

Corrigendum-I

WRITTEN QUERIES for Aadhaar Data Quality Check Service Agency (ADQCSA)

RFP FOR AADHAAR DATA QUALITY CHECK AGENCIES

Tender Ref. No.F. No. 4(4)/57/161/2012/UIDAI Dated 11 July, 2017

Sr. No	Page No.	Section	Clause	RFP Statement	Query/ Suggestions	UIDAI Response
1	Page 17.	PART-II:	ELIGIBILITY CRITERIA. Table 1. S. No. 4.	Average overall annual turnover of at least Rs.100.00 crore (Rupees hundred crore only) from the Manpower supply/ outsourcing, back end processing, data entry/data verification/ ITES and similar services/ support operations during the previous three financial years (20132014,	We request you to revise it to Rs. 100.00 Crore Turnover cumulatively for last 3 financial year	No change, keeping in view the anticipated quantum of work.
2	Page 17.	PART-II:	ELIGIBILITY CRITERIA. Table 1. S. No. 7.	Should have experience of similar* completed or ongoing projects after March 2013 of value 1 project of Rs 100 Cr or 2 project of Rs 50 cr or 3 Projects of Rs 35 Cr Ongoing may also be considered if the service delivery under the project has started before March 2017.	Meeting this criteria would be extremely difficult for most of the aspiring bidders and will limit the participation to a few companies. We request you to revise this condition and make it based on volumes handled in a project(s) instead of the value of project(s).	No change, keeping in view the anticipated quantum of work.
3	31	8.2.2	Responsibilities of the Agency (ADQCSA)	Establish the secure MPLS connectivity of adequate bandwidth between the QC processing centers and the UIDAI systems as per the UIDAI's security	What is the bandwidth required at each of the QC processing centers?	The approx size of a QC packets is 3 - 5 MB. The bandwidth requirement can accordingly be worked out by bidders.
4	31	8.2.2	Responsibilities of the Agency (ADQCSA)	Establish the secure MPLS connectivity of adequate bandwidth between the QC processing centers and the UIDAI systems as per the UIDAI's security	Do we need to provide MPLS connectivity with single service provider or two different service provider? Pls clarify	Two different service providers
5			General	General	What would be the bandwidth required at UIDAI DC and DR? Do we have NDR also?	The approx size of a QC packets is 3-5 MB. The bandwidth requirement can accordingly be worked out by bidders

6	5	POINT NO.3	PART-II: INTRO	UIDAI's Aadhaar database, the Central Identification Data Repository (CIDR),	Please share the complete address of DC/DR of UIDAI's Aadhaar database, the Central Identification Data Repository (CIDR), for feasibility check.	Bangaluru & Manesar in Haryana. Complete details would be shared with the finally shortlisted agencies
7	32	9. ADQCSA – QC centers	IT Infrastructure	UIDAI prescribed policy based availability of access to internet	Internet at UIDAI DC/DR, would be accessed through MPLS at QC processing centers. Pls clarify that QC processing centers do not require separate internet connectivity.	Dedicated MPLS links to be used access DC/DR of UIDAI. No Internet connection required for QC purpose. However the bidder may install their own Internet connection for their internal functioning which should be completely isolated from
8			General	General	who will provide telephone lines at QC processing centers? And who will pay the monthly recurring telephone charges? Pls	ADQSAs will be responsible to cater for these and include these in their costing as per anticipated requirements.
9			General	General	Request to route the MPLS bandwidth payment through the ADQCSA to the ISP so that there is better hold on the SLA related activities. Pls facilitate	The bandwidth payment will be made by ADQCSA directly
10	25	2	Over view of Scope of Work	Only request received though assisted mode for enrolment and update shall be in the current	Please define the Assisted Mode in clarification	Relates to updates by residents with the help of Enrolment Operators
11	26	2.3	Over view of Scope of Work	The value of such change will not be more than 25% of the total value of the contract.	Request to share the the baseline number of records on per day will be shared with AQQCSA. Please define the baseline of % change in numbers of records, You have mentioned 25% of contract value however for estimatinon, we required the % against the Baseline number	Enrolment and update data for 12 months has been shared for bidders to base their estimates. This data will also be shared with ADQSAs during currency of the contract.

12	28	6	Hiring Manpo	The ADQCSA shall hire manpower to undertake operations as per the guidelines prescribed by UIDAI.	Please confirm, if resources can be hired from Partner ? Is Sub contracting allowed? Please Confirm	ADQSAs may hire required manpower as per their convenience, provided they adhere to all mandatory provisions of labour laws of the state concerned. No sub contracting is allowed
13	29	7.1	Conduct QC Operations as per Standard Processes	The ADQCSA would use the software provided by the UIDAI /Registrar for QC of collection of demographic data. The software will be supported by a User Manual.	Please confirm if this is COE image of workstation/laptop or AQQCSA can use its own image of workstation with own AV and patch management tools ?	The ADQSAs may use any machine for the task as the process involved is browser based. All necessary security tools including patch management, AV etc is to be locally managed by the ADQSAs.
14	31	8.2.2	Responsibilities of the Agency (ADQCSA)	Multi language skilles required for processing	Please share the list of langauage required to comply with contract ? Are these only language to be consider ? Assamese Bengali English Gujarati Hindi Kannada Konkani	Existing language are Assamese, Bengali, English, Gujarati, Hindi, Kannada, Konkani, Malayalam, Manipuri, Marathi, Nepali, Oriya, Punjabi, Tamil, Telugu and Urdu
15	31	8.2.2	Responsibilities of the Agency (ADQCSA)	Maximum of 10 centers across the country	What is mimum numbers delivery location permitted, can this be one also ?	It is up to the ADQCSAs to workout their requirements. No minimum numbers have been specified.
16	31	8.2.2	Responsibilities of the Agency (ADQCSA)	Set up MPLS connectivity w	Pleasse share baseline to be consider for link bandwidth as per records size and batch size which will be share with AQQCSA	The approx size of a QC packets is 3 - 5 MB. The bandwidth requirement can accordingly be worked out by bidders.
17				All user must have domain User Ids and should not have admin rights to the desktop	Can AQQCSA for his own AD enviorment for independent domain controller ?	As the product to be used for QC is brower based and the credentials are centrally controlled by UIDAI hence bidder is free to use local AD for necessary protection. Specific group policy for AD would be told to selected bidders only.

18	31	8.3		The ADQCSA is also expected to do the following	Scope of work is not clear for AQQCSA, Are we required to review the process and consulting as separate services to be quote with our proposal ?	UIDAI may employ an external 3rd party agency to do a detailed process review of enrolment and updation processes or agree to recommendations of BPR study report submitted by ADQSAs (to be submitted within 04 weeks of signing of agreement). Bidders don't have to quote
19			General	General	UIDAI has mentioned Server in RFP however the detail is not shared in delivery center environment	ADQSAs will install complete hardware as per their capacity and security requirements in each of their QC center
20	52	9	LIQUIDATED	Following errors in QC will be considered as "Grave Errors": (a) Photo of Photo (b) Use of non-human photo/Human Photo missing (c) Object in exception	Following terms are not clear, Need details Object in exception photo Photo of Photo	Explained during pre-bid meeting. Detailed traing/explanation would be provided to the finally on-boarded ADQSAs.
21	3	Section I	5	Bidder who has downloaded the RFP from the UIDAI website https://uidai.gov.in/resources/uidai-documents/tenders.html or Central Public Procurement Portal (CPPP) website https://eprocure.gov.in/eprocure/app shall not tamper/modify the RFP form including downloaded price bid template in any manner. In case if the same is found to be tempered /modified in any manner, Bid will be completely rejected and EMD would be forfeited and Bidder is liable to be banned from doing business with UIDAI.	Bidder requests modification: - Bidder who has downloaded the RFP from the UIDAI website https://uidai.gov.in/resources/uidai-documents/tenders.html or Central Public Procurement Portal (CPPP) website https://eprocure.gov.in/eprocure/app shall not tamper/modify the RFP form including downloaded price bid template in any manner. In case if the same is found to be tempered /modified in any manner, Bid will be completely rejected and EMD would be forfeited and Bidder is liable to be banned from doing business	No Change.

22	9	Section II	Definitions	<p>“Applicable Law” means the laws and any other instruments having the force of law in India.</p>	<p>Bidder requests modification: -</p> <p>“Applicable Law” means the laws and any other instruments having the force of law in India <u>and applicable to the bidder while provisioning services under the Agreement.</u></p>	No change is warranted
23	9	Section II	Definitions	<p>“Confidential Information” means any information disclosed to or by any Party to this Contract and includes any information in relation to the Parties, a third party including any such information that may come to the knowledge of the Parties hereto/Bidder’s team by virtue of this Contract that: is by its nature confidential or by the circumstances in which it is disclosed confidential and/or is designated by the disclosing Party as confidential or identified in terms connoting its confidentiality; but does not include information which is or becomes public knowledge other than by a breach of this Contract.</p>	<p>Bidder requests modification: -</p> <p>“Confidential Information” means any information disclosed to or by any Party to this Contract and includes any information in relation to the Parties, a third party including any such information that may come to the knowledge of the Parties hereto/Bidder’s team by virtue of this Contract that: is by its nature confidential or by the circumstances in which it is disclosed confidential and/or is designated by the disclosing Party as confidential or identified in terms connoting its confidentiality; but does not include information</p>	No change is warranted
22	11	Section -I	1 - General	<p>All the provisions listed out in the Request for Proposal (RFP) issued by the UIDAI shall be binding upon the participating bidders of this RFP.</p>	<p>Bidder requests modification: -</p> <p>All the provisions listed out in the Request for Proposal (RFP) issued by the UIDAI <u>and agreed upon by the bidders</u> shall be binding upon the participating bidders of this RFP.</p>	No change.

23	11	Section II	1.10 - Extension of Contract	<p>Extension of the contract: The contract may be extended by two more years, on year to year basis as per Clause 2.10 Extension of Contract of General terms of extension. However, extension shall be subject to the satisfactory performance of the service provider and solely at the discretion of the purchaser.</p>	<p>Bidder requests modification: -</p> <p>Extension of the contract: The contract may be extended by two more years, on year to year basis as per Clause 2.10 Extension of Contract of General terms of extension. However, extension shall be subject to the satisfactory performance of the service provider and solely at the discretion of the purchaser <u>and on terms and conditions mutually agreeable to both parties.</u></p>	No change.
24	11	Section II	1.11 - Extension of Contract	<p>Notwithstanding the allocation of work during the Contract period and/or tenure of Contract, the UIDAI, without prejudice or liability, reserves the right to terminate the contract.</p>	<p>Bidder requests modification: -</p> <p>Notwithstanding the allocation of work during the Contract period and/or tenure of Contract, the UIDAI, without prejudice or liability, reserves the right to terminate the contract <u>after giving a prior notice of three (3) months to the selected bidder. In the case of such termination, the selected bidder shall be paid for all the goods delivered and services rendered up to the effective date of termination along with mutually agreed termination assistance costs.</u></p>	No change required at this place as Termination has been adequately covered at para 2.9 of COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT. Notice period of Not less than 30 days is mentioned.
25	12	Section II	4 - Earnest Money Deposit	<p>v. The EMD of the unsuccessful bidders would be returned within 30 days of signing of the contract.</p>	<p>v. The EMD of the unsuccessful bidders would be returned within 30 days of signing of the contract. <u>opening of the commercial bids.</u></p>	No change as all Technically qualified bidders will also participate in Reverse Auction, post opening of commercial bids

26	12	Section II	5 - Forfeiture	<p>The EMD shall be forfeited by the Purchaser in the following events:</p> <p>i. If Bid is withdrawn during the validity period or any extension agreed by the Bidder thereof</p> <p>ii. If the Bid is varied or modified in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof.</p> <p>iii. If the Bidder tries to influence the evaluation process.</p> <p>iv. If the Bidder/s selected as 'Service Provider chose to withdraw the Bid before the finalization process.</p> <p>v. If the successful bidder fails to sign the contract or the performance guarantee is not submitted within the time</p>	<p>Bidder requests modification: -</p> <p>The EMD shall be forfeited by the Purchaser in the following events:</p> <p>i. If Bid is withdrawn during the validity period or any extension agreed by the Bidder thereof</p> <p>ii. If the Bid is varied or modified in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof.</p> <p>iii. If the Bidder tries to influence the evaluation process</p> <p>iv. If the Bidder/s selected as 'Service Provider chose to withdraw the Bid before the finalization process</p>	No change.
27	14	Section II	11 - Disqualifi	<p>Purchaser may at its sole discretion and at any time during the evaluation of application, disqualify any applicant, if the applicant:</p> <p>vii. The bidder qualifies the proposal with his own conditions.</p>	<p>Bidder requests modification: -</p> <p>Purchaser may at its sole discretion and at any time during the evaluation of application, disqualify any applicant from the current tendering process, if the applicant: vii. The bidder qualifies the proposal with his own conditions.</p>	No change
28	14	Section II	12.2 - Award o	<p>The Bidders will sign the contract as per the standard Contract form in Annexure II within 15 days of issuance of the letter of intent.</p>	<p>Bidder requests modification: -</p> <p>The Bidders will sign the contract on mutually agreed terms and conditions as per the standard Contract form in Annexure II within 15 days of issuance of the letter of inten</p>	No change.

29	26	Section III	2.7 - Overview of the Scope of Work	ADQCSA shall maintain the confidentiality of the data and adhere to the code of conduct, IT security policy as provided by UIDAI and any amendments thereof	UIDAI to please share its Code of Conduct and IT Security Policy with us.	IT Security requirements have been adequately specified in the RFP. Please refer Form D-UIDAI Information Security Guidelines for Third party (ADQCSA).
30	29	Section III	6.14 (d) - Prerequisites for all manpower deployed	ADQCSA shall conduct background verification for all resources to be deployed in the project along with police verification. The agency shall share the details and related documents whenever asked by UIDAI.	Bidder requests modification: - ADQCSA shall conduct background verification for all resources to be deployed in the project along with police verification. The agency shall share the details and related documents whenever asked by UIDAI.	No change as this is considered essential, keeping in view the confidentiality and privacy of citizens data.
31	29	Section III	7 - Conduct QC Operations as per Standard Processes	Privacy & Security: ADQCSA will be responsible to make sure that the data is kept in a very secure and confidential manner and under no circumstances, shall they either use the data themselves or part with the data to any other agency other than the UIDAI and shall be subject to audit by UIDAI or their representative from time to time. ADQCSA shall follow IT security policy of UIDAI, Aadhaar Act 2016 and other prevalent laws of the country and their amendment during the entire contract period. ADQCSA shall ensure that the Information security guidelines as issued by UIDAI are	UIDAI to please share its Information Security guidelines and IT Security Policy with us.	IT Security requirements have been adequately specified in the RFP. Please refer Form D-UIDAI Information Security Guidelines for Third party (ADQCSA).

32	32	Section III	D - Security of the Premises	4. Non Disclosure Agreement should be signed by all the resources 8. ADQCSA will have to submit a certificate that they are compliant to the UIDAI confidentiality and Information security guidelines and regulations as laid down by UIDAI or MeitY.	UIDAI to please share its Information Security guidelines and IT Security Policy with us. Also, Bidder requests deletion of the following: - 4. Non-Disclosure Agreement should be signed by all the resources	IT Security requirements have been adequately specified in the RFP. Please refer Form D-UIDAI Information Security Guidelines for Third party (ADQCSA). Non- Disclosure- No change keeping in view the sensitive PII data being handled.
33	34	Section III	Part II - Service Level Agreement	Note: a. The total cumulative SLA penalty amount shall not exceed 10% of the estimated contract value at the start of the contract and addendum there under. The total quarterly penalty amount shall not exceed 15% of the quarterly invoice value.	Note: a. The total cumulative SLA penalty amount shall not exceed 10% 5% of the estimated contract value at the start of the contract and addendum there under. The total quarterly penalty amount shall not exceed 15% 10% of the quarterly invoice value.	No change
34	38	Section IV	1.1(a) - Definitions	“Applicable Law” means the laws and any other instruments having the force of law in India.	Bidder requests modification: - “Applicable Law” means the laws and any other instruments having the force of law in India <u>and applicable to the bidder while provisioning services under the Agreement.</u>	Same as above
35	39	Section IV	1.8 - Taxes and Duties	d. If there is any reduction or increase in duties and taxes due to any reason whatsoever, after submission of bid or Notification of Award, the same shall be passed on to the Purchaser/ASDQCSA	d. If there is any reduction or increase in duties and taxes due to any reason whatsoever, after submission of bid or Notification of Award, the same shall be passed on to the Purchaser/ ASDQCSA . Taxes shall be paid to the service provider at prevailing rates at the time of invoicing	Agreed. Please refer revised RFP

36	39	Section IV	1.9.2 - Measures to be taken by the Purchaser	<p>a. The Purchaser may terminate the contract if it determines at any time that representatives of the Service Provider were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract, without the Service Provider having taken timely and appropriate action satisfactory to the Purchaser to remedy the situation;</p> <p>b. The Purchaser may also sanction against the Service Provider, including declaring the Service Provider ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Service Provider has,</p>	<p>Bidder requests modification: -</p> <p>a. The Purchaser may terminate the contract if a court of competent jurisdiction determines at any time that representatives of the Service Provider were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract, without the Service Provider having taken timely and appropriate action satisfactory to the Purchaser to remedy the situation;</p> <p>b. The Purchaser may also sanction against the Service Provider, including declaring the Service Provider</p>	No change in these is deemed necessary
37	41	Section IV	2.2 - Termination of Contract for failure to become effective	<p>a. If the selected Service Provider is unable to commence the service within the specified period, as per the scope of work of RFP, UIDAI may declare this Contract null and void and in the event of such a declaration, the Performance Bank Guarantee is liable to be forfeited by UIDAI</p> <p>b. Notwithstanding the duration of the contract stated in GC 2.4, the UIDAI, without prejudice or liability, reserves the right to terminate the contract</p>	<p>Bidder requests modification: -</p> <p>a. If the selected Service Provider is unable to commence the service within the specified period owing to reasons solely and directly attributable to the selected Service Provider, as per the scope of work of RFP, UIDAI may declare this Contract null and void and in the event of such a declaration, the Performance Bank Guarantee is liable to be forfeited by UIDAI</p> <p>b. Notwithstanding the duration of the contract stated in GC 2.4, the UIDAI, without prejudice or liability, reserves the right to terminate the contract</p>	No change.

38	41	Section IV	2.4 - Expiration of the Contract	Unless terminated earlier pursuant to Clause GC 2.3 hereof, this Contract shall expire at the end of such time period, after the Effective Date, as specified in the SC. The contract may be extended by two periods of one year each, subject to satisfactory performance	Bidder requests modification: - Unless terminated earlier pursuant to Clause GC 2.3 hereof, this Contract shall expire at the end of such time period, after the Effective Date, as specified in the SC. The contract may be extended by two periods of one year each, subject to satisfactory performance and on terms and conditions	No change
39	43	Section IV	2.7 - Force Ma	As per RFP	Bidder requests the following to be added: - <u>In case Force Majeure subsists for more than sixty (60) days, either party shall have the right to terminate the Agreement and in which scenario, the Selected bidder shall be paid for all the goods delivered and services rendered up to the effective date of</u>	No change as Termination under various conditions has been adequately covered at Para 2.9 of the COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT . Notice period of 30 days has been specified.

40	43	Section IV	2.8 - Suspensi	<p>The Purchaser may, by written notice of suspension to the Service Provider, suspend all payments to the Service Provider hereunder if the Service Provider fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the Service Provider to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the Service Provider of such notice of suspension. The suspension of payment will be applicable in cases where the penalties calculated by the</p>	<p>The Purchaser may, by written notice of suspension to the Service Provider, suspend all payments payment related to the defaulted/ undelivered portion of service to the Service Provider hereunder if the Service Provider fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the Service Provider to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the Service</p>	<p>No change as payments relate to providing QC services only.</p>
41	43	Section IV	2.9.1 - Termination - By the Purchaser	<p>The Purchaser may, without prejudice to any other remedy for breach of Contract, terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (k) of this Clause GC 2.9.1. In such an occurrence the Purchaser shall give a not less than thirty (30) days' written notice of termination to the Service Provider:</p> <p>a. If the Service Provider does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Purchaser may have subsequently approved in writing.</p> <p>b. If the Service Provider, in the judgment of the</p>	<p>Bidder requests modification: -</p> <p>The Purchaser may, without prejudice to any other remedy for breach of Contract, terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (k) of this Clause GC 2.9.1. In such an occurrence the Purchaser shall give a not less than thirty (30) days' written notice of termination to the Service Provider:</p> <p>a. If the Service Provider does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being</p>	<p>No change</p>

42	45	Section IV	2.9.5 - Payment upon Termination	b. If the agreement is terminated pursuant of Clause GC 2.9.1 (a) to (c), (e), (f), (h), K(i) to K(iii) the Service Provider shall not be entitled to receive any agreed payments upon termination of the contract However, the Purchaser may consider making payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to the Purchaser. Applicable under such circumstances, upon termination, the Purchaser may also impose liquidated damages as per the provisions of Clause GC 9 of this agreement. The Service Provider will be required to pay any such	Request to modify the clause as below: If the agreement is terminated pursuant of clause GC 2.9.1 (a) through (k), the service provider shall be paid for all the goods delivered and service rendered till the last effective date of termination.	No change as already mentioned that "However, the Purchaser may consider making payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to the Purchaser."
43	46	Section IV	2.10 - Extension of Contract	The contract may be extended by two periods of one year each, subject to satisfactory performance. The extension shall be at the discretion of UIDAI. Unit QC rates finalised shall be revised up to 10% increase for first year extension and by further up to 5% increase on the prevailing unit rates for the second year extension.	Bidder requests modification: - The contract may be extended by two periods of one year each, subject to satisfactory performance. The extension shall be at the discretion of UIDAI and shall be on rates, terms and conditions mutually agreeable to both parties. Unit QC rates finalised shall be revised up to 10% increase for first year extension and by further up to 5% increase on the prevailing unit rates for the second year	No change.
44	47	Section IV	3.5 - Insurance to be Taken Out by the Service	As per RFP	Wipro only provides a comprehensive company wide insurance policy and not any transaction specific	No change

45	47	Section IV	3.6 - Accounting, Inspection and Auditing	<p>a. The Service Provider (i) shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and (ii) shall periodically permit the Purchaser or its designated representative and/or the Purchaser, and up to five years from expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Purchaser or the Purchaser, if so required by the Purchaser</p>	<p>Bidder requests modification: - a. The Service Provider (i) shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with generally internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and (ii) shall periodically permit the Purchaser or its designated representative and/or the Purchaser, and up to twelve (12) months five years from expiration or termination of this Contract, to inspect the same and make copies</p>	<p>Following stand amended:- (i) shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with generally / internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and (ii) shall periodically permit the Purchaser or its designated representative and/or the Purchaser, and up to five years from expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the</p>
46	48	Section IV	3.10 - Safety & Security of Data, Premises, Location/ site	<p>d. The Service Provider shall follow the Security Guidelines issued by UIDAI. e. The Service Provider would be governed by the provisions of the Law of the Land, including but not limited to the IT Act 2000, the Aadhaar Act- 2016, Aadhaar Regulations 2016, and other relevant Acts and amendments thereof. f. The Purchaser reserves the right to carry out third party Audits of the Service Provider to ensure compliance of stated and implicit requirements. g. The rogue behavior of the employees of Service Provider shall fall under</p>	<p>UIDAI to provide the security guidelines to the Bidders. g. The rogue behavior of the employees of Service Provider shall fall under the 'Unlimited liability' to the Service Provider.</p>	<p>IT Security requirements have been adequately specified in the RFP. Please refer Form D-UIDAI Information Security Guidelines for Third party (ADQCSA).</p>

47	49	Section IV	3.12 - Intellectual Property Rights (IPR)	The intellectual property rights to all the outputs, deliverables, data, and reports developed during the execution of this Contract shall remain sole property of the Purchaser.	Bidder requests modification: - The intellectual property rights to all the outputs , deliverables, data , and reports developed during the execution of this Contract shall remain sole property of the Purchaser. Each Party owns, and will continue to own all right, title and interest in and to any inventions however embodied, know how, works in any media, software, information, trade secrets, materials, property or proprietary interest that it owned prior to this Agreement, or that it created or acquired independently of its obligations pursuant to this	No change.
48	50	Section IV	6 - Payment to the Service Provider	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'.	Request to modify the payment terms as follows: Payment against IT and Non IT infra (Hardware and Software) of the QC centers to be paid on completion of infrastructure set up at QC centers. For steady state (T+90 days), The Service Provider shall submit the invoice for payment when the payment is due as per the agreed terms on 'Quarterly	No change as there are no payments for IT and non IT infra.

49	52	Section IV	9 - Liquidated	specified by UIDAI, liquidated damages at the rate of 0.5% per week on the cost of expected shortfall* will be charged. This LD shall continue till required levels of QC operations are achieved. LD will be over and above SLA penalties on TAT / quantity and quality. Total LD will be separately capped at maximum of 10% of total contract value calculated at the beginning of agreement with each agency.	specified by UIDAI, liquidated damages at the rate of 0.5% per week on the cost of expected shortfall* will be charged. This LD shall continue till required levels of QC operations are achieved. LD will be over and above SLA penalties on TAT / quantity and quality. Total LD will be separately capped at maximum of 10% 5% of total contract value calculated at the beginning of agreement with each agency.	No change.
50	52	Section IV	9.1 - Liquidated	All such cases not detected during QC will be counted towards 'Grave Errors'. The ADQCSA shall be levied Rs. 10,000 as penalty for each of such errors. Besides this the concerned QC operator / reviewer / re reviewer shall be kept under watch and may be removed from QC operations on occurrence of two such errors in a span of one year.	Bidder requests modification: - All such cases not detected during QC will be counted towards 'Grave Errors'. The ADQCSA shall be levied Rs. 10,000 as penalty for each of such errors. Besides this the concerned QC operator / reviewer / re reviewer shall be kept under watch and may be removed from QC operations on occurrence of two such errors in a span of one	No change as this is aimed to root out repeat offenders.
51	53	Section IV	9.2 - Liquidated	The amount of liquidated damages for services under this Contract shall not exceed the Contract Price	The amount of liquidated damages for services under this Contract shall not exceed 5% of the Contract Price	Amended as "The amount of liquidated damages for services under this Contract shall not exceed 10% of the estimated contract value at the start of the contract and addendum

52	53	Section IV	10.1 - Adherence to Safety Procedures, Rules, Regulations & Restrictions	e. The Service Provider shall at all times indemnify and keep indemnified the Purchaser for any situation arising out of this clause while providing its services under the Project.	Bidder requests modification: - e. The Service Provider shall at all times indemnify and keep indemnified the Purchaser for any situation arising out of this clause while providing its services under the Project.	No change
53	53	Section IV	11.1 - Limitation of Liability	The aggregate liability of the Service Provider to the Purchaser whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Service Provider to indemnify the Purchaser with respect to patent infringement.	Bidder requests modification: - The aggregate liability of the Service Provider to the Purchaser whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Service Provider to indemnify the Purchaser with respect to patent infringement.	Agreed. Please refer revised RFP

54	54	Section IV	12.1 - Miscellaneous Provisions	<p>c. The Service Provider shall at all times indemnify and keep indemnified the Purchaser against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Project.</p> <p>d. 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</p>	<p>Bidder requests modification: -</p> <p>c. The Service Provider shall at all times indemnify and keep indemnified the Purchaser against all <u>third party</u> claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Project.</p> <p>d. 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</p>	No change
55	56	Section IV	6.3 General terms and conditions of Payment Schedule	<p>5) 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.</p>	<p>5) 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 <u>payment related to the defaulted/ undelivered portion of service</u>, till such work / service is made conforming to the prescribed standards. These powers to withhold payments shall be without prejudice to</p>	No change

56	57	Section IV	8.2(a)	Ministry of Law, Government of India.	Bidder requests modification: - Ministry of Law, Government of India. <u>Chief Justice of the High Court having jurisdiction over the contracting parties.</u>	No change
57	63	Form 3	Technical Proposal Covering Letter	If our proposal is accepted, we will obtain a performance bank guarantee in the format given in the tender document issued by a scheduled commercial bank in India, acceptable to UIDAI, for a sum equivalent to 5% of the assessed contract value based on the prices finalised for the due performance of the contract. We agree for unconditional acceptance of all the terms and conditions set out in the tender document and also agree to abide by this tender response for a period of six months from the last date of submission of the bid document and it shall remain binding upon us	Bidder requests modification: - If our proposal is accepted, we will obtain a performance bank guarantee in the format given in the tender document issued by a scheduled commercial bank in India, acceptable to UIDAI, for a sum equivalent to 5% of the assessed contract value based on the prices finalised for the due performance of the contract <u>and submit it to UIDAI after signing the contract.</u> We agree for unconditional acceptance of all the terms and conditions set out in the tender document <u>except those for which deviations</u>	No Change
58	67	Form 5	Commercial Proposal Cover Letter	We agree for unconditional acceptance of all the terms and conditions set out in the tender document	We agree for unconditional acceptance of all the terms and conditions set out in the tender document, <u>except for the deviations submitted along with</u>	No change
59	71	Form 8	Acceptance of Terms and Condition of the RFP	We have read and agree for unconditional acceptance of all the terms and conditions set out in the RFP document.	We have read and agree for unconditional acceptance of all the terms and conditions set out in the RFP document, <u>except for the deviations submitted along with the bid document.</u>	No change

60	96	F - Pre Bid/ Pre Contract Integrity Pact	Section 2 - Commitments of the Bidder/ contractor	c) The Bidder / Contractor will not commit any offence under the relevant IPC/PC Acts; further the Bidder / Contractor will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.	Bidder requests modification: - c) The Bidder / Contractor will not commit any offence under the relevant IPC/PC Acts; further the Bidder / Contractor will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted	No change
61	98	F - Pre Bid/ Pre Contract Integrity Pact	Section 4 - Compensation for Damages	If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the principal shall be entitled to demand and recover from the Contractor liquidated damages equivalent to Security Deposit / Performance Bank Guarantee.	Bidder requests modification: - If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the principal shall be entitled to demand and recover from the Contractor liquidated damages equivalent to Security Deposit / Performance	No change

62	98	F - Pre Bid/ Pre Contract Integrity Pact	Section 5 - Previous Transgression	(1) The Bidder declares that no previous transgressions occurred in the last 3 years with any other Company in any country conforming to the anti-corruption or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.	Bidder requests modification: - (1) The Bidder declares that no previous transgressions occurred in the last 3 years with any other Company in any country conforming to the anti-corruption or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.	No change as part of standard document provided by CVC
63	100	F - Pre Bid/ Pre Contract Integrity Pact	Section 9 - Pact Duration	This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the respective contract, and for all other Bidders 6 months after the contract has been awarded.	Bidder requests modification: - This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the respective contract, and for all other Bidders 6 months after the contract has been	No change as part of standard document provided by CVC
64	NA	NA	Taxes	Clause to be added	Any increase or decrease in the rates of the applicable taxes or any new levy on account of changes in law shall be to the account of	No change required as adequately covered in the RFP
65	NA	NA	Savings Clause	Clause to be added	Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's performance is effected , delayed or causes non-performance due to UIDAI's omissions or	No change required as adequately covered in the RFP in Force Majeure clause

66	NA	NA	Deemed Acceptance	Clause to be added	Services and/or deliverables shall be deemed to be fully and finally accepted by UIDAI in the event when UIDAI has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when UIDAI uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by Client.	Not required as there is no 'Deemed Acceptance' of any services or installation.
67	NA	NA	SNR	Clause to be added	UIDAI hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. UIDAI agrees that Bidder shall not be in any manner be liable for any delay arising out of UIDAI's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this	No change as not related to present scope of work of the RFP.
68	NA	NA	Transfer of risk and title	Clause to be added	Bidder assumes that the title of ownership and risk of the goods supplied under this Contract is passed onto UIDAI on delivery of the material at the UIDAI location.	No change as unrelated to present scope of work of the RFP.

69	29	SECTION-III SCOPE OF WORK, DELIVERABLES AND SLAs	7. Conduct QC Operations as per Standard Processes	7.1. The ADQCSA would use the software provided by the UIDAI/Registrar for QC of collection of demographic data. The software will be supported by a User Manual. 7.2. UIDAI has defined clear-cut standard processes for Aadhaar QC operation which will be shared	Can ADQCSA can introduce Bots/AI application for the QC Process in Workstation? If yes, Can ADQCSA can have access to Database with use of API ?	Present RFP is for manual QC only. No access will be allowed to any of UIDAI data bases.
70	79	Annexure VI : Documents related to Scope	General		Can you provide samples of the Scanned documents available for QC for each type	Personal Identifiable Information cannot be shared as per Aadhaar Act, 2016. List of accepted documents is available on UIDAI
71	90	Annexure VI : Documents	E: Over view of the QC process	Guidelines to check the Scanned docs in QC	Does the Enrolment/update form will be part of QC ?	No
72	81, 82	Annexure VI : Documents	B: Language wise enrolment data	General	Does the specific Langague mentioned pertains to scanned proofs only ?	It pertains to PDF as well as information entered electronically by the enrolment operators
73	90	Annexure VI : Documents	E: Over view of the QC process	Guidelines to check the Scanned docs in QC	Does the Enrolment/update form is standardized or varies from state to state ?	These are standardised
74	90	Annexure VI : Documents	E: Over view of the QC process	Guidelines to check the Scanned docs in QC	Does the details on enrolment/update form is handwritten or machine printed ?	Handwritten
75	90	Annexure VI : Documents	E: Over view of the QC process	Guidelines to check the Scanned docs in QC	Does the details filled in the enrolment/update form is english language or other langauge ?	It can be in English language or other languagues.
76	90	Annexure VI : Documents related to Scope	E: Over view of the QC process	Guidelines to check the Scanned docs in QC	Does the details uploaded from enrolment/update form to CIDR application is in english language or other langauge ?	These can be in English language or other languagues.

77	88	Annexure VI : Documents related to Scope of work	D: UIDAI Information Security Guidelines for Third party (ADQCSA)	VII. Communications Security 1. The network between CIDR and ADQCSA shall be secure. ADQCSA shall connect with CIDR through leased MPLS lines; 2. ADQCSA shall ensure that the SFTP client server is dedicated for the UIDAI activities and is	Can you provide more details on SFTP Client server ? Does the CIDR data stored in SFTP server or accessed from CIDR in real time ?	There is no SFTP Client server. This terms has been replaced with 'QC Terminal' or QC interface', as applicable in the RFP Ver 2.0. Data will be accessed from CIDR in real time.
78	90	Annexure VI : Documents related to Scope of work	E: Over view of the QC process	Guidelines for verifying demographic data in scanned document vis a vis QC packet > Verify "Name & Photo", "Date of Birth", "Address", and "Relationship Details" against POI, DoB, POA, PoR, respectively.	What is QC Packet ? Is it physical document against enrolment/update ? If it is Physical documents, what is the percentage of such documents coming in overall enrolment/update ?	QC packet contains residents' demographic details in English and Local Language along with photo and documents submitted at the time of enrolment.
79	90	Annexure VI : Documents related to Scope of work	E: Over view of the QC process	Guidelines to check the Scanned docs in QC	Does QC process include matching of Scanned Copy of proofs against the information uploaded by Enrolment Operator ? Does QC process include verification of scanned copy of proofs with enrolment/update form as well ?	Yes. Enrolment form is not part of QC process.
80	79	Annexure VI : Documents related	A: List of Documents for Verifying PoI, PoA & DoB	Acceptable List of Documents –POA Acceptable List of 1. Passport 2. Bank Statement/	Can UIDAI share % distribution of document types submitted for by type of verification(POI, POA,	No such data is available as of now.
81	81, 82	Annexure VI : Documents	B: Language wise enrolment data	General	Does CIDR carries information/indicator related to language it pertains to ?	Yes
82	17	PART-II: ELIGIBILITY CRITERIA :	7.Should have experience of similar* completed or ongoing projects after March 2013	Work Order + completion Certificate from client. For ongoing project bidder needs to submit certificate from the client along with work order.	Request for CS/ CA certificate in lieu of Work Order, as all our orders are under NDA and cannot be disclosed.	Detailed work orders are not required. Relevant documents may be submitted after obliterating classified details.

83					Request UIDAI to allow subcontracting. Such kind of projects which have a very large scale and the resources have to be deployed in different parts of the country requires subcontracting hence requesting the department to facilitate	The Service Provider shall not be permitted to sub-contract QC work.
84	NA	NA	NA	Is there any application that will be provided by Aadhar or we have to develop?	NA	UIDAI shall be providing a client end software for quality check. ADQSAs don't have to develop any software.
85	NA	NA	NA	How to conclude the handi	NA	It will be done online on the interface provided by UIDAI
86	NA	NA	NA	How the locations of 10 ce	NA	These are at total discretion of the ADQSA
87	NA	NA	NA	Will there be any scope or window of providing justification regarding the errors falling under penalty clause?	NA	UIDAI would carry out sample check of 2% packets cleared by ADQSAs. These samples would also be reviewed and re-reviewed. We may think of some mechanism of providing justification by ADQSAs in future, if felt necessary.
88	NA	NA	NA	Whether we have to submit the Integrity Pact on	NA	No, it need not be submitted on stamp paper.
89	General	General	General	General	Kindly provide the details about the existing ADQCSAs?	There is no Quality check with DMS being carried out by any external agency as of now.

90	25	III	2	2.3 The Quality Check application developed by UIDAI MSP may be modified during the currency of the agreement as per changes in processes for enrolment, updation 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 QC work. This shall be dealt through the Change Request procedure on mutually agreed terms under the contract as defined at Appendix VI-G. The value of such change will not be more than 25% of the total value of	We understand that any change in the Quality Check application developed by UIDAI MSP will be done by the UIDAI MSP and it would not be in the scope of ADQCSA. Kindly confirm.	All changes in the QC application will be done by UIDAI only. This will not be in the scope of work of ADQSAs .
91	General	General	General	Sample Data	We request you to kindly provide the sample data in order estimate the quantam of time required for processing One Quality Check request.	Complete process is as explained in the pre-bid meeting. It is not feasible to share any data with the bidders. Intersted bidders may visit UIDAI HQs for further queries or demo.
92	General	General	General	Live Demo	We request you to kindly arrange the live demo on the QC Application which will help the bidder to understand the procedure well.	Intersted bidders may visit UIDAI HQs for further queries or demo. However, complete process is as explained in the pre-bid meeting with the help of available software.

93	25	III	2	2.2. UIDAI has engaged MSP (Managed Service Provider) for development, maintenance and support for various IT related systems and components of the Aadhaar ecosystem. UIDAI, through the MSP has developed an application for undertaking document based QC for the Enrolment and update	We understand that the the QC will be done through the application developed by MSP and there will be no involvement of physical/ manual QC. Kindly confirm.	Yes the QC will be done through the application developed by MSP and there will be no involvement of physical/manual QC.
94	26	III	2	2.5. 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 working out the quantum of time required for each process and likely	What is the average quantam of time required to process One Quality Check request as per the existing QC procedure?	Average time taken depends on various factors like experience of the QC operators, quality of internet and number of documents to be verified etc. Bidders are requested to familiarise with the complete process and then make their own assumptions.
95	27	III	5	5.2. UIDAI QC application shall divide the total packets uploaded every day, equally between both the QC Agencies. ADQCSAs shall have to complete all records provided daily as per the SLA.	We understand that the data will be provided through the MSP developed application or is there any other mode?	Yes, the data packets will be provided through MSP developed application.
96	28	III	5	5.5. During the entire contract period, UIDAI shall provide the historical data with regards to number of request received for enrolment and updates to the QC agencies on monthly basis.....	We undetstand that during the contract period only the ongoing enrollment and update data will be provided for QC purpose.	Yes, only ongoing enrolment and update data packets will be made available for QC check, during the contract.

97	31	III	8.2.2.	b. Deployment of the required hardware/software for setting up of the QC processing centers for the enrolment and update requests.	What software is required to conduct QC from ADQCSA end?	It relates to OS and any other office application required. QC will be checked by using MSP developed interface only.
98	31	III	8.2.2.	d. Establish the secure MPLS connectivity of adequate bandwidth between the QC processing centers and the UIDAI systems as per the UIDAI's security protocols..	1.What is MPLS Bandwidth required between QC Processing Centre and UIDAI? 2.Whether UIDAI will provide internet connectivity? If no what is the bandwidth needed?	The approx size of a QC packets is 3 - 5 MB. The bandwidth requirement can accordingly be worked out by bidders. No internet BW will be provided by UIDAI.
99	32	III	9.3g	5. Servers and Desktops are all put on UPS	Whether UIDAI will provide UPS? Whether any server are to be provided by the bidder?	ADQSAs are to plan complete hardware and system software as per their perceived requirements. UIDAI will not be providing any hardware or system software .
100	General	General	General	QC Packet	How many enrollment and update One QC	One
101	96	-	F	F: - Pre Bid/ Pre Contract Integrity Pact	It is required on plain paper or stamp paper? If on stamp paper please provide denomination.	Yes.
102	28	III	6.1	Manpower	We understand that the Manpower requirement would depend upon the demographic data vis-a-visa the QC Centres. Or is there any minimum specific requirement of manpower for each QC Data Centre? Kindly confirm.	There is no minimum requirement of manpower for each QC center. It will be entirely at the descretion of ADQSAs to plan for the number of QC centers, their location and number of personnel being deployed per QC center.

103	36	III		Turn Around Time (TAT)- 5 days	We understand that the TAT of 5 days will be given to conduct the QC of each day data. For Example, if data is given today i.e (18/07/2017) for QC, the ADQCSA has to carry out the QC till 22/05/2017. Or the QC of the data will be done on the same. Kindly confirm.	Yes, there is a TAT of 05 days for each QC data packet. After completion of 05 days it will be counted towards SLA breach.
104	28		6.1.1 Point no	The employee to be graduate	Is it mandatory for the resource to be graduate? Or can we deploy 10+2 qualified personnel meeting the requisite skills for this work?	Yes, minimum qualification specified for QC operators is 'Graduate'.
105	27	PART-II -	Service Level Agreement	Quality-Errors in completed QC request by agency	Please provide the audit requirements expected from the Service Partner	This pertains to audit of completed QC work by the ADQSAs. This will be done by UIDAI personnel
106	27	PART-II -	Service Level Agreement	Quality-Errors in completed QC request by agency	Please provide the expected agent vs. QA ratio	No such ratio has been specified.
107	27	PART-II -	Service Level Agreement	Quality-Errors in completed QC request by agency	Please clarify if the Accuracy calculation will be based on internal or external audits?	UIDAI would carry out its own quality check on all data packages handled by ADQSAs as per %age specified in the RFP.
108	27	PART-II -	Service Level Agreement	Quality-Errors in completed QC request by	Please provide the agent wise audit	No such ratio has been specified.
109					Please specify what would be the estimated duration of soft skills, product and process training. If classroom training is to be followed by OJT, please specify OJT duration as well.	Training responsibilities have been adequately covered in the RFP. Kindly refer para 6.1.4, Page 28 & Para 6.2, Page 29.
110					Will there be a separate Train-the-Trainer (TTT) for Aegis trainers? Or will UIDAI trainer facilitate the training for the pilot batch, which would also entail TTT?	UIDAI would train master trainers identified and nominated by the ADQSAs, who shall further train their QC operators in their respective locations.

111					Will there be any certification related assessments / benchmarks for agents to go live?	No certification has been mandated by UIDAI. However, ADQSAs are free to under take these for improving their processes as well as
112	31		8.2.2	Responsibilities of the Agency	We assume that the core applications/software required for QA process will be provisioned by UIDAI through MPLS link. Please share what all software will have to be provisioned by the	Only web interface for carrying out QC work will be provided by UIDAI. All other system software and hardware required for smooth functioning of their QC Centers will have to be provisioned by agencies themselves.
113	31		8.2.2	Responsibilities of the Agency (ADQCSA)	As Agency need to establish MPLS connectivity between the agency's delivery centre (QC processing centre) and/or the UIDAI centre/ MSP's Datacenters. With this regard please clarify the following: 1. What would be the bandwidth required per user/per session for accessing UIDAI system. 2. Please share the DC addresses where UIDAI system is hosted to check the feasibility of ISPs available in the premises of UIDAI. E.g. TCL, Bharti Airtel etc. 3. It is our understanding that UIDIA or MSP	1. The approx size of a QC packets is 3 - 5 MB. The bandwidth requirement can accordingly be worked out by bidders. 2. Bangalore and Manesar 3. Agencies will be allowed to terminate on UIDAI routers.
114	32		9.3	g. IT Infrastructure:	What will be the required Internet bandwidth per user? E.g. @50 Kbps per seat etc. Please also share the list of the web sites/application that service provider supposed to access over Internet or WAN	The approx size of a QC packets is 3 - 5 MB. The bandwidth requirement can accordingly be worked out by bidders.

115	32		9.3	g. IT Infrastructure:	Our normal practice is to provide for shared hosted internet routers/Firewalls .Is that acceptable or is there a requirement for dedicated Routers /Firewalls exclusively for the UIDAI	Agencies will be allowed to terminate their MPLS circuits on UIDAI routers
116	32		9.3	g. IT Infrastructure:	Our normal practice is to segregate the LAN via creation of a separate VLAN. The design and configuration confirms complies and certified to ISO 27001 standards. Is that acceptable or is there a requirement for a physically segregated network? If there is a requirement for a physically segregated network, the commercials would be higher, but we would be able to provide it? Please confirm	Physical seggregated LAN should be used for QC purpose connected to CIDR using dedicated MPLS links
117	84	III		Access Control	Please confirm if SFTP will be used by a single individual or all users will be accessing the same. Since clause 6 of Security of Premises (Pg#33) claims that no user should have mobile phones etc., strictly prohibited in operational area then from where this SFTP will be accessed that needs mobile phone to receive OTP for dual authentication.	There is no SFTP Client server. This terms has been replaced with 'QC Terminal' or QC interface', as applicable in the RFP Ver 2.0. Data will be accessed from CIDR in real time.

118	86			Operations Security - ADQCSA Operations	This contradicts the some of the other clauses e.g. Pg. # 84 (Access Control) says users shall access their Desktops/Laptops and Printers through Unique ID/PWD. Pg. # 86 (Physical and Environmental Security) clause 22 (e & f) says printed copies shall be secured etc. Please confirm whether printer is required for the process or not. Yes, it can have limited access	Printer is not required for QC. Any printers used for ADQCSAs internal processes should comply with UIDAI security guidelines.
		VI				
119	87			Systems Operations Security	Please confirm the retention period for which these logs to be retained by the service providers in their storage for forensic investigation?	No such period has been specified. ADQSAs should be able to furnish such information as and when asked for.
		VI				
120	88			Communications Security	Does that mean service provider to keep only SFTP client Server (Software) and purchaser or its MSP will have the main SFTP Server on which this SFTP client server will connect and take the data download? Please confirm	SFTP Client Server' has been replaced with QC Terminal' or 'QC interface' in the revised RFP Ver.2. No SFTP client or Server application is required
		VII				
121	28		6.1.4	Training	Will agency bill Training to UIDAI?	No

122			General	Agent definition	The expected hours of delivery per month per Agent would be 182 hours (FTE Definition), please confirm. We use internationally accepted definition of agent where he/she is defined as FTE (Full Time Equivalent). An agent delivers 22.75 days in a month (after deducting 4 days of mandatory leave as per labor laws, and the rest he/she takes as Sick Leave/Privilege Leave) with 8 login hours. If we multiply 22.75*8 we get 182 login hours from agent. This system ensures that instead of depending on physical bodies, we just take the login hour report from system, divide that by	No such definition has been specified in the RFP. ADQSAs should work out their requirement of number of QC operators as per data/information shared or available on UIDAI website.
123	28		6	Spans	Please provide the spans for QA, Trainer, Manager Ops and MIS.	Please refer RFP for this.
124			General	Operating Window	Please specify the Operating Window (We need to know the days of the week & the timing of agents working- whether the agents would work 8am to 8pm/6 days a week or 10am to 6pm/7 days a week or 24x7x365 or any other operating	UIDAI has not specified any such details or timings, ADQSAs will be free to choose their operating timings for QC operations so as to meet SLA.
125	31		1.6	QC Centers	It is mentioned that 10 centers are required, please confirm can we operate from 1 location only or this is required at 10 different locations according to the language capability of that region?	10 is the maximum number of Centers that a ADQSA can establish. They are free to establish these as per their preferences.

126	69		Commercial Proposal format	Billing Methodology	For this Transaction Model billing we would require Volume, AHT, Utilization that need to be considered for monthly basis to derive per form rate	Language wise Data for last 12 months on enrolment and Up-dates has been shared as part of RFP.
127			General	Client seat	Is there any requirement for client seating?	No such requirement has been specified in the RFP
128			General	Headcount	Please share the number of FTEs required for this project. Also, we would require the bifurcated headcount required for each language.	Language Data for last 12 months on enrolment and Up-dates has been shared as part of RFP. Bidders have to base their estimates on these and other information available on UIDAI website.
129			General	Forecast	We assumed that we will be getting the forecast on rolling basis and variance should be within -10% and 10%.	No Change as of now.
130			General	Minimum Guarantee	Should we consider Minimum Guarantee as 90% of the forecast?	Bidders have to make their own estimates based on information shared as well as available on UIDAI
131			General	LOB	Do we need to handle Outbound calls & if yes please share the bifurcated volumes for both inbound and outbound LOBs?	There will be no inbound / outbound calls between the QC staff and residents
132	36		Penalty Level Part 2(Service level agreement)	Penalty	As per point no.1 and 2 there is no capping on penalty, however it is mentioned in note (below penalty) that penalty would not exceed 15% of the quarterly invoice amount, please confirm should we consider the maximum capping on penalty as 15% of the quarterly bill amount? We suggest that total cumulative penalty AT ANY POINT OF TIME should not exceed 10% of monthly billing.	Capping details have been mentioned in the foot note. No change in the limits mentioned .

133	39		1.8	Tax & duties	We assume GST would be extra and UIDAI will be charged for it.	Yes.
134			General	Payment	Payment would be done on monthly basis or Quarterly basis, please confirm.	Quarterly basis
135	52		Liquid Damag	Grave errors Penalty	Penalty for each Grave error is mentioned as Rs. 10,000, please confirm this would be included in total capping penalty of 15% of billing invoice (Quarterly) or not. We suggest that this penalty of Rs.10,000 should be included in overall penalty capping of 10% of the monthly billing and should not be over and above SLA penalties.	As grave errors have serious implications for Enrolment Agencies such as blacklisting or filing of FIR. These cannot be mixed with routine SLA requirements and cannot be clubbed with normal SLA capping. Hence No change in this. However, Para 9.1 of the RFP stands amended as" All such cases not detected or detected wrongly during QC will be counted towards 'Grave
136	83		Asset Management	Asset Management penalty	Penalty for each non identification of Asset is mentioned as Rs. 10,000, please confirm this would be included in total capping penalty of 15% or not. We suggest that this penalty of Rs.10,000 should be included in overall penalty capping of 10% of the monthly billing and should not be over and above SLA	This will be included in overall penalty capping of 10% of the estimated contract value at the start of the contract and addendum there under.

137					<p>If the service provider fails to establish QC services as per time plan specified by UIDAI, liquidated damages at the rate of 0.5% per week on the cost of expected shortfall* will be charged. This LD shall continue till required levels of QC operations are achieved. LD will be over and above SLA penalties on TAT / quantity and quality. Total LD will be separately capped at maximum of 10% of total contract value calculated at the beginning of agreement with each agency. We suggest the following: If the service provider fails to establish QC services as per time plan</p>	No change.
138	18			<p>“The bidder should not be blacklisted or debarred banned from participating or carrying out business with the UIDAI or the Ministry of Electronics & IT or the entire Central Government at the time of the submission of the bid. An undertaking from the bidder, in this regard, should be submitted. A similar ban subsequent to the submission of the bid, but before the award of the contract shall also disqualify the bidder.”</p>	<p>Since Central Govt/ Department/ PSU/Government Company include thousands of departments, and we have multiple verticals operating in different geographies of India, it is not possible to validate this criterion. We suggest the following: The bidder should not have been blacklisted/ suspended/ barred from operations by any Regulatory/ Statutory authorities for any violations/ noncompliance during last one year</p>	No change

139	18			Should have experience of similar* completed or ongoing projects after March 2013 of value 1 project of Rs 100 Cr or 2 project of Rs 50 cr or 3 Projects of Rs 35 Cr Ongoing may also be considered if the service delivery under the project has started before March 2017.	We suggest the following: Should have experience of similar* completed or ongoing projects after March 2013 of value 1 project of Rs 40 Crs or 2 project of Rs 20 Crs or 3 Projects of Rs 15 Crs Ongoing may also be considered if the service delivery under the project has started before March 2017.	No change
140			Part –II Eligibility Criterion		We suggest to add the following for all eligibility criterions: In case the company bidding is the new entity because of result of merger or takeover/buy/purchase of business/operations from another entity then either the earlier entity whose business/operations new entity has taken over/bought/purchased should satisfy the criterion or new entity should satisfy the criterion	No change
141			General Queries		How much time is taken for QC for each application	The daily output for an operator for a 8 hr shift is typically between 150-200 based on past experience. However, this may change with addition/deletion of new parameters or documents. Prospective bidders will have to base their estimates on their own study and available information. UIDAI will not be held responsible

142					How many documents to be checked in each case of enrollment and update	Generally these vary between one to four. List of these has been made available on UIDAI website.
143					Require Network connectivity & Data flow diagram.	This was as explained in the pre-bid meeting held on Jul 19, 2017.
144					What are the current charges for the QC per case of enrollment & update	This information can not be shared
145	33	III	10.5 (a)	Missing Document: When Document is missing in the QC i.e. enrollment operator fails to upload the proof document	If scanned documents attached long with application are less than required i.e one or more documents are missing, will that case be eligible for payment ?	Such cases will be marked with appropriate codes and will be eligible for payment if disposed correctly.
146	90	V	Annexure VI (E)	Guidelines to check the Scanned docs	Responsibility of the selected ADQCSA will be to validate the availability of documents only or to establish its authenticity	The documents will have to be checked as per the error codes available on the QC portal.
147	90	V	Annexure VI (E)	Check that the resident has scanned documents of original documents for verification.	Will there be any software to be used or some guidelines be provided ?	Guidelines/training will be provided
148	90	V	Annexure VI (E)	Check that the resident has scanned documents of original documents for verification.	Will there be any software to be used or some guidelines be provided ?	Guidelines/training will be provided
149	90	V	Annexure VI (E)	Verify "Full Name & Photo", "Date of Birth", "Address", & "Relationship Details" against POI, DoB, POA, PoR, respectively.	How to establish that photograph taken match with the id proof if id proof is very old ?	Guidelines/training will be provided
150	90	V	Annexure VI (E)	Only correct format of documents is used and scanned.	What is the correct format ?	Guidelines/training will be provided
151	90	V	Annexure VI (E)	Check whether demographic information given in document have meaningful & accurate data & not tampered/alterd. Should not have any junk data etc. or any 'tampered photo' or 'editing done explicitly in document' or 'data mentioned indicates	How to validate that information is meaningful ?	Guidelines/training will be provided

152	90	V	Annexure VI (E)	Guidelines to check the Sca	Can we use any tool for QC or it has to manual activity only ?	No tools. Only manual activity.
153	90	V	Annexure VI (E)	Guidelines to check the Sca	What will be the size (KB / MB) of each document to be	Approx 3-5 MB for each QC packet
154	90	V	Annexure VI (E)	Guidelines to check the Sca	In case of any mismatch in data found during QC, do we have to make correction or only reject the case	No corrections to be made. Rejections will be marked along with appropriate list from error codes
155	52	IV	9.1	Photo of Photo	How to establish that photo of photo is taken ? Will there be any software to be used or some guidelines be provided ?	No tools. Only manual activity. Guidelines/training will be provided
156	52	IV	9.1	Use of Un-parliamentary la	Establishing the use of un-parliamentary language in data is very subjective. Will some data / guidelines be provided to establish the use of same ?	Guidelines/training will be provided
157	52	IV	9.1	Object in exception photo	Please clarify what exactly need to be verified ?	Guidelines/training will be provided
158	25	III	2.2	UIDAI has engaged MSP (Managed Service Provider) for development,	Will the application support be provided to work 24 X 7	Yes
159	25	III	2.2	maintenance and support for various IT related systems and components of the Aadhaar ecosystem. UIDAI, through the MSP has developed an application for undertaking document based QC for the Enrolment and update request received from the residents.	If QC application is down for certain period of the day / for few days, will it impact the SLAs ? How will you compensate the ADQCSA for the loss due to non-utilization of resources during that period ? Is there any SLAs for this also ?	In case of system failure attributable to UIDAI, the duration of failure will be verified by UIDAI and the same shall be excluded from SLA calculation. Adequate measures have been put in place for ensuring uninterrupted availability of the application. No compensation is envisaged to ADQCSA for system downtime
160	20	II	Part III (3.15)	Measures to ensure minimum down time for systems deployed by ADQCSA	Downtime of systems mentioned is related to workstation ?	Yes

161	20	II	Part III (3.15)	Use of IT tools / EMS for management of Hardware / Applications and HR	Use of IT tools / EMS for management of Hardware / Applications and HR - Will ADQCSA provide all these softwares or will be provided by UIDAI ?	These are for internal mangement of ADQSAs. These will be provided by ADQSA only, if offered as part of their Technical solution/presentation.
162	31	III	9.1	ADQCSA shall establish QC centers at maximum of 10 locations.	Setting up of 10 centers is required by each of the selected ADQCSAs	This is the maximum number. It is up to the ADQSAs to workout their requirements. No minimum numbers have been specified.
163	28	III	6.1.1 (a)	QC Operator: Operators shall be employed by ADQCSA to execute the QC at the centre and should satisfy the following criteria: a. The person should be of age 20 years and above.	Suggest to keep the qualification requirement of QC operator equal to 10+ 2 ? It will suffice for required skill set.	No change, keeping in view the quality of work expected
164	32	III	9.3 (g)	Bidder shall install Aadhaar based Biometric attendance at all premises.	It will add cost. In place of this, should we not provide aadhar based access to PCs ?	It is for ensuring regular attendance
165	32	III	9.3 (g)	Operations to be carried out on Desktops/All in one systems only	Access to the PCs will be DSC based or aadhar authentication based ?	No such requirement has been specified in the RFP. ADQSA can decide themselves. Access to QC application interface will be login ID / password based.
166	87	V	VI / SYSTEMS OPERATIONS SECURITY	- Event logs recording the critical user-activities, exceptions and security events shall be enabled and stored to assist in future investigations and access control monitoring. - Regular monitoring of the audit logs shall take place and results shall be	What should be frequency of system security monitoring and it should centralized or decentralized ?	06 Months
167	84	V	III. Access Control	Only authorized individuals shall be provided access to information facilities processing UIDAI information;	Do we need to install physical access control system at all the QC centers and what will be the specification of id cards to be issued to staff ?	Yes, access control system will need to be installed by ADQCSA.

168	89	V	IX. Compliance	ADQCSA shall follow information security industry best practices as per International standards like ISO27001: 2013 to maintain	Will the centers required to be ISO27001: 2013 certified. If yes, what will be the timelines ?	No such requirement has been specified in the RFP
169	32	III	9.3 (f)	Video monitoring system, with central online monitoring facility by ADQSA and UIDAI officials.	Requirement of Video monitoring system, with central online monitoring facility by ADQCSA and UIDAI is required for all CCTVs installed at QC centers or for selected CCTVs. For how much period will we need to keep CCTV footage storage ? Requirement of Video monitoring system, with central online monitoring facility by ADQCSA and UIDAI is required for all CCTVs installed at QC centers or for selected CCTVs. This is not economical and need to be	The central online monitoring facility has been removed. However, ADQSAs would be expected to have local CCTV footage available for any requirements for minimum six months.
170	84 - 89	V	Security system		Will UIDAI provides the security infrastructure for asset security, system and operational etc or we will need to commission on our own. If we have to provide the same, what will be the required specifications for the	These are for internal mangement of ADQSAs. These will be provided by ADQSA only. Specs may be decided by them only.
171	84	V	Access Control		Requirement of SFTP Client server is not clear. Please provide more details	SFTP client is not required. QC portal access to be enabled for agencies through MPLS.

172	35 - 36	III	SLA Change Control (Page 35) & TAT (Page 36)	<p>e. To elaborate further following illustration is provided: - Consider that the service delivery starts on 1st Sep 2017. For first three months of the project there shall be no penalty for lack of completion of the daily assigned quantity. On 30th November 2017, data of daily request received for enrolment and update through the assisted mode for last 12 months i.e. from 1st Dec 2016 to 30th November 2017 shall be considered. Based on the same suppose per day average is 1000 records per day. Adding 15% of the growth, per day daily estimate comes to be 1150 records. As there shall be two agencies, thus for each agency SLA</p>	<p>Calculation done to arrive the number of requests to be completed by each ADQCSA per day which will be applicable for next 6 months. How it is linked to TAT of 5 days given on page 36 under section service level ? Is ADQCSA supposed to review these many records in 5 days ?</p>	<p>The ADQCSA are expected to maintain a TAT SLA of 5 days for each QC packet. This TAT is designed for an average load capacity i.e. an average number of QC packets being assigned to each ADQCSA. In case the number of packets assigned to the ADQCSA exceeds this average by more than 15% for three months, the TAT SLA will not be levied. These will also indicate ADQCSAs about the quantum of work that they can anticipate and plan their resources accordingly.</p>
173	36	III	Turn Around Time (TAT)	<p>Following Table details the expected service performance levels from the ADQCSAs. Turn Around Time (TAT) = 5 days</p>	TAT of 5 days given is working days or calendar days ?	It will be 5 calendar days
174					It is suggested to keep 5 days compliance time for 90 – 95 % records and for remaining records to be completed in another 3 – 5 days.	No change
175	15	II	Reverse Auction	General Query	In the reverse auction process, if someone bid for price lower than L1 identified during evaluation, then will L1 not be awarded the contract ?	L1 is the lowest price obtained after Reverse auction.
176	69	V	Form 6 - Commercial Proposal Format	Commercial Quote as per s	In commercial quotes, it is suggested to remove tax field since it may change during the contract.	No change

177	52	IV	9		Are liquidated damages over and above the expected service performance level and defined cap of 10% of the estimated contract value ?	Yes, as specified in the RFP
178	26	III	2.3		Provide number of UIDAI Data Center (CIDR) where QC centres needs to be connected	2
179	31	III	8.2.2 (b)		All Softwares other than listed in 9.3g (page 32) will be provided by UIDAI.	UIDAI will only provide QC client software for QC operators to work. All other HW and system or management softwares as required in QC centers will be catered by ADQSAs only.
180	31	III	8.2.2 (e)		Details required on this. Is it paper based	ADQSAs will be expected to maintain complete documentation for the QC work being carried out by them as per established standards and make it available to UIDAI or any other 3rd party agency/representative appointed by UIDAI for
181	31	III	8.2.2 (h)		Who will select the audior and bear the costs for the audit?	ADQCSA.
182	32	III	9.3 (f)		Are we referring to CIDR for Central monitoring facility by UIDAI and what kind of monitoring is expected. Where is the Central site for ADQSA?	No central monitoing facility is required by UIDAI. However, ADQCSA will have CCTV installed for security and keep footage available for six months.
183	32	III	9.3 (g-5)		What Servers alongwith functionality are expected at QC Centers?	It pertains to servers installed at QC centers for managing internal functioning,
184	32	III	9.3 (g-6,7)		Desktops will be connected to CIDR Active Directory Servers and hence all the group policies will be pushed from the AD and desktops will take the time from AD servers.	Desktop to be connected on local AD, group policy for the same would be shared by UIDAI with the selected bidder

185	32	III	9.3 (g-8)		Anti-Virus clients will report to the Central Servers of CIDR and will be controlled from there only.	Bidder to use their own AV and to ensure regular update.
186	32	III	9.3 (g-9,12)		Access to internet will be thru CIDR proxy servers and the CIDR policies will be applicable to QC Centers	Acces to CIDR through dedicated MPLS network only. No Internet access.
187	32	III	9.3 (g-10)		User Management and login will be thru CIDR Active Directory Server. Audit logs will be monitored at CIDR	User management is through QC application only and is managed by UIDAI.
188	83 to 89	V	Annex VI (D - I to X)		<p>1. Maintenance of Asset and Change Management Records (Paper Based /Tool). Is there any existing tool at CIDR which can be used for the same.</p> <p>2. Firesafe is required at each Location just for password or any other reason.</p> <p>3. What is the communication mechanism between QC center and UIDAI / CIDR (We assume CIDR mailing system will be provided to QC users)</p> <p>UIDAI Information Security Guidelines for Third party (ADQCSA) Guidelines provided RFP are for reference and only point related to</p>	<p>1. No such tool available.</p> <p>2. Firesafe- It is up to the ADQSA to devise any safe method.</p> <p>3. It will be through the QC application only. UIDAI mailing system will only be provided to ADQCSA admin user.</p> <p>4. UIDAI Information Security Guidelines for Third party (ADQCSA) - these are for strict compliance where ever applicable.</p>

189			The selected Bidders shall be required to furnish a Performance Bank Guarantee equivalent to 5% of the estimated total contract value,	Performance bank guarantee (PBG) will be calculated on 50% of the estimated volume given in RFP or any other parameter will be used.	Please consider to reduce the PBG equivalent to maximum penalty which can be imposed on the monthly volume as defined in RFP. For example, if estimated monthly revenue = 1 Cr as per L1 rate. PBG may be kept equivalent to = 15% of 1Cr.	No Change as this is as per established GoI financial guidelines
190			1.9 The Contract shall be in force for Three (3) years subject to adherence to timelines/time frame and as per the Terms	1. Extension will be on mutually agreed terms and condition with the selected service partner or it will binding on the service partner if decision to extend the contract is taken by UIDAI ? 2. What percentage of service charges will be increased if tenure is extended by 1 or 2 years ?	Suggest to relook into the tenure of contract and consider to increase it to 6 years. It will give longer duration to the service partner to recover the Capex and thereby reduce the per application cost.	Initial contract period will be 03 years which may be extended as per para 2.10 of the RFP on terms and conditions as applicable at the end of initial three years.
191			Bid Submission End Date		Kindly consider to extend the bid submission date by one month. We need to do a lot of analysis and research to arrive the	No Change as of now.
192				1. We are assuming incase any hosting is required at UIDAI Data Centre (DC) then same will be provided to the SP without any cost (This includes Rack Space and Power). Also SP entry will be allowed inside the UIDAI DC. We are also assuming that seats (1-2 seats) to the resources will be provided in the DC permises incase required access permission will be given for touch services. 2. We are also assuming that		The requirement of central online monitoring facility has been removed. ADQSAs may work out their own requirements of CCTV for monitoring QC work.
193				We are assuming there is 2 DC's working in Active Passive mode. Please provide the locations for the		Bengaluru and Manesar

194				Please provide the Per user data size which needs to be feached from DC . Same is required for BW caluclations . Or if there are exisiting centres then how much BW they are using for the same		Each QC packet may be taken as of average 3-5Mb for the purpose of BW calculations
195				Financials for Link cost deviation from estimated size of application to be mutually discussed bwteen SP and Ministry.		Adequate provisions for any such eventualities/requiremen ts have been catered in in the RFP.
196				1. As per the IT infrastructure requirement MSOFFICE is required on each PC . Kindly let us know the requirement for the same ?. If the same is required for viewing reports then can it be provided to the limited number of users . Please confirm		These are only recommended specifications. ADQSAs may themselves work out their requirements for smooth functioning of their proposed QC centers.
197				How the SP staff will communicate with the UIDAI ? As there is no requirement for email has been given . Please		Existing mailing systems of UIDAI and ADQSAs would be used for communicating with each other.
198				Does SP need to establish the separate (NoC) for central monitoring or same can be setup in any QC location . Please		No. There is no requirement of central monitoring.

199			<p>1. As per the RFP for CCTV monitoring over Internet is required ? Kindly confirm if same is required and how many CCTV's needs to be viewed in per QC centres ?.</p> <p>2. We are assuming that UIDAI offices will use their own internet Bandwidth to access the CCTV installed in QC Centres . Please confirm on our assumption. In case BW needs to be provisioned at UIDAI offices then how much capacity and at how many offices ?</p> <p>Recommendations : For security reasons it is always recommended that CCTV should not be exposed over internet . CCTV data is locally</p>		<p>The requirement of central online monitoring facility has been removed. ADQSAs may work out their own requirements of CCTV for monitoring QC work.</p>
200			<p>As per the RFP it is mentioned secure disposal of Media containing critical information , Kindly confirm whether UIDAI will provide the secure</p>		<p>No such devices are proposed to be provided by UIDAI. ADQSAs will need to cater for these for their own use in QC centers.</p>
201			<p>As per the RFP , Physical security equipments have to be installed at QC centre like CCTV , Alarm system , Intruder detection system . Kindly provide the specification for these equipment.</p>		<p>ADQSAs need to cater for these as per their own requirements and bid accordingly.</p>
202			<p>For MIS, tools will required to be created or excel data will be required. Kindly define the frequency of these</p>		<p>QC application being provided by UIDAI will have its own MIS.</p>

203				RFP mentioned about Firewall for SFTP Client Server , will UIDAI provide the firewall and who will manage the same ?		SFTP Client Server has been replaced with 'QC terminal' or 'QC interface'. UIDAI will not provide or manage any firewall. ADQSAs will have to plan and manage their hardware in QC centers as per their perceived requirements.
204				RFP mentioned about the wireless network , Please clarify will there be WIFI network in QC if yes , then who will provide and manage the same.		UIDAI will not provide or manage any wi-fi. ADQSAs will have to plan and manage their hardware in QC centers as per their perceived
205					What would be the Skill-set required for Trainers i.e. educational or technical qualification/certification etc. and what would be the Certification process for Trainers & certification threshold?	No such skill -set has been specified. ADQSAs will be responsible to nominate as per their requirements/availability as same set of trainers will be responsible to further train their teams.
206					Would UIDAI intervention be required for trainer certification after initial TTT, i.e. who would certify a new trainer, UAIDAI or Business Partner?	ADQCSA.
207					What would be the trainer to agent ratio?	This will be decided by ADQSA only.
208					What would be the language of the content that would be made available on soft copy?	English or English with regional language
209					What would be UADAI's intervention post training in existing system, after any new hire goes live?	None
210					Is there any updates dissemination process in place in existing system? Details required for – how the new QC guidelines and other instructions from UIDAI are to be communicated to the associates in existing system?	The methodology for the same will be worked out with selected ADQCSA

211					Do we have any Training Environment available for the applications currently being used for practice of new-hires?If the answer to the previous query is No, do we have dummy data available in live applications to be used during training?	No. No dummy data for sharing. However, training of master trainers will be organised by UIDAI.
212					Who manages the user-id/passwords for applications? What is the SLA for getting the application IDs activated for New Hires?Please provide a list of applications being utilised during and post training and how many of these applications are internet based?	Training will be on two applications and these details will be shared appropriately, post onboarding of ADQSAs.
213					Do we have any Knowledge Management System in place?Who owns the document management in case of process / procedure changes or updates, e.g. KMS portal, (UADAI or	Yes. UIDAI has an internal KM portal. Changes in processes will be approved by UIDAI
214					What all types of training reports would be required by business partner and their frequency,templates,dashboards,etc?	ADQSAs will be asked to propose these, post onboarding.
215					What would be the operation window i.e. 9X6, 24X7	As per convenience and availability of facilities/resources with ADQSA

216					Please share the average handling time (AHT) for Quality check of both enrollment and update requests	It is found that the daily output for an operator for a 8 hr shift is typically between 150-200 based on past experience. However this may vary as per standards of training, and from person to person due to a variety of factors. UIDAI does not take any responsibility with regards to the average output that can be achieved by ADQCSA operators and bidders are required to carry out their own assessment in
217					We understand, ADQCSA to provide MPLS link with redundancy for Data application access. Please help to provide "Per seat" Bandwidth requirement and Client Data Center Addresses to which the	Approx size of each QC packet is 3-5 MB. ADQSAs can plan their BW requirements with adequate redundancy and for high availability.
218					We understand ADQCSA has not to store any kind of Media files. Though if needed, what would be the minimum/maximum storage capacity required ?	No QC related data is to be downloaded or stored on local media.
219					Understood UIDAI will manage & provide login Credentials for SFTP with OTP for dual authentication on mobile. Please help to understand it since Mobile phones will be strictly restricted in Operational Area.	Details will be shared post on-boarding of ADQSAs and as part of the training of trainers.
220					We assume associates would be logging into ADQCSA domain, please confirm if this understanding is	Yes
221		QC process and error list	10.5		What is the frequency of update on products	As per requirement
					Is there any repository tool available where update being captured	Yes, details will be shared later

					What is the % of paper work getting rejected during QC	Not applicable
222		PART-II - Service Level Agreement	1 - Turn Around Time (TAT)		Is there any tool available - volume flow on real time basis	MIS reports giving the packets pending will be available to ADQCSA
223					Is there any tool available where we can see the region/state wise flow of volume on real time basis	MIS reports giving the packets pending will be available to ADQCSA
224					Can you share the historic data of %being missed on forecasted against actual volume	Please refer RFP for past data for 12 months.
225			2 - Quality-Errors in completed QC request by agency		Can you share the last 1 year data on error% of first level QC,	No such data available.
226					Can you share the last 1 year data on error% of Reviewer & Reviewer	No such data is available
227					What is the error% found by external party for last 1 year	No such data is available
228					What is the complaint number received last 1 year due to QC error	No such data is available
229					Is there any calibration being done between vendor QC & third party audit on variation	No
230					What is the error %on demographic errors for the last 1 year	No such data available for sharing at this stage
231			4.2.3. QC of Update Packets paramet	4.2.3.1. Demographic Errors:		What is the error %on demographic errors for the last 1 year
232	Pg. 14		Point 14. – Non Exclusivity	Pre Qualification Criteria	Needs to be exclusive for two selected vendors for the contract 20K 60% India Business Minimum 10 delivery locations across Geos	No change
233	Pg. 17		Point 3. – Minimum no. of employees employed with the bidder		The scale of Operations needs the Bidder to equivocate the scale for a successful delivery.	NA

234			Point 4. Avg Overall Turnover and Type of	Needs to be increased to 1300 Cr for Bidder Entity Type of organization Should be	No change
235	Pg. 17		Point 7. Total Value of Work Done	Addition of "Contracted/Completed /Ongoing" Projects Total value required To be at least 250 Cr	No change as these are in line with existing Gol guidelines
236	Pg. 17		Point 8. Facility Capacity	To be increased and regional presence should be added	No change
237	Pg. 18		Point No. 9. ISO Certification Required	Following to be added a. ISO27001:2013, b. ISO 9001:2008 / COPC 2014 or above Looking at the sensitive private information, security measures need to be in accordance	No change as this requirement has been adequately addressed in Security Guidelines to be adhered to by ADQSAs.
238	Additional Pointer to be added			Specific clause on breach of confidentiality e.g Data of individual leaked by any employee Should be there.	The same is covered under Aadhar Act 2016 compliance by ADQCSA
239	Additional Pointer to be added			Specific clause clarifying the 3 rd party claim liability (Liability due to wrong updation of records) Should be clarified.	No change.
240	Additional Pointer to be added			Average annual turnover from BPO/ Back Office operations for the last 3 Financial years ending 31st March, 2016 of the bidder shouldbe at least INR 1000 Crores Scale of Organization should be equivocal to the project.	No change as these are in line with existing Gol guidelines

241	94	4.2.3.2.	Process Errors	Un-parliamentary/offensive language in update request:	Is there any mechanism available to track fraud related cases	Yes. Details would be shared subsequently on need-to-know basis
242	28	Hire & Train Manpower for QC process	6.1.4. Pre requisites for all resources before deployment	ADQCSA shall conduct background verification for all resources to be deployed in the project along with police verification. The agency shall share the details and related documents whenever	Police verification of each resource can delay the resource deployment, a reasonable timeline should be allowed for the Police Verification.	This would be suitably worked out at the time of finalising the contract document.
243	32	ADQCSA QC centers	IT Infrastructure	Bidder shall install Aadhaar based Biometric attendance at all premises.	Implementation of biometric would not be a challenge however connecting bio metric with Aadhaar database would need approval (Fingers/thump impression) Also integration.	This would be facilitated
244	33	QC process and error list	10.5	Demonstration of the QC process shall be provided during the pre-bid meeting. Bidders are expected to understand QC process and estimate the time taken accordingly.	We have asked question regarding AHT however UIDAI expect us to estimate that during pre bid meeting.	It is found that the daily output for an operator for a 8 hr shift is typically between 150-200 based on past experience. However this may vary as per standards of training, and from person to person due to a variety of factors. UIDAI does not take any responsibility with regards to the average output that can be achieved by ADQCSA operators and bidders are required to carry out their own assessment in
245	50	Payment to the Service Provider	6.3 Terms of Payment	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'. Service Provider shall obtain sign-off for each milestone completed from the Purchaser and raise invoice on quarterly bases.	Invoicing would be quarterly basis instead of monthly, we suggest adjustment of penalties as quarterly rather than entire invoice	No Change as of now.

246	37	Service Level Agreement	Expected service performance levels from the ADQCSAs	UIDAI would not levy TAT SLA in case the actual monthly volumes exceed the estimated monthly volumes by 15% continuously for a period of three months on the exceeding volumes.	Forecasting accuracy should be checked monthly instead of quarterly, if out of 3 months 2 months having high volume (>15% of estimated) than there would be no exception on TAT SLA however additional resources shall still be invested for the peak periodicity.	Bidders have to suitably incorporate for such eventualities
247	17	Section-II	Table 1, Sr. No.1	Similar project implies- ITES projects or projects where the vendor was selected for undertaking backend processing work, data entry or data verification for the client which included scanned document verification and	We request that IT and ITES / eGovernance projects should be allowed which may include any kind of data digitisation, scanning, survey etc.	No change as proposed fields are unrelated to present RFP requirements
248	11	Section-II	Part 1 General	Consortium not allowed	We request consortium bids may please be allowed.	No consortium is allowed
249	25	Section-III	2.1	Only request received though assisted mode for enrolment and update shall be in the current scope of this RFP. However UIDAI at a later stage in the project may include QC request processing for Self/online mode in the scope of work of the QC agencies at the same cost. QC agencies shall be provided reasonable time and notice period to prepare	Kindly clarify this point	These are the enrolments or updates carried out by residents with the help of enrolment operators.
250	31	Section-II	9	ADQCSA - QC Centers	Can the bidders select the QC centers or regions of their choice based on their	Yes
251	50	Section-IV	6.3	Terms of Payment	Payment should be on Monthly basis instead of quarterly.	No change
252	3	I	2	Earnest Money Deposit – Rs. 3.6 crore	Request to change to Rs. 1 crore as EMD is generally 1 or 2% of the contract value	This is inline with existing Gol guidelines.
253	17	II	Part II Table 1 S. No. 4	Average Annual Turnover – Rs. 100 crore during the previous three financial	Request to change Average Annual Turnover – Rs. 75 crore	Turnover has been kept inline with existing Gol No change
254	17	II	Part II	1 project of Rs 100 Cr	Request to change to 1	

			Table 1 S. No. 7		project of Rs 75 Cr	
255	18	II	Part II Table 1 S. No. 9	Should have ISO 9001:2008 Certification or higher quality certificate	Request to change to Should have any two of the following certifications ISO 9001:2008 ISO 20000-1:2011 ISO 27001:2005 or higher quality certificate	No change
256	18	II	Part III Table 2 S. No. 1.1	three financial years (2013-2014, 2014-2015 & 2015-2016) • 500 cr or more : 10 marks • More than 200 cr and less than 500 cr : 5 marks • 100 cr and up to 200 cr : 3marks	Request to change to three financial years (2014-2015, 2015-2016 & 2016-17) • 250 cr or more : 10 marks • More than 150 cr and less than 250cr : 5 • 75 cr and up to 150cr: 3 marks	No change
257	19	II	Part III Table 2 S. No. 1.4	Size of single largest customers supported in last five years with respect to volume of work (Highest volume to get 10 marks and rest on percentile basis rounded off to whole number)	Request to change to Size of single largest customer supported in last five years with respect to volume of work • 75cr or more : 10 marks • More than 35cr and less than 75cr : 5 marks • Less than 35 cr : 2 marks	No change
258	23	II	Part IV Clause 3 c	c. The bids shall be evaluated on Discovered rate as per the Reverse Auction Process and shall be exclusive of all taxes.	Request to change to c. The bids shall be evaluated on Discovered rate as per the Financial Bids Received and shall be exclusive of all taxes.	No change
259	23	II	Part IV Clause 3 d	d. The bidder having the lowest bid through Reverse Auction process shall be declared as lowest bid(L1) and all others also declared as L2, L3.....Ln.	Request to change to d. The bidder having the lowest bid through Financial Bids process shall be declared as lowest bid (L1) and all others also declared as L2, L3.....Ln.	These will be post reverse auction process.
260	17	Section II – Instruction to bidders TABLE 1. CRITERIA	Point 1	Company registered in India under the Companies Act 1956	Are only Body Corporates eligible to bid? Or Partnership/ Consulting Firms are also eligible?	Only Body Corporates eligible to bid. No Partnership firms are also eligible.

261	17	Section II – Instruction to bidders TABLE 1. CRITERIA	Point 4	Average overall annual turnover of at least Rs.100.00 crore (Rupees hundred crore only) from the Manpower supply/..... 2014, 2014-2015 & 2015-2016)	We feel the threshold of INR 100 Crores is very strict, and recommend to relax, please.	No change as these are in line with the GoI financial guidelines and as per the anticipated quantum of project size.
262	17	Section II – Instruction to bidders TABLE 1. CRITERIA FOR PRE-QUALIFICATION	Point 7	Should have experience of similar* completed or ongoing projects after March 2013 of value 1 project of Rs 100 Cr or 2 project of Rs 50 cr	We feel the threshold of INR 100/ 50/ 35 Crores is very strict, and recommend to relax, please.	No change as these are in line with the GoI financial guidelines and as per the anticipated quantum of project size.