

**Clarifications to the Queries Raised by the Prospective Respondents - Reference Number: D-11016/11/2011-Tech - Request for Qualification (RFQ) "Hiring of Services for Implementation of GPRC Framework in UIDAI"**

S.No	Page No	RFQ Section No.	Query Raised/ Clarification Sought	UIDAI's Clarification/ Response
1	6	2.4 Approach to issuance of UID	UIDAI will partner with 'Registrars' for processing applications & collecting data. Do you have a geographic distribution counts of the registrars who will come under the scope of GPRC framework for UID?	The information sought is available on the Website of UIDAI "uidai.gov.in" under the section "REGISTRARS".
2	7	2.6 Structure of UID technology Solution	UID Technology Solution (UID TS) will be supported by various technology vendors & OEM who will be having their own process framework for application architecture, design, release, deploy & manage. The process frameworks could be different in nature. Is UIDAI objective for GPRC engagement is to (i) check the adequacy of their vendors' processes & controls and report to the governance body on compliance; or (ii) does the objective encompass standardization of UIDAI own processes & bring these technology vendors on board as per UIDAI framework?	Please refer to "Section 4 - Scope of Work" which is self explanatory.  (i) Yes  (ii) No. But, UIDAI will look forward to standardization of IT processes.
3	10	Key Objectives of GPRC-setup for UIDAI	The RFQ document mentions one of the objective is to establish governance framework, policies & procedures for key identified service providers (ISPs). Kindly elaborate (i) the area of operations for Key ISPs; and (ii) how this classification is done from other vendors involved.	(i) At present the key identified service providers (ISPs) are 1. Biometrics Solution Provider (BSP) 2. Data Center Service Provider (DCSP) 3. Application development maintenance and support agency (ASDMA) 4. Contact Center Service Provider for Aadhaar Sampark Kendra (only where an interface with UID-TS provider) Managed Service Provider (MSP) is likely to come onboard shortly.  Details in respect of each of the above mentioned ISPs will be provided at the RFP stage. However, the prospective respondents may refer the UIDAI website also for some details regarding the same.  (ii) The classification is done on the basis of services being provided by each.
4	10	Key Objectives of GPRC-setup for UIDAI	GPRC-SP will be an independent entity who will be reporting to UIDAI on risk & compliances. Has a Management Committee reporting structure been identified within UIDAI? Will this committee be a central body or decentralized (region wise)?	Details will be provided in the RFP. However, as part of answer to Question 3 of Annexure IV, the respondent may suggest the appropriate reporting structure.

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5	11	Governance	UIDAI has identified ISO 27001 as standard to be followed for Information security - apart from this the GPRC framework has to be build to support requirements of other laws & regulations. Is there is defined set of laws & regulations identified or this activity is expected to be done by the GPRC service provider?	This activity has to be done by the GPRC service provider in consultation and prior approval of UIDAI. However, as part of answer to Question 3 of Annexure IV, the respondent should suggest the laws and regulations to be followed.
6	11	Governance	<p>One of the requirement stated as part of governance scope is to establish &amp; maintain the overall IT Disaster Recovery Plan for UIDAI technology solution. Prospective respondent acknowledges that the technology solution will constitute of various applications and establishing an application DR plan &amp; implementation will be the responsibility of the ISP supporting that application.</p> <p>Can we articulate this requirement in the way that</p> <p>(i) scope of the governance team will be to guide ISP on application DR requirement;</p> <p>(ii) review &amp; sign-off on the DR plan created by the ISP for UIDAI compliance &amp; security requirements; and</p> <p>(iii) thereafter conducting Audits on ISP DR activities &amp; drill to check conformance to UIDAI requirements?</p>	<p>(i) Yes.</p> <p>(ii) Yes. However, the sign off will be with the prior approval of UIDAI</p> <p>(iii) Yes.</p>
7	14	2. Certification	Does UIDAI expect GPRC-SP (i) to bring in the certification body or (ii) just act as facilitators & prepare UIDAI for certification readiness?	<p>(i) No</p> <p>(ii) Yes.</p>
8	14	2. Certification	Are there any timelines identified by UIDAI to achieve the certifications mentioned?	The respondent should suggest timelines as part of answer to Question-4 in Annexure-IV.
9	17	Risk	RFQ mentions one of the area for GPRC-SP is to ensure appropriate risk treatment on critical assets for UID-ISPs. Prospective respondent identifies this as (i) "defining" & thereafter "auditing" the risk treatment plan to be followed by UID-ISPs (ii) where as implementation of the risk treatment plan (process or technology) will be owned by respective ISP. Please confirm.	<p>(i) No.The GPRC-SP shall implement the risk treatment plan and risk mitigation strategy to be followed by UID-ISPs and shall audit ISPs on the basis of the same.</p> <p>(ii) Yes.</p>

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10	22	5.3 Pre-Qualification Criteria - Point 4	As part of pre-qualification criteria UIDAI expects the the GPRC-SP to provide completion certificate for the engagements it has executed. Since GPRC is more of a partnership with the customer on a long term basis, hence the sign offs are generally not furnished by the customer as the projects are of 5-7 years duration. However we can furnish POs and related works done on the same and a customer confirmation that the SP is working on the project. Hope this will suffice th erequirement	In case of GPRC engagements which are in operation for more than 2 years, the bidder may provide Purchase Orders and Customer confirmation letter citing the details of activities (broad scope of work) undertaken/ completed by the bidder till date.
11	11	Governance	What is the scope of UID ISP for establishing and maintaining information security framework, security standards, audit framework in terms of assets and geographical location in india	Details on this will be provided at the RFP stage.
12	13	Governance	What would be the periodicity of technology and architectural review mentioned in Governance track.	Details on this will be provided at the RFP stage. However, the respondent should suggest periodicity as part of answer to Question-4 in Annexure-IV.
13	14	Certification	Prospective respondent understands that UIDAI wants to obtain ISO27001 certification. Please mention what locations or ISP would be under the scope of ISO27001.	ISO 27001 is expected to be obtained for CIDR across two to three locations in Bangalore and Delhi/ NCR.
14	14	Certification	Prospective respondent understands that UIDAI required service provider to certify data center and infrastructure against ISO 27001.What are the timelines UIDAI is looking or expecting to get UID setup certified on ISO27001	The timeline will be decided by UIDAI in consultation with GPRC-SP, after they are on-board. However, the respondent should suggest timelines as part of answer to Question-4 in Annexure-IV.
15	14	Certification	Prospective respondent understands that UIDAI required Service provider to certify data center and infrastructure against ISO 27001.Will UIDAI account for external audit fee against ISO 27001 or it has to be paid service provider?	The query is not relevant at this stage. This issue will be addressed at the RFP stage.
16	15-16	Performance	What would be the frequency of performance related audits in a year like network security assessment, security assessment of application and IT infrastructure?	Details on this will be provided at the RFP stage. However, the respondent should suggest periodicity as part of answer to Question-6 in Annexure-IV.

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17	17	Risk	Is there any recommended framework for risk management which UIDAI wants to adopt or is it expected from GPRC-SP to identify & implement the risk management best practice & standard as per UIDAI environment?	Yes. GPRC-SP is expected to identify and implement the risk management best practices and standards in consultation with UIDAI.
18	17	Risk	By implementing and managing executive risk dashboard for publishing , does it mean to have a online tool that would track all risks to UID ISP infrastructure	Yes.
19	17	Risk	As mentioned in RFQ that SP shall conduct network security architecture assessment on regular basis and publish recommendation reports to UIDAI. It is recommended to carry out N/w architecture review once a year. Please confirm. Also please confirm as how and where the reports would be published.	Details on this will be provided at the RFP stage. However, the respondents are expected to cover this in their answer to Question-6 of Annexure-IV.
20	17	Risk	Prospective respondent understand that Vulnerability assessment, Penetration testing and application security review to be carried out on UID ISP infrastructure. What will be the frequency of these assessments to be conducted? Also, Any estimated figures on number of applications, servers & Databases?	Details on this will be provided at the RFP stage. Please also refer to the clarification given against query at S.No.19.
21	19	Compliance	Prospective respondent understands that UIDAI wants to obtain PCI DSS compliance for its ISP infrastructure. Please mentioned the locations and assets under the scope.	Details on this will be provided at the RFP stage.
22	19	Compliance	Prospective respondent understands that UIDAI wants SP to implement and manage information security compliance dashboard for UID ISP and other ecosystem partners. Is UIDAI looking for an online tool solution for the same?	Yes
23			Scope of work: In the RFP/delivery phase, Is it acceptable to sub-contract part of the advisory services, audits and assessments to other providers?	The question of sub-contracting in certain specified services will be addressed at the RFP stage.
24		Pre-Qualification Criteria #2 & #3:	Is it acceptable to provide global revenue of parent company to meet this criterion?	Yes

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25		Pre-Qualification Criteria #4:	With regard to your request for customer reference letters, under non-disclosure, compliance and Contractual Confidentiality agreements specially with Govt customers, bidders at this time may not be able to release customer provided letters specifying specific contract value or detailed project data, this information would be subject to bidders reaching mutual agreement with each of the respective clients. However In the interim can the bidder provide a number of key press releases which contain statements from the customer relating to the nature of work and overall duration/approximation of the value of the work and further during the RFP documentation bidder can arrange for AADHAAR to hold a direct reference call with Senior Management representatives of the respective customers provided in the RFQ response document.	Yes, with a certificate regarding scope and nature of the services from the authorised representative. Please also refer to the clarification against query at S. No. 10.
26		5.3.2	Is it acceptable to provide the customer details (without name) with relevant services provided and the value of the contract? Can the customer name & contact details be provided afterwards in final phases of evaluations?	Yes. However, an undertaking to provide customer name & contact details in final phases of evaluation shall have to be given alongwith the RFQ response.
27		5.3.2	Usually when GRC functions are outsourced they become a subset of the overall deliverable under managed services scope of work. Please advice if the broader reference for Managed Security Services fits the criteria	The issue will be addressed at the RFP stage.
28		5.4	(iv) All the 7 points enumerated in the Pre-Qualification criteria hereinabove are mandatory. Failure to meet even one of the above shall result into disqualification of the bidder. If after submission, there is any issue with any of the pre-qualification criteria, will the bidder get a chance to re-submit the pre-qualification related document proof	Yes. However, UIDAI reserves the right to ask for clarifications. It should be noted that after submission of RFQ response, clarifications and elaborations may be sought by UIDAI.

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29			How does UIDAI intend to provide interface with Law Enforcement Authorities, CERT-IN on security breaches? Would the GPRC Service provider be given direct access to the external govt. agencies or there would be a governance structure to the information exchange?	This will be addressed at the RFP stage.
30			With reference to the GPRC resources, would the UIDAI allow any offsite operations or it wants only onsite work (with some offsite information flow for subject matter expertise and global threat intelligence)? For all onsite work, which two locations would be the base locations for GPRC resources assuming you would split the workforce into two locations from a BCP standpoint?	Details on this will be provided at the RFP stage.
31	10	4. Scope of Work	<p>Please clarify as there is a lot of audit oriented approach in each of the GPRC pillars whereas in our view it should be restricted to domain namely "Performance" for the service delivery audits and "Risks" for the technical security audits.</p> <p>'Key Objectives of GPRC-setup for UIDAI are:</p> <ul style="list-style-type: none"> <li>- Establishing and maintaining governance framework to design and implement information security policies, processes/procedures and standards for UIDAI technology setup for key identified service providers (UID-ISP).</li> <li>- Defining performance audit charter, plan and checklists for reviewing service delivery assurance from all UID-ISPs.</li> <li>- Ensuring that all information security risks related to UIDAI technology solution (including MSP, BSP, DCSP, ASDMSA, Contact Centre setup) are duly identified and appropriately managed and reported to UIDAI.</li> </ul> <p>Page 11 of 32</p> <ul style="list-style-type: none"> <li>- Ensuring that UID-ISPs' operations are in compliance to laid down policies, standards, procedures, applicable laws and regulations.</li> </ul>	The scope of work is self explanatory. More details on this will be provided at the RFP stage. However, the respondent may suggest, as part of its answers to questions of Annexure-IV against the appropriate question.

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32			It is assumed that all service providers in-scope of GPRC audits have the "right to audit" clause in each of their contracts. Please confirm	Yes. However, the details will be addressed at the RFP stage.
33			Especially with reference to audits, it is assumed that for all auditable parameters there are set benchmarks available with UIDAI and same are part of the contractual SLAs with the respective service provider. Please confirm.	Yes. This issue will be addressed at the RFP stage.
34			Some of the terms are used in the RFQ, which may not be commonly used. It is requested that same can be defined within the context of this document. E.g. – "Gain Share"	This issue will be addressed at the RFP stage.
35			Is there any timeline roadmap in place for achieving certifications such as ISO 27001, PCI DSS, CMMi level <please provide which level>, TIA 942, BS25999?	The timeline and levels will be decided by UIDAI in consultation with GPRC-SP, after they are on-board. However, The respondent should suggest timelines as part of answer to Question-4 in Annexure-IV.
36			What is the difference between security assessment – application on page 16 and application security assessment on page 17?	The terms mentioned are 'Security Assessment - Application' and 'application security reviews' and 'network security architecture assessments'
37			What is the difference between security assessment – IT infrastructure on page 16 and vulnerability assessment, penetration testing on page 17?	The difference is with respect to scope of work under Performance (ongoing activity related on Page 16) and Risk (planning and mitigation related on Page 17)
38			At some places frequency of tasks is written and at many places it is not mentioned? Can you please frequency of iterations for all tasks?	Details on this will be provided at the RFP stage.
39			The forensic laboratory needs to be onsite within UIDAI premises or it can be at the service provider's premises?	To be located in UIDAI's premises

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40	21	Section 5 Pre-Qualification Criteria  The Bidder must be a reputed and experienced entity registered under the Indian Companies Act, 1956, operating in the field of "GPRC Framework based Audit, Advisory and IT Audit Services" having a registered office in India for the last 5 years	Request to include Partnership Firms as well. The bidder should be a Company registered in India under the Companies Act 1956 or a partnership registered under the India Partnership Act 1932 with the registered office in India for the last five years. This clause is accepted in other UID RFP's.	Criteria remains unchanged.
41	22	Section 5 Pre-Qualification Criteria	The Bidder must have an average annual turnover of minimum Rs. 150 Crores during the last 3 financial years ending 31st March, 2011. In case of a holding company the turnover of its subsidiaries would be considered.	Criteria remains unchanged.
42	11	Section 4 Scope of Work – Contractual Assurance Audit across all contracts	Administration of all existing and future contracts and review, where required, of sub-contractor and consortium member performance. This could include: i. Monitoring of existing contracts to ensure: a. Timely delivery b. Completeness of delivery ii. Monitoring Milestones iii. Adherence to SLA and application of various associated contractual clauses iv. Any exceptional situations requiring application of specific conditions of contract.  Question: There seems to be a conflict of interest as at one end we will be carrying out the Design, Development and Maintenance and at the other end we will be required to conduct compliance Audit of these functions.	The query is not clear. However, refer to "Audit Across all Contracts" which is self explanatory.
43	11	Section 4 - Scope of Work	Establish and maintain overall IT Disaster Recovery plan for UIDAI technology solution Question: There seems to be a conflict of interest as at one end we will be carrying out the Design, Development and Maintenance and at the other end we will be required to conduct compliance Audit of these functions. Please clarify.	Please refer to the clarification against query at S.No.42.



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44			<p>Please see below mentioned dates on RFQ. I am not able to understand the difference between 1 and 2. Please clarify.</p> <p>1. Latest time and date for submission of RFQ Response - 09th January 2012, 14:30 Hours IST                      2. Last date for admitting request for clarification (Limited to maximum of fifteen questions for each bidder) - 30th January, 2012, 17:00 Hours IST</p>	<p>The two dates are mutually exclusive. These dates are:</p> <p>1. Last date for admitting request for clarification - 9th January 2012, 17:00 Hours IST                      2. Latest time and date for submission of RFQ Response - 10th February 2012, 14:30 Hours IST is being extended further.</p> <p>There is no confusion. Both are self-explanatory.</p>
45	22	Prequalification Criteria, Sr. No.4	<p>As a part of the pre-qualification criteria, bidder must have implemented projects of similar nature and completion certificate is to be provided. It is requested that ongoing projects in last three years should be considered since projects of these nature and magnitude are spread over a longer time durations and accordingly a project started in last 3 years is likely to be an ongoing project.</p>	<p>Accepted. Please also refer to the clarification against query at S. No. 10 and 25.</p>
46	25	Annexure I	<p>Given the complex environment and the scope of work, all the expertise and knowledge may not be available with a single organization; hence it is requested to allow to bring in as Alliance partners/sub contractor/advisory capacity.</p>	<p>Please refer to the clarification against query at S. No. 23.</p>
47	11	Governance, para 4.1	<p>We understand contractual assurance is to be carried out for all the contracts covering UID ecosystem (such as Registrar management, enrolment agency, testing and certification agency etc). Please provide the approximate number of vendors/contracts in each category in order to provide approximate manpower details.</p>	<p>The number of Vendors/ Contracts would be more than 8. Details on this will be provided at the RFP stage.</p>
48	12	Governance, last para	<p>As part of the scope, we understand the bidder needs to assist in invoice verification and payouts for various contracts. Please clarify, if this is internal verification or a certificate/assurance services need to be provided.</p>	<p>This is self explanatory.</p>

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49	12	Governance, last para	As part of the scope, we understand the bidder needs to assist in invoice verification and payouts for various contracts. Please clarify the approximate volume of payouts in a year for which this activity needs to be carried out.	The query is not relevant at this stage.
50	13	Governance, Second para	As part of the project scope, the Bidder is required to plan and monitor the performance of UID-ISPs on a periodic basis. Please clarify the areas to be focussed as part of this.	Details will be provided at the RFP stage.
51	14	Biometric solution related audit	We understand three biometric vendors are empanelled as part of UID ecosystem and their solution is (i) inter-operable, (ii) platform independent among each other. (iii) Bidder needs to verify the same. Please confirm.	(i) No (ii) Yes (iii) Yes
52	14	Governance work streams for contact centre	As a part of the scope, bidder needs to review contact centre from various aspects. Please provide the seats and no of processes handled by contact centre for manpower estimate.	The salient features of the Contract relating to Contact Centre will be shared, by way of a Workshop, with the shortlisted respondents .
53	14	Certification	Please clarify, the coverage and Level for CMMi certification	The query is not clear.
54	14	Biometric solution related audit	Incentive Model: does the UIDAI have an expected methodology for this study (biometric)? i.e., interviews with enrollment agencies and registrars? Direct field visits and observations?	No. However, the respondent should suggest a methodology as part of its RFQ response.
55	14	Biometric solution related audit	Template Interoperability: (i) is there an established expectation on sample size? (ii) Is there an available data set, including ground truth?	Query is not relevant at this stage.
56	14	Biometric solution related audit	SDK performance: Does this include transaction capacity testing? If so, is the role of the bidder to verify existing capacity tests or create new tests, including new test software? Whose infrastructure (servers, etc.) would be used for these tests?	This will be addressed at the RFP stage.
57	14	Biometric solution related audit	Platform Independence: What platforms are currently envisioned?	The query is not relevant at this stage. This will be addressed at the RFP stage.

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58	7	Structure of UID technology Solution	What is the capacity of the Private Cloud? (Where is it set-up? How many users accesses/ are expected to access the cloud? Are all applications deployed in the cloud and accessed from it?)	At present there is no Cloud Infrastructure deployed.
59	7	Structure of UID technology Solution	We understand UIDAI has operational data centre. Appreciate data centre details can be provided for the manpower effort estimate purpose.	Data Centres of UIDAI are in Bangalore and Delhi/NCR.
60		Overall scope of work	Is the response to the RFQ supposed to be recommending organisational structure from UIDAI side? If not, appreciate information can be provided for the following: i. Existing IT infrastructure Management Processes and their maturity. ii. Technology solutions deployed for managing IT Infrastructure.	No.
61	14	Governance workstream for contact centre	As a part of the scope, GPRC-SP needs to perform review of contact centre. With respect to that, what is the current scope of activities under contact centres and what are the current contractual arrangements for Contact Centre vendor in terms of scope for work?	Please refer to the clarification against query at S. No. 52.
62		Overall scope of work	Though the present scope has been well articulated yet while answering the RFQ questions (page 32 of 32) can the bidder reclassify the scope based on their understanding of the GPRC framework.	The suggestions from respondents shortlisted at the RFQ stage will be invited during the pre-bid conference at the RFP stage.
63	18	SIMC	At which location in India does UIDAI propose to set up the computer forensics laboratory ("lab") and is there possibility of more than one (1) lab being setup?	The forensics laboratory ("lab") is proposed to be set up at Bangalore.

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64	18	SIMC	<p>What is the expected role of GPRC-SP in each of the below:</p> <p>(i) evaluation and selection of property and other related infrastructure for the setting up of the lab;</p> <p>(ii) selection of software(s) and hardware for various toolkits (Disk Imaging Toolkit, Data Extraction Toolkit, Data Analysis Toolkit, Evidence Handling Toolkit &amp; Computer Forensic Case Handling Toolkit);</p> <p>(iii) Recruitment (interviews, co-ordination etc.) of any manpower proposed to be on UIDAI payroll;</p> <p>(iv) Training UIDAI staff on computer forensics.</p>	<p>(i) Nil</p> <p>(ii) Yes recommendation will be required</p> <p>(iii) Yes, assistance would be required</p> <p>(iv) Yes</p>