

**Queries for Clarification on RFQ for Selection of Enrolment Agencies for the Department of Posts**

(Reference no: Bid No. A/11016/123/INDIA POST)

Sr.No	EA Name	EA Code	Date & Time	Section No.	Page No.	Reference/Subject	Clarification Sought	Responses
1	SREI Infrastructure & Finance Ltd.	1178	Jan 21, 17:18 Hrs	3.07	9	EMD	The EMD amount mentioned is the total EMD amount or it is per schedule amount.	The EMD of Rs. 8 Lakh is applicable to each bidder regardless of the number of states for which the bidder wishes to bid. Therefore it is the total EMD amount and NOT the per schedule amount.
2	SREI Infrastructure & Finance Ltd.	1178	Jan 21, 17:18 Hrs	Annexure VI	42	Enrolment Center	Circle 19 and 20 include states/territories where we are not empanelled by UIDAI. Example:-In circle 20, we are empanelled for West Bengal but we are not empanelled for Sikkim and Andaman and Nicobar Island. Can we bid only for West Bengal? Alternatively, Can we bid for a state where we are not empanelled by UIDAI?	The bids are being accepted state-wise. Hence the bidder can bid for a single state in a circle without bidding for the other states in that circle. However bidders can NOT bid for states/UT where they are not empanelled by the UIDAI.  Hence the choice of states/UTs allocated to the EAs at the time of empanelment will be binding on all EAs bidding for this contract.
3	SREI Infrastructure & Finance Ltd.	1178	Jan 21, 17:18 Hrs	5.1.2 b	20	Power backup	In case the Department of Posts is able to provide required backup power supply in a given enrolment center and the EA wishes to use the same, then a discount of 5% on the quoted rate will be applicable on all enrolments conducted at that Enrolment Center". This should based on usage and should not be applicable on all enrollments.	It has been decided to quantify usage based on number of enrolments. No change is envisaged for the same.
4	WBEIDC Ltd. (Webel)	1214	Jan 24, 15:54 Hrs	General		Enrolment Center	Can the Enrolment Agency choose any circle or state, apart from states empanelled by the UIDAI to them?	Refer Query response No. 2
5	WBEIDC Ltd. (Webel)	1214	Jan 24, 15:54 Hrs	Annexure VI	42	Enrolment Center	The RFQ provides a list of 6 Circles along with the states and union territories they cover ( Annexure VI, Page no. 43). According to this list, West Bengal Circle also includes Sikkim and Andaman Nicobar and similarly Tripura is a part of the North Eastern Circle, which also includes Arunachal Pradesh, Assam, Nagaland, Manipur, Mizoram and Meghalaya. But WEBEL has already been empanelled for West Bengal and Tripura only. Therefore, when WEBEL selects the respective Circles to bid for it's already allotted states, does it imply that WEBEL is also eligible to bid for other included states and union territories under those Circles?	Refer Query response No. 2.  The bidder in such a case will be allowed to bid for ONLY those states that have been allocated at the time of empanelment. Therefore the bidder is eligible to bid for only West Bengal and Tripura and this specific example will count as a bid for 2 states in 2 different circles.  However, in this specific case, as Tripura is NOW part of the EXEMPT state list, for the purposes of Circle Cap this will NOT count, and for this specific example, only 1 Circle will count towards the cap.
6	WBEIDC Ltd. (Webel)	1216	Jan 24, 15:54 Hrs	Annexure VII	44,45,46		What does opportunity for matching L1 start & L1 Finish imply?	This is the proposed time period in which L2 to L6 will be given the opportunity to match the L1 bid. As only 24 hours are to be given for the process, the proposed dates have been announced in advance to enable the authorized signatory to be present during this period. For any process clarification, please refer to points 7, 8 and 9 of Annexure VII of the RFQ.

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7	The NSIC Ltd.	1192	Jan 24, 16:33 Hrs	3.11	11	Letter of Comfort from Biometric Device manufacturer	We are already having some bio-metric devices, which were used by us during execution of last RSBY project. Can we submit the purchase bill with the tender. Further regarding "Letter of Comfort", The manufacturers are asking us for advances to issue this kind of letter. Prior to getting work orders from your office how should we get this "Letter of Comfort" from the manufacturer? Please suggest.	If the bidder has unutilized Biometric devices as per UIDAI specifications then the Proof of Purchase for the same will be treated as equivalent to the letter of comfort.  UIDAI or the Department of Post cannot make any suggestions on the mode of negotiation between the EA and the biometric device vendor for obtaining the letter of comfort.
8	The NSIC Ltd.	1192	Jan 24, 16:33 Hrs	3.07	9	EMD	This EMD of Rs.8,00,000/- is applicable for one location or multiple locations with this tender. Please specify.	Refer Query response No. 1
9	The NSIC Ltd.	1192	Jan 24, 16:33 Hrs	General		Enrolment Center	If any person enrolled by other registrars and again enrolled at our centre, it is coming under our bill or not. If not, how should we avoid this?	The paymentst take place only for succesful enrolment. Hence for a resident already allotted an Aadhar number, a second number cannot be allotted and this would be treated as an unsuccessful enrolment.  This could potentially be avoided with increasing resident awareness on the fact that an Aadhaar number can only be applied for and received once in a lifetime.
10	Ankit Consultancy Private Ltd.	1137	Jan 24, 18:11 Hrs	General		Enrolment Center	Whether Empanelled Agency working for Post Office for UIDAI Project can deploy mobile stations for approaching maximum number of citizens with permission from the relevant post office?	Deployment of mobile stations can be done if the Department of Posts permits the same. The decision is solely at the discretion of the department of posts.
11	Ankit Consultancy Private Ltd.	1138	Jan 24, 18:11 Hrs	Annexure VII	44,45,46	Selection process	It has been stated in the RFQ that work will be allotted to two parties in the ratio of 60:40. Whether allotment of cities will be made arbitrarily. In case, a particular station is not convenient, can empanelled agency refuse for an isolated post office?	The ratio of 60:40 refers to the allocation of Post Offices in a given state and not cities. This will be done at the discretion of the Department of Posts. Once allocated a particular post office, the EA is expected to service the same.
12	Alankit Assignments Ltd.	1007	Jan 24, 20:56 Hrs	General		Enrolment Center	Whether the enrolment station moves from one post office to another post office or it will remain operational in one post office for the entire period, if it is movable then what will be the criteria.	Enrolment stations are largely expected to be stationary. However in some cases there may be a requirement of moving the enrolment station at the discretion of the Department of Posts. In such cases the EA will be notified on a need basis.
13	Alankit Assignments Ltd.	1007	Jan 24, 20:56 Hrs	3.1	10	Performance Bank Guarantee	How will the Performance Guarantee be calculated?	Performance Guarantee will be 10 % of the Value of the contract for each state. Value of the Contract is the <b>Product</b> of 5 Factors  1) Total Post offices allocated for that state ( <b>Variable</b> for Each State) 2) No. of Enrolment Stations per Post Office (Assumed to be ONE, though it can be more, hence FIXED for Each state) 3) Number of Enrolments Per Station per Day ( Assumed to be 40 per day, Hence FIXED for each state) 4) Rate quoted for that state ( <b>Variable</b> for Each State) 5) Number of Working DFays in ONE Year ( Assumed to be 300, hence FIXED for Each State) Hence As Total Value is different for Each State, the Performance Guarantee will also be different for Each State. Unlike EMD, Performance Guarantee will need to be deposited for EACH allocated State, separately.

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14	Alankit Assignments Ltd.	1007	Jan 24, 20:56 Hrs	5.1.2 b	19	Enrolment Center	Can an Enrolment station be out on holidays outside the post office nearby area or society for more enrollment	Enrolment Stations can be out only with the permission of the Department of Posts.
15	Alankit Assignments Ltd.	1007	Jan 24, 20:56 Hrs	5.1.2 b	20	Enrolment Center	Who will provide the enrollment forms	Please refer to Table B in Section 5.1.2 of the RFQ. Enrolment forms are the responsibility of the Enrolment Agency.
16	Alankit Assignments Ltd.	1007	Jan 24, 20:56 Hrs	5.4	32	IEC	Who will do the advertisement/publicity/ awareness of UID, Who will provide advertisement material/contents	IEC and related activities are a joint responsibility of the UIDAI and the Department of Posts. IEC joint working team at the center and circle level will monitor and execute the same.
17	Alankit Assignments Ltd.	1007	Jan 24, 20:56 Hrs	General		Enrolment Center	What is our planning to inform the accountholders of Post office.	The Department of Posts may decide to contact the account holders of the Post Office services at its discretion.
18	Alankit Assignments Ltd.	1007	Jan 24, 20:56 Hrs	General		Enrolment Center	Is there any minimum guarantee per enrollment station	No. There is no minimum guarantee per enrolment station.
19	Alankit Assignments Ltd.	1007	Jan 24, 20:56 Hrs	General		Enrolment Center	In case low turnover/no enrolment in any post office for few days, can the station be moved to another post office or what is the criteria of moving	Refer Query response No. 12
20	Alankit Assignments Ltd.	1007	Jan 24, 20:56 Hrs	General		Supervisor	Is supervisor required at every station?	A supervisor will be required at every enrolment center. Therefore if a center has 3 stations, it will still require just one supervisor.
21	Alankit Assignments Ltd.	1007	Jan 24, 20:56 Hrs	General		Introducers	Who will be the introducer and who will verify the forms in the centres.	The Department of Posts will identify and designate personnel (not EA personnel) to be introducers and verifiers for a given post office.
22	Alankit Assignments Ltd.	1007	Jan 24, 20:56 Hrs	5.6	34	Payments	How and in how many days after raising the bill enrollment agency will get the payment	Please refer to section 5.6 of the RFQ
23	Wipro	1218	Jan 25, 8:57 Hrs	General		Enrolment Center	While for 1 Enrollment station per centre is ok, we here by understand that EA can come out with its own project plan (in concurrence of DOP) basis of past experience, proven results and productivity realized. This project plan refers to requirement of additional stations per centre beyond 1 station per centre. Please confirm. The objective of project plan would be that EA will meet the timelines and target population for each of circle/State/UT	The EA is free to prepare a project plan for the states allocated. However explicit sign-off of the Department of Posts on the same project plan is required before implementation.  Please note that each Post Office is planned to be a permanent enrolment center where walk-in enrolments are expected to occur on an ongoing basis. Thus this approach is fundamentally different from a sweep/camp approach. Therefore a project plan will have to take these factors into account to be relevant for the requirements of the Department of Posts.
24	Wipro	1218	Jan 25, 8:57 Hrs	5.1.2 b	19	Enrolment Center	We understand the Space and Primary Power for Enrollment would be provided by DOP. EA however will have to make suitable arrangements for secondary power (DG, UPS etc.)	Space and primary power will be provided by the Department of Posts at no charge. However for details on secondary or back-up power, please refer to B1 in Table B under section 5.1.2.b.
25	Wipro	1218	Jan 25, 8:57 Hrs	5.5	33,34	Phases	Please clarify the overall duration of project and duration of each of 3 phases. Also will all 3 phases be independent of each other or will overlap?	The estimated tenure of the contract will be for one year from the date of signing. The three phases indicate the timelines by which at least 1 enrolment station must be active in each of the designated post offices. Each phase will remain active till the tenure of the contract expires. The start date of each phase has been staggered to permit device procurement. Phase 1, 2 and 3 will have specific post offices which will need to go live. For further details please refer to the Note in Annexure VI of the RFQ.

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26	Wipro	1218	Jan 25, 8:57 Hrs	5.6	34	Payments	Pls confirm that PAYMENT will not be linked to successful UID number generation and will be linked only to successful enrolments completion.	This statement is INCORRECT. Payments will be linked to successful UID number generation and not to number of enrolments completed.
27	Wipro	1218	Jan 25, 8:57 Hrs	Annexure VI	42	Enrolment Center	Concept of Circle and State/UT is not clear. Please elaborate	The Concept is clearly explained in Annexure VI of the RFQ. How it impacts bidding is clearly explained in Annexure VII of the RFQ.
28	Wipro	1218	Jan 25, 8:57 Hrs	Annexure VI	42	Enrolment Center	Which all districts and what population size within a circle/State/UT will come is not clear? This would be required for project plan all the given circles/states/UTs	Refer Query response No. 27 for details on areas that come under a circle. The definitions of state/UT are the same as the generally accepted norms.
29	Wipro	1218	Jan 25, 8:57 Hrs	Annexure VI	42	Enrolment Center	Please share the details of population and number and name of districts to be covered in each circle/State/UT.	Providing Population figures has not been done in this RFQ. The indicative number of post offices has been provided in Annexure VI.
30	Wipro	1218	Jan 25, 8:57 Hrs	Annexure VI	42	Enrolment Center	The number of stations/centres given in Table is just an indicative number. We understand that EA can come out with its own project plan (in concurrence with DOP) basis of past experience, proven results and productivity realized. This project plan would be created such that EA will meet the timelines and target population for each of circle/State/UT. Pls confirm to above.	Refer Query response No. 23
31	UTI TSL	1205	Jan 25, 10:41 Hrs	Annexure VII	44,45,46	Selection process	What are the selection criteria for reserve enrolment agency (EA). If L1 withdraws does L2 becomes L1 or the Reserve EA becomes L1?	Please refer to Annexure VII of the RFQ for the detailed selection process. Qualifying L3 bidder for a given state will be designated as the reserve EA for that State if L3 chooses to match L1 rate. If L1 withdraws in such a situation, L2 would become L1 and the reserve EA would be designated as L2.
32	UTI TSL	1205	Jan 25, 10:41 Hrs	Annexure VII	44,45,46	Selection process	What is the reason for the CAP to be limited to only 6 Circles? Since eligibility criteria is for F4 companies, most of the companies have PAN India presence and operations. Would request you to please remove the CAP limitation.	The CAP of 6 circles has been introduced to ensure rapid ramp up on a pan India basis to meet the phasewise timelines.  <b>However, the CAP of 6 Circles does NOT apply to the 8 North East States ( Assam, Sikkim, Arunachal Pradesh, Nagaland, Manipur, Mizoram, Tripura and Meghalaya and the State of Jammu and Kashmir. This concept of EXEMPT states and EXEMPT Circles has been brought out clearly, both in the Corrigendum Note #01 and in Annexure VII of the RFQ Ver 2.0</b>
33	UTI TSL	1205	Jan 25, 10:41 Hrs	3.07	9	EMD	The EMD of Rs. 8.0 Lakhs mentioned in the tender document is per circle or for the entire project?	Refer Query response No. 1
34	UTI TSL	1205	Jan 25, 10:41 Hrs	Annexure VII	44,45,46	Selection process	Who would be selecting the areas to be allocated to the L1 and what would be the basis of that?	Refer Query response No. 11

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35	UTI TSL	1205	Jan 25, 10:41 Hrs	Annexure VII	44,45,46	Selection process	What would be the time given to match L1 Rates? Would a Fax from the authorized signatory be acceptable or whether the original letter is required?	A time period of 24 hours from the declaration of L1 to L6 for each state will be given to the bidders to match L1 rate. The authorized signatory's original letter will be required for the same. Hence it is advisable that the authorized signatory be present during the bid matching process. UIDAI proposes to conduct this bid matching exercise from 14th to 16th Feb, 2010 at UIDAI HQ, New Delhi.
36	Comat Technologies (P) Ltd.	1037	Jan 25, 11:09 Hrs	3.1	10	Performance Bank Guarantee	How do you calculate quantum of Performance Bank Guarantee. Pls describe the formula for calculation.	Refer Query response No. 13
37	Comat Technologies (P) Ltd.	1037	Jan 25, 11:09 Hrs	3.11	11	Letter of Comfort from Biometric Device manufacturer	We have identified System Integrator who would supply requires set of enrolment equipments. Should we get the letter from our System Integrator or equipment Manufacturer or Device supplier	The letter of comfort will be required from the Manufacturer or the authorized distributor and not from the System Integrator.
38	Comat Technologies (P) Ltd.	1037	Jan 25, 11:09 Hrs	3.11	11	Letter of Comfort from Biometric Device manufacturer	We purchase Cross match devices from Smart ID who are the single distributor of these devices in India. We do not deal directly with Cross Match (Germany). Does it suffice to give the letter from Smart ID?	Yes. A letter from an authorized distributor will suffice.
39	Comat Technologies (P) Ltd.	1037	Jan 25, 11:09 Hrs	3.11	11	Letter of Comfort from Biometric Device manufacturer	We have already procured the devices and few of these equipments are not deployed yet. Should we still have to furnish this letter from the manufacturer?	Refer Query response No. 7
40	Comat Technologies (P) Ltd.	1037	Jan 25, 11:09 Hrs	General		Pre-enrolment data	Is any pre-enrolment data? Can we have the format of the pre-enrolment data? Pre-enrolment data if available would reduce the data entry of demographic details and hence increases the productivity.	The Department of Posts may, at its discretion, provide pre-enrolment data. For the current purpose the bidders may quote assuming the pre-enrolment data will not be available.
41	Comat Technologies (P) Ltd.	1037	Jan 25, 11:09 Hrs	3	11	Power of Attorney	Generally, we submit a letter issued by our Chief Financial officer who also represent the board. This was done during our empanelment with UIDAI. Hope this practice suffice the need. Pls clarify	Yes. A letter of this format will suffice.
42	Comat Technologies (P) Ltd.	1037	Jan 25, 11:09 Hrs	Annexure V	41	KYR+	Many state registrars are pushing to include their KYR+ details leading to increase of more than 300% of additional data collection resulting in non-viability of the quoted price. Does Department of Posts ensure that no such request from the State Government shall be entertained. Even if it entertained, will the department ensure KYR+ data not to increase more than 10% of what has been stated in the RFP	The Department of Posts does not envision the need to capture more than 6-7 fields as specified in Annexure V of the RFQ.
43	Comat Technologies (P) Ltd.	1037	Jan 25, 11:09 Hrs	General		Introducers	Who shall act as introducers? Will Department of Posts appoint introducers in advance for each of the locations before starting of the program?	Refer Query response No. 21. The timelines for designation of these roles will be at the discretion of the Department of Posts and will be done on a need basis.
44	Comat Technologies (P) Ltd.	1037	Jan 25, 11:09 Hrs	General		Verifiers	Generally, Verifiers are required to verify the PoI and PoA documents that the residents get for enrolment. State registrars appoint verifiers (like Village Accountants/Panchayath members etc) to take-up the verification activity. Will Department of Posts appoint such verifiers?	Refer Query response No. 21.

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45	Comat Technologies (P) Ltd.	1037	Jan 25, 11:09 Hrs	General conditions of contract	70	Sub-contracting	Can we take the help of manpower agency for recruitment? However, training and certification activities shall be under taken by us.	Yes. Provided that the manpower is duly trained and certified as per UIDAI specifications and the company takes full responsibility of the actions of such manpower.
46	Comat Technologies (P) Ltd.	1037	Jan 25, 11:09 Hrs	General conditions of contract	70	Sub-contracting	We want to keep our On-roll manpower count to min so the operators and supervisors shall be on-roll of manpower agency. Will this be treated as sub-contracting and calling for disqualification?	No., this practice will not result in disqualification. For the purpose of this contract, the company would need to take full responsibility of the actions of such manpower deployed.
47	Comat Technologies (P) Ltd.	1037	Jan 25, 11:09 Hrs	General		Data transfer	Does the location provided by department has connectivity and required bandwidth? If so, would we use the same bandwidth for transferring data to CIDR during non-peak hours (like after 6 pm onwards)?	Majority of the post offices will not have broadband connectivity. Therefore bidders are advised to make their own arrangements for transfer of data to CIDR.
48	Comat Technologies (P) Ltd.	1037	Jan 25, 11:09 Hrs	General		Data transfer	Since postal department handles the data transfer activity, should we handover the data (KYR and KYR+) at the same location	No. The same process that is applicable for data transfer for other registrars will be applicable in the case of Department of Posts.
49	Smart Chip Ltd.	1171	Jan 25, 11:17 Hrs	3.11	11	Letter of Comfort from Biometric Device manufacturer	Is there a particular format for the letter of comfort Indicated in clause 3.11 ?	No specified format for this letter of comfort. However the contents are clearly specified in clause 3.11 on Page 11 of the RFQ and all the requirements specified therein will need to be met.
50	Smart Chip Ltd.	1171	Jan 25, 11:17 Hrs	5.1.2 b	20	Power backup	This (5% discount ) only applies to the backup - power option as per our understanding. In the normal course will the registrar (India Post) allow the Enrollment Agencies to use the power supply at the post offices?	Yes. The discount on quoted rate will be applicable only on usage of back-up power. Primary power will be provided to the bidder free of charge.
51	Smart Chip Ltd.	1171	Jan 25, 11:17 Hrs	Part 3. B, Section 8.1	15	Timelines for the RFQ	There is no time for bid submission - we assume it will be the end of day of 9th February 2011	The time for bid submission is 15:00 Hrs on the 9th of February 2011. Any bids received after 15:00 Hrs will be summarily rejected. This has been clearly indicated in the Corrigendum Note #01 and indicated in the relevant Table in Version 2.0 of the RFQ.
52	Smart Chip Ltd.	1171	Jan 25, 11:17 Hrs	5.5	33,34	Phases	The RFQ does not mention any thing about completion of Phases. What is the criteria for completion of a Phase. What will there be the measurable completion criteria?	Refer query response No. 25. Once the designated Post Offices of a given phase go live within the stipulated deadline, they would remain active till the tenure of the contract. Minimum criteria will be the setup of at least 1 live enrolment station in the Post Offices specified in each phase as per the timelines indicated in Section 5.5 of the RFQ
53	Smart Chip Ltd.	1171	Jan 25, 11:17 Hrs	Annexure VII	44,45,46	Selection process	In the event of Tie between the bidder/ or in the event of matching the prices - will the Urban and Rural areas will be equally split ? Please elaborate on the process that will be followed for allocation of specific areas, to enable equitable allocation in case of a tie? In case of Matching will the proportion be applied to the same?	In case of a tie in the bid for L1 both bidders will be allocated 50% of the Post Offices in the state. In case of a tie for L2, both bidders will be allocation 20% each of the post offices in the state, pending successful matching of L1. In case of a tie for L3, both bidders will be appointed reserve EAs, pending successful matching of L1.  For details of allocation of post offices please refer to query response No. 11
54	Smart Chip Ltd.	1171	Jan 25, 11:17 Hrs	5.6	34	Payments	Successful enrolments completed and coverage of the scope of work - will this mean billing will be basis the number of actual Aadhaar numbers Generated, or the actual enrollments undertaken in the field?	Refer query response No. 26
55	Smart Chip Ltd.	1171	Jan 25, 11:17 Hrs	Annexure V	41	KYR+	Is it within the scope of the EA to develop the KYR + Application or will the registrar provide the Application?	The Department of Posts will provide the KYR+ application.



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56	Smart Chip Ltd.	1171	Jan 25, 11:17 Hrs	5.1	17	Functional scope of work	What will the additional services under this RFQ ? We see the normal Scope of work for an Enrolling Agency mentioned in the Scope of Work of the RFQ. Kindly elaborate on the additional services included in our scope of work for costing purposes.	Only those services that have been specified in the RFQ and clarifications for the same will have to provided by the EA.
57	Smart Chip Ltd.	1171	Jan 25, 11:17 Hrs	5.4	30,32	Roles and responsibilities	India Post is one of the Registrars with a unique ability to take the IEC communication door to door - will India post be using the existing network of Dak Sewaks 1) We understand that India Posts has 2.73 lakh Dak Sewaks in Rural Ares 2) What will India Post do to Ensure Turn out of Population for Enrolment? 3) Incase of a registrar like India Post - the grass root level access is with the registrar - what will be the expectation from the EA ?	The Department of Posts will deploy whatever means and resources it deems fit to ensure the communication and IEC for the Aadhaar project reaches the resident. The expectation of the EA will be to provide full co-operation at the Enrolment Center level to ensure residents are aware of the nature of enrolments in the Post Office (stationary, walk-in) and also to ensure services are not denied to any resident who wishes to enrol.
58	Smart Chip Ltd.	1171	Jan 25, 11:17 Hrs	Annexure V, Part 3.B para 1.11	41, 14	Tenure of Contract	1) What is the coverage of population anticipated by the Registrar? 2) And on what grounds with the tenure be extended?	For Q 1 refer query response No. 29 The contract is extendable by one year if the department of posts so requires. This extension may be preceded by a price re-negotiation which will happen prior to the extension.
59	Smart Chip Ltd.	1171	Jan 25, 11:17 Hrs	5.1.5	28	Data transfer	In case of physically sending the data - we assume India post will bear the cost of FIRST MILE LOGISTICS. For electronic data transfer - can the enrolling agencies use the network connectivity in the post offices wherever available?	Department of Posts will NOT bear the cost of First Mile Logistics. Please refer to section 5.1.5 and annexure II of the RFQ where the same has been clearly specified. For the query around electronic data transfer please refer to query response No. 47
60	Smart Chip Ltd.	1171	Jan 25, 11:17 Hrs	General		Miscellaneous	Will India Post Ensure that the enrollment of their employees and Families will be through India Post Itself?	Department of Posts will not provide any such guarantee, though we would depend on the persuasive ability of the EA to drive the same !
61	Smart Chip Ltd.	1171	Jan 25, 11:17 Hrs	General conditions of contract	81	Milestones	We understand that the milestones to be signed off will be basis the work plan approved before the LOI is issued. Please Confirm?	The LOI issued will indicate the total number of enrolment centres allotted to the succesful bidder in Phase 1 and Phase 2 to enable device purchase and preparation time. Detailing of work plan can be undertaken subsequently.
62	Smart Chip Ltd.	1171	Jan 25, 11:17 Hrs	5.2	29	Enrolment Center	Will India Post be giving the mentioned facilities assuming one Enrollment Station per Center, or will they be able to accommodate a multi station enrollment center?	Department of Posts will be able to accommodate a multi-station enrolment center, where space permits.
63	Smart Chip Ltd.	1171	Jan 25, 11:17 Hrs	3.07	9	Performance Bank Guarantee	3.07 Earnest Money Deposit Says - The average project value per schedule for period of contract has been accessed Rs. 3.78 Crores (Approximate) We are assuming that the selected bidders furnish PBG per schedule as 10% of 3.78 Crores per schedule ?	Existing EMD has been averaged across all states/Uts. PBG for each state/UT will be calculated seperately as per formula given in response No. 13

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64	IL & FS	1093	Jan 25, 11:26 Hrs	General		Enrolment Center	In many states, state department are registrar & they are not allowing other registrar like Banks to undertake any Enrolment Activities in their states & also communicated this formally to other registrars i.e. Banks. Once we are empanelled as EA for DoP we'll incur cost on devices, operators, supervisors, training etc. If this scenario happens, that state administration doesn't allows us to undertake Enrollment activities in their state due to conflict of scope with the state registrars. How'll DoP address this issue & safeguard EA's investment.	The UIDAI enrolments will occur in a multi-registrar environment. Department of Posts will co-ordinate with other registrars to enable enrolments in all Post Offices allocated to successful bidders.
65	IL & FS	1093	Jan 25, 11:26 Hrs	General		Enrolment Center	It is understood that DoP will provide space, furniture, electricity, storage space to EA. Can EA on their own approach community leaders like Gram Pradhan, Mukhiya, Sarpanch in the locality and motivate residents to get themselves enrolled for UID. Is this comfortable with DoP.	Yes, the EA may approach said community leaders to motivate residents to get themselves enrolled.
66	IL & FS	1093	Jan 25, 11:26 Hrs	Annexure VI	42	Enrolment Center	Cost of Bid will depend on No.of Enrollment Station which in turn will depend on no. of post offices. Request DoP to provide exact no. of Post office in which EA need to setup an Enrolment Station.	The exact number of Post Offices will be provided to the successful bidders before commencement of operations. Indicative numbers of Post Offices, per state are provided in the RFQ. As per the GCC, the total number of Post Offices can be varied by upto 25%. This RFQ does not cap the maximum number of Enrolment Stations per Post Office .
67	Karvy Computershare Pvt. Ltd.	1104	Jan 25, 11:49 Hrs	3.05/3.06	9		EA are required to pay Octroi for movement of enrolment kits across each state geography, will UIDAI/DOP help us with comfort letter for waiver of octroi as the kits are deployed for government work	It is not proposed to provide such a letter.
68	Karvy Computershare Pvt. Ltd.	1104	Jan 25, 11:49 Hrs	3.11	11	Letter of Comfort from Biometric Device manufacturer	Would this requirement be met by taking comfort letter from authorised distributors for sales and service	Refer Query response No. 38
69	Karvy Computershare Pvt. Ltd.	1104	Jan 25, 11:49 Hrs	3.2	15	Enrolment Center	Successful bidder will be earmarked post offices within a state & district, or this will be randomly done across post offices, it would be better if Post offices earmarked are within same district as this would give better operation control and ownership	The allocation of Post Offices will be done at the discretion of the Department of Posts. However, the department of posts will consider EA's convenience and operational control in conducting the enrolments.
70	Karvy Computershare Pvt. Ltd.	1104	Jan 25, 11:49 Hrs	5.1.5	15	Bid Capacity	Should EA treat this limitation only pertaining to DOP UID bid or already allocated bids by different registrars for different states to be included, eg: karvy is one of the EA for Mumbai and Nagpur ( in such case we have to declare under annexure-1, point 15	The bid capacity in this case applies to only those enrolments that have successfully resulted in issue of an Aadhaar number. Therefore allocated but unrealized enrolments will not count towards the bid capacity for the purpose of this RFQ.
71	Karvy Computershare Pvt. Ltd.	1104	Jan 25, 11:49 Hrs	Annexure V	41	KYR+	Request to standardize KYR+ fields PAN india, as we are coming across each registrar has different state level requirement	For the Department of Posts, KYR+ fields will be the same for all Post Offices Pan-India. It will be finalized by a central team in the Department of Posts
72	Karvy Computershare Pvt. Ltd.	1104	Jan 25, 11:49 Hrs	Annexure VI	42	Enrolment Center	Please provide breakup between kerala and lakshadeep as Karvy is interest to bid for this state/UT	Refer query response No. 66



Sr.No	EA Name	EA Code	Date & Time	Section No.	Page No.	Reference/Subject	Clarification Sought	Responses
73	Karvy Computershare Pvt. Ltd.	1104	Jan 25, 11:49 Hrs	Annexure VI	42	Enrolment Center	Please indicate population targetted under each Circle name	Refer query response No. 29
74	The NSIC Ltd.	1192	Jan 24, 16:33 Hrs	General		EMD	We are an registered agency under NSIC, a state govt undertaking. Is it mandatory for us deposit EMD and tender fees ?	Yes, It is neccessary to deposit both the Tender Fees and the EMD.