

**Response to pre-bid queries under RFP for "Agency for Outsourcing of Accounting Functions"**

**Tender No: G-1012/05/2017-UIDAI/Accts dated 04.08.2017**

Sr No	Section No	Clause No	Page number in Section	Existing provision in the clause	Clarification Sought	Response
1	II	10. Criteria for Evaluation of Bids	26	The Evaluation Committee (EC) shall first evaluate the Pre-Qualification Proposal as per the Pre-Qualification Criteria detailed in Clause 17. The Pre-Qualification proposal shall be evaluated based on the information provided in the Standard Forms (Section IV) and the supporting documents.	Does a bidder need to qualify for all the pre qualification criterias? What if the bidder does not qualify for a couple of Pre Qualification criteria? How will the ratings change or will the bidder not be considered at all, even if 1 pre qualification criteria is not qualified?	Bidder needs to meet each Pre qualification critria.  May also refer Section II, Clause 10.
2	II	Phase II: Evaluation of Technical Bids	28	IT automation done in other organization and relevancy to UIDAI requirements	Kindly clarify what relevancy to UIDAI requirements are in terms of IT automation. Kindly provide examples of what you are looking for.	Refer scope of work
3	II	17. Conditions for Pre-Qualification of Bidders - Bidder Turnover	34	The Bidder must have an average annual turnover of minimum INR 50 Crores during last 3 financial years ending 31st March, 2017 from provision of Skilled manpower in finance, account and audit related work. The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/sister concerns, etc.	Can we include Banking solution with F&A to be considered for this criteria. If not, then can we get a relaxation and to what extent?	Provision of skilled manpower in finance, account and audit related work will be considered irrespective of industry where it has been provided.

4	II	17. Conditions for Pre- Qualification of Bidders	35	The Bidder must have completed at least 2 (Two) projects valuing more than INR 3 Crore each for managing account related functions in government/statutory bodies/ PSUs/Banking and Financial Institutions/Insurance companies between 1st April, 2014 and 31st March, 2017. The organisation where such projects have been done shall have annual turnover/budget of at least INR 1,000 Crores in last FY	Could this requirement of atleast having completed two 3 crore project each, be relaxed to 1 crore ?	No Change
5	II	17. Conditions for Pre- Qualification of Bidders	37	The Bidder should have a minimum of 50 technically qualified professionals of similar qualification and skill set (managing Account related functions) on its payroll at the time of bid submission.	Kindly clarify what 50 technically qualified professionals of similar qualification or skill set mean? E.g would this mean Commerce graduates or CA or any other finance qualification (other than Project Manager)	Professionals having similar qualification or skill set as offered in "Form Tech-4 Brief profile of members of initial team proposed for execution of contract"
6	II	17. Conditions for Pre- Qualification of Bidders	37	The bidder must have successfully IT enabled and integrated end to end accounting function of an organization having turnover/annual budget of Rs 500 Cr.	Can we include our Banking solutions provided to clients, which may not be necessarily integrated end-to-end accounting solutions?	End to end solution for accounting function, either standalone or part of other IT solution, would be considered. Refer Section III, Clause 1.1 for definition of "Accounting function"

7	II	31- Consortium	44	The Purchaser shall award the contract to a single agency and shall not encourage nor accept any responses from consortiums.	Though the contract will be executed with the main bidder (company), can the bidder subcontract the work to another agency and be totally responsible to the purchaser for delivery?	Consortium and Sub contracting are not allowed.  Refer Pre-Qual Form-1 at Section IV of RFP.
8	II	32.2 Financial Proposal	46	The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be summarily rejected.	Where does the bidder need to include the Operational, Commercial and Technology Assumptions in the Financial Proposal?	Bidders would submit proposal after taking into account all the assumptions at their end
9	III	COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT	55	The Bidder shall begin carrying out the Services within 30 days from the signing of the contract between the UIDAI and the Bidder which would be considered as start of commencement of services.	Can the 30 day period be extended? And if yes, by how many days? Is there any training which will be provided by UIDAI to the staff deployed and what would be the period of training?	Refer Corrigendum
10	III	2.9.5 Payment upon Termination	62	If the agreement is terminated pursuant of Clause 2.9.1 (a) to (c), (f) and (i), the Bidder shall not be entitled to receive any agreed payments upon termination of the contract. However, the "Purchaser" may consider to make payment for the part satisfactorily performed.	After award of contract and during the implementation stage in case the purchaser wishes to discontinue the services of the bidder, what is the policy in place to recover Capex cost on the assignment or how can the bidder recover the Capex cost from the purchaser in case of contract termination?	All hardware would be provisioned by UIDAI.

11	III	4.1 Bidder's Personnel	67	The Bidder shall employ and provide qualified and experienced Personnel as are required to carry out the Services as detailed in the Scope of Work.	What does Qualified personnel mean? Will commerce graduates do or is the purchaser looking out for Post Graduates in the Commerce stream?	Qualified and experienced Personnel as are required to carry out the Services as detailed in the Scope of Work.
12	III	4.3 Approval of Personnel	68	In respect of personnel which the Bidder proposes to use for carrying out of the services, the Bidder shall furnish necessary details and also the tentative engagement plan.	Would "furnish necessary details" mean providing CVs of the candidates/ personnel to be deployed on the project?	Information has to be provided as per Tech Form 4.  Section III, Clause 4.3, is for successful bidder
13	V	8. Service Conditions	105	The resources may avail up to a maximum of 4 days of leave in one quarter subject to cap of 12 days in a period of 12 months starting from the date of commencement of services. However, the resources shall take prior permission from Purchaser for availing any leave.	Is it that a resource can avail only 12 days of personal leave (PL+CL+SL) per annum with a max cap of 4 days leave in a quarter ?	Clause is self explanatory
14		10.3 Hardware provisioning	77	The maintenance and upgradation of software and IT solution provided by the bidder as a part of deliverables shall be carried out by the bidder without any additional cost.	Will be applicable only till we have the maintenance contract?	It will be applicable for entire duration of the contract.

15		10.4 Information Security and Data Privacy	78	The successful bidder shall take into consideration the usability of the existing ICT infrastructure available in each of the locations.	Please clarify if the complete hardware and software maintenance is part of the activity which needs to be carried out by bidder for the contract period. Please provide more details on the ICT infrastructure referred here.	Successful bidder shall operate and maintain software solution provided by him.
16		10.3 Hardware provisioning	77	All IT hardware required by the bidder for its application shall be proposed by the bidder in its technical solution as same will be provisioned by the UIDAI.	We understand that recommended hardware will be provided by UIDAI, however there is no mention of the software licenses and tools that will be required for the execution of the system. For E.g. Operating system for servers, database like Oracle, web servers like websphere/weblogic, 3rd party tools like Excel, reporting tools, etc.	UIDAI will provide window based OS. Any specific requirements need to be provisioned by bidder himself.
17		10.5 Data Migration	78	Data Migration	We expect UIDAI will help us with files, formats, assistance for getting the data for the current accounting system. Please confirm.	Assistance will be provided by UIDAI

18		4. Schedule of Requirements	100	C. Integrating application with existing applications a. The application will be standalone with no integration required with existing UIDAI system. However, integration with bank and external system may be required.	Which all external systems will be need to be integrated? Also please confirm that the integration scope of bank is limited to Payment instructions.	Successful bidder needs to determine scope of integration with existing after analysing the UIDAI system. Integration with bank include payments and receipts.
19		7. Service level agreement and targets	104	E. Non implementation of web based IT enabled	Please consider it at 5% penalty instead of 10%	No change
20		7. Service level agreement and targets	105	F. Non-resolution of any issue in IT enabled automated system (this SLA shall operate after successful completion of three months' pilot phase operation of IT enabled automated system of accounting a) Within next working day of reporting of the issue – No penalty b) For each day of delay – Rs. 2000 per day	At times IT issues resolution might take more then 1 working day because of the complexity and the nature of the issues. We request UIDAI to relook in to this clause, by increasing to 5 working days and from there each day of delay to Rs. 500 per day.	Refer Corrigendum
21					How many number of simultaneous users login is expected on the system?	It estimated that around 15-20 users will have simultaneous logins. However, successful bidder may asses the same during implementation phase.

22	Section II	Criteria 4 in clause 17			What is the rationale for fixing Rs 50 Crores average annual turnover for last three year ending 31st March 2017. How it is relevant to your objectives of the assignment. Whether you have targeted big 4 audit firm?	As per project requirement
23	Section II	Criteria 5 in clause 17			How you arrived at fee of INR Rs 3 Crore for each of two assignments. How it is related to your assignment.	As per project requirement
24	Section II	Criteria 5 in clause 17			What is meaning of technically qualified professional of similar qualification and skill set. Whether any specified qualification? How you match number of personnel on payroll 50 and average turnover of Rs 50 Crores. Do you think one accountant should give Rs 1 crores average turnover	Professionals having similar qualification or skill set as offered in "Form Tech-4 Brief profile of members of initial team proposed for execution of contract"

25	II	17	35	The Bidder must have completed at least 2 (Two) projects exceeding INR 3 Crore each for managing account related functions in government/statutory bodies/PSUs/Banking and Financial Institutions/Insurance companies between 1st April, 2014 and 31st March, 2017. The organisation where such projects have been done shall have annual turnover/budget of at least INR 1,000 Crores in last FY.	Kindly relax this criteria as this is very stringent with respect to the number of project, value of project, timeline and turnover. The criteria needs to be modified otherwise there would be very low participation and would hamper wide participation.	No change
26	II	17	37	The bidder must have successfully IT enabled and integrated end to end accounting function of an organization having turnover/annual budget of Rs 500 Cr.	Request you to kindly include experience of end to end implementation of other areas also apart from accounting	End to end solution for accounting function, either standalone or part of other IT solution, would be considered. Refer Section III, Clause 1.1 for definition of "Accounting function"
27	V	3.1	98	a) Accounting Work at HQ and ROs: 6) Collection, deposit and accounting of Fees and other receipts from Vendors/user agencies	Request you to kindly remove these criteria as these would entail handling cash and cheques which should be ideally undertaken by the entity themselves.	Cash will be handled by UIDAI
28	V	3.1	100	h) Others: 6) Cheque and other document handling with banks at its own cost and transportation		