.1.8.3	Training of Manpower	1. The ADQASA shall identify resources to employ for the operations, get them trained. 2. The ADQASA shall employ Audit trainers. Audit trainers shall undergo training at UIDAI as per its schedule. These Audit trainers shall be responsible for training of Audit Operators and Audit reviewers of ADQASA and clarifying any doubts and queries of Audit operators & Audit reviewers. 3. ADQASAs will develop and deploy robust system for regular updation of its Auditors on new QC guidelines and other instructions from UIDAI. The process shall be monitored by UIDAI. 4. The ADQASA providing in house training shall translate the training material into local language and hand it over to the course participants. 5. Course material in softcopy for the training shall be provided by UIDAI. 6. UIDAI will conduct a test for QC operators meant for audit. 7. Only a person who has successfully passed the test from UIDAI shall be allowed	1) What is the entire duration of training period including certification. 2) How many attempts can one QC operator take to clear the test.	1) Please refer to clause 3.2.4 for projected timelines of training 2) There is no cap for the number of attempts for taking the test. However, there will be a cooling period of 15 days for training , for repeat appearance for QC test.
49	41	69	4.1.8.4 B	Responsibilities of the Age	a. Establish exclusive QC audit centers as per the specifications issued by UIDAI and deploy adequate manpower as required to carry out the operations. 2. Deployment of the required hardware/software for setting up of the QC audit processing centers for the enrolment and update requests.	1) who would provide Hardware & Software for processing centers for processing enrolment & update requests.	The query is not under the perview of the contract. However, the following is clarified assuming the question pertains to QC audit: ADQASA will have to bear the cost of procurement and installation of hardware/software at it's audit centres. QC audit application will be provided by UIDAI
50	42	73	4.2.2	Quality Audit SLA	Quality SLA Entire clause	UIDAI to share the audit parameters & application on which the audits would be done. Would UIDAI give access to all the audit report to ADQCSA	Audit parameters would be same as QC parameters. Audit report would be shared with ADQCSA.
51	43	99	5.1.11	ANNEXURE XI: UIDAI Information Security Guidelines for Third party (ADQASA)	2. ADQASA support personnel shall provide the information regarding the background such as education, criminal record, employment history, police verification etc of all the resources deployed in the project including support staff and provide a self-declaration that the information provided is correct. UIDAI or agency appointed by UIDAI may validate this information during or after the employment of the respective personnel; 5. All ADQASA employees handling UIDAI information assets shall adhere to the following information security requirements: b) Sign a confidentiality (non-disclosure) agreement issued by ADQASA in addition to the contractual requirements. This could be done through a self-declaration document; d) Complete the security awareness training as a part of the ADQASA on-boarding process. Training should cover social	2) Who would bear the cost for BGV, CBSL Or UIDAI ? 3) who would provide Security training modules/content for conducting necessary trainings.	1) ADQASA will bear the cost of BGV 2) Service Provider will have to comply with security guidelines specified in the RFP, no additional security training modules/content will be provided by UIDAI

Important Note:
In case of any contradictions between the responses herein and the RFP, the RFP shall supercede.