

## Amendments to RFE and Clarifications to Pre bid queries

### Amendments to RFE for empanelling Enrolling Agencies

Section and page number in RFE	Existing	To be read as
<b>Clause 1 of Section 3.1 - General Eligibility Criteria Page number 7</b>	1. The Bidder (single agency/ all consortium members) should have been in existence for a period of at least 2 years as of 31-3-2010.	1. The Bidder (single agency/ prime agency in case of consortium) should have been in existence in India for a period of at least 2 years as of 31-3-2010.”
<b>Clause 2 of Section 3.2 - Mandatory List of Documents to be submitted Page number 8</b>	2. Letter of Association in case of Consortium and certified true copy of the consortium agreement between the Prime Bidder and the other members of the consortium, describing the respective roles and responsibilities of all the members, in meeting the overall scope and requirements of the proposed Project.	2. Letter of Association in case of Consortium OR certified true copy of the consortium agreement between the Prime Bidder and the other members of the consortium, describing the respective roles and responsibilities of all the members, in meeting the overall scope and requirements of the proposed Project.
<b>Para 4.4.1 - Procure Biometric Devices as per UIDAI Specifications Page number - 16</b>	The enrolling agency should procure biometric devices (for fingerprint and iris capture), used for capture of biometric data at the enrolling station, which conform to UIDAI specifications and certified by UIDAI.	The enrolling agency should procure web/digital camera (for facial capture) and biometric devices (for fingerprint and iris capture), used for capture of biometric data at the enrolling station, which conform to UIDAI specifications and certified by UIDAI.

## Clarifications to Pre bid Queries

Sl. No	Reference to the relevant section in the RFE Document and Page No:		Response / Clarification
1	Not Provided	<p>1. What would be the quantum of investment?</p> <p>2. What would be the remuneration benefits for the efforts from our side.</p> <p>3. Will be paid per UID enrolments; or lump sum basis. Etc??</p> <p>4. At what point of time would we be paid for our services.</p>	<p>1. Laptop and web/digital cameral – Rs. 50,000 Slap scanner (fingerprint) – 1.25 lakhs Iris scanner - 1.25 lakhs <b>Total cost – 3 Lakhs</b> However, the prices are expected to reduce on account of economies of scale</p> <p>2. Remuneration shall be per successful enrolment and shall be decided through a bid process conducted by the Registrar.</p> <p>3. Payment shall be made per UID enrolment.</p> <p>4. Since payment would be per successful UID enrolment, payment would be made after the allotment of the UID number.</p>
2	P 67 – states “The devices are to be procured by the Enrolling Agencies. The list of devices and the configuration prescribed for each of the devices is given as Annex V”.	Annex-V is the “Format of Letter of Empanelment & Terms and Conditions “We believe that there is an error in the document and that the list of the UIDAI approved biometric devices has not been included. This information is required for cost estimates for these specialized items.	Please refer the corrigendum issued on 18 <sup>th</sup> May 2010.
3	Page 20 (4.4.3)	How many <b>master trainers</b> are required for getting trained?	Number of Master trainers shall be decided by the Enrolment agency based on the number of enrolment staff.
4	Page no 8 (3.2)	All the supportive documents are Photostat copies?	No. All Auditor certificates, Letter of Association in case of consortium and declaration from senior management are required in original. Work experience certificates shall be either original/Photostat.
5	Page No. 164.4.1	Kindly provide the UIDAI Biometric Specifications	Specifications for capture of Biometric information are provided in Annexure III of the RFE. Please visit the UIDAI website ( <a href="http://www.uidai.gov.in">www.uidai.gov.in</a> ) for Biometric device specifications.
6	Page No 74 Annexure 4	6% Coverage is population wise or population area wise.	Coverage mentioned in the RFE is based on overall population only.
7	Not given	Whether, an Individual Enrolling himself by furnishing	An individual cannot enroll himself through a web based application hosted by UIDAI. The

		demographic data through a web based application hosted by the UIDAI can visit directly to the enrolment agency or he is bound to move through some Registrar. If he can come directly who will decide the fees and if through Registrar, how he will select the Registrar.	individual has to get enrolled only through an enrolment agency.
8	Not given	Whether an enrollment agency has to apply for the enrollment with the registrar, is it to the head of the Institute or to the local body where the work has to be done.	Enrolment Agency has to participate in the bid process conducted by the Registrar.
9	Not given	Is partnership eligible to apply for empanelment and if yes how net worth will be calculated.	Partnership in the form of a consortium/single bidder is eligible. Net worth of only the prime bidder shall be considered for evaluation.
10	Page No. 27	In the process flow there is some part of the text that has gone beyond the limits of the shape which is causing confusion to understand the process. Also, there is one text box after the step Agency follows UIDAI prescribed standard processes, specifications which contains no text. I assume that this text has disappeared in the process of converting the word file to PDF	No critical text has been missed. The empty box contains the text “The organization continues to be empanelled”.
11	16,17	What will be the indicative cost for the items mentioned in the pages 16,17 especially taking into consideration the condition that they have to conform to the specifications by UIDAI.	Laptop and web/digital cameral – Rs. 50,000 Slap scanner (fingerprint) – 1.25 lakhs Iris scanner - 1.25 lakhs  <b>Total cost – 3 Lakhs</b> However, the prices are expected to reduce on account of economies of scale
12	19	What will be the indicative cost for Certification and Training which the Operators have to pass and who will bear the cost?	Cost for certification and training will be determined later. Enrolment agency/test taker shall bear the cost.
13	35	What are the indicative charges that we may expect as an Enrollment Agency for each registration? (Standard scope of work). Who will be paying the charges (Enrollee or the Registrar).	Remuneration shall be per successful enrolment and shall be decided through a bid process conducted by the Registrar. Registrar shall pay the Enrolment agency.
14	Ref:3.3.2 (ii)	Is the volume of Enrollment	Empanelment at this point of time is open for

		done during coastal villages NPR Phase -1 done by CPSUs will be considered for Level T-3 Technical Evaluation?	Level T1 and T2 only. For Level T3, eligibility is based on successful UID enrolments.
15	Ref:3.3.3 b (I,ii,iii)	Is this Enrollment scheme & Enrollment of creation of NPR by CPSUs are same? If yes, what is the geographical location of UADAI & CPSUs? If No how it is different?	UIDAI is empanelling enrollment agencies which may be used by any registrar as part of enrollment process for UID creation.
16	Ref:5.6.1 (e)	For Partnership Firm, whether the turnover & net worth both is mandatory or only turnover is required for Technical Evaluation?	For commercial organizations, both Net worth and Turnover are required to be provided.
17	Not given	Will there be any security provided for EA while the execution of Enrollment activities especially for safety and security of resources in Maoist/Naxalite affected districts in South Eastern States?	Registrar is to provide institutional mechanism to effectively implement and oversee UID project. As per the MoUs with the State Governments, they are required to provide institutional mechanism to effectively oversee and monitor implementation of the UID project.
18	Not given	Will there be any minimum Nos. of turn out guarantee for EA & as the density of respondents will vary from place to place and due to inadequate awareness campaign?	No, there is no guarantee on the turnout of residents for enrolment.
19	3.3.2, Page 12	Net worth OR Turnover, which is applicable for commercial organization?	For commercial organizations, both Net worth and Turnover are required to be provided.
20	Section 3.1 (3) Page 8.	We are a Proprietary concern with PAN number and SSI certified. We have time till Sept'2010 to submit returns for the period ending 31-03-2010. Is it ok if we submit the audited balance sheets of the previous two financial years.	Please provide auditor certificate for the turnover and Net worth for financial year 2009-10. Relevant documents for the previous years may also be provided.
21	Section 3.3.2, Page No.12,13	For Tier-1 is the eligibility minimum INR 50 Lakhs Turnover or Profit. Similarly for Tier-2 is the eligibility minimum INR 2 Crores Turnover or a profit of INR 2 CR	Please refer section 3 of the RFE.
22	Section 4.4.3 Page no.19	Will Induction Training/ Tests be conducted in New Delhi or in the State/UT where we are empanelled	Induction training should be provided by the Enrolling agency which has hired the operator/supervisor etc.
23	Section 4.4.2 (b)	Will the premises for setting up	Registrar may choose to provide space for

	Page No.17	of enrollment centre be provided by the Registrar or we have to rent it.	setting up enrolment stations at government owned buildings and offices wherever available – this will be determined as part of terms and conditions of the contract with the Registrar.
24	Section 4.4.2 (a.2, 4 & 5) – Setting up of Enrolment Stations and Enrolment Centres – Page 16/81	Make, Model & Specifications of: - Digital/web camera (with resolution),- Fingerprint Capture Device; and - IRIS capture device	EA shall procure only certified devices. UIDAI is appointing an agency to certify the devices.
25	Section 4.4.2 (b.1) – Setting up of Enrolment Stations and Enrolment Centres – Page 17/81	Is population data ready if yes, who will provide the soft copy of the population data?	No. For specific areas the registrar may provide the population data.
26	Section 4.4.2 (b.3) – Setting up of Enrolment Stations and Enrolment Centres – Page 17/81	Which printer (laser or slip printer) for slip printing?	Enrolment Agency shall decide.
27	Point 1.13 of Annexure III (General Guidelines for EAs – Biometric Data) - Page 50/81	Chapter X and Annexure VI mentioned therein is not in the manual?	Addressed in the corrigendum issued on 18 <sup>th</sup> May 2010.
28	6.2 Award of Enrolment Work to Eas Page 35/81	Who will be Registrar/competent authority for this task?	The Registrar.
29	4.4.1 Page no 16	Is there any rate contract for these bio metric devices and is sufficient quantity is available with the certified Vendors	No rate contract is available. It is expected that the volume will drive the availability of sufficient quantity and reduce the prices.
30	4.4.3 Page No 18	What is the cost of Training / certification of each operator	Cost for certification and training will be determined later. Enrolment agency/test taker shall bear the cost.
31	Annexure 4 Assumptions	Each enrolment Station can Enroll Approximately 60 enrollees a day. Was it Calculated after doing some sample study or based on Calculations?	This estimate is based on POC (Proof – of – Concept) conducted at various locations.
32	4.4.3 Hire & train manpower for UID	The list of agencies who can conduct training of the hired man power is required , state wise, as it is not clear who all are the authorized agencies.	UIDAI is empanelling training agencies to conduct training for UID enrolment. The list of empanelled training agencies shall be available shortly on the UIDAI website. The enrolment agencies can engage these empanelled training agencies for their training needs.
33	The infrastructure	The specification, of the	EA shall procure only certified devices.

	and instrument required for UID	instrument for BIOMETRIC DATA, IRIS data capture to be procured should be listed.	UIDAI is appointing an agency to certify the devices.
34	6.2 page 35	Would registrar charge us and we have to bid for it	Award of work shall be decided through a bid process conducted by the Registrar. Registrar shall pay remuneration to the Enrolment agency per successful enrolment.
35	1.4 page 48	Registrar would provide space for the station	See response to Q 23
36	3. 3.1 N 3.2 page 56	Total approx cost of equipment and do we have to pay for the software and other manuals from UIDAI?	See Q11 above. Software and manuals from UIDAI will not have any charges.
37	4. 7.5 page 37	Do we have any performance clause and any penalty clause ?	This shall be decided by the Registrar while engaging the Enrolment Agency through a bid process.
38	5. 1.2 page 48	Is there any restriction to the number of enrolment agencies per area by the registrar	UIDAI has no prescribed restrictions, this is for the Registrar to determine during the bid/contract process.
39	3.1(1) page-7	Proprietorship/consortium	Question not clear
40	3,3.1 Page – 10	Proof of Technical capability	Question not clear
41	3,3.2 page-12	Audited Proof	In cases where certified financial statements for 2009-10 are not available, statement certified by the Auditor is also acceptable. However agency has to furnish audited statements for 2009-10 by September 2010 or as prescribed by UIDAI. In addition to this the financial statements for 2008-09 should also be submitted along with proposal.
42	3.2 page-8	Documents proof	All Auditor certificates, Letter of Association in case of consortium and declaration from senior management are required in original. Work experience certificates shall be either original/Photostat.
43	Page no-50 - Recommended standards there is no Annexure -VI in the for Biometrics and Iris camera in Annexure-VI	Manual-however specifications/ Models/Makes can be furnished	Addressed in the corrigendum issued on 18 <sup>th</sup> May 2010.
44	P-35- Sec.6.5.2 RFP need limited to empanelled E.A.s	Our request is to consider the empanelled E.A.s only	The decision on the engagement of Enrolling Agency is solely with the Registrar.
45	P-19; sec.4.4.3.IV Induction Training To ? to Operators Supervisors etc.	when, where and by whom	Induction training should be provided by the Enrolling agency which has hired the operator/supervisor etc. It needs to be provided for a period of 10 to 15 days before

			the operator/supervisor is actually deployed.
46	P-15.d. Consortium partners experience shall be evaluated only for Techl capacity and not for Financial capacity	our request is to consider both for evaluation	Financial capacity of the consortium partners cannot be considered for evaluation since there is no guarantee that the financial resources can be employed in execution of this project, if such a need arises.
47	sec. 2.2.8. refers to chapter 7.-	There is no chapter 7 in the Manual	Addressed in the corrigendum issued on 18 <sup>th</sup> May 2010.
48		Who is eligible to get UID Number/card	As per the UIDAI prescribed norms, all residents of India are entitled to get a UID number. There is no UID card, it shall be only a UID number. Please visit UIDAI website( <a href="http://www.uidai.gov.in">www.uidai.gov.in</a> ) for more details.
49		Who will issue / print the UID card	The UID number shall be issued by the UIDAI. The same shall be sent to the resident by registered post.
50		What is the tentative / indicative floor bid price	There is no tentative/ indicative floor bid price. Price discovery is through competitive bidding process to be conducted by the Registrars.
51	Sec 4.4.4 Pg:21 Point 2-f,g&h	Clarification	Please see annexure for more details. Aadhaar is the same as UID.
52	2.2.5 and page no. 52	Who would be primarily responsible for publicity/ awareness campaign at state/District/ block /village level	The Registrar shall be primarily responsible for all publicity in the area where the registrar takes up enrolment. However, the Enrolling agency shall work closely with the local government representative and the Introducers to publicize in the locality where the enrolment station is set up about the address, duration of presence of the enrolment station and the importance of UID to the residents.
53	3.3.1 Level T2 – Skilled and page no. 10	Is there any certified agency already in operation, if not then who would be responsible for certifying UIDAI Enrollment operator.	UIDAI is in the process of selecting a Testing and Certifying Agency. The Testing and Certifying agency shall start operating shortly and shall conduct testing and certification for the enrolment staff.
54	2.4 page 53	Will Registrar guarantee the space as per specification because our experience in Bihar and Jharkhand is different? If not what alternative.	Refer response to Q23 above.
55	6.5 page no. 69	i) If operator is unable to capture all finger print of a person then what. ii) For children below 5 years and persons above 70 years finger print inputs cannot be captured properly as per our experience. What is the	The instructions for the same are available in the section 6.3 of Annexure III (in the corrigendum to the RFE issued on 18 <sup>th</sup> May 2010)

		instruction in that case	
56	4.4.2 and page no. 16	What is the minimum number of enrollment stations that needs to be deployed by Tier 2 Enrolling agency	The number of enrolment stations to be made available shall be decided by the registrar in consultation with the enrolment agency.
57	Page No 67 - 6.2	Please provide more information on UIDAI software mentioned here.	Details of the enrolment software developed by UIDAI shall be shared with the Enrolment agencies at an appropriate time.
58	Page 16-4.4.2.a	Is there any area (KI.mtr) is defined to be setup of 1Enrollment Station?	There is no such prescription at this stage. However the Registrar shall determine such parameters while engaging the enrolling agency.
59	Page 17-4.4.2.b	Will you provide actual specification/make of laptop, finger & Iris device etc?	The specifications of the devices to be used shall be given by UIDAI. However the make/manufacturer of the devices will not be specified.
60	Not Given	Whether ES will be moving entity, if yes : who will provide transportation & accommodations?	The Enrolment station can be stationary or mobile. All costs for enrolment including transportation & accommodations to be borne by the enrolment agency.
61	Not Given	Whether any administrative & police will be available at ES for smooth functioning?	As per the MoUs with the State Governments, they are required to provide institutional mechanism to effectively oversee and monitor implementation of the UID project.
62	Not Given	Who will inform to the beneficiaries to go for AADHAAR campaign? Whether any invitation kind of slip will be distributed?	To encourage UID enrolment at the local level, the Enrolment agencies can take up activities that are felt suitable by the enrolment agency. Nevertheless all publicity materials and content should be approved by UIDAI/Registrars in such instances.
63	3.2 clause 3 –Page 8 of 81	In case, the audited certified financial statements for the financial year 2009-10 is not available, an Auditor's certificate specifying the Net worth and Turnover/ Grants-in-aid of the organization as of 31 March 2010 should be provided for the same. How do we calculate Net Worth when the Financial Statements for the year 2009-10 are not ready?	In cases where certified financial statements for 2009-10 are not available, statement certified by the Auditor is also acceptable. However agency has to furnish audited statements for 2009-10 by September 2010 or as prescribed by UIDAI. In addition to this the financial statements for 2008-09 should also be submitted along with proposal.
64	Annexure II clause 9 page 45 of 81	Net Worth of the Single Agency as on 31st March 2010 in case of a Private / Commercial organization/ PSU/ Govt. Company / Autonomous Body duly certified by the company Auditor (Do not include	The auditor certified statement shall contain all the details as specified in the Application. No other format without these details is acceptable.



		intangible assets) Will it be all right if the Auditor certifies: “The Net worth is not less than.....” Or “ The Net worth of the company for the year 2009-10 is approximately.....”	
65	Not Given	Shall we submit the net worth and relevant details for 31st March 2009 since it will not be possible to give exact figures for details as required to calculate Total net worth as on 31.03.2010	Please refer response to Q. 63.
66	4.4.1 Page No: 16	Can we get the Technical Specification for Biometric devices/ approved vendor list	UIDAI shall issue such specifications and approved vendor list at a suitable time shortly.
67	4.4.2	Whether the Software will provide by UIDAI or we have to develop by our own?	The enrolment agency shall use only the software provided by UIDAI/Registrar.
68			
69	67	what are the documents eligible /acceptable As “ Document Evidence “	The list of documents eligible/acceptable for POA/POI is provided in Appendix I of Annexure III.
70	Not Given	IF A Company Does Not have any previous experience in Biometric & Iris field then, how they will be trained and who will trained them?	UIDAI is empanelling training agencies to conduct training for UID enrolment. The list of empanelled training agencies shall be available shortly on the UIDAI website. The enrolment agencies can engage these empanelled training agencies for their training needs.
71	Not Given	How many Companies will be enrolled from a particular state and what will be the selection process if more than required no of companies having the eligibility criteria have applied for the empanelment.	The Registrars shall engage the Enrolment agencies through a commercial bid process. The number of enrolment agencies operating in a particular area shall be determined by the Registrar. Please refer to the UIDAI website for more information on the role of Registrar.
72			
73	Ref page 10	– What is the benefit of moving from T1 to T2 to T3 to T4	Empanelled enrolment agencies shall increase their chances of being awarded enrolment work by achieving higher levels of technical capability. Please refer section 6.2 of RFE.
74	No Page	Do we have list of registrars?	UIDAI/Registrars will provide information at an appropriate time.
75	No Page	Do we have any cost information per UID based on proof of concept	Equipment cost has been indicated in Q11.

76	Procurement of Biometric Devices as per UIADAI Specs - Section 4.4.1 of Pg 16/81	Cameras are integral part of the Biometric Data capturing exercise , must get mentioned in this section along with other Biometric Devices , request for UIDAI consideration for mandating all Agencies to conform to specifications recommended & mandated by the UIDAI specifications through the Biometric Standards Document on facial capture	The standards and specifications to which the biometric devices should conform to have been laid down in the Biometric Standards Document. This includes facial capture process and specifications. These have to be followed by all the agencies.
77	List of docs to be collected as per Table A - Section 1.11 of annexure III in Pg 49/81	Clarification on retention of Docs in either hard / soft form by the Enrolment agencies for future ref , List of Supporting Documents are to be produced for KYR data capture & verification.	Not relevant for the empanelment process. When the registrars call for the financial quotes, they will describe the scope of work and other details.
78	Collection of Data & verification - Section 5.2.3.2 of annexure III in Pg 61/81	Are the Supporting Documents being produced for KYR data capture & verification, to be retained in either hard / soft form by the Enrolment agencies for future ref	Not relevant for the empanelment process. When the registrars call for the financial quotes, they will describe the scope of work and other details.
79	Capture of Facial Image - Section 6.4 of annexure III in Pg 68/81	What are the checks & controls on the guidelines issued , will specifications recommended & mandated by the Demographics Standards Document on facial capture be the mother document	Yes, but subject to revisions by UIDAI from time to time.
80	Guidelines for capture of Facial Image - Section 6.4.1 to 6.4.5 of annexure III in Pg 68 & 69/81	Facial capture Processes are equally important like the Devices and are integral part of the Biometric Data capturing exercise , request for UIDAI to mandate for All Agencies to conform to specifications recommended & mandated by the UIDAI specifications through the Biometric Standards Document on facial capture	The standards and specifications to which the biometric devices should conform to have been laid down in the Biometric Standards Document. This includes facial capture process and specifications. These have to be followed by all the agencies.
81	Scope of Work – Page No. 16	Demo on delivery prototype with standard equipment (hardware to be provided)	Question not clear
82	Technical Capability – Page No. 11	Karvy has over 400 branches having a footfall of over 1 lakh customers with established track record in customer service, PAN processing etc., can we seek for	Any agency that in normal course of their business interact with residents can be considered to function as Registrars. Empanelment at this point of time is open for

		enrollment as Registrar and also seek enrollment for Level T-4 directly	Level T1 and T2 only. For Levels T3 and T4, eligibility is based on successful UID enrolments.
83	Hire & Train Manpower for Enrolment – Page No. 18	Need clarity on testing and certification on operator/supervisor/technical personnel, who are the agencies which can certify, can enrolment agency be also a certifying agency	UIDAI is in the process of selecting a Testing and Certifying Agency. The Testing and Certifying agency shall start operating shortly and shall conduct testing and certification for the enrolment staff.
84	Send Enrolment Data to Registrar – Page No. 25	Enrolment data transfer methodology, frequency, model etc. to be clarified with data storage norms	UIDAI will separately prescribe the methods and standards.
85	General Question	To provide pricing for services and also standard equipment cost along with empanelled vendors for the equipment.	Q11 response provides indicative equipment costs.
86	There are certain references in the document, which are not available	i)Page 18 Point 4.4.2 b vi. Refers Chapter 10 of Annexure III. But there is no such Chapter. Hope the reference is pertaining to Annexure IV A. ii) Page 18 Point 4.4.3-> i-> 3 refers gadgets as specified in 1.a above. But there is no section 1.a. Hope the reference is pertaining to 4.4.2-> iii) Page 50 Point 1.13 – Reference is made to Chapter X and Annex VI. No such chapter and annexure available.	i) Please refer to Annexure IV A of RFE. ii) Please refer to 4.4.2 a iii) Addressed in the corrigendum issued on 18 <sup>th</sup> May 2010.
87	Not Given	Bio-metric equipments – What is the approximate cost and lifetime of the equipments.	Q11 addresses indicative equipment costs. Other information such as lifetime of devices will be available with manufacturers.
88	Not Given	What is the approximate Fee envisaged for a card issuance pertaining to Enrolment Agency's role	Remuneration shall be per successful enrolment and shall be decided through a bid process conducted by the Registrar.
89	6.2 (1), Page 35	For what duration will the tender (by Registrar) be allotted? 1 year or multiple years?	Registrar shall prescribe such details during the selection of EA through a bid process.
90	3.3.2 (1), Page 12	Suppose I fall in Tier-1, than I can do a maximum of 15 lakh cases per year. So can I take a work for a city of population more than 30 lakh allotted as in the first year the estimated turnout is only 10%?	No.

91	6.2 (1), Page 35	The tenders (by Registrar) will be floated State-Wise, District-Wise or Tehsil-Wise?	Tenders will be floated by the Registrar and the decision on whether state wise/district wise/ tehsil wise will be taken by the Registrar.
92	6.2 (1), Page 35	If the tenders (by Registrar) are call District or Tehsil-Wise then the vendor will quote for many places, While he will be unaware of volume being allotted to him. How will this be checked?	UIDAI/Registrar shall take care of the allotment based on bid capacity of the vendor.
93	6.2 (2), Page 35	What is the disadvantage to a company who is tier 4 and level 1 over company who is tier 2 and level 1, Other than number of states & volume of business he can do? Can tier 2 be restricted from participating in tender in (by Registrar) certain cities?	No other disadvantage. However volume of business becomes pertinent in case of large cities.
94	6.2 (5), Page 35	Can the registrar call tender on tier basis? Does it imply that registrar can float tender only for tier 4 or for level 2 and exclude all other from participating?	Registrar shall call for tenders based on the level basis only OR on Level and Tier basis. It shall not be only on Tier basis.
95	5.6.1, Page 29	In evaluation for empanelment what will be status of following two companies: a) A company has experience in voter ID cards preparation & handling voluminous data and has only 10 employees now. Net worth criteria of Rs. 2,00,00,000 condition is fulfilled. b)Experience in large data processing and has 250 employees. Net worth criteria of Rs. 2,00,00,000 condition fulfilled.	a. Company shall be empanelled at level T1 and tier F1 (since Net Worth not greater than 2 crores) b. Company shall be empanelled at level T1 and tier F1 (since Net Worth not greater than 2 crores)
96	4.4.1, Page No. 16	Which products (Biometric/Iris) are certified? What is the procedure to submit new product for certification?	UIDAI is appointing an agency to certify the devices .
97	Not Given	If data lost due to any unavoidable reason (Theft, Fire, accident) then what is the policy of UIDAI? OR any consequential damages for data lost?	UIDAI/Registrar will formulate an appropriate logistics process. The policy/contractual liability will be defined in the contract with the Registrar.
98	3.2.3, Page No. 8	In most of the organization financial audit has not completed	Yes.

		for 2009-10. Can you take the last year auditor statement for consideration?	
99	Not Given	India has different Geographical Area, there are no. of religious festival due to this many times projects stopped. What provision UIDAI is having for the same?	Registrar shall decide on the list of holidays pertinent to the region. Provision for the same is provided in Annexure III of RFE.
100	3.3.2, Page No. 12	Will you allot the data by District wise? OR only state wise? What is the policy of UIDAI?	Decision on allocation based on state wise/district wise/ tehsil wise enrolment will be taken by the Registrar.
101			
102	Section: 3.3.1 (II) Page # 10 of 81	As mentioned in clause no3.31 (ii) , can a company gets its technical manpower (25 Enrollment operator working under Enrolment station and other staff as mentioned in 4.4.2.b.ii ) get trained in advance to directly get eligible for T2 for which the eligibility criteria states that to qualify for T2 a company must have either 25 trained enrollment operators or 50000 biometric enrollments.	The company can get empanelled at only Level T1 if the company has no prior experience in biometric enrolments. A company without prior biometric experience can empanel themselves at Level T2 only after the company gets their manpower trained and certified in UIDAI enrolment process, i.e. in the next empanelment cycle after 6 months.
103	Section: 4.4.3 Page # 19 of 81	When would such training activities will take place Training	UIDAI is in the process of empanelling training institutes and content development agencies which shall be responsible for master trainer training.
104	Section: 4.4.5 Page # 25 of 81	How will that be transferred back to UIDAI for storage purpose at central identities data repository (CIDR) , further what mechanism will enrolling agency will use to ensure data s privacy and security	Please refer para 4.4.5 and 4.4.6 in the RFE
105	Page 8 Sec3.1	If a Pvt Ltd co. having networth < Rs. 50 lac but having annual turnver > Rs. 50lac will be eligible ?	No.
106	Page 7 Sec 3.1	can a bidder participate in a consortium and individually?	No
107	3.1 General Eligibility Criteria, point 1	Our company was registered on 31st march 2009 so we are only one year old but earlier I the Director was working individually since 5 years. Right now we have our data entry centre at 45 locations in six	No, since your company does not meet the eligibility criteria

		<p>Districts working for Chattishgarh Govt.on NREGA MIS entry, Labour Payment &amp; Election commission.</p> <p>Our Turnover for the year 2009-10 is about 2 crores.And I think we will be well suited for this Biometric Data Collection thing because we have vast experience in Field since 2005 we have prepared E-pics,elctroral roll &amp; done Photogrphy for both Election as well as NREGA registration .</p> <p>( I want to know that Is Authority Going to Consider the companies like us )</p>	
108	3.3 Scheme Categorization	What if a company Clears T1 but Fails F1 will it be considerable .	F1 is also correlated to the basic eligibility criteria. Hence if a company fails F1, the company does not clear the eligibility criteria also.
109	6.2 Award of Enrolment work to Empanelled EAs. Point 2	On one hand RFE is called by the Authority for Empanelment of EAs and on the other side Registrar is free to Introduce Fresh Bids from Interested parties.(So what is the need of Empanelment) Kindly Clarify the scenario & Limitations of Registrar for this point . & Will Registrar prefer to the companies in the empanelment first.	Most of the registrars are expected to prefer the empanelled list of Enrolment Agencies. In case, the registrars want to follow their own bid process for selection of enrolment agencies, they shall be free to do so.
110	As per clause 3.1 page no. 7 A Single company/ organization (e.g. Govt./ Semi-Govt./ Private/ PSU/ NGO/ Not-for-Profit/ Microfinance Institution) or Consortium of companies/ organizations (maximum of 4 members) registered in India are eligible to submit proposal for empanelment for the project.	Is our company which is registered under Companies Act, 1956 and incorporated in 1994 eligible to participate in this empanelment?	If the company meets all the eligibility criteria specified in section 3.1, the company shall be eligible to participate in the empanelment process

111	In Page 61, point number 5.1.2. says "The additional fields as required by the Registrar and as indicated in the Agreement with the Registrar can be collected by the Enrolment Agency (KYR+)."	In the above case will the Enrollment Software as provided by UIDAI, capable of accepting the additional fields (KYR+) as required by the different Registrars. Please clarify.	The registrars shall create necessary application for KYR+ data collection and UIDAI enrolment software will provide an integration mechanism to provide a seamless user experience.
112	In Page 61, point number 5.2.2.1 says "Obtain the record created by the Enrollee with the help of application number provided by the Enrollee (created at the time of registration through web)."	In this case will the Enrollment software as provided by UIDAI capable of retrieving automatically the Enrollee record from the web based application hosted by UIDAI on typing the Application number or the Operator has to view enrollee details in the web based application and retype it in the Enrollment Application. Please clarify.	The operator will be able to retrieve the information on typing the application number and use these details after verification for collection of demographic details.
113	In Page 61, point number 5.2.2.1 says "Obtain the record created by the Enrollee with the help of application number provided by the Enrollee (created at the time of registration through web)."	In the above case, if the Connectivity to the Web based System is not available due to some reasons, how to proceed further with the enrollment of the Enrollee. Please clarify.	In this case, the information has to be collected by the Enrolment operator or from a data base provided by the Registrar.
114	4.4.2 /b and 17	If space provided is not sufficient for setup of EC then is it vendors responsibility for arrangement of additional space, as complete area of EC should be at one place	The Enrolment Agency shall select the enrolment center location in consultation with the Registrar and in cases where there are constraints for setting up Enrolment Centers, the EA may use mobile stations for enrolment.
115	4 and 59	Preprinted stationery required at EC and Form for collecting demographic data is to be printed by whom?	Registrar shall decide on the same and this shall be included in the Registrar's RFP/RFQ
116	3.1 and 7	Can single EA be a part of multiple consortium	No
117	General (Queries)	What is the provision if attendance of enrollees is below minimum level as in this case	While participating in the bid process conducted by Registrars, interested EAs shall study these details and submit the bids

		duration at that location and cost of operations of EA will increase in multifold	(financial quotes). No separate provision is envisaged.
118	10 and 79	What kind of promotions and advertising is expected from EA as there is lot of activities mentioned. Who will provide manpower and resources for this activity.	Registrar may expect enrollment agency to provide local campaign support as required to create awareness and mobilize enrollment. Details of scope and resources will have to be agreed with the registrar during the bid/contract process UIDAI will support creation of the communication content.
119	4.4.3/I,ii,iii and 19	It is understood that EA can have trainees (trained by master trainers) but how do we get the operators certified by UIDAI if primary operator has resigned and new operators is hired at remote location.	All Enrolment Operators have to be trained and certified before deploying them for enrolment activities. EA shall be responsible for recruitment of qualified personnel in case of attrition, their training and testing. UIDAI is in the process of selection of a Testing and Certification Agency.
120	4.4.2 /b and 17	For Setting of enrolment centre it is mentioned that Complete setup of centre, Advertisement and Manpower is EA's responsibility, but <ul style="list-style-type: none"> <li>a) Responsibility for arrangement of resources in advertisement activity is not mentioned like vehicle arrangement, banners, and manpower for this activity.</li> <li>b) Although EA is responsible for procurement all equipments like computer, camera, barcode reader, fingerprint device, Iris device and is also responsible for operation of EC but arrangement of Adequate lighting, UPS, Generators, Fuel, Water, Soap, towel, furniture, ORS kit, First AID kit etc is whose responsibility, as this requires local arrangement/approvals and way take time as it is to be initiated form scratch for us.</li> </ul>	See 118 above.  Details of logistics and facilities will have to be agreed with the registrar during the bid/contract process
121	4 and 59	Can EA use its own software for	No, EA cannot use his own software.



		automated and faster collection of data from printed Enrolment form (for demographic data) as this form has approx 20 fields and may take more time to process. (But in this case UIDAI has to provide link to transfer data from vendors software to UIDAI software at EC.)	Registrar may have digitized data which can be used for pre-enrollment. UIDAI client software will still be used at ES to load/pre-populate/verify prior to submission at time of enrollment.
122	Ref.3.1, page no.7	Arcotech Ltd. & Arcotech Info are both same group companies, can we show net worth & Turnover of the group or Both the companies have to come up as a consortium??	In case of consortium , net worth of only Prime agency shall be considered.
123	Ref 4.4.3, page no.20	Training of Manpower: Is it free of cost for EA or on payment basis?	EA shall pay for training
124	Ref.2.6.1 page no.54	Who is responsible for the printing of Posters & banners for Publicity??	The Registrar shall be primarily responsible for all publicity in the area where the Registrar takes up enrollment. However, the enrolling agency shall work closely with the local government representative and the introducers to publicize in the locality, where the enrollment station is set up, about the address, duration of presence of the enrollment station and the importance of the UID to the residents.
125	Not Given	You have mentioned that Organizations such as LIC and Public Sector Banks can act as Registrars; we want to know whether IFCI Ltd. can also act as Registrar? If yes, than what will be the fee structure for Registrar.	Any agency that in normal course of their business interact with residents can be considered to function as Registrars.
126	Not Given	What will be the fee structure for Enrolment Agency ?	Remuneration shall be per successful enrolment and shall be decided through a bid process conducted by the Registrar.
127	Not Given	How much is the tentative cost of the instruments to be used for collection of Biometric Data since we are at T1 stage only.	Laptop and web/digital cameral – Rs. 50,000 Slap scanner (fingerprint) – 1.25 lakhs Iris scanner - 1.25 lakhs  <b>Total cost – 3 Lakhs</b> However, the prices are expected to reduce on account of economies of scale
128	Not Given	What is the Time Schedule for the study	Question not clear
129	Page 40 (Point	Whether prime member can	No

	No.7.17)	become secondary member or not in this RFE?	
130	Page No. 18 (Point No. 4.4.2a) & 54 (Point No.2.5.7)	What would be operator to Technical Personnel Ratio?	5:1
131	Page No. 46 (Point No. 15)	If two agencies are interested for same state then what is criteria for selection	This is only an empanelment process. The award of work shall be decided through a bid process conducted by the Registrar.
132	Page No. 17 (Point b)	If space is not provided by Registrar, then who will bear the expenditure on space rent / insurance etc.	This will be subject to the terms of contract between EA and registrar.
133	Scheme for Empanelment (Pg . 7)	The work cannot be outsourced/ subcontracted to other agencies? But can an organization deploy contract people on this activity?	EA shall deploy staff who are trained and certified in UID enrollment processes.
134	3.3.1 – Technical Capability (II – Level T2 –Skilled) (Pg. 10)	25 trained operators would have to be employed for undertaking the project for tier - II. Is it mandatory that the training program would have to be completed before the empanelment process /bid submission date? If the bid submission date is prior to the date of completion of training, what alternate methods could be deployed to complete the training?	Through this RFE, UIDAI invites Request for Empanelment from Organizations for either: a) Level T1: For companies with no prior experience in biometric enrolments OR b) Level T2: For companies with prior experience in completing 50,000 biometric (fingerprints and/ or iris only) enrolments  Companies with no prior experience in biometric enrolments can apply ONLY for empanelment to Level T1
135	3.2.4. Mandatory list of documents(Page. 8)	Is the letter of Declaration from the Senior Management on blacklisting by statutory bodies needs to be given, despite the same is covered under points # (5) and (6) in the covering letter.	Yes
136	Training of Manpower (Pg 20)	List of Training agencies empanelled with UIDAI, the cost and process of training the Master Trainers & other trainers as identified by the empanelling agency.	The details of empanelled training agencies will be published on the website. Fees/logistics are to be discussed by Enrollment agency with training agencies directly..
137	5.3.7. Introducer's Name (Conditional) (Pg 67)	The UID of the Introducer is mandatory, when the Enrollee depends on Introducer for proof of verification. What if the program is the first one and there is no UID # with any introducer?	The Introducer has to get himself enrolled first and get an UID number
138	Sections 3.3.1 & 3.3.2 & page nos. 10 to 12	There is specific distribution forecast of yearly enrollments in ascending order from Tier F1 to	The number of enrolments which an agency can perform is based on bid capacity which is linked to financial capacity (and not on

		Tier F2 and so on, based on financial capacity; but, the same is missing from Level T1 to Level T2 on the basis of technical capacity.	technical capability).
139	Section 4 & page no. 59	Who can be introducers for authentication on Data capturing?	Refer UIDAI Data Standards and Verification Report available on our website
140	Section 6.1 & page no. 33	How the key information parameters for EAs will be populated in the Table?	The key information parameters of the EAs shall be filled in based on the information provided in the RFE of that EA. Hence, the onus of submitting all the required information lies with the EA
141	Section 5.3 Diagram P27/81	What will be the procedures and criteria given to assess whether EA/Registrars follow UIDAI prescribed standard processes and specifications?	Conformance to UIDAI specifications shall be monitored in two ways. First is through the MIS reports and random visits by the UIDAI officials. Second is through audit by an auditing agency to be engaged by UIDAI shortly.
142	Not Given	Will UIDAI issue an official list of the Registrars selected for each region? If yes, when will UIDAI make this information available to the bidders?	Yes. UIDAI shall make public information about the registrars at an appropriate time.
143	Section 7.5 – P37/81	Would it be possible for UIDAI to give more details on EA performance assessment criteria (weighting of technical / financial / Service level criteria)?	This question is not specific. Also the criteria have been modified in the corrigendum issued on 18 <sup>th</sup> May 2010. Please refer to the same.
144	Section 5.6	In Case of consortium, could the consortium benefit of the references of its members to evaluate T and F, even if members are foreign company?	In case of consortium, one can only benefit in case of Levels T1 to T2 which is technical capability classification. However for the evaluation of financial capacity, the financial details of ONLY the Prime bidders shall be considered.
145	Section 3.1.2	Is a company existing since more than 2 years but incorporated in India in 2010 eligible as single bidder?	No. Please read amendment to Clause 1 of Section 3.1 as “The Bidder (single agency/ prime agency in case of consortium) should have been in existence in India for a period of at least 2 years as of 31-3-2010.”
146	Page N0.7 3.1 General Eligibility Criteria Consortium of Companies page no 7	Will UIDAI allow the companies to bid as consortium member with a company and also directly? E.g We bid along with a consortium member for a state and our consortium member bids directly for some other state.	No
147	Page 8/81	Kindly clarify Who Should be	Any senior management personnel who is

	Declaration from the Senior Management citing that organization has not been blacklisted?	the signatory CEO/COO or person having power authority?	authorized by the company to provide such declarations.
148	Page 10/81 Alternatively, organizations (single agency/ consortium) which are already into the business of undertaking biometric enrolments can directly get empanelled into Level T2, provided the organization has completed 50,000 biometric enrolments in the last 3 financial years.	We are having lot of experience in digitization of paper based fingerprints (that are captured on paper) records, performing quality check of the digitized fingerprints and data entering of associated criminal history in many fingerprint bureaus in India and abroad. We request you to consider our experience to bid for bid for T2 with our current experience.	The enrolment is not just about fingerprints and storing/maintaining them, it is more about the process of enrolment and also includes iris capture, finger print capture from individuals and how to handle the same. Therefore this request cannot be considered.
149	Page 56/81The devices are to be as per the standards and specifications laid down by the UIDAI and duly certified by independent certifying agency / agencies empanelled by the UIDAI.	Do you have any preference to specific make and model for the capturing devices.	UIDAI will appoint an agency for certification of devices confirming to prescribed biometric standards. .
150	General	Will you allow the organizations registered with UIDAI as “Registrar for UID work “to apply for empanelment?	Yes
151	<b>Page 7, Section .1 – General Eligibility Criteria, (bullet -1)</b>  The Bidder (single agency/ all consortium members) should have been in existence for a period of at least 2 years as of 31-3-2010	If the Bidder is a company registered and existent in India- and a part of a global group – will the financial capability of the group be considered?	The financial capacity of the prime agency registered in India will be assessed.
152	<b>Page 19 – Section4.4.3 sub section (iv)</b> <b>iv. Induction training:</b> After hiring the personnel as described above, the personnel should be given induction training on the	Will this be an induction at a live UIDAI enrollment station?  Can the first batch of operators be inducted at the live enrollment stations of RSBY like programs, in the form of an On-the-Job Training?	The Enrolment Agency shall provide Induction Training at a venue convenient to them  No. Induction training needs to be done on UID enrolment station only.

	<p>various activities involved in the enrolment process to enable them to understand and adjust to the local situation. The induction training shall be compulsory before deployment of the personnel. The period of induction training shall be from 10 to 15 days.</p>		
153	<p><b>Page 18 section 4.4.2 subsection (ii)</b> An enrolment center shall be manned by a supervisor and technical personnel in addition to the operators at the enrolling stations. A ratio of <b>5:1 operators to supervisors</b> as well as operators to technical staff should be maintained by the Enrolment Agency.</p>	<p>Is this a prescribed ration or will this be a mandate? – Because we find a ratio higher than this to be healthy in live field operations.</p>	<p>This is the <b>minimum</b> prescribed ratio.</p>
154	<p><b>Page 20 section 4.4.3 subsection -Training of Manpower</b> The enrollment agency may prefer to have master trainers onboard. Master trainers shall be identified by the enrollment agency from its pool of trainers and get them trained by UIDAI/ its representative as per its schedule. Master trainers shall train the trainers.</p>	<p>Can the Master trainer Certify operators? –or will there be dependency on the certifying agencies?</p>	<p>No. All testing and certification shall be done by the Testing and certification agency engaged by UIDAI only.</p>
155	<p><b>Page 31 section 5.9 – Disqualifications point (h)</b> Should not be in litigation with any Government in India</p>	<p>In the normal course of business- due to ambiguity in direct and indirect taxes such as income tax excise and customs, companies do go to respective appeals with the respective authorities. Since all these departments are a part of ministry of finance, would such interpretation disputes be covered under the stated Criteria</p>	<p>The pending appeals with the revenue department in the normal course of business will not be the basis for disqualification</p>
156	<p>16 of 81 Section 4, 4.4.2 a</p>	<p>Can you provide us the Technical Specifications for the instruments and related infrastructure mentioned in the</p>	<p>UIDAI will appoint an agency for certification of devices confirming to prescribed biometric standards</p>

		document?	
157	16 of 81 Section 4, 4.4.2 a	Can you provide us more information on Mobile Enrollment Stations. How many Mobile Stations in a Centre need to be placed?	Mobile enrolment station needs to perform all the functions as stipulated in the Scope of Work and should have the required infrastructure prescribed therein. The number of mobile or stationary enrolment stations shall be decided by the Registrar in consultation with the Enrolment Agency.
158	19 of 81 Section 4, 4.4.3 - ii - 5	Can you provide the details of Training agency(s) identified by UID?	UIDAI is in the process of empanelling training agencies and shall put up this list on the UIDAI website shortly.
159	69 of 81 Section 6, 6.5 & 6.6	What are the guideline measures for enrolling and capturing biometric data for a physically impaired /handicapped/very old aged?	Please refer to Annexure III.
160	Reference section 4.4.2.A.I.1 in page no16 of RFE document	What would be the specification of Desktop and Laptop	EA can decide upon the specifications based on the job awarded by Registrar.
161	Reference section 4.4.3 Training of Manpower section in page no 20 of RFE document	Where the training will be conducted	Either at the Enrolment Agency's training center or at the Training agency's training center
162	RFE-Page 5- Point 25 :	Who is a Registrar? As per the last sentence of the definition, it says that "Organisations such as LIC and Public Sector Banks can also be Registrars". We, UTI Technology Services Limited are a Government of India Company. So can we become an acting Registrar for UIDAI? If YES, then how?	Any agency that in normal course of their business interact with residents can be considered to function as Registrars.
163	Not Given	Can we use our existing Offices/ Centers (which are currently being used for our various official purposes ) for enrolment of UID? Or do we have to setup a separate center for UIDAI Enrolment? If YES, then what is the area (in Square Feet)? And can we use the Enrolment area for any other work?	Yes. No recommendations on the square feet.
164	Not Given	Will multiple empanelled agencies be working in a single state? Or is it that One state will have only one agency for all its centers?	Yes. Multiple empanelled agencies may be working in a single state.

165	Not Given	Who will provide training to our enrolment operators on UIDAI Enrolment procedure initially?	The master trainers within your organization should be trained initially through the Content Development Agency (UIDAI is in the process of selecting this agency). These master trainers shall perform the training for your enrolment operators. Alternatively, UIDAI is in the process of empanelling training agencies and shall put up this list on its website shortly. These empanelled training agencies shall impart training to operators/ other enrolment staff.
166	RFE-As per ANNEXURE IV, Page 74 :	The table which shows "Indicative Number of Enrolment Stations and Centers State-wise based on Population to be covered." has the first row marked as YEAR 1, YEAR 2, YEAR 3, YEAR 4 with specific percentages marked against them as 6%, 18%, 21%, 15% respectively. What does the percentage signify? It shows a gradual increase from YEAR 1 through YEAR 3, whereas in YEAR 4 it declines to 15 %. Similarly the number of ES/ EC also changes from YEAR 1 through YEAR 4. Can you please shed some light on them?	It is expected that UID enrolment shall cover 60 percent of the population in 4 years. Initially UID enrolment is expected to be slower and pickup in years 2 and 3 and again slow down from year 4.
167	Sec. 4.4.5 & Page No. 25	If the smart card is not issued than what kind of receipt we have to furnish to the Public as their enrollment confirmation.	The admit slip issued at the front desk of enrolment center shall be the proof of enrolment for the resident. However, the citizen is not considered UID enrolled unless he is allotted and receives a UID number from UIDAI.
168	Sec. 4.4.7 & Page No. 25	As it is mentioned that operator shall send enrollment statistics on enrolment status to Registrar/UIDAI on a daily basis but how is it possible for the remote area where the connectivity is poor.	Please refer to section 4.4.5 in p25 of RFE.
169	Not Given	What will be the payment method to us? Whether we shall collect it from the public or shall raise invoice on some agency/ institution.	Remuneration shall be per successful enrolment and shall be decided through a bid process conducted by the Registrar. All payments to be made by Registrar.
170	Not Given	How the public/ UID citizen will know his UID Number. Whether some communication will be	The UID number shall be issued by the UIDAI. The same shall be sent to the resident by registered post.

		send by UIDAI to them directly at their address or the enrollment service provider will play any role into it.	
171	Refer Page 7 of RFE	Whether the criterion for submitting the empanelment proposal is of two years “from the date of incorporation of the company” or “two financial years i.e. 2008-09 and 2009-10”? Therefore can IndiaCan Education (P) Limited which is in existence as a company since 18.08.2009 and which has reported results for two financial years 2008-09 and 2009-10 eligible to apply	Please read amendment to Clause 1 of Section 3.1 as “The Bidder (single agency/ prime agency in case of consortium ) should have been in existence in India for a period of at least 2 years as of 31-3-2010.
172	Refer Page 45 of RFE	Can the applicant (company from the private sector) submit Net Worth details that are not certified by the auditors for the year ending on 31.03.2010, but signed by the authorized signatory of the Company? Can the company turnover that is calculated as per the Limited Review of the Company but certified by the auditor for the year 2009-10 acceptable?	Both statements of Net worth and Turnover need to be certified by the Auditor.
173	Refer page 56 of Corrigendum document of the RFE	Would UIDAI support the purchase of required equipments for Agency’s own Centers? Would UIDAI support the Agency with desired equipments at the “Government Centers”? On what basis would the Agency be remunerated for the assigned task of enrollment?	The purchase of equipments will solely be the responsibility of EA. However UIDAI will engage an agency to certify the devices as per the prescribed bio metric standards. Remuneration shall be per successful enrolment and shall be decided through a bid process conducted by the Registrar. All payments to be made by Registrar
174	Section 4.4.2.a and 4.4.2.b (page 16, 17, 18)	Other than the Client Software provided by UIDAI and the Software to Capture Fingered prints, IRIS, What other Hardware/ software utilities will be needed in a standard Enrollment center to execute the process smoothly. Can you provide the detailed Software specifications and Hardware configuration for the same (for different functionalities)	List of equipment needed at enrolment station/center are provided in section 4.4.2 UIDAI/Registrars shall issue specifications for the same at an appropriate time.



175	Section 4.4.2.a and 4.4.2.b (page 16, 17, 18)	EAs are supposed to use the UIDAI certified/ recommended software applications for different functionalities. What is the Approximate cost associated with these Software applications to setup one Enrollment center and stations within?	UIDAI/Registrar will provide the client enrollment software application without charges.
176	Section 4.4.2.b.iii, 4.4.2.b.v (page 18)	How will UIDAI compensate the EA for the Infrastructure settlement in case the building/ space are not available with UIDAI? What will be the compensation plan in terms of Infrastructure/ facility/ building/ Mobile enrollment Center/ space costing in both cases – (Space provided by UIDAI OR By EA itself)?	Infrastructure costs need to be incorporated in the price when EA bids for work with the registrar. EA may negotiate with Registrar to provide any facilities.
177	7. GENERAL TERMS AND CONDITIONS 37/38 page 78 7.6.2 and clause 9 pg 78,7.6.2 Confidentiality,9. Confidentiality	Obligation of Confidentiality is one sided must be made mutual. Confidential Information definition required also inclusion of the standard exceptions to confidentiality .Term of Confidentiality must be for 3 years.	The clause remains unchanged
178	Page no:39 and page 77,7.15 and clause 5 page 77,7.15 Termination / Withdrawal:5. Termination/ Cancellation of Empanelment	Clause incomplete Enrolling agency must also have a right to terminate/cancel in case of to UIDAI's default.	This is covered in clause 7.15 (a) .
179	Pageno:41 and page 80,7.20 and clause 15 page 80 7.20 Right to Inspect and Audit:15. Right to Inspect and Audit	Clause incomplete need to add Inspection and Audit right to be given subject to confidentiality and secrecy requirements of Enrolling agency facilities.	The clause remains unchanged
180	Page no:80 Clauseno:14,Section: 14.Rights of Use	Clause incomplete need to add clause wherein preexisting IP of Enrolling agency used in development of process,product,data service,data for the UIDAI as well as customisation and enhancement for the same remains the IP of	The clause remains unchanged since processes, software and its customization shall be developed by UIDAI. The data solely belongs to UIDAI.

		Enrolling agency as well as all third party IP used vests with respective third party	
181	Page no:80/81, Section :16,16. Intellectual Property Rights	Clause incomplete need to add clause wherein all preexisting IP of Enrolling agency as well as customisation and enhancement of same remains the IP of Enrolling agency as well as all third party IP vests with respective Party.	The clause remains unchanged.
182	Not Given	Need to add the following clause in the 1. Limitation of Liability. Clause for providing for limitation on direct Liability and exclusion of all Indirect, consequential, special, punitive Liabilities must be added.	The clause remains unchanged.
183	Not Given	Other clauses to be added 1. Acceptance 2. General indemnity 3. Non Solicitation 4. Arbitration 5. Force Majeure. 6.Payment clause 7. Change Management.	. . All such clauses and much more shall appear in the contract signed between Enrolment Agency and the Registrar.
184	Scheme for Empanelment Page 7 Para 3 Sub-Contracting of Enrolment Work	The clause about Subcontracting Enrolment Work states that only Govt Organizations will be allowed to franchise this work to CSCs etc. MP Online is not a government organization, but will we be allowed to franchise to our kiosks and CSCs?	The current empanelment process takes into account the qualifying criteria for the entity as such and does not consider franchisee network for any of the evaluation criteria. It will be for the registrar to decide whether they will be comfortable with the franchisee or not.
185	Scheme For Empanelment, Page 7, and page 18 Point 3 and Point 4.4.3 Para 3 Sub-Contracting of Enrolment Work and Hire and Train manpower for enrolment	In case the above is possible, would the Enrolling Agency necessarily need to hire the personnel, procure biometric devices and set up enrolment stations & centers or would it be acceptable to UIDAI if the franchisee executes these items of the scope?	EA shall necessarily need to hire the personnel, procure biometric devices and set up enrolment stations & centers.
186	3.3.1 Technical Capability:II Level T2 – Skilled: Page 10 of 81	Some of the fingerprint enrolments are done on single sensor /verification devices and not capture devices and most of the times the entire 10 fingerprints are not captured. Do	Please refer Biometrics Committee Report for acceptable quality standards.

		these enrollments qualify for biometric enrollments? Can you please elaborate the term “specialized biometric capture devices?”	
187	3.3.3 Salient points for Empanelment Page 15 of 81	Consortium partners experience shall be evaluated only for assessment of Technical Capability and shall not be considered for assessment of Financial Capacity of the Bidder. If any of the consortium partners is not bringing technical capability into the consortium, why that partner should be allowed in consortium? Consortium can be another route for subcontracting.	Clause remains unchanged
188	6.2 Award of Enrolment Work to Empanelled EAs Page 35 of 81	Alternatively, Registrars may also opt for issuing a separate Request for Proposal (RFP), based on a model RFP template provided by UIDAI, and invite fresh bids from interested parties. The RFP in such a case may not be limited to the empanelled EAs. What is the incentive for being empanelled with UIDAI in this case? Can you restrict the enrolments to only empanelled agencies	Most of the registrars are expected to prefer the empanelled list of Enrolment Agencies. In case, the registrars want to follow their own bid process for selection of enrolment agencies, they shall be free to do so.
189	General: Pricing	Request UIDAI to fix a minimum price per enrolment so that quality is assured.	Pricing will be determined as part of the bid process with registrar.
190	4.4.1 Page 16	Which Biometric Devices (for fingerprint and iris capture) used for capture of biometric data conform to UIDAI specifications and certified by UIDAI?	UIDAI shall prescribe such standards for biometric devices at an appropriate time.
191	5.8 Page 31	Is there any limit for selection of number of bidders for a particular region?	No.
192	5.8 Page 31	Is there any preference to the local vendors of a region?	Not as per this RFE.
193	Page 15 under -3.3.3 Salient features of Empanelment In case the Bidder evinces interest in more number of States/UTs	Is the order of states as mentioned by a bidder qualifying for F4 of consequence? Would states be assigned to the F4 bidder in order stated by the bidder or as decided by the	The bidder will allowed to bid in the states as per the preferred list provided by him.

	<p>than what the bidder is eligible for, under the Tier the bidder falls under:</p> <p>(i) the first eight States/UTs shall be considered for Tier F3 bidders</p> <p>(ii) the first four States/UTs cited shall be considered for Tier F2 bidders and</p> <p>(iii) The first two States/UTs cited shall be considered for Tier F1 bidders.</p>	awarding agencies / registrars	
194	<p>(Page 10 / Section - II Level T2 – Skilled) Alternatively, organizations (single agency/ consortium) which are already into the business of undertaking biometric enrolments can directly get empanelled into Level T2, provided the organization has completed 50,000 biometric enrolments in the last 3 financial years.</p>	<p>Does this mean 50,000 biometric enrollments in each of the 3 years ending 31-3-2010? Considering that biometric enrollment is a specialist job, we believe that the threshold of 50,000 does not provide adequate experience to enrollers to qualify at T2 which is the highest level of empanelment at this stage</p>	<p>No, It means 50000 biometric enrolments in last three years put together.</p>
195	<p>Page 10 section 3.3.1 Technical Capability. Level T1 Entry: All organizations (single agency /consortium) interested in undertaking enrolment activities for the UIDAI project shall be empanelled under Level T1, provided they meet the general eligibility criteria given in Section 3.1 above.</p>	<p>The Level T1 entry does not need any experience in order to empanel them as a Empanelling Agency. There is no grid for categorizing the experience of biometric enrollments, Do you plan to grade the past experience of those companies who qualify for T2?</p>	<p>No. But relevant information on past experience shall be shared with registrars.</p>
196	<p>There are various mentions of the word</p>	<p>If a company is a consortium member and not a lead member</p>	<p>NO.</p>

	consortium through the RFE document. (multiple references to consortium)	would he be permitted to bid separately as a single entity or a lead member of another consortium?	
197	Page 17 -4.4.2 b Setting up of the Enrollment Center. One Desktop/laptop per center loaded with the data about the population in the locality of operation for validation at the entry of the enrolment center	What will be the Source of this data? Is this demographic data checked for duplicity- Is there an exception Management Procedure?	The data shall be provided by the Registrar.
198	Not Given	1) By virtue of Level T2 experience and without meeting the Financial Capacity, do we get empanelment? If so, How Many states and No of Max Enrolments? In Page 11, the figure states that Level T1 is applied for all agencies which are technically and financially eligible. Level T2 (Skilled) indicates 25 enrolment operators trained and certified or completed 50,000 biometric enrolments. No where the financial issue is mentioned? can we interpret this as Level T2 qualification doesn't related to the financial capacity?	No. One shall meet at least minimum of the criteria in Levels T1 and Tier F1 to get empanelled. Empanelment shall be done at that Level and Tier the firm is found eligible.
199	Not Given	2) I would like to understand the Matrix to be understood with the Level T2 skilled category. Along with T2 level technical and Tier F1 compliance what would be eligibility for No OF States and No of Enrolments? Along with T2 level technical and Tier F2 compliance what would be eligibility for No OF States and No of Enrolments?	T2F1 – 2 states/UTs and 15 lakh enrolments. T2 F2 – 4 states/UTs and 35 lakh enrolments
200	(section II Tier F2 of 3.3.2 on Page No. 13)	In case of a consortium only prime agency is applicable to show its financial capability or the consortium members combined will show the financial capacity in case of Commercial	No. In all cases financial capacity of only the prime bidder is considered.

		Organizations ?	
201	(Section 4.4.1 Page 16)	Procurement of biometric devices means Hiring or purchasing of devices for the concerned biometric & Demographic data enrollment work?	It can be either hire or purchase.
202	( in Level T2 of Section 6.1 on Page No. 33)	What does Maximum Bid Capacity means?	Maximum bid capacity is the maximum number of enrolments an agency can take up in an year. It may be across registrars/geographical regions but the sum total of all bids shall not exceed the bid capacity.
203	(in Annexure II Sl. No. 5)	Date of incorporation of single bidder/ consortium team members employs the date on which the consortium members had formed a consortium or the incorporation date of each individual consortium members?	It is the incorporation date of each of the consortium members.
204	(in Annexure II Sl. No. 9)	A consortium can be done between an NGO and a Private Limited Company combined or it should be only NGO/Trust/society and again Commercial organizations including Pvt. Ltd. Companies?	Prime agency's organization shall be taken into consideration.
205	Page No. 7, para 2	Both the Turnover and Networth of the Company are required to be INR 50 Lakhs for 2 years. Please clarify.	Question not clear. Clause is self explanatory
206	Page No. 15, Para 3	No guarantee of particular state. AP Online is a company in AP state with 1500+ centers. It brings advantage and reduction in costs of operation, if the new centers are to be established it costs more. Please clarify in case state other than the state of interest is allocated the cost of enrollment is renegotiated with the EA	As part of this empanelment process, the EA is not required to provide any commercial quotes. The Registrars in each state shall float separate RFQs and empanelled EAs shall submit commercial quotes for each RFQ.
207	Page No. 17 Para 1	Training and Certification: Whether all the operators of the EA are supposed to go for training and certification or is the Training the Trainers policy is acceptable with the trainers trained and certified by UIDAI	Training is not mandatory while testing and certification is mandatory for all operators and needs to be taken from an agency identified by UIDAI.
208	Page No. 18, para	Hiring Manpower: For the	They can train their manpower and get them

	4.4.3	company established franchisee centers trained in biometric enrollment. Whether they will be allowed to do the enrollment instead of hiring the fresh man power.	tested and certified then they can do the enrolment.
209	Scheme For Empanelment, Page 7, Para 3	The clause about Subcontracting Enrolment Work (Pg 7) states that only Govt Organizations will be allowed to franchise this work to CSCs etc. MP Online is not a government organization, but will we be allowed to franchise to our kiosks and CSCs?	Refer response to query no. 184 above.
210	Scheme For Empanelment, Page 7, Para 3 and page 18 point 4.4.3 Hire and Train manpower for enrolment	In case the above is possible, would the Enrolling Agency necessarily need to hire the personnel, procure biometric devices and set up enrolment stations & centers or would it be acceptable to UIDAI if the franchisee executes these items of the scope?	EA shall necessarily need to hire the personnel, procure biometric devices and set up enrolment stations & centers
211	3.1, Page 7,	Can a single firm be part of more than consortium for bidding, providing it is bidding for different states	No
212	3.3.1, Page 10	In case of Level T1, provider, can an institution which has not undertaken Biometric work be eligible for qualifications	Yes
213	Page No: 4, Clause no: 8	Will verification be also a responsibility of enrolling agency??	Yes
214	Page No: 4, Clause no: 10	What will be the basis of assignment of area to an enrolling agency	Registrar shall decide this at the time of floating the tender.
215	Page No: 4, Clause no: 12	Who will decide on the number of enrolment stations in an enrolment centre??	Registrar shall decide this at the time of floating the tender.
216	Page No: 11, Clause no: 3.3.1	Who are the empanelled auditing agencies? Can we have the list of them? What all will be included in the auditing process	UIDAI is in the process of empanelling Audit agencies. The list of empanelled agencies shall be put up on the website shortly.
217	Page No: 16, Clause no: 4.4.1?	Is UID planning to empanel any agencies from who these devices can be procured	UIDAI will engage an agency to certify the devices confirming to standard as prescribed.
218		What is the meaning of resident, is it cover all of the person who	Definition of Resident is the same as what the Registrar General of India follows for the

		have only photo ID or card or RAM card.	Census
219		For directly entering at level 2, the enrolment agency should have experience in biometric . These biometric mean a)FP & Iris Or b) FP or Iris	Biometrics refers to Fingerprint or IRIS
220		<ol style="list-style-type: none"> <li>1. Whether appointment of franchisee will fall under sub – contract.</li> <li>2. Since commercial bids shall be entertained by registrars, is there chances that the fee for enrolment vary from registrar to registrar.</li> <li>3. Whether ES's are permanent place for enrolment or it will be in the form of camps.</li> <li>4. Can we get a cost estimate for setting up the hardware for one enrolment station (biometrics)?</li> </ol>	<p>1 Refer response to query no. 184 above.</p> <p>2. Yes</p> <p>3. Depends on the EA. Mobile stations would also be required to be deployed</p> <p>4. Laptop &amp; web/digital camera – Rs. 0.5 Lakhs Slap scanner (fingerprint) – 1.25 Lakhs Iris scanner - 1.25 Lakhs <b>Total cost – 3 Lakhs</b> However, the prices are expected to reduce on account of economies of scale</p>
221		<ol style="list-style-type: none"> <li>1. What will be the indicative cost of training of the operator</li> <li>2. What will be the minimum no. of UID number generated for payment.</li> <li>3. Will there will be any cost of providing certification.</li> <li>4. The commitment of the EA will be towards the no. of enrollment or for the UID no. Generated.</li> </ol>	<ol style="list-style-type: none"> <li>1. To be decided</li> <li>2. No minimum number</li> <li>3. Yes, which shall be borne with EA</li> <li>4. Number of UIDs issued</li> </ol>
222		Currently the EA is for T1 & T2. We represent the CSCI who work on a pan India cyber café basis. So how would they be able to participate in a pan India level.	The current empanelment process is for level T1 and T2. However entities having financial networth of tier T4 level are eligible to work on pan India basis.
223		1. Can WBEIDC (State nodal agent) be	1. Yes



		<p>considered as EA as well Registrar</p> <p>2. Other than home state, do we need any permission to work for other state.</p> <p>3. What is the fine schedule for finalization of EA or Registrar for WB.</p> <p>4. Please define ROI for EA ( for its investment on set up and instruments etc. ) Ltd. Being state nodal agent, can we associate our subsidiary unit as EA.</p>	<p>2. Yes, you need to participate in the Public Bid processes conducted by various registrars.</p> <p>3. No schedule drawn up yet but as and when a decision is taken, then same shall be communicated through the UIDAI website</p> <p>4. No ROI can be provided. Yes, you can associate with your subsidiary units being a Govt. organization</p>
224		Who will be responsible for data transmission from EC to CIDR – EA or registrar	This shall be communicated in the RFP/RFQ which is floated by the registrar.
225		MIS report generate is part of UIDAI software? Will it automatically generate? How will this work in offline mode.	EA shall prepare daily statistics in the format required by UIDAI in electronic formats like excel sheets.
226		Can different agencies share operators, if operators are free at different time/ location?	No
227		What happens if de-duplication fails? Who informs enrollee for the same? Who pays for it? Will there be any local indication on quality of enrollment?	Payment is made on the basis of successful enrolment which results in generation of a UID number. UID enrolment software shall check the quality of the biometrics captured
228		Is it mandatory to have technical personnel in house or can be out sourced?	From within the organization/ consortium
229		Can the registrar call tender on tier basis? Can registrar float tender only for tier 4 or for level 2 and exclude all ... participants of after tiers of levels.	Not exclusively on Tier basis. However, the registrar can float tender for any minimum technical capability level.
230		Only Prime member of a consortium is eligible to show its financial capacity or all consortium members will confined to show the financial capability together.	Only Prime Bidder
231		Page 60/81 – for infants, father/ mother UID is mandatory. UID generation of a parent takes 2-3 weeks. How can UID be entered	UIDAI will incorporate the solution in the enrollment process manual.

		when the entire family goes to enrolment station.	
232		Will the basic enrolment software be available online?	The software shall be provided to the registrar. Registrar may customize the enrolment software for collecting KYR+ fields
233		With in a State, population density values. Say Lucknow will have a greater density then an interior district. How are the number of stations going to be determined?	The Registrar shall decide the number of enrolment stations, whether mobile or stationary depending on the population density, urban or rural and the terrain.
234		As per RGI definition of resident for NP any person staying for 6 months or intends to stay for 6 months will be considered for NPR. Will this definition persist for UIDAI? How the address proof of person willing to stay for 6 months will be verified.	UIDAI will address in the enrollment process manual.
235		Will enrolment software have the capability of INFORMING the EA, that the UID has been generated?	No
236		UID enrolment is an ongoing exercise where an investment of Rs. 3 lakhs is to be made only for devices. Other investment will also have to be made in manpower/electricity/backup. In case it is approved that the enrolling agency has approved franchisee network which can be used, it will bring viability to the project. All other criteria laid down by the UIDAI will be followed. The franchisee network can be used only for infrastructure, electricity support etc. so that no new place is to be found every time.	Current empanelment process takes into account the qualifying criteria for company as such and does not consider franchisee network for any evaluation criteria. This query will be applicable when the Registrars call for quotes from the empanelled agencies. It will be for the Registrars to decide whether they will be comfortable with the franchisees or not. The enrollers must not sub-contract the work to other agencies.
237		Subcontracting of work is not allowed. But can the operators & Supervisors & Tech. Staff be taken from staffing companies (Like Adecco, Team lease) rather than taking permanent employees.	EA has to ensure training certification for all the staff engaged. The EA can augment the resources without subcontracting the work.

238		How much time it will take for Generation of UID Number after enrolment	Expected to take between 10-15 days depending on time taken for shipment of data and posting of the UID.
239		How will the UID Enrolment software ensure Security of the data collected	Data captured will be encrypted and stored in encrypted form immediately after data capture
240		What will happen if data gets lost (HDD crash etc.)	Payments will be on the basis of successful UIDs generated. It is the responsibility of EAs to ensure data backup
241		Will the State invite all empanelled EAs for RFP OR can state invite selectively?	State shall have the complete freedom to select from the empanelled list through a short tender process OR undertake a fresh open tender process for award of work
242		Will UIDAI charge for enrolment software	No
243		Will there be multiple biometric product vendors or will it be limited to only one or two vendors	There shall be multiple vendors for each biometric device
244		Who will provide Printed stationary	Registrar shall decide on the same and this shall be included in the Registrar's RFP/RFQ
245		UIDAI mandates certification of enrolment operators. However, Registrar's may not require this. How will UIDAI ensure quality?	Registrars are also bound by UIDAI standards / certification requirements
246		If enrolment fails, Who informs enrollee	UIDAI will inform to registrar & enrollee
247		Some national & some state level registrars – if we approach a national level registrar, can approach state level registrar also? Any conflict?	Yes, you can approach. No conflict expected.
248		Two EAs may be allocated same region by 2 diff registrars. How does it work?	Various registrars will be kept updated about activities done by another so as to minimize/ eliminate overlap in UIDAI enrolments
249		Is facial capture also required? Pg 16 – 4.4.1, it only mentions devices for iris & fingerprint. Camera should be included.	Yes. Para 4.4.1 now reads as below: “The enrolling agency should procure web/digital camera (for facial capture) and biometric devices (for fingerprint and iris capture), used for capture of biometric data at the enrolling station, which conform to UIDAI specifications and certified by UIDAI.”
250		How will device certification be done?	Every device will not be certified. Make / model will be certified. Other quality checks will be built in software.
251		Demographic data collection – some fields are mandatory –	Registrar will determine document procedures.

		some documents to be provided by residents & retained by EAs?	
252		Cost given for devices – how abt gensets, UPS etc.	Some registrar may provide these devices whereas some may require EAs to provide. This shall be communicated in the Registrar’s RFP/RFQ and has to be worked out b/w EAs & registrars.
253		De-duplication rejection can be because data for same resident provided data through 2 different EAs. Who will be paid?	This problem is not expected as resident would enroll only once usually.
254		Would L1 pricing be followed or weighed pricing?	Registrar shall decide on the same
255		Can you provide details of the Platform & Database on which software being developed – will have an impact on infra being deployed.	Query has nothing to do with the current empanelment process, when the Registrars call for financial quotes, they will describe the scope of work and other details and it is then that these issues will be clarified.
256	Section 3.2 – Clause 2	Letter of Association in case of Consortium and certified true copy of the consortium agreement between the Prime Bidder and the other members of the consortium, describing the respective roles and responsibilities of all the members, in meeting the overall scope and requirements of the proposed Project. Query – should we provide both letter of association and certified true copy of the consortium agreement?	The Clause 2 of Section 3.2 now reads as “Letter of Association in case of Consortium OR certified true copy of the consortium agreement between the Prime Bidder and the other members of the consortium, describing the respective roles and responsibilities of all the members, in meeting the overall scope and requirements of the proposed Project.”