

**Government of India  
Planning Commission  
Unique Identification Authority of India  
Reference Number: T-11014/05/2010-Tech  
Dated 12.08.2010**

**CORRIGENDUM I**

**Sub : EOI Number: T-11014/05/2010-Tech - Selection of Managed Service Provider (MSP) to Implement and Manage CIDR of UIDAI – Corrigendum I - regarding**

Sr. No.	Section / Clause	Existing Clause	Revised Clause
1.	3.3	<p><b>Prime Respondent and Consortium Approach:</b> The Prime Bidder should be an Enterprise-wide System Integrator having experience of providing Managed Services in multi vendor environment including the fields of Application, Hardware, Networking, Data Center Operations, Hosting and preferably in the fields of Biometrics Application, Logistics and Call center.</p> <p>The Prime Respondent shall have the option to submit the EOI response <b>either alone</b> or in <b>consortium</b> with other partners/agencies. However, the Prime Respondent shall be responsible for the Managed Services that include Design, Supply, Integration, Installation, Commissioning and Maintenance of all the services. The Consortium Member(s) may assist the Prime Respondent in the implementation of the project in the area of their responsibility. However, the Prime Respondent shall be responsible to UIDAI for meeting all the obligations. The Prime Respondent participating with a consortium approach shall briefly define the role of each Consortium Member including itself in the EOI Response clearly indicating their scope of work/responsibilities and relationship. It should be noted that the Prime Respondent is allowed to form a consortium with only:</p> <ol style="list-style-type: none"> <li>1. an Original Equipment Manufacturer (OEM) for supply of servers and storage subject to the</li> </ol>	<p><b>Prime Respondent and Consortium Approach:</b> The Prime Respondent should be an Enterprise-wide System Integrator having experience of providing Managed Services in multi vendor environment including the fields of Application, Hardware, Networking, Data Center Operations, Hosting and preferably in the fields of Biometrics Application, Logistics and Call center.</p> <p>The Prime Respondent shall have the option to submit the EOI response <b>either alone</b> or in <b>consortium</b> with other partners/agencies. However, the Prime Respondent shall be responsible for the Managed Services that include Design, Supply, Integration, Installation, Commissioning and Maintenance of all the services. The Consortium Member(s) may assist the Prime Respondent in the implementation of the project in the area of their responsibility. However, the Prime Respondent shall be responsible to UIDAI for meeting all the obligations. The Prime Respondent participating with a consortium approach shall briefly define the role of each Consortium Member including itself in the EOI Response clearly indicating their scope of work/responsibilities and relationship. It should be noted that the Prime Respondent is allowed to form a consortium with:</p> <ol style="list-style-type: none"> <li>1. an Original Equipment Manufacturer (OEM) for supply of servers and storage.</li> <li>2. Telecom Company (TC) / ISP, which owns and operates an All-India MPLS based Virtual Private Network for providing network services and for provisioning of bandwidth.</li> <li>3. Logistics Service Provider, preferably specializing in Supply Chain Management and having experience of mail room operations (despatch and tracking of postal</li> </ol>

Sr. No.	Section / Clause	Existing Clause	Revised Clause
		<p>condition that the OEM would not be allowed to partner with more than three Prime Respondents.</p> <p>2. Telecom Company (TC) / ISP, which owns and operates an All-India MPLS based Virtual Private Network for providing network services and for provisioning of bandwidth, subject to the condition that the TC/ISP would not be allowed to partner with more than three Prime Respondents.</p> <p>It should also be noted that UIDAI reserves the right to amend the consortium related conditions at the RFP stage.</p>	<p>articles).</p> <p>4. The Prime Respondent should indicate areas in which additional consortium member(s) are planned to be co-opted, or areas where services can be sub-contracted (or) assigned.</p> <p>The Prime Respondent should submit Letter(s) of Authority (LoAs) from the Consortium Member(s), confirming their willingness to participate as consortium partner for this EoI.</p> <p><b>Note 1:</b> OEMs of servers and storage, who are also in the business of providing Systems Integration Services / Managed Services, would be allowed to participate as Prime Respondent and in addition, would also be eligible to become a consortium member with not more than three other Prime Respondents, for the purpose of supply, installation, commission, maintenance of servers and storage, etc.</p> <p><b>Note 2:</b> TC / ISPs would be allowed to become a consortium member with a maximum of four (4) Prime Respondents, only for the purposes of providing network services and provisioning of bandwidth.</p> <p><b>UIDAI reserves the right to amend the consortium related conditions at the RFP stage.</b></p>
2.	3.4.1 . Pre-Qualification Criteria	The Prime Respondent should be an Enterprise-wide System Integrator having experience of providing Managed Services in multi vendor environment including the fields of Application, Hardware, Networking, Data Center Operations, Hosting and preferably in the field of Biometrics Application, Logistics and Call center.	Clause remains unchanged.
3.	3.4.1(a) . Pre-Qualification Criteria	<b>Inserted as a new clause</b>	The Prime Respondent should be a Company registered in India under the Indian Companies Act, 1956 having its Registered office in India.
4.	3.4.2 . Pre-Qualification Criteria	The Prime Respondent should have an average annual turnover of INR 6,000 Crore, over last 3 financial years immediately preceding the last date of submission of Response to EOI (2007-08, 2008-09, 2009-10)	The Prime Respondent should have an average annual turnover of INR 4,000 Crore, over last 3 financial years immediately preceding the last date of submission of Response to EOI. For the purposes of meeting the above annual turnover criteria, turnover of the Prime Respondent's parent Company would also be considered.

<b>Sr. No.</b>	<b>Section / Clause</b>	<b>Existing Clause</b>	<b>Revised Clause</b>
5.	3.4.3 . Pre-Qualification Criteria	The Prime Respondent should have an average Annual Turnover from Systems Integration & Managed Services of INR 500 Crore, over last 3 financial years immediately preceding the last date of submission of Response to EOI (2007-08, 2008-09, 2009-10)	The Prime Respondent should have an average Annual Turnover from Systems Integration & Managed Services of INR 500 Crore, over last 3 financial years immediately preceding the last date of submission of Response to EOI
6.	3.4.4 . Pre-Qualification Criteria	Networth of the Prime Respondent should be equal to at least Rs. 4000 Crore or equivalent USD computed as the Networth based on unconsolidated audited annual accounts of any of the last 3 financial years immediately preceding the last date of submission of Response to EOI (2007-08, 2008-09, 2009-10).	The condition stands deleted.
7.	3.4.5 . Pre-Qualification Criteria	The Prime Respondent should have technical strength of minimum 4,000 technical manpower of which 2,000 should have appropriate qualification and experience in Database/ ITIL/ Application Software/ Hardware maintenance.	Clause remains unchanged.
8.	3.4.6 . Pre-Qualification Criteria	The Prime Respondent should have executed at least 2 projects of INR 100 Crore or more in gross value with System Integration or Managed Services as a major component of the scope of work in the field of IT Services. International projects with similar scope of work and similar value will be accepted.	The Prime Respondent should have executed at least 2 projects each of INR 100 Crore or more with System Integration or Managed Services as a major component of the scope of work in the field of IT Services. International projects with similar scope of work and similar value will be accepted.
9.	3.4.7 . Pre-Qualification Criteria	At least one reference of completed project in handling Managed Services successfully for more than 24 months.	At least one reference of completed or running project in handling Managed Services successfully for more than 24 months.
10.	Section 6	Annexure 6.1	Revised Annexure 6.1 is attached herewith.
11.	Section 1.12(3)	Latest date and time for submission of Eoi	27 <sup>th</sup> August 2010 at 15:00 Hrs IST

## Revised Annexure 6.1 - General Particulars to be provided by the Prime Respondent

The Prime Respondent should provide the following particulars along with relevant supporting documentation:

- a. Full Name of the Prime Respondent
- b. Mailing address in India
- c. Telephone and fax number
- d. E-mail address
- e. Name and designation of the person authorized to make commitments to UIDAI
- f. Year of establishment and constitution of organization
- g. The details of the top management with their professional qualification and experience
- h. Description of business and business background
- i. Whether the Firm / Company has any widely accepted certification. If yes, furnish details.
- j. Profile of personnel with qualification & experience, who will be assigned to the project.
- k. Details of offices in India and number of technical manpower related with IT/ITES for each location.
- l. Details of projects undertaken by the Prime Respondent involving Systems Integration and / or Managed Services as major component of the scope of work (minimum two projects)
- m. Proof of provision of Managed Services and Infrastructure Management Services for last 3 years duly certified from the appointed Statutory Auditor or self certification by MD/CEO of the Prime Respondent.**
- n. The Prime Respondent should provide proof in respect of the following pre-qualification conditions stipulated in Clause 3.4:

S.No	Section/ Clause	Condition for Pre-Qualification	Documentary Evidence / Proof to be submitted by the Prime Respondent
1.	3.4.1	The Prime Respondent should be an Enterprise-wide System Integrator having experience of providing Managed Services in multi vendor environment including the fields of Application, Hardware, Networking, Data Center Operations, Hosting and preferably in the field of Biometrics Application, Logistics and Call center.	Certificate from the appointed Statutory Auditor or CEO/MD stating that the prime respondent is a System Integrator having experience of providing managed services
2.	3.4.1(a)	The Prime Respondent should be a Company registered in India under the Indian Companies Act, 1956 having its Registered office in India.	Copy of the Certificate of Incorporation duly attested by the appointed Statutory Auditor or CEO/MD

<b>S.No</b>	<b>Section/ Clause</b>	<b>Condition for Pre-Qualification</b>	<b>Documentary Evidence / Proof to be submitted by the Prime Respondent</b>
3.	3.4.2	The Prime Respondent should have an average annual turnover of INR 4,000 Crore, over last 3 financial years immediately preceding the last date of submission of Response to EOI.	Duly certified statement from their Appointed Statutory Auditor / Company Secretary or Audited Balance Sheet copies or Published Annual Reports of the company for the relevant period.
4.	3.4.3	The Prime Respondent should have an average Annual Turnover from Systems Integration & Managed Services of INR 500 Crore, over last 3 financial years immediately preceding the last date of submission of Response to EOI	Duly certified statement from their Appointed Statutory Auditor / Company Secretary
5.	3.4.5	The Prime Respondent should have technical strength of minimum 4,000 technical manpower of which 2,000 should have appropriate qualification and experience in Database/ITIL/Application Software/Hardware maintenance.	Duly certified statement by the MD/CEO.
6.	3.4.6	The Prime Respondent should have executed at least 2 projects each of INR 100 Crore or more with System Integration or Managed Services as a major component of the scope of work in the field of IT Services. International projects with similar scope of work and similar value will be accepted.	Provide copy of work order and contract/ purchase order for verification or client certificate / testimonial with clear reference to value of the contract. In addition to the above, following detail should also be given in a statement: <ul style="list-style-type: none"> <li>• Duration of project,</li> <li>• Date of commencement of the project,</li> <li>• Whether completed or ongoing (if completed, date of completion),</li> <li>• Scope of Work of the Project,</li> <li>• Satisfactory Completion certificate from the client</li> </ul>
7.	3.4.7	At least one reference of completed or running project in handling Managed Services successfully for more than 24 months.	Provide copy of work order/ contract/ purchase order for verification or client certificate / testimonial with clear reference to the nature of services rendered