

**Clarifications to the queries raised by the prospective bidders in respect of RFP Ref No:- K-11020/34/2012-UIDAI regarding “Supply, Installation & Maintenance of Fingerprint Biometric SDK (Extractor & Matcher) for Authentication Services”**

**Date: 15-06-2012**

Sl. No.	RFP Ref Page No.	RFP Reference Section	Existing Clause	Modification suggested / Clarifications sought by prospective bidders	Clarifications provided by UIDAI
1	10	Section II B	Clause III - UIDAI's role in benchmarking UIDAI shall provide the raw data required to create the test data perform the benchmarking	How will UIDAI create test data? (NFIQ 1 to 3 only?)	UIDAI will create test data sets representing data quality observed in Indian population. The test data sets will be a mix of various NFIQ scores. Same data sets will be used across all participants to ensure parity.
2	8	Section II A	Clause 8 System Architecture requirements The SDK proposed by vendor should meet the following requirements: A. Scalability B. Manageability C. Upgradeability D. Installation and Configuration E. Open Standards Based	SDK cannot be compared to an ABIS or AFIS system : Points A-Scalability, B-Manageability, C-Upgradeability, D-Configuration are not part of a SDK as additional infrastructure needs to be implemented (software plus hardware) to cover these requirements.	The SDK should support for Scalability, Manageability, Upgradeability and Configurability in UIDAI Authentication system.
3	9	Section II A	Clause 9 Cloud Enabled The Biometric SDK proposed should support deployment on a virtualized platform. The SDK should support: a. The ability to deploy and run the application within a private cloud platform to take advantage of next generation cloud features. b. Running services in virtualized environments c. Metering of CPU, network and storage utilization d. Throttling of CPU, network and storage utilization e. Multi client capable services	SDK can be deployed on VM but SDK is not designed to perform points C and D. SDK is not an AFIS system. Could you confirm your understanding?	SDK should support to measure system usage through in-built or external management or monitoring tools/ APIs.

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4	29	Section IV A	<p><b>SERVICE LEVEL REQUIREMENTS</b>            In case of any issues are noticed during post installation period including AMC period, same are to be resolved by successful bidder in a time bound manner depending upon severity level of the problem. There will be 4 levels of severity starting form Severity level -1 to Severity level-4 with 1 being most critical and 4 being least critical. Classification of problems into various severity levels will be done in consultation with successful bidder before signing of agreement, however in case of any dispute, decision of UIDAI will be final and binding on both the parties</p>	<p>Could you clarify severity level : please provide examples ?</p>	<p>Clause is self explanatory and remains unchanged</p>
5	NA	NA	NA	<p>The current RFP is to purchased the very same solution that is today already provided for free by the 3 existing BSP : why would UIDAI pay for a service they already have for free from 3 providers ?</p>	<p>The query is not relevant.</p>
6	NA	NA	NA	<p>Should UIDAI decide to purchase a SDK service and maintenance for a 4th authentication solution, would UIDAI consider to pay the 3 existing BSPs in order to maintain the equality of treatment amongst all UIDAI providers?</p>	<p>No. The SDKs now proposed to be procured by UIDAI are independent and have no correlation with the SDKs provided by the three existing BSPs.</p>

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7	NA	NA	NA	The willingness of UIDAI to extend its choice of technologies for its authentication solution is well understood. However in order to maintain a fair treatment amongst all its providers shouldn't UIDAI rather pay the 3 existing BSPs for the authentication solution they already provide for free or request any alternative authentication solution provider to provide it for free ?	Please refer to the response against query at S. No. 6.
8	5	Section I (3)	REQUEST FOR PROPOSAL (RFP) At present UIDAI is working with 3 Biometric SDKs from empanelled BSPs (Biometric Service Provider) and is looking for another Fingerprint Biometric SDK for Authentication services. In view of above, existing BSPs of UIDAI who are providing Biometric SDKs to UIDAI are not entitled to participate in this tender	What is the rationale behind the disqualification of the existing BSPs, knowing that existing BSP supplied for free the SDK requested by this new tender?	The functions to be performed by fingerprint biometric SDKs for which RFP has been issued have been indicated in Clause 2 of the RFP. All these functions are already available with the SDKs supplied by the existing BSPs along with their consortium partners under the existing BSP contracts with UIDAI. Further, under the existing BSP contracts, perpetual licenses for the SDKs have been bought by UIDAI and also a comprehensive warranty of five years is available from the respective OEMs of the BSPs for the entire system supplied under the contracts. Further, technical support for software/algorithms is also to be provided by the respective OEM of the BSPs for five calendar years from the date of acceptance of the entire system. The technical supports include all upgrades, updates and patches with the respective software during the above period. Given the importance of the envisaged role of Aadhaar Authentication services in enabling delivery of various services, UIDAI has decided to go for another SDK brought out by a different vendor or OEM as a risk mitigation measure. Therefore, under the present RFP, UIDAI is looking for participation by vendors who will bring in a biometric SDK other than the three existing biometric SDKs available with the UIDAI under the three existing BSP contracts.

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9	11	Section III	INSTRUCTIONS TO BIDDERS 1. Prequalification criteria: This invitation for bids is open to those organizations who fulfill pre-qualification criteria as specified in this section and who have capabilities to deliver the services requested under the tender. Consortiums or Sub-contracting shall not be allowed as part of the tender.	Can a subcontractor of an existing BSP participate in this tender?	No
10	NA	NA	NA	Can a member of a consortium led by an existing BSP participate in this tender?	No
11	NA	NA	NA	Can a sister company or the mother/holding company of an existing BSP participate in this tender?	No
12	NA	NA	NA	Can a disqualified bidder for the BSP tender be eligible for a bid to this SDK tender ?	A bidder other than the existing BSP or OEMs proposing SDK's/libraries from OEM's other than the ones already available with UIDAI under BSP contracts and meeting the defined criteria in the RFP are eligible. Further, the bidder has to take undertaking from its OEM that their SDK/libraries have not been provided to UIDAI as part of the existing BSP contracts.
13	NA	NA	NA	In the event of an existing BSP had proposed more than one SDK in the course of the BSP contract, could an obsolete or disqualified SDK be proposed for this tender as it will not be one of the existing SDK from any BSP?	No, obsolete and disqualified products are not allowed.

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14	NA	NA	NA	To which date the status of "existing BSP" does refer to? As the existing BSP contracts will end in July 2012 the status of "existing BSP" could change before the date of award of this SDK tender.	Query is not relevant. However, it should be noted that UIDAI has already bought perpetual licenses for SDK's under existing BSP contracts.
15	NA	NA	NA	Can the MSP bidders participate in this tender?	Kindly refer response of query no 12.
16	NA	NA	NA	Can a MSP sub contractor participate in this tender?	Kindly refer response of query no 12.
17	NA	NA	NA	Can the MSP contract winner be also the winner of this tender and sign both contracts?	No, MSP contract winner along with their sub-contractors are not allowed to participate.
18	30	Form 9 - Commercial Bid Format	Commercial Bid Format 3rd Year maintenance and support	(i) Why the maintenance period is limited to 3 years whereas the UIDAI project and MSP tender is based on a 7 years period with a potential extension? (ii) As a longer period could have a positive impact on cost amortization for the bidder, can a 4 years extension be an option for UIDAI and the winning bidder, based on mutually agreed terms and conditions?	(i) This RFP is independent of the MSP RFP. (ii) At present one year warranty and three year AMC is considered adequate.
19	NA	NA	NA	Please provide as much information as possible about the planned authentication workflow, in particular whether the sequencing and NFIQ quality checking will take place at the client (where there is still a chance to address by having the subject resubmit their fingerprints) or on the back end?	For the purpose of this RFP quality check, segmentation and sequencing will happen as part of the backend workflow.

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20	NA	NA	NA	Do the sequencing and NFIQ quality checking apply to incoming images (submitted for authentication) or to previously stored images from the enrolment process or both?	It is for the pre-existing images (enrollment/update etc)
21	NA	NA	NA	Are the incoming images (submitted for authentication) single fingerprints or slaps, or both?	Single fingerprints
22	11	Section III	<p>INSTRUCTIONS TO BIDDERS</p> <p>1. Prequalification criteria: This invitation for bids is open to those organizations who fulfill pre-qualification criteria as specified in this section and who have capabilities to deliver the services requested under the tender. Consortiums or Sub-contracting shall not be allowed as part of the tender.</p>	We request you to allow consortium with a minimum number of partners as (3) three. Before the beginning of UID project, there are no large-scale projects in India of this type. So, we need to depend on other companies for experience and SDK. If a consortium is allowed, the SDK and the experience will be bought by the consortium members. The regular maintenance and support will be extended by the Indian companies. This will dramatically bring down the overall cost of the project by several times, without sacrificing the quality and efficiency of the system. In addition to this, the existing 3 BSP's with whom the UID is working at present was selected in 'Consortium' mode only. So we request you to allow consortium for the selection of the 4th vendor also.	No change in the existing clause.
23	10	Section II B	<p>Clause III - UIDAI's role in benchmarking</p> <p>UIDAI shall provide the raw data required to create the test data perform the benchmarking</p>	In what format will the data be given for testing?	PNG, WSQ, JPEG2000 in ISO format (mandatory) and RAW/BMP etc (optional)

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24	5	Section I (3)	REQUEST FOR PROPOSAL (RFP) At present UIDAI is working with 3 Biometric SDKs from empanelled BSPs (Biometric Service Provider) and is looking for another Fingerprint Biometric SDK for Authentication services. In view of above, existing BSPs of UIDAI who are providing Biometric SDKs to UIDAI are not entitled to participate in this tender	<ul style="list-style-type: none"> <li>Why existing BSPs are not allowed to participate in this RFP?</li> <li>As we understand that BSPs scope of work is mainly de-duplication (1:N) and this RFP is for Authentication</li> </ul>	Please refer to the response against query at S. No. 8.
25	5	Section I (3)	REQUEST FOR PROPOSAL (RFP) At present UIDAI is working with 3 Biometric SDKs from empanelled BSPs (Biometric Service Provider) and is looking for another Fingerprint Biometric SDK for Authentication services. In view of above, existing BSPs of UIDAI who are providing Biometric SDKs to UIDAI are not entitled to participate in this tender	<p>We are a product company and has supplied our various SDK product to our partners. As we understand one of our Multi-Modal SDK is being offered to UIDAI through one of our partner.</p> <p>(i) Please clarify if different SDK product with "New Library and Functions only for fingerprint can be offered for this RFP or not?</p> <p>(ii) Do we need to provide Multi-Modal SDK or it is only required for Finger print?</p>	<p>(i) Kindly refer responses of query no 8 &amp; query no 12.</p> <p>(ii) UIDAI through this RFP requires SDK only for finger print.</p>

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26	10	Section II B	I Benchmarking: The Benchmarking exercise is intended at evaluating ability of the proposed Biometric SDK for UIDAI Authentication Services. The Benchmarking process does not intend to simulate all the aspects of UID Technology Solution but all the design parameters shall be considered. Benchmarking is the integral part of the Technical Evaluation.	Please clarify the location of benchmarking? • Bangalore or Delhi	Location of benchmarking will preferably be UIDAI DC at Greater Noida & UIDAI HQ Delhi. However UIDAI may decide to choose its B'lore location for the said activity, if required.
27	10	Section II B	Clause III. UIDAI's role in benchmarking  UIDAI may appoint a Third Party agency at its own cost to verify and validate the benchmarking environment and certify the results of the benchmarking.	Please provide the number of days UIDAI would like to conduct benchmarking process?  Is there any certificate / test report which will be issued to bidder after completion of benchmarking, please clarify?	UIDAI's plan to conduct benchmarking exercise per SDK/library is about 15-20 days.  UIDAI has not considered issuing any certificate/test report since the benchmarking is being done as part of the procurement process and not a certification process.
28	11	Section III	Clause 1 Pre-qualification Criteria  1.1(C) ..... Proposed products should have at least 2 installation of large scale with any of the national or international customer, Bidder to provide undertaking with the customer list.	Please clarify if you require client's certificate or providing undertaking letter on company letterhead is sufficient.  As we are working with various defense project / govt. project on turnkey basis, getting client certificate around SDK would be difficult to collect from end clients.	A Client Certificate is required. However, in case there is a Confidentiality requirement under the Contract with the concerned Customer(s), the Bidder should provide the undertaking with the customer list.



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29	4	Section 1	REQUEST FOR PROPOSAL 1. UIDAI is looking for a Biometric Technology Provider for Supply, Installation & Maintenance of Biometric SDK (Extractor & Matcher) with unlimited machine License for Authentication Services.	What is UIDAI expectation with 'unlimited' machine License? Please define "unlimited" here. A prospective bidder has stated that it would like to control installation of its SDK on machines, even in case of "unlimited" access	UIDAI requires unlimited licenses (regardless of users or CPUs etc) to ensure horizontal scaling up of servers running this SDK in a single, clustered or load-balanced environment at existing primary or secondary or DR Datacenter as well as for decentralized operations out of other future DCs to ensure authentication services scale up for the required load.  UIDAI through this RFP requires perpetual licenses of the biometric SDK (extractor-matcher) for fingerprints
30	6	Section II A	SCOPE OF WORK AND DELIVERABLES  3. Scope VII The templates will be maintained in resident database by the application that is using the SDK within the UIDAI system. If the incoming requests contain a biometric image, the application server will use SDK to extract the feature. SDK will also be used to generate comparison score of the sample.	This kind of Application Development is in whose scope? A prospective bidder has stated that it's SDK comes with sample code for Enrolment, Authentication, etc. and DLL only	Bidder has to ensure that proposed SDK is compliant to the "Aadhaar Biometric SDK API 2.0" interface specifications. Kindly refer to other clauses of RFP such as 17.d which also mention that Vendor has to provide Technical support/manpower for integration of SDK with UIDAI test bed during technical evaluation process.
31	8	Section II A	SCOPE OF WORK AND DELIVERABLES  5-III. Fingerprint templates generate  Fingerprint templates generation (4-4-2 slap): upto 10 Lakh (1 Million) templates/day.	What level of hardware do we have to achieve the highlighted template generation speed?	Refer to RFP page 10

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32	8	Section II A	SCOPE OF WORK AND DELIVERABLES  6. Technical Support requirements  Deployment of Technical manpower for installation, configuration, testing and benchmarking of Biometric SDK at UIDAI Data Center(s) during evaluation of bid.	What level of technical manpower is expected here? A prospective bidder has stated that bidder is based in a country other than India, and can provide remote technical support, with that be acceptable?	Remote support is not accepted
33	7	Section II A	SCOPE OF WORK AND DELIVERABLES  7. AMC Requirement  Vendor shall provide latest/ upgrade version of Biometric SDK during currency of AMC contract.	Can you define period of AMC contract? Does it include 1st year also?	(i) Refer RFP Page 39 Form 9 (ii) Refer to RFP page 15
34	8	Section II A	SCOPE OF WORK AND DELIVERABLES  8. System Architecture requirements  The SDK proposed by vendor should meet the following requirements:  A. Scalability B. Manageability C. Upgradeability D. Installation and Configuration E. Open Standards Based	Does the SDK needs to include functions to perform load balance etc to achieve the scalability of this is the responsibility of a system integrator?	The SDK should have features as per the RFP to ensure it is scalable and load balanceable. Actual load balancing of the authentication server will be done outside.

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35	11	Section III	INSTRUCTIONS TO BIDDERS 1. Prequalification criteria: 1.1 (b) The bidder should have executed at least three project of similar nature	We would request you to revise this condition to: The bidder / OEM should have executed at least three project of similar nature. Since major SDK providers are not based in India, and their Indian partners will submit bid on their behalf. Global experience should be acceptable.	Accepted. The Clause stands revised to read as under: "1.1 (b) The bidder should have executed at least three project of similar nature in India and/or Abroad."
36	13	Section III	INSTRUCTIONS TO BIDDERS 4. Bid Evaluation Criteria 4.1. Technical Evaluation Criteria  Bidders are required to make a technical presentation before a technical bid evaluation committee of approximately 20 minutes duration	Can you specify tentative date for this presentation, and testing/benchmarking study? A prospective bidder has stated that it's representative may like to visit India for the same.	UIDAI will inform the bidders regarding the date of presentation, testing and benchmarking exercise by providing a suitable notice thereof.
37	15	5. Payment Terms		Will UIDAI pay for Testing and Benchmarking process?	Entire cost of testing and benchmarking cost shall be borne by the bidder

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38	17	Section III	INSTRUCTIONS TO BIDDERS  11. Proposal Format and Submission Procedure  2. Incorporation of Company Certificate or Partnership deed in case of consortium	A) Is Consortium allowed? B) Can 1 Indian company represent multiple OEMs and submit multiple bids? C) Can 1 international OEM, be used by multiple Indian bidders, in their respective bids? D) Is formal consortium of 1 Indian company and 1 International OEM (based in UK) allowed? E) Is there any locking between bidder/ OEM?	(A) No (B) No (C) Yes, subject to the condition that an OEM cannot authorize more than 2 Bidders. (D) No (E) The query is not clear. It should, however, be noted that the Bidder should submit a letter of authorization from the OEM to participate in this Bid and also an Undertaking from the OEM in the format as per <b>Annex X. The selected Bidder should have the IPR Rights to use the SDK provided for a minimum period of 10 years.</b>
39	25	Section IV	CONDITIONS OF THE CONTRACT	Will UIDAI sign a mutual Non-Disclosure Agreement with bidder / OEM?	No
40	28	Section IV	CONDITIONS OF THE CONTRACT  23. UIDAI intends to primarily use Biometric SDK supplied through this contract for Authentication Services. However UIDAI reserves full right to use this Biometric SDK for other internal purposes also.	Please explain 'other internal purpose' Also, will it be used for 1:N De-Duplication for Citizen?	The SDK procured as part of this RFP will not be used for 1:N de-duplication for residents.

## Statement of Undertaking From OEM

To

The Director General,  
Unique Identification Authority of India  
3<sup>rd</sup> Floor, Tower II,  
Jeewan Bharati Building,  
Connaught Place,  
New Delhi – 110 001.

Sir,

**Sub : Statement of Undertaking from OEM**

**Ref : RFP REF NO:- K-11020/34/2012-UIDAI regarding “Supply, Installation & Maintenance of Fingerprint Biometric SDK (Extractor & Matcher) for Authentication Services”**

We, the undersigned OEM, having read and examined in detail all the bidding documents in respect of the above mentioned **RFP REF NO:- K-11020/34/2012-UIDAI regarding “Supply, Installation & Maintenance of Fingerprint Biometric SDK (Extractor & Matcher) for Authentication Services”**, in respect to product(s) offered / supplied by us and as a gesture towards our commitment for continued support for our product(s) / solution do hereby declare as under;

1. We confirm that we would support the installation, commissioning, integration and maintenance of SDK offered/supplied to the Unique Identification Authority of India (herein referred to as “UIDAI”)
2. We hereby confirm that we would treat UIDAI as a preferred customer and that resolution of all problems and issues reported to us in fulfilment of the abovementioned Bid would be undertaken by us on priority basis.
3. We hereby confirm that for the Biometric SDK being supplied to UIDAI, we shall support the same for a minimum period of 7 years from the date of its acceptance by UIDAI. If the same is de-supported by us for any reason whatsoever, we undertake to replace it with an equivalent or better substitute that is acceptable to UIDAI, without any additional cost to UIDAI and without impacting the performance of the solution in any manner.
4. We hereby agree to supply and/or install all new releases, versions, any type of update, upgrade patch and/or bug fixes for the software or firmware from time to time at no additional cost to UIDAI. Additionally, the documentation and training services associated with the product(s) shall be provided free of cost to UIDAI.

5. We hereby confirm that our partner M/s \_\_\_\_\_ (the Bidder for this Bid) possess the necessary capability and training required to support our product(s).
  
6. We hereby agree to abide by the General Terms & Conditions of this Bid being accepted by our partner M/s \_\_\_\_\_ (the Bidder for this Bid) with UIDAI.
  
7. In case of any dissatisfaction or default on part of our partner M/s \_\_\_\_\_ (the Bidder for this Bid) in providing the level of support desired by UIDAI, we agree to extend the support required to meet the commitments made by our partner without any financial liability to UIDAI.
  
8. In case of any change in our arrangement or terms of agreement with our partner M/s \_\_\_\_\_ (the Bidder for this Bid) for providing product support, we agree to maintain the level of support as desired by UIDAI and as committed by our partner under the above mentioned Bid, without any financial liability to UIDAI.
  
9. We hereby agree to provide to UIDAI, required assistance, consultancy and services beyond the defined scope of work to resolve issues under critical and unforeseen situations.
  
10. We also confirm that in the event of UIDAI deciding, at any time during the term of contract under this Bid, to re-locate the product(s) / setup, we will provide necessary assistance to UIDAI to relocate the product(s) at no additional cost to UIDAI.

We hereby confirm that this undertaking is made in good faith and the aforesaid declarations are binding on us for the entire term of contract under the aforementioned Bid.

Yours faithfully,

\_\_\_\_\_  
(Signature)

For and on behalf of: \_\_\_\_\_ (Name of OEM)

**Authorised Signatory**

Name: \_\_\_\_\_  
 Designation: \_\_\_\_\_  
 Office Seal: \_\_\_\_\_  
 Place: \_\_\_\_\_  
 Date: \_\_\_\_\_