

RFP for 'Printing of Aadhaar Letter'

Ref. No. 14014/08/2011-Logistics dated 23.11.2011

Response to Queries

Page	Clause	RFP Statement	Query	Response/Clarification
1. SECURE PRINT LTD.				
1	ELIGIBILITY CRITERIA: S. NO. 2	" Average Annual turn over of at least Rs.75.00 crores."	<p>(i) Normally the printers who are into the business of VDP doesn't have this much of turnover because the job value of normal available orders in the market is not very high. hence it is unjustified to keep such a high turnover clause.</p> <p>(ii) The UIDAI intends to engage minimum 3 printers for this work</p> <p>(iii) Maximum allotted quantity shall not be more than 50% to one printer and the rest shall be distributed in the ratio of only 30% and 20% hence it is unjustified to keep the tur over clause equal for everybody.</p> <p>(iv) The tender is being called for only 12 crores letters.</p> <p>In the context of above the annual average turnover should not be more than Rs.25 crores, to keep the fair competition.</p>	The requirement of turnover is revised to Rs.25.00 crore.
2		The lamination on card :	Lamination is required on both sides of complete card or it is to be done only on that particular portion where the photograph and other details are there.	Complete letter is to be laminated.
2. BHAGWATI PRINTERS PVT. LTD.				
1	Eligibility Criteria: S. No. 2	" Average Annual Turn Over of at least Rs.75.00 crores	<p>(i) Normally the printers who are doing the VDP jobs doesn't have so high turnover because the normal available orders in the market is not very less in comparison to other printing jobs like book printing etc. hence it is unjustified to keep such a high turnover clause.</p> <p>(ii) The UIDAI intends to engage minimum 3 printers for this work</p> <p>(iii) Maximum allotted quantity shall not be more than 50% to</p>	As amended.

				<p>one printer and the rest shall be distributed in the ratio of only 30% and 20% hence it is unjustified to keep the tur over clause equal for everybody.</p> <p>(iv) The tender is being called for only 12 crores letters.</p> <p>In the context of above the annual average turnover should not be more than Rs.20 crores, to have the fair competition.</p>	
3. FRIENDS COLOR IMAGES PVT. LTD.					
1	16	Pre-Qualification Criteria	The average overall annual turnover from the printing operations is expected to be minimum of Rs. 75.00 crores	<p>a. This above requirement is too high and we will request you to please revisit the same and will appreciate if you keep it at around Rs. 35.00 crores. The reasons for this request are as follows:</p> <p>i. This project is a purely “Variable Data Printing Project” meant mostly for specialized service providers/printing companies who are in this specific niche domain area of “Transaction Printing or Variable Data Printing”. Since it is a fairly small industry and achieving average Rs. 75 crores of turnover is not easily possible for many service providers of this industry – currently.</p> <p>ii. The above requested turnover of approx. Rs. 35 crores should be the range of most of the “Transaction Printing Companies” in the country. Since L1 can get maximum of 6 crore articles which won’t be of such a large magnitude turnover that a Rs. 35 crore turnover company cannot handle.</p> <p>iii. There might be printing companies of 100’s of crores of turnover also in the print industry. But they might not be specialist of “Variable Data Printing” field. They might be book printing exporters, commercial magazine printers, etc with some form or the other of variable printing capability as well. But UIDAI should definitely aim to also allow key players of the “Variable Printing Industry” to participate – which can only happen with reduced turnover requirement.</p> <p>iv. In order to get good number of participation and at the same time do the best price discovery for the right performance – it is again humbly requested to reduce your minimum</p>	As amended.

				turnover requirement (as the same was evident in the pre-bid conference as well). v. Lastly, Rs. 35 crores is not an insignificant average turnover to justify the project of this scale.	
2	65	Appendix-A	The printing should not be less than 600 dpi true optical resolution.	<p>a. In order to avoid confusion of resolution it is best to specify both the print directions of the output quality. And hence the same should ideally be stated as “600 x 600 dpi true optical resolution”.</p> <p>i. In order to ensure a level playing field in quality as well as cost by defining both x & y direction of the resolution of output – UIDAI will remove the subjectivity out of this point. As otherwise one might print at 600 x 120 dpi to save costs and compromise quality but still the bidder can claim of meeting 600 dpi true optical resolution requirement of UIDAI.</p> <p>ii. Moreover since quality is a subjective matter – the bidder should also specify the make/model of printer that will be used (with brochure) underwriting the claim of minimum “600 x 600 dpi true optical resolution” or else it is very difficult to prove at a later date.</p> <p>iii. Apart from the fact that a color photograph is being used. Quality is even more important now since QR code (or 2D barcode) is also being used on the letter which must maintain a minimum of 600 x 600 dpi true optical resolution to avoid ‘no reads’ on barcode scanners.</p>	<p>The RFP is self explanatory.</p> <p>The selected bidder may not be awarded the work if the quality of photograph is poor and barcode & QR code are not readable.</p>
4. SSK INFOTECH PVT. LTD.					
1		Section II Part III point no 2 Pre Qualification Criteria	“Average overall annual turnover of at least Rs.75.00 crore (Rupees Seventy five crore only) from the core printing operations within India only, during the previous three financial years (2008-2009, 2009- 2010, 2010-2011)”	<p>Our query: Does this mean that we can include both the Variable Data Printing and Off-set printing to meet the Pre-qualification criteria.</p> <p>The Tender criteria can limit</p> <ul style="list-style-type: none"> • the competition and you may not have sufficient multiple vendor concept • the advantage of price benefit cannot be enjoyed by UID in totality. 	The RFP document is self explanatory.

5. ANIL PRINTERS LTD.

				1. The minimum turnover criteria is too high and it should be lowered to somewhere between 25-30 crores. However, a minimum net worth clause of say Rs. 10 crores can be inserted to see the financial worthiness of the bidders.	As amended.
				2. The printed cards are required to be laminated with minimum 25 micron film. Please clarify that the film has to be a specific material or can be any material like PVC, BOPP etc.	The specific material is not specified but the specifications as given in the RFP must be followed. The quality should be of good standard and acceptable to UIDAI.
				3. Can lamination be substituted by varnishing? If yes, the desired specifications of the varnishing.	RFP is self explanatory.
				4. Are there any other specifications for paper to be used, except the thickness in GSM? If yes, please provide the same.	The RFP document is self explanatory.
				5. Please clarify if the printing of both the static and variable data has to be in one language or it will be multilingual.	A single letter and envelope is bilingual. The supplier is required to handle all the official languages of India.
				6. Is the static as well as variable data to be printed is multi-colour i.e. 4 colours on both sides?	As per clarification.
				7. Since the entire job is not only printing but also data processing, consortium should be permitted.	No
				8. In eligibility criteria at one place it is stated that the bidder should be registered under the Companies Act which implies that except companies, no one else can bid. But in another part, the constitution of the firm is being asked. Please clarify and if only the companies are permitted to bid, the other clause should be suitably modified.	The firm/company should be registered under Companies Act.

				9. Can the details of the minimum and maximum length, number of lines, characters (except photograph) of variable data on both sides and the size of photograph to be printed be provided.	The specifications/requirement alongwith samples are already available in the RFP.
				10. The tool needed for decryption of data will be provided by the UIDAI or to be procured from a designated source.	The supplier has to procure the digital signature for encryption of data packets for each of the print facility. This is also subject to data security guidelines of UIDAI.
6. KERN AG SWITZERLAND					
1	3	Sec-1 Part-1 Point-5	The UIDAI reserves the right to reject any or all the Bids in whole or part without assigning any reasons.	In case of a rejection, We request that Reasons should be adequately provided for self assessment and reporting to Company Board and Investors	As per RFP document.
2	7	Sec-2 Part-1 Point-1.9	Bids received from Consortiums will not be considered. Such bids shall be termed as 'invalid'.	We request for bidding by Consortiums to be allowed. This will help widen the competition.	No
3	13	Sec-2 Part-1 Point-12.1	The Purchaser shall issue a "Letter of Intent" to the selected Bidders after mutual acceptance of the Work Plan.	Please Define what the Work Plan consists of ? What aspects are covered under the Work Plan. (timing SLA etc ?)	The RFP document is self explanatory.
4	13	Sec-2 Part-1 Point-12.3	The Bidders are expected to commence the assignment within 21 days of issue of Letter of Intent. In case the winning Bidder fails to start the assigned work within 21 days of issue of Letter of Award of Work/ Letter of Intent, then the Purchaser may cancel the award of work to the lowest bidder and negotiate with the next lowest bidder, as the case may be, for award of work.	UID is by far the biggest such project in India till date, hence there is very little possibility of any company having capacities to print and perform auto mail processing of 2 lakh cards per day, leave alone having possibility to process 500,000 cards per day. Hence 21 days time for commencing assignment is too short for ramping up capacity, ordering and adding of equipment (machine preparation, shipment, installation). This may please be extended to 90 days.	Not agreed. RFP is self explanatory.
5	16	Sec-2 Part-3 Point-2	Average overall annual turnover of at least Rs. 75.00 crore (Rupees Seventy five crore only) from the core printing operations within India only, during the previous three financial years (2008-2009, 2009-2010,2010-2011)	We request for the pre-bid qualification criteria of average annual turnover to be reduced to 15-20 crores. This is to widen the scope of competition and still have a healthy company bidding for the tender.	As amended.

6	24	Sec-3 Part-1 Point-1	The UIDAI estimates to print approximately 12 crore letters by April 2012 at approximately 10-15 lakh letters per day. ...	Kindly clarify if the time period of the 12 crore letter processing is till End April 2012 or 1 year from date of "Effective Date" of Award of contract ? This contradicts the Clause 1.10 Tenure of Contract, Page 14, Section III, Part II.	The RFP document is self explanatory.
7	27	Sec-3 Part-2 Point-6	... The total volume will be converted into per day volume as well as minimum monthly output taking into consideration the total working days available from the start of printing to End April 2012 excluding Sundays and National Holidays....	Kindly clarify of the total volume of 12 crore articles is to be completed by End April 2012 ? This is contradictory to the performance requirement of the tender to be 12 crore pieces or 1 Year time period. This may please be clarified as the capacities required skewed based on this clause. This contradicts the Clause 1.10 Tenure of Contract, Page 14, Section III, Part II.	The RFP document is self explanatory.
8	29	Sec-3 Part-2 Point-D(a)	Re-print the entire batch, the cost of which shall be borne by the Supplier.	What constitutes an "entire Batch"? (Normally it involves only reprint and despatch of Critical Error items)	Normally there are 300-600 XML files per batch.
9	65	Sec-V Part-App.A Point-A-2	200 GSM Art Paper	Art paper limits the possible printing processes. Kindly advise if Uncoated paper can be used. All printing methods work with Maplitho / Uncoated Paper. Maplitho / Uncoated paper also brings down costs. Also since lamination is present, the base coating of Letter Paper is not visible and hence of no consequence.	As per RFP document.
10	65	Sec-V Part-App.A Point-A-2	Both sides 4 colour variable printing	What information at the back of the card is to be printed in Full 4 Color variable ? In case there is no color variable image at the back, can back side variable information be printed in black only ? As per the design which is part of RFP document, Since there is no Variable information to be printed in Full color at the back, the clause may please be ammended as 4 Color Variable Printing.	As per clarification.
7. MANIPAL TECHNOLOGIES LTD.					
1	16	Section - II Part III – Eligibility Criteria Point No: 2	Average overall annual turnover of at least Rs.75.00 crore (Rupees Seventy five crore only) from the core printing operations within India only, during the previous three financial years (2008-	1.1 During the pre-bid meeting held on 30th Nov 2011, some of the participants asked to reduce the turnover clause. Considering the minimum allocated volume of 50% of 12 crore for L1 to be completed in four months (1.5 crore per	As amended.

			2009, 2009- 2010, 2010-2011)	month) and the national importance of the project, we feel the minimum annual turnover of the bidder should be 100.00 crore.	
2	17	Section - II Part III – Eligibility Criteria Point No: 7	Should have an “installed capacity” of not less than 5.00 lakh per day in printing, enveloping and handling of similar Letters.	RFP demands self certification for installed capacity from the bidder as supporting document. 2.1 Please confirm if this installed capacity should be already existing with the supplier while submission of bid 2.2 Whether UIDAI will inspect the facility before opening the financial bid and disqualify the bidder if mismatch found in stated & installed capacity? 2.3 Can we show our owned printing machines at multi location within the country during technical evaluation? 2.4 Whether the automatic inserting machine should have the facility to read the linear barcode to account the total envelopes produced/inserted per day? 2.5 We have attached a format in “Annexure 1” for self certification of “installed capacity”. Please confirm whether this format meets the requirement?	2.1 & 2.2 The RFP document is self explanatory. 2.3 – Yes 2.4 – As per RFP document. 2.5 – As per amendment.
3	24	Section – III Part-I. Description of Services Point 1. General	UIDAI estimates to print approximately 12 crore Letters by April 2012 at approximately 10-15 lakh letters per day	3.1 Is this the minimum volume ensured by UIDAI in the first phase (by April 2012)? 3.2 Will UIDAI provide complete data for a Pin Code or branch office in a single go or will the data of same Pin Code will be provided in multiple interval?	3.1 – The RFP document is self explanatory. 3.2 – Such data may or may not be in available in single batch.
4	24	Section – III Part-I. Description of Services Point No: 2 Receiving of Data from UIDAI	The Supplier shall provide a dedicated leased line between the print facility/facilities and the Data Center of UIDAI at Bangalore.	4.1 Whether the data will be provided once a day for download or multiple times per day? 4.2 Whether UIDAI will nominate a contact person at Data Center to deal with any issues related to data correctness? 4.3 In what format the photo image file and demographic data will be shared? 4.4 How does the image file & data file is linked if provided separately? 4.5 Whether the Image will be pre cropped as per photo layout in the letter? 4.6 How many records will be given in one data file?	4.1 – Data will be provided periodically. 4.2 – Yes 4.3 – XML format 4.4 –The data relating to a single resident is provided in a single file. 4.5 – No 4.6 – Normally a batch contain 300-600 XML files.
5	24	Section - III Part-I. Description of Services Point No:4 Security of Data	In addition to the standard guidelines of the Govt. of India on Data Security, the Security Guidelines issued by UIDAI on the subject need to be followed	5.1 Whether UIDAI will share the existing Security Guidelines issued by UIDAI to the selected Supplier? 5.2 Whether UIDAI will intimate the Supplier in case of any amendments in the guidelines in writing?	5.1 & 5.2 - Yes

6	25	Section - III Part-I. Description of Services Point No:5 Daily MIS Report	The supplier is required to deploy defensive checks to detect data errors.	6.1 Supplier requires support of UIDAI team in identifying & listing the data validations at the beginning of the project to have well defined Data QA checks.	The required information will be provided by UIDAI.
7	26	Section - III Part- I Description of Services Point No:9 Proof of Dispatch & Local speed post booking	Proof of dispatch and local speed post booking	7.1 Whether suppliers scope of work ends at handing over the articles to the nearest post office? 7.2 We suggest that the delivery of Pin Code/branch wise sorted articles along with Manifest (list) to speed post office should be considered as completion of scope of work by the Supplier.	The RFP document is self explanatory.
8	38	Section - IV Part- I General & Special Conditions of Contract 2.9.1 (k)	(i) Sub-contracting of work/services	8.1 We assume all the activities including data download, data processing, printing, envelope printing, envelope making, inserting is to be done in the suppliers owned premises and owned machineries and nothing is outsourced or subcontracted. Please confirm	It is expected that the all the processes related to printing of variable data is done from same premises. However, envelope making, envelope printing and pre-printed stationary with fixed data may be done outside the premises subject to prior approval of UIDAI.
9	43	Section - IV Part- I 3.10 Safety & Security of Data, Premises, Location	(f) Certificate of „Data deletion“ to be provided by the Supplier, at the time of raising periodic bills.	9.1 Any specific format available for the Certificate of Data Deletion?	UIDAI may provide a format.
10	44	Section - IV Part- I 4.2 Project Manager	If required by the Purchaser, the Supplier shall ensure that at all times during the Supplier's performance of the Services a project manager, acceptable to the Purchaser, shall take charge of the performance of such Services.	10.1 What are the criteria or guidelines for the acceptance of the Project Manager of Supplier by the Purchaser?	As the project manager will be a single point of contact for UIDAI he should have the comparable authority and capability.
11	46	Section - IV Part- I 6.1 Payment for Services	b) The Purchaser shall take into account the PoD as base. The payment will be calculated after multiplying such number of Articles with the discovered rate (No. of Articles as per PoD in a particular month X Discovered rate).	11.1 In case if the uploading of dispatch information is delayed due to issues on Speed net server or by DoP personnel/ process, the Supplier should not be held responsible while arriving at time frame.	This is dependent on the situation or circumstances acceptable to UIDAI.
12	46	Section – IV, Part- I 6.1 Payment for Services	(e) The Purchaser may make advance payments.	12.1 What percentage of the contract amount will be paid as advance?	As amended.

13	49	Section - IV Part- I 10.1 Adherence to Safety Procedures, Rules, Regulations,& Restrictions	(b) Access to the data centre/ data processing sites and Purchaser's locations shall be restricted to only essential personnel belonging to the Supplier who are genuinely required for execution of work or for carrying out management/ maintenance who have been explicitly authorized by the Purchaser. The Supplier shall maintain a log of all activities carried out by each of its personnel.	13.1 Is there any specific format for the Log sheet to be maintained by the Supplier?	No, but it should be acceptable to UIDAI.
14	65	Section – V Appendix A Specification of Letter & Envelope (A) Aadhaar Letter	3. Color	14.1 We presume the printing on letter is both side 4 color variable printing. Photo on the front side and variable colour data on the back side. Please confirm 14.2 Please confirm the fields on the front and back side for four colour variable printing.	As per clarification.
8. RUSHABH INVESTMENT PVT. LTD. (SMARTTECH)					
1				Average annual turnover of 250 Cr from printing business is on very high end. We request UIDAI to make it 30Cr.	As amended.
2				Would committee accept small changes in specification. If supplier proves the product to be more secure and fast.	No
3				Would suggest to allow consortium	No
4				RFP says 4 color variable data printing, is this 4 color on front only and 1 color on back.	As per clarification.
5				Please do clarify on variable data, will it be on front and back of letter	
9. TCIL					
1	16	Section II, Eligibility Criteria,Pre Qualification criteria, S. No. 2.	“Average overall annual turnover of at least Rs.75 crore (rupees Seventy Five Crore only) from the core printing operations within India only, during the previous three financial years (2008-2009, 2009-2010, 2010-20110)”	"The main/ prime bidder must have an average annual turnover of at least Rs.200 crores (or lower as deemed fit by UIDAI) from IT or ITES or variable data printing. The bidder is allowed consortium partner to meet jointly the eligibility requirements of the RFP." <i>The project of printing Aadhaar letters involves IT project experience apart from variable data printing experience due to</i>	As amended.

				<i>involvement of huge data processing, data management, MIS reports, data security etc and is not a plain printing work.</i>	
2	7	Section II, PART-I: General, Clause 1.9.	“Bids received from Consortiums will not be considered. Such bids shall be termed as “invalid”.	Bids received from consortiums are allowed <i>Consortium will enable more participation and competitive bids.</i>	No
3	17	Prequalification criteria’ at Para 7	“Should have an ‘installed capacity’ of not less than 5.00 Lakh per day in printing, enveloping and handling of similar Letters”	Prime Bidder/consortium partner should have an minimum ‘installed capacity’ of not less than 5.00 Lakh letters per day in printing, enveloping and handling of Letters involving variable data printing(VDP) <i>‘Similar’ should be qualified with “variable data printing’ to be more specific”</i>	The RFP document is self explanatory.
4	17	Prequalification criteria 8		Prime Bidder/consortium partner should have experience of minimum printing of 2 million colour VDP per month <i>Experience of color VDP should be added as pre -qualification</i>	The RFP document is self explanatory.

10. CMS INFO SYSTEMS PVT. LTD.

1	16	Part III - Eligibility Criteria. Sl. No. 2	Average overall turnover of at least Rs. 75 crore (Rupees Seventy five crore only) from the core printing operations within India only, during the previous three financial years (2008-2009, 2009-2010, 2010-2011)	Whereas the combined annual turnover of a company at Rs. 75 crore is acceptable, the same annual turnover from a company specializing only in Variable Data Printing is not probable. The form of printing operations required for this tender is specifically Variable Data Printing. Being a niche industry, the entire variable data printing industry of India will around Rs. 300 crore. Split among the few service provider in this industry, the maximum annual turnover of a Variable Data Printing service provider will not be more than Rs. 35-40 crore from the core variable data printing operations. a. Hence it is requested to bring down the limit of qualification to Rs. 40 crore of annual turnover, from core printing business. b. The combined turnover of a service provider could be looked at from the overall company perspective at an annual turnover of Rs. 75 crore or more.	As amended.
---	----	--	---	---	-------------

2	65	Appendix A AADHAR LETTER, Sl. No. 2.4	Lamination – 25 microns on both sides	In place of lamination, can varnishing be permitted?	RFP is self explanatory.
11. CAPITAL BUSINESS SYSTEMS LTD.					
1	16	Part-II Eligibility Criteria	“Average overall annual turnover of at least Rs.75 crores (Rs. Seventy Five Crores only) from the core printing operations within India only, during the previous three financial years (2008-2009, 2009-2010, 2010-2011).”	<p>Background :</p> <p>1. This work is relating to variable printing and lamination. Variable Printing and Lamination is a new industry and for this purpose the average turnover of Rs. 75 crores during the last three years i.e. consolidated turnover of Rs.225 crores in the last three years is not feasible and is really on a very high side as total Indian market of this kind of variable printing is only Rs. 200 crores per annum or so in India. It will be very difficult for the expert companies engaged in variable printing business who have infrastructure , knowledge and ability to do ADHAR Cards to achieve this figure and would automatically become ineligible as per Tender conditions, if not modified appropriately.</p> <p>2. Moreover in specialized printing jobs more than 75 % of times, paper is supplied by the customer and only printing job is done by the printers. By doing only printing job again it is rather impossible to attain a turnover of Rs. 75 crores per year as major components in printing of any job is the cost of paper (which normally is to the tune of 65% of the total value of job)</p> <p>3. There may be companies who would be achieving a turnover of Rs. 75 crores per annum from the printing operations, these are such kind of companies who are printing magazines, books, news papers and packaging materials for MNCs etc. But here our requirement is for printing of ADHAR Cards with variable printing of the numbers as well as the photographs of the person which is entirely different kind of work than other printing jobs.</p> <p>Suggestions :</p> <p>Keeping in view of above it is humbly requested that the average overall turnover for the last three years should be</p>	As amended.

			<p>reduced to Rs.25 crores from Rs. 75 crores. This will enable genuine variable printing organizations to quote their most competitive rates and by doing this there will be wider participation in this important tender of UIDAI Cards and the department would be benefitted since they will be getting the most economical rates from the genuine bidders engaged in doing mainly variable printing jobs.</p> <p>We are sure you will be acceding our request.</p>	
12. I-BEX				
1			<p>The project of printing Aadhaar letters is primarily an IT project with Variable Data Printing (VDP) and post print activities .</p> <p>Normal offset Printing does not involve use of computers or software. Variable data printing involves very heavy element of 'Data' management which per se require skills in storing and managing data, i.e, a very good and large server for acceptance of data and its processing, and requires substantial knowledge and experience of software writing. None of these appear to be in the essential requirements of the "Pre qualifications". Instead, there is very heavy element of 'Average overall turnover' of Rs.75 crores.</p> <p>In page 17, Para 7, Under the heading Pre qualifications, technical requirement asked is '<i>installed capacity' of not less than 5.00 lakh per day in printing, enveloping and handling of similar Letters</i>'.</p> <p>Looking at the bid document in totality, the you may like to ensure that the bidder has adequate infrastructure for the following :</p> <p>Data management: Heavy duty server, experience of managing large volumes of data, software capabilities to process the data.</p> <p>Variable data printing experience: Experience of printing large volumes of variable data</p>	<p>The RFP document is self explanatory.</p>

			<p>Experience of printing Variable Data in colour.</p> <p>Quality control: Experience of verification of 1D barcodes and 2D QR codes with mobile devices during print production</p> <p>Experience and infrastructure for lamination of documents.</p> <p>Infrastructure for heavy duty shearing (cutting) of VDP documents to size with electronic controls for accuracy.</p> <p>Infrastructure for automatic inserting of documents – having infrastructure of high speed inserters.</p> <p>Infrastructure for Mailing and Bagging.</p> <p>Normal Printing companies may not have any of the above but may have turnover of Rs.75 crores (printing books/ magazines/ calendars etc.) or may have nominal infrastructure on the above essential requirements for UIDAI job.</p>	
2			<p>We would like to submit our observations and suggest changes to Section II, Pre Qualification criteria, para 2 (page 16),</p> <p><i>“Average overall annual turnover of at least Rs.75 crore (rupees Seventy Five Crore only) from the core printing operations within India only, during the previous three financial years (2008-2009, 2009-2010, 2010-20110)”</i></p> <p>May be changed to</p> <p><i>The bidder must be engaged in Printing, including Variable Data Printing, and have an overall turnover of at least Rs. 10 crores (Rupees ten Crores only) from the core variable data printing operations within India during the three financial years (2008-09, 09-10, 10-11).</i></p> <p><i>Alternately, the bidder must be engaged in IT/ ITES activity and have an overall turnover of at least Rs. 200 crores (Rupees two hundred crores) per annum from IT / ITES activities and must have a consortium partner who has complete infrastructure for Variable Data Printing, as required by this</i></p>	As amended.

			<p><i>RFP of printing at least 5 lac Variable Print Documents a day, and with ISO 9001 certification.</i></p> <p>Request for amendment of above para due to the mentioned above and as under:</p> <p>In case UIDAI wishes to give higher weightage to turnover, to increase the responsibility of the bidder to execute the job, a system of lead bidder with IT /ITES/ Customer Communication experience may be introduced. Lead bidder with higher turnover, say Rs. 200 crores per annum, and experience in IT/ ITES / Customer communications , could bid in consortium with a company having requisite technical experience. In such case the company with VDP experience should also have an ISO 9001 certification and a turnover of Rs.10 crores/</p> <p>This will provide UIDAI with better compliant and competitive bids, with high level of responsibility.</p>	
3			<p>Main requirement of the job in the RFP is high capability and caliber in managing the Data and the software, followed by printing and post printing. Eligibility on this aspect of requirement is not getting reflected. 'Pre-qualification criteria' in this regard is given at Para 7 (page 17) which is: <i>"Should have an 'installed capacity' of not less than 5.00 lakh per day in printing, enveloping and handling of similar Letters"</i></p> <p>UIDAI requires companies with capabilities mentioned above, ie, of managing Data and Software, and with infrastructure to print 5 lac VDP documents a day in colour VDP, experience of lamination of documents, cutting the laminated documents, managing electronic feedback, automatic inserting and more; for this the requirement may be to shift the eligibility bar from Financial Turnover to infrastructure and experience turnover matching the UIDAI needs.</p> <p>Eligibility conditions matching with UIDAI requirements are suggested on infrastructure and experience as under:</p>	The RFP document is self explanatory.

				<p><i>Experience of secure downloading and processing large volumes of data – of at least 5 lac documents a day.</i></p> <p><i>Experience of regular VDP job with Public sector / government with at least 5 million impressions a month for a period of at least two-three years, with auto inserting of at least 2-3 million documents a month.</i></p> <p><i>Experience of printing documents in colour VDP: at least 2 – 3 million documents a month;</i></p> <p><i>Experience of printing 1D and 2D barcodes and its quality check with Hand Held Terminals</i></p> <p><i>Experience of laminating documents after printing</i></p> <p><i>Experience of automatic inserting on high speed electronic inserters</i></p> <p><i>Experience of handing over to India post sorted documents for transmission</i></p> <p>It is suggested that these may be included in the essential Pre-Qualifications (p 16-17).</p>	
13. SSHAASAI BUSINESS FORMS (P) LTD.					
1			We hereby would like to put forward our query on use of Technology.	<p>Query: Which Technology to be used for Printing of 600 dpi Image – Laser or Inkjet?</p> <p>Suggestion from a responsible Service Provider: We suggest use of Laser Technology as Lamination after use of Inkjet Inks (Inkjet Printing) on a Coated (Art) Paper would not have a long lasting life.</p>	The technology is not prescribed in RFP document.

14. PITNEY BOWES BUSINESS INSIGHT

1	4	4	It is envisaged that “Three Firms” will be selected for carrying out this work.	Will the work be carried out at 3 print facilities only? Or can it be at multiple print facilities.	Multiple printing facilities of a single supplier may be allowed as the discretion of UIDAI.
2	18	Notes to Table 2	The UIDAI reserves the right to visit any or all of the short-listed bidders for a physical verification of stated capacities and capabilities. Discrepancy between stated capacity/ capabilities and site verification shall result in immediate disqualification.	Will the physical verification also include the custom developed MIS application?	Should have the facilities and capabilities as per the RFP document.
3	24	1	The UIDAI estimates to print approximately 12 crore Letters by April 2012 at approximately 10-15 lakh Letters per day.	Is there any requirement of multi-lingual capability ?	Yes
4	24	2	The data for the preparation of the Letter will be provided by the UIDAI in electronic form.	Will the data be in xml format? If yes, could we please get a sample xml file	The data will be provided in XML format.
5	24	4	Ensuring Data Security of electronic data provided by the UIDAI is of paramount importance. In addition to the standard guidelines of the Govt. of India on Data Security, the Security Guidelines issued by UIDAI on the subject need to be followed. Any other instructions on Data Security issued by the UIDAI from time to time have to be followed strictly. The supplier will be required to procure digital signature for encryption of data packets.	We request this clause to be strengthened by asking for seamless integrated complete automation software for processing of data receipt, sorting, document composition, document printing and MIS; so as to completely avoid any manual intervention.	Security guidelines of Govt. of India as well as related guidelines issued by UIDAI would need to be followed strictly.
6	25	5	Capability to track every single article at every stage must reflect on a Real Time MIS based monitoring system. The supplier shall provide the Web access of this facility to UIDAI.	Is the requirement for real time MIS ? or will near real time MIS with a permissible status delay of up to 1 hr, do ?	The RFP document is self explanatory.
7	42	3.4	Except with the prior written consent of the Purchaser, the Supplier and the Personnel shall not at any time communicate to any person or entity any confidential information acquired, stored and received from UIDAI in the course of the Services, nor shall the Supplier and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.	How long the data is needed to be stored for in the Database of the print facility, is there any archiving of data that is required and after what frequency.	After generation of Proof of dispatch, the data is not to be stored/retained by the Supplier.

8	43	3.8	The Supplier shall submit to the Purchaser the reports and documents specified in Appendix C hereto, in the form, in the numbers and within the time periods set forth in the said Appendix.	Is the Expectation that the 3 vendors will maintain 3 different MIS database and reporting or the requirement is for one common MIS reporting across UIDAI proposal.	Reporting will be as per the requirement of UIDAI.
9	68	A.2 & A.3	Certain information would be public facing and open for all. Password and Username based access is need to be enabled for the officials of the UIDAI, Registrars, Enrolment Agencies and any other parties, authorized by the UIDAI.	What information falls in this purview and will it need to be shown to public in form of a report? OR will it be kind of a search by people, showing the status to them over the web based on their EID number? How will the public access (for information available to public) be implemented, are we looking for some kind of self registration before they are grated public access?	The RFP is being amended. The supplier will not be required to put any type of information in the public domain
10	68	A	The Service Provider is required to provide a web based portal for viewing the Stage-wise progress of printing, enveloping, BO-wise bagging and speed net upload of the UIDAI articles. Suitable periodic reports would need to be available at the portal and customized report generation on parameters, like Date Range, Region, Enrolment Agency, Activity stage and other parameters should be possible online.	Are reports required to be displayed only, or is there any requirement for download of reports as PDF or any other formats.	The RFP is self explanatory.
11	71	C.3	Reports pertaining to defined SLAs and given performance parameters that may be identified are to be generated.	The SLA reports, what we will like to cover here as per the current understanding only the volume printed vs allocated SLA, can be generated based on the data stored. Other SLA's like Critical errors etc should be outside the purview of MIS reporting as that data will be manually captured. Please confirm.	The RFP is self explanatory.
12	71	C	The information provided above is to give an indication of expectation from the website based MIS reporting system.	Please confirm if all reports being generated will be in tabular structure and no graphical representation is needed. What is the estimated number of report viewers? What is the expected no. of concurrent users?	There may be multiple authorised viewers.
13	71	D	The technical teams of all parties would need to firm up the data structure and data formats of the file.	Will the technical teams of selected vendors and UIDAI engage in a discussion for this? Please explain	As per the requirement.

14			<i>Generic Queries</i>	There is no mention of any IEC material to be enclosed within the envelope. Please confirm if the same is not required.	The RFP document is self explanatory.
15			<i>Generic Queries</i>	Please confirm if the bidder is free to choose any database management system of his choice.	Should strictly cater to the requirements of UIDAI.