

Answers to the Pre-Bid queries against RFQ for Selection of Enrolment Agency for Punjab for Phase II UID Enrolments Dated 30/04/2012

S. No.	Firm	Clause Number	Contents of Clause	Clarification required	Answer
1	Vertex Customer Services India Pvt. Ltd.	Section 4 (Page 6)	The financial Bid format (Annexure IIA) requires separate quotes for 4 independent schedules	Please clarify if the financial bid for each schedule should be put in separate sealed envelopes or should all the financials for all the schedules be in one sealed envelope.	The bid containing multiple schedules is to be submitted in one sheet as per the given format.
2	-do-	4.9 Award of Contract (Page 14)	Each successful bidder shall be awarded only one schedule even if he has quoted for more than one schedule and is L1 for more than one schedule	If the company is LI in other schedules and is capable to deliver (F4) will they get additional schedules to work upon.	Please read clause 4.9 of RFQ (Page 14) and related clauses
3	-do-	4.1. Functional Scope (Page 17)	DMS Vendor/Scanning	Would the scanning charges be paid by the purchaser?	Please read clause 4.1.10 of RFQ (Page 27)
4	-do-	Page 18	Rates quoted shall apply for all types of enrolment centres	Do we quote separate rates for stationary enrolment stations, mobile enrolment stations and permanent stations?	The same rates will be applicable for permanent, stationary and mobile enrolment centres.
5	-do-	Page 19	The enrolment agency will also make arrangements do enrolments through online appointment system.	Pls clarify how this is proposed to be done?	UIDAI is having a functional online portal for the same.
6	-do-	B.6 Mandatory Requirement (Page 20)	Introducers and Verifiers should be informed of enrolment schedule at least one week in advance	The names of the Introducers/ Verifiers to be given by the Registrar. Who will pay for their services?	The registrar will appoint the verifiers and notify the introducers. EA need not to pay for their honorarium
7	-do-	5.1.1 Introducer details in KYR Standards for collecting demographic data (Page 57)	In case introducer is not present at the time of enrolment, he/she can review the list later and endorse	If the introducer is not available at the enrolment centre can we do the enrolments?	AEC has the provision that introducer can authenticate the enrolments within 10 days of enrolment

8	-do-	Annexure IV KYR+ Fields (Page 71)	There are 29 fields to be captured	Would the EA be paid Extra for KYR+	No, the rates will include the collection of KYR+ information.
9	-do-	B. Details of Schedules (Page 75)	You have mentioned districts in all the four schedules where enrolment has to be done	Please provide the names of towns, village of these districts/ rural/urban areas where enrolments has to done?	The said information related to these districts is available on various public domains.
10	-do-		Pre Bid meeting is on 7th May 2012 at 12 pm and bid submission is on 15th May	Since the bid submission date is 15th May 2012 there would be limited time for preparation of the bid, post the pre bid queries being put up on the website for all to clearly understand the queries. Therefore, request for bid submission date extension by one week.	It is a limited tender. We have to start the enrolments early, so no extension is permissible.
11	-do-	4.1.5 Outsourcing (Page 23)	No outsourcing work shall be allowed, and all supervisors, operators and managerial staff for project to be on Agencies payrolls	As per UIDAI guidelines, EA can engage manpower agencies for supplying operators, hire a recruitment agency for recruiting services and engage agencies for maintenance. Please clarify the sourced manpower can be on the rolls of the recruiting agency under our direct supervision.	Yes it is allowed with due information to the Registrar and UIDAI
12	-do-	Page 11-12	To be accepted from Nationalized Banks	The same should be accepted from non nationalized banks / private banks	It is policy decision taken by the registrar.
13	Srei Sahaj e Village Ltd.	Annexure V (B)	Total Population mentioned in Annexure V (B) in Schedule 1 is 44,31,609 for Phase II UID project.	Kindly let us know whether any other Registrars are working in the same area. If working then how many Registrars are working in Schedule 1. If Multiple Registrars are working then what percentage of population will cover under this project.	Multi registrar policy of UIDAI will be followed

14	CSS Technergy		Self Attested Declaration	Kindly also clarify the format for the SELF ATTESTED DECLARATION to be submitted in the QUALIFICATION CRITERIA ENVELOPE. Also kindly clarify if this has to be submitted on our letterhead	Please refer to corrigendum for the “RFQ for Selection of Enrolment Agencies for Punjab for Phase II of UID Enrolment dated 30/05/2012”.
15	-do-	3.10.1 (Page 12)	This Performance Bank Guarantee shall be from a nationalised bank in India in favour of Registrar, UID Punjab.	Kindly make provision to submit PBG from commercial bank as well, as was the case with Maharashtra UIDAI Phase 2 RFQ and other UIDAI/NPR RFQs.	It is a policy decision taken by the registrar for Phase II.
16	-do-	6.6 (Page 15 & 102)	Bidder shall bear all taxes and duties etc. levied or imposed on the Bidder under the Contract including but not limited to Sales Tax, Customs duty, Excise duty, Octroi, Service Tax, VAT, Works Contracts Tax and all Income Tax levied under Indian Income Tax Act - 1961....	Kindly clarify if Works Contract Tax is applicable in this service.	It will be as per the prevailing applicable law.
17	-do-	6.7 (Page 15 & 102)	If there is any reduction in taxes / duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser.	Kindly clarify if provision be made to compensate the supplier, for any increase in taxes/duties	Any reduction/increment in taxes/duty will be applicable as per actual.
18	-do-	5.2 (Page 32)	Financial Bids: The Financial Bid consists of one Schedule each for each geographical area outlined in Section 4.2.	Kindly clarify if all the schedules should be put in a single form and envelope (or a separate form for each schedule) as per Annexure IIA (Page 35)	The bid for the multiple schedules is to be submitted in the same envelope as per the given format.
19	-do-	4.6 (2) (Page 49)	Enrolment forms (containing KYR fields) must be filled up at the enrolment centre along with Resident's signature. A Registrar can choose to have the Enrolment form as a part of their enrolment form OR to have separate forms for capturing KYR and KYR+ fields.	Kindly clarify if the Aadhaar form and KYR+ forms will be a single one or separate ones, since this has a bearing on the cost of enrolment	UIDAI has Standard enrolment/ Updation form available on its website. KYR+ form will be a separate leaf as provided by Registrar.

20	-do-	4.8 (5) (Page 56)	Paste bar coded stickers on Consent Letter, PoI and PoA	Kindly clarify if the Registrar will provide the Bar coded stickers to the supplier	Barcoded stickers are not required as per revised Scope of Work as per corrigendum.
21	-do-	Annexure 4 (Page 71)	Specification and Formats for KYR+ Information	Kindly clarify if the Registrar will provide the KYR+ software	The KYR+ software will be developed by EA but the output format will be standard for all EAs
22	-do-	Annexure 4 (Page 71)	Specification and Formats for KYR+ Information	Kindly clarify if any documents pertaining to KYR+ need to be scanned. Please mention the documents that should be scanned	No
23	Virgo Softech Ltd.	3.8 (Page 12)	An EMD of Rs. 5 lakhs, in the form of DD drawn on a nationalised bank in favour of Registrar, UID, Punjab payable at Chandigarh, must be submitted along with the Bid.	Kindly consider bank guarantee as an instrument to deposit the Earnest Money Deposit.	EMD is acceptable only in form of Demand Draft (from nationalised/ commercial bank excluding co-operative banks) only

24	-do-	4.1.10 (Page 27)	<p>UIDAI is expected to discontinue the DMS process after that period and the agencies may need to scan the documents at the enrolment centres during the time of enrolment and upload the scanned documents as part of the enrolment data packet. The hard copy of the documents is to be returned to the residents after completion of the enrolment. UIDAI has appointed an agency for Document Management Services for pickup of hard copy documents, scanning and storage etc. The enrolment agencies need to provide the hard copy of the documents collected in the format prescribed by UIDAI to the DMS agency. The responsibility of safe custody of the documents till the handover to the DMS agency of UIDAI lies entirely with the enrolment agency and any non-compliance of the same shall attract strict penalties. UIDAI is expected to continue with the above mentioned DMS process for about the next 6 months(approx.) during which the agencies need to handover the hard copy of the documents to the DMS agency. UIDAI is expected to discontinue the DMS process after that period and the agencies may need to scan the documents at the enrolment centres during the time of enrolment and upload the scanned documents as part of the enrolment data packet. The hard copy of the documents is to be returned to the residents after completion of the enrolment. The detailed guidelines for the same shall be released by UIDAI shortly and the same shall be applicable to the project. No separate costs will be paid by the Registrar for scanning of documents.</p>	<p>As already mentioned in the RFQ that UIDAI is expected to discontinue with the mentioned DMS process in about 6 months and the enrolment process is to be completed within 5 months. Kindly clarify if the scanning process of documents will be initiated and if yes, how many documents have to be scanned, as the scanning process will include financial and logistical implications which are required to be planned in advance. Please appreciate that provision of such information is important enabling the vendor to work out the compliance Please also clarify, if the vendor will receive any additional incentive for scanning</p>	<p>UIDAI guidelines on the documents to be handed over to DMS agency and/or scanned will be applicable. No additional incentive/cost will be given to the EA.</p>
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25	-do-	Annexure V D (Page 77)	Minimum requirement for Stationary and Mobile enrolment Centres/Stations on the basis of population and density of population in the region.	The numbers of kits mentioned are too high in number. Kindly reconsider the number stationary and mobile stations to be deployed for the schedule.	The required kits are calculated with the formula provided by UIDAI. The requirements have been calculated on basis of 100% targeted population, 60 enrolments per station per day for 206 days. The work will continue for whole week and will remain closed on 4 days (15 Aug, 2 Oct and 2 Diwali holidays) during the whole enrolment period.
26	-do-	6.7 (Page 15)	If there is any reduction in taxes / duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser	Kindly refer the RFQ document clause 6.10/ Page 16 which states that The Purchaser shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by the Bidder at the rates in force, from the amount due to the Bidder and pay to the concerned tax authority directly. Please confirm any reduction or increment in taxes/ duties will be applicable as per actuals.	Any reduction/increment in taxes/duty will be applicable as per actual.
27	-do-	4.1.6 (Page 23)	The EAs shall setup a local office within 30KM radius from Chandigarh. The EA also need to designate a dedicated Core Team for the project based on said office, consisting minimum 3 Project Manager level personnel. The contact details, delegated area w.r.t. the project must be clearly communicated to the Registrar Office. The office must be functional within 15 days of award of the contract.	The bidder should have Project Manager level personnel in the district he has won rather than sitting in the office in Chandigarh. A SPOC may be available at the Chandigarh Office which will be available at short notice. Please clarify	The local officer is demanded for the better coordination among the EA team, Registrar and UIDAI RO.

28	-do-	5 (Page 122)	Data Quality – Error in Demographic Information	<p>We would like to request UIDAI to provide data within 15 days of uploading of data to the CIDR, enabling EA's to take corrective action against the operator before he leaves the job.</p> <p>We understand that UIDAI has permitted to spell the name of an Individual as per his/her own choice. If there is a difference in the spelling of name in the documents and in enrolment, should EAs take an undertaking from the resident regarding the same or should we consider the consent from the resident regarding the same</p>	As per UIDAI guidelines and provisions of AEC.
29	-do-	1.6 Appendices to Contract (Page 124)	<p>Payments shall be made to the Enrolment Agency by the Registrar on the number of UID generated after deduction of penalties as applicable after the corresponding amount has been received from UIDAI.</p> <p>This payment shall be subject to adherence to the Service Level Agreements and after deducting TDS as applicable.</p>	Kindly clarify the stipulated time period within which the payments to EAs will be release after receiving the corresponding sanctioned amount from UIDAI.	The payments will be done in reasonable period after following due official procedures.

30	Abhipra Capital Limited		<p>We would like to draw your attention to the fact that we are not an empanelled agency with UIDAI, but are selected as an agency for carrying enrollments by NSDL(Registrar). As on date we have completed 8.56 lacs of enrollment with 749314 nos.(i.e Technical capability T2 as per UIDAI) of AADHAAR generated, with 245 active operators & 339 active supervisors. Kindly find attached UIDAI portal latest report for your ready reference related to quality & performance till 15-04-2012.</p> <p>We fulfill all the required criteria with desired Financial Capability F3 & above as per net worth , but for the above said one.</p> <p>We would opt for the schedules of Punjab region to bid for the 2nd phase with your permission.</p>	<p>This RFQ is limited to the empanelled enrolment agencies of F3 and F4 categories only.</p>
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31	West Bengal Electronics Industry Development Corporation Limited	4.1.5 (Page 23)		<p>We as a PSU of Govt. of West Bengal are engaged in enrolment process throughout West Bengal and are successfully doing Aadhaar enrolment for the last 7-8 months under Dept. of Posts for West Bengal Circle as Single - Enrolment Agency. And now we are planning to renew our registration as consortium partners for the upcoming UIDAI renewal as EA.</p> <p>As a PSU, we can always hire people on project basis but cannot enrol them into our payroll and provide them with bank accounts. We can rather forward a certificate endorsed by us showing proof of such individual payments to the registrar.</p> <p>We would request you to consider us on this point, as we are really interested to work in this project.</p>	<p>The EA is allowed to hire the services of agencies for providing Manpower. But the EA must inform Registrar and UIDAI about such arrangements. And the sole responsibilities of the EA to control such agency and to make sure the labour laws are not violated and not exploitation of hired staff. The hired agency must disburse salaries through bank accounts.</p>
32	-do-	4.1.11 (Page 27)		<p>In regard to IEC material, it is clear that UIDAI will design, print and publish the matter, but it is not very clear that who will bear the expenses incurred for printing & display material like flex banner or any other display material?</p>	<p>The IEC material will be supplied by the registrar and the EA need not to pay for it. But it is the responsibility of the EA to deploy/display those as per the instructions of the Registrar and UIDAI</p>
33	-do-	4.3 (Page 28)		<p>As we had already experienced for conducting UIDAI enrolment, it is observed that in many cases there is delay from Registrar and from UIDAI's team end. So our query is for any delay from Registrar end or from UIDAI's end who will justify the penalty?</p>	<p>Penalties will be imposed after proper justification.</p>

34	-do-	3.5 (Page 41)		For setting up of Enrolment Centre the Registrar will identify suitable location but who will bear the cost for the setup space and non-IT infrastructure (furniture & fixtures, electrical points & connections along with expenses for the same?	The EA will bear such costs.
35	-do-	4.8 (5) (Page 56)		Scanning of documents and pasting bar code stickers on consent letter – Who will bear the cost for the same?	Please refer to clause 4.1.10 (page 27).
36	-do-	A.12 (Page 19)		Are all the locations under the project mapped under GPS tracking ?	This will be as per UIDAI guidelines
37	-do-	A.14 (Page 19)		Is internet connectivity through Data card or broad band available at all the locations under the project.	Yes
38	-do-	3.8 (Page 12)		Can the EMD be waived for us being a PSU?	No, EMD is required in any case.
39	-do-			How many non-state registrars were/are engaged in this project in Punjab?	DoP, SBP, BOI, UBI, NSDL, CBI were operating in the pilot phase and we will continue to follow the multi-registrar model in Phase II