

## Pre-Bid Queries

Sl.No	Bidder's Name	Existing provision/condition in the Clause	Clarification Sought	Response
1	Srei Infrastructure Finance Ltd	An EMD of Rs. 5,00,000/- (Rs. Five lakhs only) per schedule will be required to be submitted by the bidders a demand draft on any scheduled bank in India drawn in favour of "IGNOU, Maidan Garhi", payable at New Delhi	EMD of Rs 5 Lakhs per schedule is very high. Pls reconsider this.	No change in the RFP
2	Srei Infrastructure Finance Ltd	The EMDs for the two schedules will be submitted separately i.e. if a bidder is submitting bids for two schedules; the bidder would be required to submit two separate demand drafts.	EMD's of two or more schedules should be allowed to club together to make one Draft.	No change in the RFP
3	Srei Infrastructure Finance Ltd	The selected bidder shall be required to furnish a performance bank guarantee equivalent to 10% of the contract value rounded off to the nearest thousand Indian Rupees...	PBG amount should be reconsidered from 10% of contract value	No change in the RFP
4	Srei Infrastructure Finance Ltd	.... The performance bank guarantee would be forfeited in the event of occurrence of clause 2.9.1 (a), (c), (f), (g), (h), (i) of the General Conditions of Contract (Volume III) and any special conditions of contract related to the same.	Entire PBG should not be forfeited. This should be reconsidered	No change in the RFP
5	Srei Infrastructure Finance Ltd	Geographical areas and target population matrix	Can an EA bid for specific regions under a schedule?	No. All the areas in each schedule will

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				have to be covered by the EA for the schedule
6	Srei Infrastructure Finance Ltd	Technical Evaluation Criteria	Please mention the specific points under the Approach Document which needs to be covered	IGNOU is looking for bidder's experience in working with similar projects, the bidder's plan to cover the population in the specified time schedule, approach to center and crowd management including pre-scheduling of appointments/enrolments and bidder's plan to adhere to commencement and operational SLAs
7	Srei Infrastructure Finance Ltd	The enrolment agency is required to send the enrolment data to IGNOU according to the following timeline...	Such centralized data collation and transfer within 5 days is very difficult operationally. Instead submission to local offices of IGNOU should be considered.	The clause is changed to the following: Digitized data collected every fortnight should be submitted to IGNOU within next 10 working days. Please also refer to the corrigendum issued.
8	Srei Infrastructure Finance Ltd	The KYR+ software needs to be developed according to the KYR+ requirements of IGNOU the details of KYR+ requirements have been provided in Annexure – V.	The KYR+ software should be provided by the Registrar as it does not come with the Aadhaar Software	No change in the RFP
9	Srei Infrastructure Finance Ltd	Provide a Project Management Application for IGNOU	This is not possible looking at the complexity, scale of work and the cost factor. However manual reports/ MIS may be	No change in the RFP

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			considered for the purpose.	
10	Srei Infrastructure Finance Ltd	Preparation of a plan for application integration: The enrolment agency shall study IGNOU's existing application and provide an application integration architecture based on Aadhaar data for students. The bidder should familiarize themselves with the existing applications at IGNOU for the purpose.	This should be reconsidered as it is not financially viable	Bidder's role is only to provide the back up of enrolment data in the required form which can be used for application integration at IGNOU. Bidder will not be required to design any application architecture.  Please refer to the corrigendum issued.
11	Srei Infrastructure Finance Ltd	SLA Matrix	This is not acceptable and should be deleted	No change in the RFP
12	Srei Infrastructure Finance Ltd	Timelines	Timelines should be variable and based on topography and demography of the regions	No change in the RFP
13	Srei Infrastructure Finance Ltd	If the Supplier places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Purchaser.	Would working for another registrar in different schedules within the state / schedule be considered as conflict of interest?	No

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14	Srei Infrastructure Finance Ltd	The Supplier (a) shall take out and maintain, at their own cost but on terms and conditions approved by the Purchaser, insurance against the risks, and for the coverage, as shall be specified in the SC; and (b) at the Purchaser's request, shall provide evidence to the Purchaser showing that such insurance has been taken out and maintained and that the current premiums have been paid.	Insurance should be as per discretion of the EA (the supplier)	No Change in the RFP
15	Srei Infrastructure Finance Ltd	Payment	Payment should be based on UID generated / data uploaded	No change in the RFP
16	Srei Infrastructure Finance Ltd	Payment	No part payment or a percentage payment should be considered. Full payment should be released	No change in the RFP
17	Srei Infrastructure Finance Ltd	Payment	Payment should be released on the basis of UIDAI Report within 48 hrs of the registrar receiving it. Payment should be made through RTGS transfer to the EA's (supplier's) bank account	No change in the RFP
18	Srei Infrastructure Finance Ltd	Liquidated Damages	Liquidated Damage clause should be omitted as it is double and over penalizing the EA (supplier).	No change in the RFP

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19	Srei Infrastructure Finance Ltd	In case, two or more bidders emerge as the lowest bidders (L1) for a particular Schedule, the bidder with the better experience in terms of successful number of Aadhaar enrolments (as per information available from UIDAI) shall be selected for the work.	This should be reconsidered and an alternative should be suggested because due to huge lag in the UID generation from the uploaded data this may be erroneous	The Technical evaluation committee will take up with the UIDAI for the purpose of ascertaining the exact numbers on the day and time of submission of bids
20	Srei Infrastructure Finance Ltd	Indemnification	Mutual Indemnification should be included.	No change in the RFP
21	Srei Infrastructure Finance Ltd	Payments shall be made to the enrolment agency by IGNOU upon realization of payment from UIDAI, based on the number of enrolments completed and coverage of the scope of work. This payment shall be subject to adherence to the Service Level Agreements....	As per the new guidelines/letter issued by UIDAI, 80% payment should be made based on the Unique packets uploaded by EA and the balance after verification from the CIDR.	No change in the RFP
22	Srei Infrastructure Finance Ltd	Geographical areas and target population matrix	Will the data of the existing students be shared with EA? Will the registrar provide space in their centers for setting up the enrolment stations?	Required mandatory fields from the existing data base can be considered to be shared with the selected EA subject to clearance from the UIDAI.  For space and infrastructure requirements, please refer to the response to Query number 24
23	ALANKIT ASSIGNMENTS LIMITED	Indira Gandhi National Open University (IGNOU) invites technical and financial bids from enrolment agencies empanelled by the Unique Identification Authority of India (UIDAI) for carrying out the enrolment functions for issuing	Is the enrolment only for student and alumni of ignou or all over India or we can cover other persons also.	While the students and alumni are IGNOU's primary population, it is agreeable to include others subject to UIDAI guidelines and any specific directions from State Government in

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		AADHAAR number (UID Number) to students and alumni of IGNOU. ....		this regard
24	ALANKIT ASSIGNMENTS LIMITED	IGNOU will provide the space for setting up the enrolment centers in the premises of Regional Centers. However, the detailed arrangement would be made based on the finalization of the work plan with the selected bidder.	What will be possible arrangement for failure to provide space for setting up the enrolment centers and whether the infrastructure required to set up the enrollment centre will be provided by the IGNOU.	IGNOU will provide only the space with normal electricity connection (electricity will be supplied by the electricity authority of the area) for enrolment centers at the respective locations. However, all other infrastructure requirements including the furniture, publicity material, verifier, water, ICT and power backup for the Enrolment Station (ES), would be the responsibility of EA. In case space is at all not available at the respective location(s), a plan for space provisioning will be worked out by EA in consultation with IGNOU.
25	ALANKIT ASSIGNMENTS LIMITED	IGNOU may not be in a position to provide any space at the respective study center in each zone and it would be the responsibility of the EA to find suitable space at/in the vicinity of study centers and conduct enrolments.	What will be the assistance provided for that.	IGNOU operates through a network of regional and study centers. In case of a non-availability of space at the regional center, IGNOU will facilitate the space arrangement at study centers or alternate places under IGNOU's control, as required

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26	ALANKIT ASSIGNMENTS LIMITED	Geographical scope: The IGNOU staff and family members at all these locations would also be a part of the target population.	Whether family member of students are also covered under target population.	The target population mentioned in the RFP is students only. However, family members can be enrolled subject to UIDAI guidelines and any specific directions from state governments in this regard
27	ALANKIT ASSIGNMENTS LIMITED	Penalty on breach of service level	Penalty is on very High Level, Penalty clause should be deleted	No change in the RFP
28	ALANKIT ASSIGNMENTS LIMITED	General	Whether the IGNOU will provide the Verifier for verification of POA/POI.	IGNOU will ask the EA to provide a pool of verifiers from which IGNOU will select.
29	ALANKIT ASSIGNMENTS LIMITED	General	What is the base of calculation of number of Stations in various cities	The number of stations provided for in the RFP is based on a calculation of 'Peak load' for completion of coverage to target population in one year and is indicative. The selected bidder will submit a detailed work plan wherein the exact number of ES at each EC would be agreed and finalized
30	Network for Information & Computer Technology (NICT)	The selected bidder shall be required to furnish a PBG equivalent to 10% of the Contract Value rounded off to the nearest thousand Indian Rupees	Performance Bank Guarantee (PBG) can be released for NGO as 10% was too high.	No change in the RFP

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31	Network for Information & Computer Technology (NICT)	(vi) Commercial Organizations (Single Agency/Prime Agency in case of a consortium) which have a Net Worth greater than Rs. 20 crores as on 31.3.2011 shall be eligible. NGOs/Not-for-Profit Organizations which have an annual turnover/Grant-in-aid greater than INR 20 Crore in each of the previous three financial years will be eligible.	For NGOs 10 crore in each of the previous three financial years will be eligible condition as NGOs work on no profit no loss basis.	No Change.
32	Network for Information & Computer Technology (NICT)	General	Can we enroll only students or other population also?	Please refer to the response of query at S.No. 23
33	Network for Information & Computer Technology (NICT)	General	As we have submitted our empanelment application form in UIDAI and the UIDAI empanelment committee can be release result till 10 Aug. 2011 (for result of fresh empanelment's) shall we apply for this RFP or not	Please refer to clause 3.1.1.1 of Volume I page 12
34	Vakrangee Softwares Limited	General	For the purpose of enrollment of residents, enrollment Center will normally to be located in Offices/ Govt. Premises/ societies/ schools/ colleges etc. - As per our experience in conducting	IGNOU will provide space for enrolment centers at the respective locations. EA would carry out the enrolments at the premises (regional centers/study centers) provided by IGNOU. However, IGNOU may ask to provide mobile camps in consultation

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			enrollments camps, residents freely walk - in to the camps to get the enrollment done, therefore the camps should not be restricted to IGNOU offices, as the enrollment is for the general residents and hence, the Enrollment Agency's should be allowed to organize UIDAI camps anywhere.	with UIDAI
35	Vakrangee Softwares Limited	General	Apart from the enrollment of the target population, weather any other resident will be allowed for enrollment. - As per our experience , usually residents came for enrollment with their families, in such case Enrollment Agency's can not ignore / differentiate only between "IGNOU students" or their families.	Please refer to the response of query at S.No. 23
36	Virgo Softech Ltd.	An EMD of Rs.5,00,000/- (Rs. Five lakhs only) per schedule will be required to be submitted by the bidders a demand draft on any scheduled bank in India drawn in favour of "IGNOU, Maidan Garhi", payable at New Delhi. Bank Guarantees as a mode of EMD submission will not be acceptable.	Kindly also allow to submit the EMD in the form of Bank Guarantee from a nationalized bank which is as credible as DD.	No change in the RFP

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37	Virgo Softech Ltd.	Residents in the scope of work refer to the existing student base, the alumni and the staff members (including their families) of IGNOU.	According to UIDAI guidelines, any Indian resident can approach a camp for Enrollment so you are requested to allow enrollment of general public also.	Please refer to the response of query at S.No. 23
38	Virgo Softech Ltd.	The contract shall be awarded to the lowest bidder (L1) for each Schedule	If the bidder wishes to perform enrollments only in certain areas given in the schedule then how the allocation will be made.	Bidder has to take up complete schedule covering all the locations as specified in the RFP
39	Virgo Softech Ltd.	Payments shall be made to the enrolment agency by IGNOU upon realization of payment from UIDAI, based on the number of enrolments completed and coverage of the scope of work.	Could you please elaborate the term coverage of the scope of work?	Completion of all activities as per the contract signed between IGNOU and the selected bidder
40	Virgo Softech Ltd.	IGNOU may not be in a position to provide any space at the respective study centre in each zone and it would be the responsibility of the EA to find suitable space at/in the vicinity of study centres and conduct enrolments.	In this case general public would also approach for enrollment. So you are kindly requested to allow enrollment of general public also.	Please refer to the response of query at S.No. 23

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41	Smart ID	General	The Centres on which the Enrolments will be executed , will be provided by IGNOU ( will be specifically IGNOU's Centres) ? OR The EAs can execute the same at any other preferred locations?	Please refer to the response of query at S.No. 24
42	Smart ID	The EMDs for the two schedules will be submitted separately i.e. if a bidder is submitting bids for two schedules; the bidder would be required to submit two separate demand drafts.	As the EMD has to be submitted separately for two schedules, Do we have to quote the tender for two schedules separately?	Yes
43	Smart ID	General	The Total strength to be targeted, as is specified is 30lakh .Though it is an indicative figure, does that mean that the whole family of IGNOU: Administrative wing, student's wing all will/can be enrolled?	Yes, all of them can be enrolled
44	Smart ID		Can we enroll the people , out of this category as well	Please refer to the response to query at S.No. 23