

**Clarification to Queries on RFE for Turnkey Solutions Providing Piped Data connectivity from Enrolment Centres to CIDR**

(Reference no: Bid No. A/11016/46/2010 - UIDAI)

Sr.No	Section No.	Clause No.	Page No.	Classification of Clarifications	Reference/ Subject	Clarification Sought	Responses
1	5	Table 2, Sl. No. 3	7	Pre-qualification criteria - financial criteria	Net Profit clause	New player like us has high gestation period hence, net profit clause should be waived off	UIDAI has issued a Corrigendum stating the pre-qualification criteria to be either an annual turnover of at least Rs. 50 Crore (as specified in Sr. No. 2 of Table 2) or net profit in at least 2 of the last 3 years (as specified in Sr. No. 3 of Table 3)
2	5	Table 2, Sl. No. 9	8	Pre-qualification criteria - technical criteria	NOC Certification	New player like us is in the process of getting certification. Hence, this need to be relaxed so that incumbent and new player can qualify on the eligibility criteria	Please refer to Corrigendum issued for clarification on this matter. The Service Provider will be required to furnish NOC certification if available. UIDAI reserves the right to conduct an inspection / third party audit of the NOC premises.
3	General			Facilities at CIDR	Address of CIDR	Address required for the CIDR site?	Bharti Airtel Data Centre, 111-112, EPIP area, Road No. 7, Opposite SJR Park, Whitefield, Bangalore - 560066
4	General			Facilities at CIDR	Facilities at CIDR	Will UID provide space at CIDR to place the telecom equipment like MUX ?	Yes UIDAI will provide space, electrical power and internal cabling for placing and operating Service Provider hardware such as routers/modems/MUX. The service provider will not be charged for the same.
5	General			Facilities at CIDR	Facilities at CIDR	Will UID provide router at CIDR to connect the leased line?	No, UIDAI will not provide any hardware (including routers) to the Service Provider. Only space and electrical connections will be provided. The rest of the infrastructure is expected to be furnished by the Service Provider.
6	General			Facilities at CIDR	Facilities at CIDR	The termination at the CIDR router should be FE?	Yes, initially UIDAI will provide for a Fast Ethernet (FE) termination at CIDR router. UIDAI may include the option of providing a Fiber link at a later date depending on the volume of data flow. The Service Providers will be intimated in advance in the event of such an addition.
7	General			Facilities at CIDR	Facilities at CIDR	Who will pay the charges for space, power, internal cabling?	Refer to Sr. No. 4.

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8	Annexure - II		18	Locations of connectivity	Locations of connectivity	Require the number of city, District, Block, villages for each state/UT for on site and off site connectivity	UIDAI is mandated to issue the Aadhaar Number to every resident of India. Enrolment is proposed using the Camp methodology. The official list of Districts, Blocks and Villages can be accessed for reference as per the census of India link provided in Annexure - II of the Revised RFE or in the Corrigendum. Issuing of Aadhaar Number is a demand driven process. The expected enrolment is detailed in Annexure - III of the RFE. Maximum number of DCC has NOT been mandated at any point in time.
9	Annexure - II		18	Locations of connectivity	Locations of connectivity	Name of the cities, district, block, villages required.	Refer to Sr. No. 8
10	Annexure - II		18	Locations of connectivity	Locations of connectivity	Maximum number of DCC required by UID at any given point of time for each state.	The Service Provider will have to provide the required no. of DCCs so as to meet clause no. 7.1.2 and 7.1.3 of the RFE for all Registrars/Eas once they have awarded the work and defined the locations of Enrolment Centres. However, the performance expectation has been brought out in clause 8.1. In addition, please refer to Sr. No. 8
11	5	Table 2, Sl. No.3	7	Pre-qualification criteria - financial criteria	Net Profit clause	HCL Infinity is a 100% subsidiary of HCL Infosystems which is a profitable organisation qualifying the PQC, need clarification whether we can participate from HCL Infinity directly or through HCL Infosystems Limited	The Bidder may participate directly in the RFE response given the Corrigendum as specified in Sr. No. 1, if the revised Pre-Qualification Criteria are met. Else, the Bidder may participate through the parent entity if the parent entity meets the Pre-Qualification criteria.
12	General			Technical specifications	Bandwidth requirement	In complete RFE there is NO bandwidth size mentioned, Bandwidth size required	No bandwidth has been specified in the RFE as UIDAI expects the Service Provider to manage the bandwidth to meet the upload time for ready data SLAs defined in Clause 8.1 of the contract
13	Annexure - II		18	Locations of connectivity	Locations of connectivity	Villages / District /City name along with the Postal address so that will be more convenient to get the commercial prepare	Refer to Sr. No. 8
14	General			Facilities at CIDR	Facilities at CIDR	CIDR end infrastructure facilities provided by UIDAI (Related to CIDR part Networking connectivity for Piped connectivity from Last Mile)	Refer to the Question at Sr. No. 4, 5 & 6

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15	5	Table 2, Sl. No. 3	7	Pre-qualification criteria - financial criteria	Net Profit clause	As the growth path of telecom industry is been very competitive, Tata Teleservices Ltd Part of Tata Group has been doing new roll outs to make its presence in PAN India GSM and CDMA market. We will not be able to hold positive for the Profits clause for last 2 years in profit out of Last 3 financial years. We would request you to please let us participate on the RFE ,AS the company has enough reserve to fulfill any business obligations we commit.	Refer to Sr. No. 1
16	Annexure - II		18	Locations of connectivity	Locations of connectivity	If UIDAI can publish a link to website which can be referred to get authenticated details for references of Total villages,Blocks,districts and cities in India	Refer to Sr. No. 8
17	General			Terms and conditions	Consortium Bidding	Can a consortium be formed by two service provider. This will help in providing better coverage-With primary bidder and secondary party.	No consortium bidding is permitted. The Primary Bidder is expected to take the full responsibility for all services, including sub-contracted ones.
18	3	3.3, Table 1	4	Terms and conditions	Extension of submission date	The magnitude of RFE is very large and needs Data to be collected from 22 Circles which inturn will revert on recieveing feedback from field force. We would hence request a consideration for 2 weeks for the date of submission.	Submission date for RFE responses cannot be altered. It remains 9th September 2010 at 15:00 hrs
19	General			Facilities at Enrolment Centers	Facilities at Enrolment Centers	UID to confirm that power supply, rack space and site for tower/pole mount shall be provided by Registrar/EA free of cost to Service Provider.	The AC power Supply and AC back up would be provided by the EA at site. However UPS would need to be provided by the Service Provider.
20	General			Facilities at CIDR	Facilities at CIDR	UID to confirm Rack space, power supply and site clearance to lay fiber cable/radio in premises of CIDR to be provided free of cost by UID to empanelled service provider.	Refer to Sr. No. 4, 5 & 6.
21	General			Facilities at CIDR	Facilities at CIDR	What interface (give all possible options) on router shall be available to Service Provider for connectivity at CIDR?	Refer to Sr. No. 6

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22	General			Facilities at Enrolment Centers	Facilities at Enrolment Centers	UID to confirm whether LAN shall be available at Enrolment center. If not whether it shall be the responsibility of Service Provider to provide connectivity to each of the workstation. What would be the average number of terminals is one enrolment center?	Enrolment Centers do not need to have a LAN. However, the Service Provider may choose to provide connectivity to just one enrolment station. There will be 3-5 enrolment stations in each enrolment center. (Refer to Annexure - III of the RFE)
23	7	7.1.2	14	Technical specifications	DCC specifications	What must be the minimum configuration of computer (both hardware and software) that needs to be provisioned for off-site with computer model for effective running of UID client software. What should be the operating system in the computer?	Standard desktop/laptop with Windows 7 Professional with minimum 300GB disk and minimum 4 GB RAM. Monitor (at least 1024x768 resolution), Keyboard, Mouse. Computer having at least 3 USB 2.0 or above ports. Fully up-to-date Anti-virus software mandatory.
24	5	Table 3, Sr No. 3.4.4	10	Technical specifications	BCP/DR requirements	What do you mean by BCP/DR solution? Kindly clarify. Is it related for backbone network of Service provider or is applicable mainly for UID network solution?	BCP/DR as mentioned in Table 3 of the RFE applies to the Service Provider Network Operations Center
25	5	Table 3	10	Terms and conditions	Presentation format	Kindly share the performa of presentation template so that technical document can be prepared on similar lines for submission in the bid?	Presentation template will be shared on the Date for Submission of RFE responses (i.e. 9.9.2010). When submitting the, Service Providers should provide ONLY relevant concise technical documents to the clauses in Table 3.
26	General			Locations of connectivity	Locations of connectivity	List of locations are not mentioned for district level/block level/rural locations where the enrolment centre has to be made as every states has its own dynamics which makes its one district difficult/easy to reach. While it is a must ingredient to finalizing the costing part. Any district of one state can be more easily accessible in terms of transport while other may be very difficult?	Refer to Sr. No. 8
27	General			Locations of connectivity	Locations of connectivity	Is there any criteria made for this work in phase wise as it will also lead to enhancement in Capital expenditure?	The Aadhaar Number is demand driven. Major Registrars are State Governments. Different States may have different ramp-up rates. For broad ramp-up figures of enrolment, please refer to Annexure-III or RFE.

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28	General			Award of work by Registrar/EA	Terms of Award of Work	It is also not defined that if any service provider is on higher side of technical score but also higher in terms of commercials terms then what will be the basis of acceptance & vice versa.?	All Service Providers that have scored more than 70% in the Technical Evaluation will be empanelled. The technical score, commercial score and price quote for a given service model will be published in a price sheet as per Table 2.1, 2.2 and 2.3 of the RFE. The Registrar/EA may choose to award work to a Service Provider as per their discretion, and assessment of quality (technical score) versus cost (commercial score).
29	General			Locations of connectivity	Locations of connectivity	As per clause no. 5.2.2.1 the service provider will be expected to cover all districts in its opted state. It is also not defined that if in case a service provider is better in city support but poor in district level connectivity or let say have semi presence in that district level then who will do the other districts?	Refer to Sr. No. 8. Percentage coverage instead of YES/NO will be acceptable for district/block/village level. At city level only YES/NO will be accepted, with yes implying 100% coverage and no implying 0% coverage for all cities in a particular state. A corrigendum to this effect has been issued. For further details, please refer to Annexure - II of the revised RFE. It would be the Registrar/ EA's discretion to use ONE or MULTIPLE service providers.
30	General			Locations of connectivity	Locations of connectivity	In above mentioned, how will both operators integrate with each other?	Query not Clear. Relevant answer to above question provided in Sr. No. 29. It is expected that the Registrar/ EA would clearly define coverage areas in a multiple service provider scenario.
31	Annexure - III		20	Volume of Data Generated	Volume of Data Generated	It is also not defined that a Enrolment centre may generate 2800 Mbps data per day but there is no average defined for Enrolment agent who may generate data for a village or say for a block level only.?	Enrolment Agencies will operate only via Enrolment Centers that they will set up in a village/block/district/city. Therefore the volume projections of 2800 Megabytes per day per enrolment center should be used by the Service Providers as volume of data generated from a given Enrolment Centre.
32	General			Volume of Data Generated	Volume of Data Generated	In case if a Enrolment agent has say very less data, then is it possible to upload that data on weekly basis?	In the exceptional case where very less data is being generated, the EA may choose to transfer data to UIDAI at a reduced periodicity.
33	5	Table 2, Sl. No. 9	8	Pre-qualification criteria - technical criteria	NOC Certification	IS ISO 9001:2000 is acceptable as third party NOC certification?	Refer to Sr. No. 2
34	General			Volume of Data Generated	Volume of Data Generated	What will be future Bandwidth capacity utilization projection, once the major operation of mobile setup complete & EC will become permanent centres?	Refer Annexure III and Clause 2.2 of the RFE.

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35	6	6.3.1	12	Award of work by Registrar/EA	Payment Terms	Payment terms are not clearly defined?	This is an RFE document. In the empanelment document the UIDAI shall be including a set of terms and conditions incumbent upon the Registrar/EA who wish to execute this empanelment. - UIDAI will mandate a periodicity of payments (likely to be once a month) from the Registrar/EA executing the empanelment to the Service Provider
36	General			Award of work by Registrar/EA	Bank Guarantee and penalty Clauses	Bank Guarantee & penalty clauses will be applicable if any, are not specified in the RFE?	- The RFE does not require the Service Provider to furnish any Bank Guarantee. The Registrar/EA may however choose to request for a bank guarantee/security deposit at their discretion at the time of award of work. - The Liquidated Damages would be governed by the GFR which normally does not exceed 10% of the bill value for the billing period.
37	General			Award of work by Registrar/EA	Terms of Award of Work	In any state what will be the parameter of awarding the contract as commercial qualification is not directly proportional to any state parameters i.e. as per commercial format it has to be run on thumb rule which is not possible as many service providers will definitely not choose North Eastern states which are difficult sites. What will be the rewarding points if one chooses to do such difficult sites?	The commercial bid will be valid on a pan-India basis. The Bidders are expected to quote in accordance with the geographical coverage provided as indicated by the Bidder in Annexure - II of the RFE. The Technical evaluations as per table 3 of the RFE identifies and rewards a better pan India coverage, and to that extent a higher technical score would result. UIDAI reserves the right to conduct another empanelment exercise if the requirements of geographical coverage are not met.
38	General			Facilities at Enrolment Centers	Facilities at Enrolment Centers	IT is also not defined about the power supply/backup at any onsite location as it is a very important factor for upload time performance?	The AC power Supply and AC back up would be provided by the EA at site. However UPS would need to be provided by the Service Provider.
39	General			Volume of Data Generated	Volume of Data Generated	IT is also not defined that if in case any states found unviable in terms of data generated then how will it UID support in terms of a minimum Capital expenditure?	UIDAI will not provide the empanelled Service Providers with any financial support or minimum data generation gurantees.
40	5	Table 2.1, 2.2, 2.3	9	Price Sheet	Price Sheet	It is not clarified in RFE, why a single ranking is not made for every service provider's on combined weightage score of its Technical score & Commercial score?	UIDAI expects the Registrars/EAs to choose their preferred Service Provider based on parameters and weightages (for a given technical and commercial) that the Registrar/EA choose for themselves. Thus UIDAI has chosen not to rank/rate the Service Providers.

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41	5	Table 2, Sr. No. 7	7	Pre-Qualification Criteria - Technical Criteria	VSAT License	RFE states that enrolment centers will be mobile in nature and spread across India, especially in the village and panchayat level where connectivity will be a major challenge, we will be interested on providing satellite connectivity (VSAT) in these regions. VSAT inherently feasible at all locations, stable, secure and lesser deployment period is more adaptive to such requirements. We therefore request you to add Vsat commercial licence along with NLD/ ILD license in the eligibility criteria SN. 7. where vsat commercial license holder can bid directly or in consortium with NLD license holder.	VSAT, as an end-link connectivity option is acceptable, should it meet the performance criteria. However, no change in eligibility criteria is envisaged.
42	5	Table 4, Sr. No. 1	11	Terms and conditions	Commercial Bid	Satellite connectivity is all at site in nature Kindly clarify can a company bid only for Sn.1 of table 4. i.e. Charges for transfer of data from enrolment centre to CIDR as mentioned in Clause 7.1.1 (At-site connectivity) for all location across india.	Yes, the Bidder may chose to bid only for one service model. Please also indicate %age and area of coverage for the given service model in Annexure- II of the RFE as this indicates ability to meet pan India reach.
43	General			Locations of connectivity	Locations of connectivity	Please state approximate number of enrolment center in each state, the same is required to understand the hardware requirement and number of relocation of enrolment center.	Refer to Sr. No. 8
44	General			Locations of connectivity	Locations of connectivity	For what duration will one Enrolement station be located/ based at one place before moving to other site.	The time period for which an Enrolment Centre (please note an Enrolment Centre can have 3-5 enrolment stations as specified in Sr. No. 22) is dependent on the target resident population for enrolment. This may vary widely from 3 days to a permanent setup. These details will be provided by the Registrar/EA at the time of award of work.
45	General			Locations of connectivity	Locations of connectivity	PI share the details of the locations where the data transfer will be transient & where it would be non recurring	Refer to Sr. No. 44

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46	5	Table 3, Sr. No. 3.4.2		Technical specifications	Innovation definition	Kindly define and elaborate the innovation terminology. What parameter would be used to rate innovation.	Innovation will be measured as per the following factors: - Cost-effective solutioning to meet UIDAI's needs as stipulated in the RFE - Solutioning for transient requirement of piped data connectivity - PAN India coverage provided by the operator in terms of spread and density of coverage - Last mile coverage in difficult geographical areas
47	5	Table 3, Sr. No. 3.4.4		Technical specifications	BCP/DR requirements	Please elaborate on the requirement of BCP/DR solution. What kind of BCP/DR will be available for the registrars/ enrolment agencies/ enrolment stations in terms of the end equipment, application etc	BCP/DR as mentioned in Table 3 of the RFE applies to the Service Provider Network Operations Center
48	General			Locations of connectivity	Locations of connectivity	Please provide the location details where the Registrars / enrolment agencies will be based requiring the service provider connectivity to upload data.	Refer to Sr. No. 8
49	General			Technical specifications	Mode of connectivity	What will be the mode of connectivity between the Enrolment Station, Enrolment Agency & the CIDR? Will this be on a MPLS/ Internet/ Point to Point based connectivity? The CIDR will be hosted in a Service provider Data Center. In case of the DC facility from one SP & the connectivity from a second SP, where will the second SP place their equipments (mux etc) for terminating the last mile in the DC? Who will provide the space for placing the link terminating equipments?	CIDR is operated by UIDAI, hence interface with other parties will not be necessary at CIDR. Mode of connectivity to CIDR could be MPLS/VSAT/Internet/Others this flexibility is given to the Service Provider. For details on equipment space power refer to Sr. No. 4, 5, 6
50	Annexure - II			Locations of connectivity	Locations of connectivity	Who decides the type of location in a state / UT to be a city, district, block or rural location because the SLA's are later driven based on this classification?	Please refer to the Corrigendum in Annexure - II for clarification on this issue.



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51	7	7.1.1	13	At-site connectivity	Locations of connectivity	Is this at-site connectivity only limited to Enrollment agency or does this also include the enrolment stations?	An Enrolment Agency is the parent entity that will be engaged by the Registrar to set up several Enrolment Centers that will make AADHAAR enrolment accessible to the target resident population. Each enrolment centre will contain 3-5 enrolment stations. Therefore the location in a state/UT can only be applied to the term enrolment center. At-site connectivity refers to these enrolment centres
52	7	7.1.2	14	Off-site connectivity	Ownership of off-site location	Are the Data collection centres supposed to be owned by the Service provider. Please clarify the ownership scope of the DCC with the Service provider , System integrator & with UIDAI	It is not necessary for the Service Provider to own the Data Collection Center. However, the Service Provider shall take full responsibility for the operation of such Data Collection Centres to fulfil the needs of the Registrar/EA.
53	7	7.1.2	14	Off-site connectivity	Hardware Upload interface	Where will the USB enabled data upload interface be provided? Which device would have this interface & who will provide this?	For At site connectivity and off-site without computerized upload interface (Clause 7.1.1 and 7.1.3) , the EA agent will use the Enrolment Centre laptop and thus this will count as the USB enable data upload interface. In case of Off-site connectivity with computerized upload interface (Clause 7.1.2) the Service Provider will have the choice to provide a laptop/kiosk/computerized terminal with a USB port which can receive resident data.
54	7	7.1	13	Locations of connectivity	Locations of connectivity	The connectivity needs to be provided between the DCC i.e the Enrolment station & the Enrolment center?	The RFE is very clear on this. Please refer to Clause 7.1.
55	7	7.1.2	14	Off-site connectivity	Role of EA agent	Who will setup & provide the interface & the kiosk	Refer to Sr. No. 52
56	7	7.1.2	14	Upload software	Upload software	Which data upload software needs to be used & on which device? Who provides & manages the software?	The RFE is very clear on this. Please refer to the third bullet in Clause 7.1.2
57	7	7.1.2, 7.1.3	14	Off-site connectivity	Role of EA agent	Does this option refer to EA agent to walk into Service provider POP & be given access to upload data?	Options stipulated in Clause 7.1.2 and 7.1.3 will require the EA agent to walk into the Service Provider DCC and be given access to upload the data.

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58	7	7.3	15	Assisted Last Mile	DCC personnel	The remotely located NOC can assist in trouble shooting the network related issues. 1. Is a separate onsite staff person also required for the troubleshooting. 2. Is this staff member supposed to be deputed at all times or only when the issues arise? 3. Also is the staff member required at the DCC or enrolment center?	Upload time for ready-data is the only parameter on which the Service Providers performance will be measured. A separate on-site representative of the Service Provider is not mandated.
59	7	7.1	13	Upload software	Upload software	The multipliers for the upload time has been defined for the service provider. But has the application been tested to actually upload & transfer data in the defined timelines of 6/8/10/12 hours? Has the application benchmarking already been done? What is the maximum throughput supported on a single window of the application? The service provider can be bound & rated on the Bandwidth component. How can SP have the SLA on the duration?	UIDAI may provide or suggest a tool for file upload. This tool simply works on standard protocols such as SFTP and HTTPS and hence can concurrently upload many files at a time. Upload application throughput purely depends on network bandwidth since this is a simple SFTP/HTTPS operation. UIDAI intends this RFE to be a completely outcome based contract and hence expects the Service Provider to manage the bandwidth according to the requirements of the SLA. Thus bandwidth will not be the binding/rating parameter.
60	7	7.1.1, 7.1.2, 7.1.3	13, 14, 15	Locations of connectivity	Locations of connectivity	Does the Onsite connectivity refers to the At-site model (7.1.1) & Offsite connectivity refers to 7.1.2 & 7.1.3? How about the SLA benchmarking for the at-site connectivity	The RFE is very clear on this please read section 7 and 8. Yes, Onsite connectivity refers to at-site model. At-site and Onsite may be treated as the same in the entire RFE
61	General			Locations of connectivity	Locations of connectivity	Is the connectivity requirement only the mentioned cities?	Connectivity will be required at all locations specified by the Registrar/EA at the time of award of work.
62	Annexure - I		17	CCA classification of cities	Locations of connectivity	Would request UIDAI if the coverage information for Districts, Blocks and Villages can be given in percentage instead of YES/NO	Refer to Sr. No. 8. Percentage coverage instead of YES/NO will be acceptable for district/block/village level. At city level only YES/NO will be accepted, with yes implying 100% coverage and no implying 0% coverage for all cities in a particular state. A corrigendum to this effect has been issued. For further details, please refer to Annexure - II of the revised RFE.
63	General			Locations of connectivity	Locations of connectivity	Please confirm no. of sites per state in which telecom service provider needs to provide connectivity.	Refer to Sr. No. 8

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64	General			Locations of connectivity	Locations of connectivity	Details of fixed and transient site.	Refer to Sr. No. 44
65	General			Locations of connectivity	Locations of connectivity	Break-up of sites under all the three categories At site, Off-site ( with & without computerised upload interface)	The Service Provider will have the freedom of choosing the service model to service a particular enrolment center. Hence UIDAI will not provide such a break up. However, At-site connectivity will be UIDAI's preferred model.
66	General			Locations of connectivity	Locations of connectivity	Bidder request UIDAI to provide us some indications on the no. of Enrolment Centres at City, District, Block & village level per state. So that if any SP require they can expand their network w.r.t the UIDAI requirement.	Refer to Sr. No. 8
67	General			Locations of connectivity	Locations of connectivity	Bidder request UIDAI to confirm us the no. of mobile camps and permanent centres so that SP can plan their mobile WANs and RF planning accordingly.	Refer to Sr. No. 44
68	7	7.1	13	Upload software	Upload software	Bidder will provide a secure MPLS VPN tunnel for transfer of the entire data however, it is being assumed that this is responsibility of UIDAI to provide a secure FTP(SFTP) or HTTPS application for encryption of data end-to-end. Client application shall be made available to service provider to install in their remote laptops. Kindly confirm on the same. Please share the security guidelines of UIDAI if they think its necessary to share for this requirement.	Refer to Sr. No. 59. Security guidelines, as specified by UIDAI, from time to time, would need to be adhered to.

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69	General			Locations of connectivity	Locations of connectivity	Bidder request UIDAI to confirm the lumsum figures on the 3 categories of Enrollment Centres across India. Assuming computers availability with the softwares at At-site data connectivity, Off-site connectivity (with computerised upload interface) locations and at Off-site connectivity (without computerised upload interface) Enrollment agent will bring the data in pendrive to its nearest enrollment camp to get the data uploaded. UIDAI will be providing the S/W which will help SP and enrollment agencies to cross check the SLA's w.r.t the uploading of files.	Refer to Sr. No. 44 and Sr. No. 65
70	6	6.3.1	qw	Award of work by Registrar/EA	Payment Terms	Clarification required on billing and payment process.	Refer to Sr. No. 35
71	8	8.1.3	16	SLA	Rewards/Liquidated damages	What will be the penalties if the SLA is not met	Refer to Sr. No. 36 and Sr. No. 72
72	8	8.1	16	SLA	Rewards/Liquidated damages	How will the SLA will be monitored from SP end	Adherence to SLAs shall be monitored by the UIDAI. Each record packet received would be checked for compliance to prescribed SLA. The percentage deviations would be calculated on a monthly basis. (Records NOT reaching in prescribed SLA Vs Total records received in a month). The same may be published in the public domain. Any service provider having a 25% non-adherence to SLA in a quarter would stand to be removed from the Panel.
73	General			Facilities at CIDR, enrolment centers	Facilities at CIDR, enrolment centers	Who will own the infrastructure at all the locations w.r.t the UPS, Power, civil work etc.	Refer to Sr. No. 4, 5, 6 and Sr. No. 19
74	General			Volume of Data Generated	Volume of Data Generated	What process will happen apart for enrollment	At this stage, no further data volumes are envisaged. The Registrar requires a copy of this data with some additional fields. He may, at his discretion, decide to utilize the services of the Service Provider to pipe data to his data centres.

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75	7.1		13	Upload software	Upload software	Who will own the installation and change management cycle of client application of UIDAI installed at computing platform at all the three categories of locations i.e. At-site data connectivity, Off-site connectivity (with computerised upload interface) locations and at Off-site connectivity (without computerised upload interface)	Refer to Sr. No. 59. Change management for software provided by UIDAI will occur, by providing future releases and patches as free downloads from the internet.
76	General			Technical specifications	Technical specifications	What will be the scope & deliverable at sites other than At-site data connectivity, Off-site connectivity (with computerised upload interface) locations and at Off-site connectivity (without computerised upload interface) for e.g. CIDR (DC/ BCP)	The scope has been clearly specified in the RFE. The performance parameters have been specified in Table 5.
77	6	6.3.1	12	Award of work by Registrar/EA	Payment Terms	If there is a point of contention on any point between enrollment agencies and SP post empanelment by UIDAI how will that get solved. For e.g. billing, payment extra	This is an RFE document. In the empanelment document the UIDAI shall be including a set of terms and conditions incumbent upon the Registrar/EA who wish to execute this empanelment. - UIDAI will mandate a periodicity of payments (likely to be once a month) from the Registrar/EA executing the empanelment to the Service Provider - An arbitration clause consistent with the Arbitration and Conciliation Act 1996 would be included in the empanelment document as binding upon the Registrar/EA who wishes to execute this empanelment and the Service Provider providing the service.
78	5	Table 2, Table 3	7, 8, 10	Supporting Documents	Auditors	Option should be given to the bidder to get certificates from company's CA in place of statutory auditor.	This is not acceptable. The certificates need to be issued by the Statutory Auditors.
79	General			MSP interface	MSP interface	Will this requirement get integrated with the MSP project in future. What will be the methodology in future for the same.	At this point in time, transferring the data from the Enrolment Centre to the CIDR is seen as the responsibility of the Registrar/EA, and is hence outside the scope of the MSP.
80	Annexure - I		17	Locations of connectivity	CCA Classification of cities	What is the scope of Compensatory City Allowance classification of cities as mentioned in the tender.	Compensation City Allowance Classification will be used to define all city locations. The RFE is very clear on this please refer to Clause 7.1

Sr.No	Section No.	Clause No.	Page No.	Classification of Clarifications	Reference/ Subject	Clarification Sought	Responses
81	2	2.2	3	Locations of connectivity	Locations of connectivity	<p>Without knowing the location details, bandwidth sizing, volume of business and other relevant details, it's very difficult to define the network resource required and submit the commercial.</p> <p>So request you to share all details so commercial can be submitted</p> <p>Otherwise, technical empanelment can be done UIDAI and further commercial will be submitted to subsequent registrar/ EA.</p>	Refer to Sr. No. 8. Bidders will be required to provide commercials to qualify for empanelment.
82	5	Table 2, Sr. No. 10	8	Pre-qualification criteria - financial criteria	Pre-qualification Criteria - General Criteria	Should be self-attested by authorized signatory	This certificate will need to be provided by a Statutory Auditor. The RFE is very clear on this.

Sr.No	Section No.	Clause No.	Page No.	Classification of Clarifications	Reference/ Subject	Clarification Sought	Responses
83	5	Table 3, Sr. No. 1.1 and 1.2	10	Technical specifications	Technical specifications	<p>What does similar work signify?</p> <p>Service provider are providing the bandwidth or network connectivity which is used by the end user to transfer the data as per Industry standard. This include the Internet broadband, Data card or Fixed bandwidth at customer site.</p> <p>Services asked in this tender are very specific business model which require hardware , man power at each site to ensure the data transfer on transaction basis. This is not the industry standard model.</p> <p>We request you to re-consider the business model whereas the service provider will provide the bandwidth or network connectivity (MPLS VPN or Internet) for min 1 years period. Further network connectivity for mobile user will be provided which will be used by end user to transfer the data.</p> <p>Service provider will be delivering the SLA based on uptime, packet loss , latency etc. which is as per the international standards.</p>	<p>UIDAI requests the Bidders to provide 3 most relevant completion certificates for Sr. No. 1.2. For Sr. No. 1.1 the Bidder may include turnover from providing connectivity from multiple sites to a single location or the building of a network of multiple sites requiring connectivity.</p>
84	5	Table 3, Sr. No. 1.3	10	Technical specifications	Technical specifications	<p>Pls. clarify.</p> <p>Telecom Service Provider are providing Bandwidth or network connectivity which is user by end user to transfer the data.</p> <p>Data Collection Center is a unique model asked by UIDAI.</p>	<p>UIDAI has requested for the size of single largest domestic customer supported. There is no restriction on the service model deployed by the Bidder to service the needs to said customer.</p>

Sr.No	Section No.	Clause No.	Page No.	Classification of Clarifications	Reference/ Subject	Clarification Sought	Responses
85	5	Table 3, Sr. No. 3	10	Technical specifications	Technical specifications	The requirement detail are not described in detail. Following details are not provided but not limited to : 1. Nos of locations 2. Address of location 3. Concurrency of users 4. bandwidth sizing at DC and DR 5. Network connectivity shall be over Internet or MPLS VPN 6. connectivity requirement from end user to DC or DR	For points 1,2 - Refer to Sr. No. 8 For point 3 - Refer to Sr. No. 59 For point 4 - Refer to Sr. No. 12 For point 5, 6 - Refer to Sr. No. 49
86	5	5.2.1.2	11	Firm information	Profile of clients	Pls. quantify the no. of clients.	10 largest customers each in Public and Private sector may be furnished.
87	5	Table 4	11	Locations of connectivity	Modifications to RFE	Prices will be different for different locations viz. States, City, District, Block, Village. So additions in this table should be made accordingly	The RFE requests all Bidders to provide a pan-India rate for each service model. No modifications to this will be entertained.
88	7.1		13	Upload software	Upload software	Pls. elaborate on the method of doing data transfer on SSL VPN / IPSEC based VPN or any other secured VPN. This is required to size the bandwidth as per the header added by respective security method used.	Refer to Sr. No. 59
89	Annexure - I		17	Locations of connectivity	CCA Classification of cities	What is this signify, kindly elaborate? Annex 1 is defining A, A1, B1 and B2. Does it have any relation with Annex 2. Or you want us to confine to cities given in Annex-1 only?	All locations in Annexure - I are locations that may be considered as cities. A, A1, B1 and B2 are further classification of cities. All serious Bidders are expected to bid for all locations, especially the districts/blocks/villages.
90	General			Facilities at Enrolment Centers	Facilities at Enrolment Centers	Bidder need to provide connectivity only or bidder need to provide Router as well for the link termination. EA Workstations shall be connected in local LAN via Switch or any other device or they will be stand alone Has bidder to deploy manpower there for collecting data and uploading or the same will be done by EA	Refer to Sr. No. 4, 5, 6, 22, 57, 58



Sr.No	Section No.	Clause No.	Page No.	Classification of Clarifications	Reference/ Subject	Clarification Sought	Responses
91	General			Locations of connectivity	Locations of connectivity	How many centres and users will be catered to by an off-site location. Computer configuration (Make model), operating system requirement, UIDAI application detail etc are not available .	Refer to Sr. No. 23, 59, 65
92	7	7.2	14	Assisted Last Mile	Qualification of DCC personnel	What is the level of manpower experience UIDAI is looking for at that location? Nos of manpower required?	Refer to Sr. No. 58.
93	8	8.1	16	SLA	Modifications to RFE	Telecom service provider provide SLA based on Uptime, Packet loss, latency as per international standard. Time bound SLA will have many variable which will be difficult to manage like Bandwidth sizing at DC/ DR, Server loading, Application performance, PC config, Virus, encryption etc. we request to keep the SLA as per the industry / Int'l standard.	UIDAI intends this RFE to be a completely outcome based contract and hence expects the Service Provider to manage the bandwidth/uptime, packet loss, latency according to the requirements of the SLA.
94	Annexure - II		18	Locations of connectivity	Locations of connectivity	if every village/block is not connected then should we say Yes or No.	Refer to Sr. No. 8. Service providers will have to provide a percentage of coverage as indicated in Sr. No. 8 query reply and corrigendum to Annexure - II.
95	6	6.3.1	12	Award of work by Registrar/EA	Payment Terms	The Bidder requests UIDAI to clarify the payment periodicity and terms of the RFE.	Refer to Sr. No. 77
96	General			Delivery Schedule	Delivery Schedule	Bidder understands timely delivery is the essence of the contract. However, in case of delay due to unavoidable situation by the Bidder, Bidder request UIDAI to grant additional one month as a curing period to complete the delivery schedule, failing which UIDAI has an option to terminate the undelivered portion of the link without assigning any financial liability to the Bidder.	Delivery schedules will need to be met to match the enrolment ramp up rates stipulated by the Registrar/EA.

Sr.No	Section No.	Clause No.	Page No.	Classification of Clarifications	Reference/ Subject	Clarification Sought	Responses
97	8		16	SLA	Modifications to RFE	<p>Bidder request UIDAI to add the following ::  The SLA shall be applicable for all sites across all Circles. For the calculation of SLA, link unavailability will not include any link down time resulting from the following:</p> <ol style="list-style-type: none"> <li>1. Scheduled Maintenance of Service Provider's Network.</li> <li>2. Any act or omission on the part of UIDAI including but not limited to failure to notify the Customer Service Centre of a Service Disruption</li> <li>4. The failure of UIDAI's CPE applications, equipment, or facilities including any third party equipment.</li> <li>5. Failure in providing stable power and the other infrastructure required for Service Equipment and/or CPE.</li> <li>6. Events or occurrences that result in "No Trouble Found" Trouble Tickets.</li> <li>7. Force Majeure Events and other causes beyond the reasonable control of Service Provider.</li> <li>8. Trouble Tickets associated with new installations or upgrades.</li> <li>9. An interruption where UIDAI elects not to release the service for testing and repair and continues to use it on an impaired basis.</li> <li>10. Interruptions during any period where Service Provider or its agents are not allowed access UIDAI's premises where the access lines are terminated.</li> <li>11. UIDAI scheduled maintenance.</li> </ol>	<p>The SLAs stated are to be adhered to. In the event of a breakdown or scheduled shut down at the UIDAI end, the same will be intimated and not reflected on the Service Providers SLAs.</p>
98	8	8.1.1, 8.1.3	16	SLA	Rewards/Liquidated damages	<p>Bidder request UIDAI to clarify the 1. periodicity of SLA calculation and the methodology as the multiplier is on the basis of hours and SLA calculation is on packet basis 2. the rate of Liquidated damage in case of non-adherence.</p>	<p>Refer to Sr. No. 71 and Sr. No 72</p>

Sr.No	Section No.	Clause No.	Page No.	Classification of Clarifications	Reference/ Subject	Clarification Sought	Responses
99	8	8.1.1, 8.1.3	16	SLA	Rewards/Liquidated damages	Bidder requests UIDAI to provide Table 6 for clarification on Reward definition.	Rewards will be fixed by the EA. The UIDAI will however, highlight 'performance' of participating Service Providers in the public domain and encourage Registrars/EAs to factor in performance in selecting service providers.
100	6			Terms and conditions	Modifications to RFE	Bidder request UIDAI to add the following clause :: Neither Party will be liable for any delay or failure in performance under the Agreement resulting from acts beyond the control of such Party, including without limitation acts of God, acts or regulations of any Authorities or international authority, war or national emergency, whether declared or undeclared, terrorism, accident, fire, lightning, equipment failure, computer software malfunction or design defect, electrical grid/ power failure, telecommunication line or submarine cable failure, acts or omissions of other telecommunications providers, riots, strikes, lock-outs, industrial disputes (whether or not involving a Party's employees) or epidemics of infectious diseases.	This is an RFE document. In the empanelment document the UIDAI shall be including a set of terms and conditions incumbent upon the Registrar/EA who wish to execute this empanelment. - A Force Majeure clause would be included in the empanelment document as binding upon the Registrar / EA who wishes to execute this empanelment.

Sr.No	Section No.	Clause No.	Page No.	Classification of Clarifications	Reference/ Subject	Clarification Sought	Responses
101	6			Terms and conditions	Modifications to RFE	<p>Bidder request to add the following : 1 Informal Resolution: The Parties shall in the first instance and prior to initiating arbitration pursuant to sub clause 2. attempt to resolve through negotiation any or certain disputes informally while maintaining strict confidentiality in the following manner.</p> <p>a) Upon written request of a Party notifying (the "Resolution Notification") the other about the existence of a dispute(s), each Party shall appoint a designated representative whose responsibility it shall be to meet and negotiate in order to resolve the disputes. The Resolution Notification shall clearly indicate (i). the nature of the dispute, (ii). A written statement of facts, (iii). and a statement indicating the respective Party's position.</p> <p>b) The designated representatives shall negotiate in good faith and attempt to resolve the disputes within a period of thirty (30) Business Days from the date of the Resolution Notification.</p> <p>2 Arbitration: In the event the disputes cannot be resolved within the stipulated period, either Party may by written notice to the other, notify its intention to refer the disputes to arbitration clearly specifying in detail the disputes under reference. Within fourteen (14) Business Days of receipt of the said notice each Party shall</p>	<p>This is an RFE document. In the empanelment document the UIDAI shall be including a set of terms and conditions incumbent upon the Registrar/EA who wish to execute this empanelment.</p> <p>An arbitration clause consistent with the Arbitration and Conciliation Act 1996 would be included in the empanelment document as binding upon the Registrar/EA who wishes to execute this empanelment and the Service Provider providing the service.</p>
102	General			Locations of connectivity	Locations of connectivity	<p>Bidder request UIDAI to 1. No of enrolment centres and provide their addresses to enable the bidder to calculate the cost of the project and quote prices accordingly.</p>	Refer to Sr. No. 8
103	3	3.3, Table 1	4	Terms and conditions	Extension of submission date	<p>Request the date of submission to be after 15 days after the clear reply to the clarifications sought.</p>	<p>As no significant change to the RFE has been carried out, during the clarifications stage, the existing period of 23 days from issue of RFE to invitation of bid is deemed to be adequate.</p>

Sr.No	Section No.	Clause No.	Page No.	Classification of Clarifications	Reference/ Subject	Clarification Sought	Responses
104	5	Table 2, Sr. No. 7	7	Pre-qualification criteria - technical criteria	License requirements	As per Clause 5, Table -2 pt no-7 of page7 of RFE, the operator is required to possess NLD license/ILD License. In this regard we would like to seek the clarification, whether GAIL with its current License [IP-II & IP-I (Infrastructure provider category-II & I) and ISP-A (Internet service provider- All India)] can participate in this RFE.	In view of the decision by DoT to permit IP-II to migrate to NLD, the company may bid, subject to migration to NLD as per time period stipulated by DoT.