

Response to the queries for RFE on Aadhaar biometric attendance system service provider

S.No.	Name of the Bidder	Queries	UIDAI Response
1	Bidder 1	We are placement training providers without any experience in the Hardware or Software that you have mentioned, What are our chances of getting empanelled ?	Kindly refer to the RFE section III Eligibility criteria
2	Bidder 1	As an entity are we supposed to procure the back end and front end system or should it be provided by the agency?	UIDAI is empanelling the "Agencies". The final scope of work for the "Agencies" will be determined by the "Entities". Kindly also refer to the RFE section 2.4 for the indicative scope of work.
3	Bidder 1	What are the financials involved for agencies that need to be impaneled ?	Kindly refer to the RFE section 3.2 Qualification criteria
4	Bidder 1	Does the agency need to have the hardware and software systems?	Kindly refer to the RFE section 2.4 for the indicative scope of work.
5	Bidder 2	The balance sheet for 2013-14 is yet to be finalised. We request to accept for 2010-11, 2011-12 and 2012-13."	No Change in the requirements. However in such a scenario the Agency needs to provide a signed declaration by the Authorized signatory to undertake submission of balance sheet of FY2013-2014 at the time of agreement signing. The agreement signing for the empanelment will be done upon submission of documents as per the balance sheet requirements stated in the RFE
6	Bidder 3	Fingerprint or Iris. Could it be also multimodal (both Iris and fingerprint)? Any preference granted during technical evaluation for multimodal solution.	Kindly refer to RFE section 2.4 for the indicative scope of work. The final scope of work (fingerprint or iris or both etc) for the "Agencies" will be determined by the "Entities".

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7	Bidder 3	Can empanelled agency also be sub AUA?	The empanellment under this RFE is not related to the criterias for becoming a sub AUA. The details on AUA/sub-AUA may be taken from Aadhaar Authentication Implementation Framework Operating model.
8	Bidder 3	Any limitation on the storage of offline requests in terms of size or number in case of long network breakdown? Any timeline on processing of these offline requests ?	Policies and regulations governing Aadhaar authentication will be applicable for biometric authentication performed under Attendance systems. The final requirements of the attendance system such as SLA etc will be defined by the "Entities".
9	Bidder 3	Specification in terms of duration of internal power backup required to support operations when there is no external power	The final requirement of the backup power duration etc will be defined by the "Entities" based on their operating scenarios.
10	Bidder 3	Should the registration (enrolment) be done offline or online. De-duplication mechanism should work in real time or offline at the server.	Kindly refer to RFE section 2.4 for scope of work esp. Front End System Software Requirements and Back End System Software Requirements's registration module requirements
11	Bidder 4	We would like to know the authentication process if there is a link failure while the user is tendering attendance. Is there any offline provision?	Kindly refer to RFE section 2.4 for scope of work. The system is also expected to have provision to mark attendance by the designated officials through administrative module in-line with the business rules of the the Entity.

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12	Bidder 5	What will be the typical response time for the result, since we are talking about marking attendance, the UID server and the architecture of AUA and ASA may be defined to get response in few seconds, but what if the connectivity is simply not available, how long can we keep the attendance on hold, since attendance can be for daily wagers, weekly wagers and hired contractual people.	Kindly refer to RFE section 2.4 for scope of work - Non Functional Requirements
13	Bidder 5	What will be cost / charges incurred to get the services. The usage is not in the control of the agency providing attendance services, as the client can mark attendance even 10 times in a day. Thus if the charge is on use basis then the same has to be clearly understood.	Kindly refer to RFE section 2.5.3 and 2.5.4. The costing will be determined by the final scope of work and terms and conditions specific to the "Entities" and "Agencies"
14	Bidder 5	How will the reenrolment done. In case the persons finger is not identified and BFD also returns no match, then what will be the procedure to mark the attendance.	<ol style="list-style-type: none"> 1. Permanent enrollment centres of UIDAI allow to perform update process. 2. In case of a biometric fingerprint exception, the Iris modality may also be used. 3. The final requirements of the attendance system or business rules will be defined by the "Entities".

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15	Bidder 5	What will be the benefit to the agency, since involves creating a one time infrastructure and facilities towards the attendance software (setting up of server and software customisation services), basically does UIDAI envisage that these services would be made compulsory for government organisations and corporations.	The Agency's chances of award of work by the "Entities" would increase as "Entities" may operate through limited tender to reduce time delays for vendor finalization, contract approvals, agreement signing etc. UIDAI merely empanels the Agencies and the actual work would be defined by the respective "Entities".
16	Bidder 6	We are a service based industry and do not deal in trading activity, we are not registered under “sales tax”, but are having all mandatory registrations like - Service Tax , PAN, ESI and PF registrations. Let us know as we do not deal in trading business, as per mentioned in your RFE clause 4.1, bidder should submit sales tax registration copy, is it mandatory to provide for participating in the tender? Thanks for your guidance on this matter.	Kindly refer to the section 3.2 of the RFE document. It mentions PAN along with any of the Service Tax or Sales Tax or VAT registration certificates.
17	Bidder 7	We request UIDAI to consider EMD as DD / Bank Guarantee and allow bidder to choose option as per their comfortness. Kindly suggest the BG validity requirement if UIDAI will allow the same.	No Change

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18	Bidder 7	As attendance will be done based on UIDAI authentication so no local database will be maintain at device level. Duplicacy and fake identities can only be check at UIDAI server. To stop bogus and fake attendance we strongly recommend that UIDAI should mentioned that Fingerprint module should support fake finger detection and allowed only authentic users	STQC certified devices (as per its specifications) are allowed to participate in the Authentication
19	Bidder 7	We strongly recommend UIDAI that they should not merge a common Iris authentication platform with Time and Attendance System. Iris authentication in Time and Attendance system cannot be possible as these devices have to be fixed at some target height. Due variation in height people cannot authenticate themselves properly. The authentication takes minimum 15cm of distance for capturing the Iris which sometimes not possible and major drawback in Iris device. We request UIDAI that they should consider and only allow devices with fingerprint scanner.	No Change
20	Bidder 7	We strongly request UIDAI that they only allow list of AUA or ASA to participate in this Empanelment. Participants who are capable to manage complete backend infrastructure should only allow. The empanelment should restrict everyone to just participate.	No Change

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21	Bidder 7	We assume that bidder has also need to manage backend application including MIS generation etc.	The final scope of work for the "Agencies" will be determined by the "Entities".
22	Bidder 7	We request UIDAI that they should ask any two channel of connectivity and leave on bidder to decide. All connectivity cannot be possible on single device and it will increase the cost also.	It is required to have at least two channels of connectivity. Final connectivity requirements will be decided by the "Entities"
23	Bidder 7	We request UIDAI to explain why they want laptop / PC connected with biometric scanner with USB in specific scenario. Can we request UIDAI to explain such specific scenario.	Cost saving and investment protection of existing infrastructure.
24	Bidder 7	We would like to understand the scope of work for bidder as presently SOW of bidder is open end and there should be proper SLA agreement define in the tender. Please specify.	The final scope of work for the "Agencies" will be determined by the "Entities".
25	Bidder 7	We request UIDAI that they need to modify the selection criteria such as : >= Rs. 50 Crores and < Rs 100 Crore per annum for Silver Category >= Rs. 101 Crore and < Rs 150 Crore per annum for Gold Category >= Rs. 151 Crore per annum for Platinum Category	No Change
26	Bidder 7	We request UIDAI that they should consider declaration from HR with min require candidate. CV's and other details are confidential to company.	Participants can submit a Certificate or a Declaration from Head (HR) or company secretary for number of adequately skilled professionals. Appropriate supporting documents can be included.

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27	Bidder 7	We request department this need to modify as OEM cannot execute any order directly. UIDAI should allow consortium of OEM with any SI and the ask such qualification criteria.	No Change. Any SI/Vendor can collaborate with one or more OEM as there is no restriction on internal business models.
28	Bidder 7	UIDAI should ask One OEM to bid with one SI and MAF should be asked right now to submit by serious bidder who would like to go for empanelment.	Please refer to the response of query no 27 above.
29	Bidder 7	Qualification Score Strategy document We request UIDAI to elaborate what they expect from bidder to submit against this clause.	The details are elaborated in annexure IV of the RFE document. Kindly refer to the annexure IV of the RFE document and submit accordingly.
30	Bidder 7	Do UIDAI is looking for CV's of proven man power in time and attendance system. How many CV's bidder has to submit? What is the significance by doing such activities.	UIDAI wants to ensure that bidder has adequately skilled professionals. Hence, Participants can submit a Certificate or a Declaration from Head (HR) or company secretary for number of adequately skilled professionals. Appropriate supporting documents can be included.
31	Bidder 7	We request that UIDAI should consider the consortium of OEM and SI and should ask such qualification based on that criteria as OEM itself cannot fulfill this criteria alone. UIDAI should ask similar kind of devices experience as SI bids different product ranges in time and attendance which ay not be positioned in UIDAI project	No Change

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32	Bidder 7	We request that UIDAI should consider service and support center of bidder as their PAN presence and categorise them based on financial, technical scoring and PAN reach.	No Change
33	Bidder 7	We request UIDAI should also control the payment policies once RFQ will come from any user agency.	No Change
34	Bidder 8	Due to variation in height Iris authentication in Time and attendance system is not recommended so we suggest to consider the devices with finger print	Iris sensor can be movable such as adjustable slider or extendable through wire etc.
35	Bidder 8	5cr. of turnover seems to be on lower side to be considered for Platinum	No Change
36	Bidder 8	We Suggest that declaration from HR with min require candidate should be considered.	Participants can submit a Certificate or a Declaration from Head (HR) or company secretary for number of adequately skilled professionals. Appropriate supporting documents can be included.
37	Bidder 8	We suggest that the projects which are attendance based involving Design Development Implementation & Maintenance of Biometric based Attendance System should only be considered. In any case biometric authentication should be part of the project. Request you to please specify the project type.	No Change. Participants need to submit Technical and Financial details of 3 best successful projects undertaken (involving combination of hardware and software - any type of such projects including attendance solutions) in last 3 years ending FY2013-14, in the area of system integration.

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38	Bidder 8	Similar work should be defined as Biometric based Attendance Monitoring System Request you to please define Similar Projects	Please refer to the response of query no 37 above.
39	Bidder 8	As the project involves Design, Development, Implementation and maintenance of S/W we suggest to go for CMM Level 5 Company for the Project.	No Change
40	Bidder 8	Request you to elaborate the Strategy document requirement.	Kindly refer to annexure IV of the RFE document
41	Bidder 8	No. of CV's to be submitted in the Bid.	Participants can submit a Certificate or a Declaration from Head (HR) or company secretary for number of adequately skilled professionals. Appropriate supporting documents can be included.
42	Bidder 8	For PAN INDIA operation We suggest to consider minimum of 75 Cr. Turnover for a Company to be considered for PAN INDIA operations since for PAN India rollout the company will need large resources for implementation.	No Change

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43	Bidder 8	The requirements of various departments may differ depending on the environment where the system is to be implemented. We understand that this is just an empanelment and after this the department intending to deploy the system will float a limited enquiry giving details of the required system which may have additional features and specifications as compared to the one given in this RFE. Please clarify this understanding is correct or else what will be the process of tendering.	Kindly refer to section 4.3 of the RFE document
44	Bidder 8	Please clarify whether in future authentication from UIDAI server will be free or chargeable. What will happen if it becomes chargeable, who will bear the cost etc.	The empanelment under this RFE is not related to chargeability of authentication services as UIDAI is only empanelling the "Agencies". The costing etc will be determined by the final scope of work for the "Agencies" by the "Entities" and the terms and conditions or costing arrangement between "Agencies" and "Entities".
45	Bidder 8	In the proposed system, the attendance can be marked only when there is connectivity with the server. What is the strategy in case of connectivity failure because in attendance there is huge pressure at the time if IN and OUT.	Kindly refer to the RFE document section 2.4 for scope of work - Front end and Backend software system requirements.

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46	Bidder 8	<p>As AADHAAR data is sensitive we suggest you to consider a company which is certified for the Information Security like ISO 27001 along with ISO 9000.</p> <p>Please specify if certification for Information Security ISO 27001 is required or not.</p>	<p>ISO 27001 is not mandatory for empanelment under this RFE. However all AUA/ASA need to adhere to the Security Policy and Framework for UIDAI Authentication published at UIDAI website for authentication under Aadhaar based biometric attendance system</p>