

**S No/
Submissio
n Date**

Pre Bid Queries for RFP on hiring of agencies for Aadhaar Data Quality Check (ADQCSAs)

Vendor 1							
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
1	1	27	SECTION-II - INSTRUCTION TO BIDDERS	2.2.1 Criteria for Pre-Qualification 6.5	The Bidder should have a minimum 5000 employees on its pay roll as on last date of previous month of closing date of bid submission.	We request you to amend the eligibility criteria upto 1800 employee to enable us to participate in bidding process.	No Change
29-May	Vendor 2						
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
2	1	21	SECTION-II - INSTRUCTION TO BIDDERS	2.1.15.2 (Earnest Money Deposit)	The Bidders shall submit an Earnest Money Deposit (EMD) of Rs. 2.35 Cr (Rupees Two Crore thirty five lakhs only) as bid security fee in a sealed envelope	Earnest Money Deposit is on a very higher side. We understand that EMD is estimated while considering the entire quantam of work as stated in the RFP whereas the work will be distributed between 2 successful agencies. Therefore we request you to kindly reduce the EMD amount upto Rs. 25 lakhs so that more bidder could bid for this project.	No Change. There is also a provision in the RFP to submit a Bid Securing Declaration instead of EMD. Please refer clause 2.1.15 of RFP
3	2	27	SECTION-II - INSTRUCTION TO BIDDERS	2.2.1 Criteria for Pre-Qualification 6.5	The Bidder should have a minimum 5000 employees on its pay roll as on last date of previous month of closing date of bid submission.	We request you to kindly modify the clause as:- The Bidder should have a minimum 1000 employees on its pay roll as on last date of previous month of closing date of bid submission.	No Change
4	3	30	SECTION-II - INSTRUCTION TO BIDDERS	2.2.1 Criteria for Pre-Qualification	The Bidder must have facilities at two different cities, each with a capacity of at least 300 persons.	We request you to kindly modify the clause as:- The Bidder must have atleast a single facility with a capacity of atleast 300 persons.	No Change
5	4	General	General	General	General	As the nature of work under this project is manpower intensive and people having knowledge of specific languages would require to have to execute the project smoothly. We therefore you to kindly allow to hire manpower on contractual basis not on the company roll.	No sub contracting allowed . Operators have to be on vendor's pay roll during the entire period of operations of the contract.
6	5	General	General	General	General	Request UIDAI to allow subcontracting. Such kind of projects which have a very large scale and the resources have to be deployed in different parts of the country requires subcontracting hence requesting the department to facilitate.	Not allowed. Clause 3.3.7 stands modified vide attached corrigendum.
7	6	General	General	General	General	We understand that UIDAI shall provide application / software tools for QC purpose. Kindly confirm.	UIDAI will provide access to the QC portals for carrying out the task as per scope of work.
8	7	General	General	General	General	Kindly provide details about the existing ADQCSA(s) and allow the prospective bidders to see the live QC activities happening to better understand the QC process.	Existing ADQCSAs are (i) M/s Writer Information (ii) M/s Tech Mahindra. Detailed walkthrough of RFP and QC process conducted through pre bid meeting on 1st June and 12th June and Demo of QC portals is planned for 22nd June 2020 for all prospective bidders.
9	8	General	General	General	General	Is there any restriction in terms of opening the Minimum QC centers? Can ADQCSA open single QC center?	Refer to Clause 3.1.6 of RFP. There is no limitation on the minimum location. However, setting up QC centers at more than 1 location is advised to ensure redundancy in QC operations which will help the vendors take care of their TAT SLAs.
10	9	55	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.6.4 Terms of Payment	a. The Service Provider shall submit the invoice for payment when the payment is due as per the agreed terms on "Quarterly basis".	We request UIDAI to pay the bills on monthly basis instead of quartely basis. Kindly confirm.	Not agreed to.
11	10	General	General	General	General	What is an average time taken for processing one packet with DMS and without DMS? Kindly confirm.	Can't be quantified as it depends on the efficacy and the experience of the QC resource. However , it has been seen that about 200 packets with documents (enrolment/update) with document or 1500 Biometric exception or 2000 DDC/DBD requests in a day of 8 hours can be cleared by the operator in a day. Please note this figure is only indicative and cannot be used as a benchmark for QC operators output. Also this cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever.These figures do not have any bearing on any clause of the RFP and cannot be quoted by vendors for seeking any claim whatsoever, during contract operations.
12	11		SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.4 Cumulative Quarterly SLA	SLA Recovery	We request UIDAI to cap SLA recovery at 5% of the contract value. Please confirm.	No Change

13	12	70	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.6 Responsibilities of the stakeholders	Establish the secure MPLS/P2P connectivity of adequate bandwidth between the QC processing centers and the UIDAI systems as per the UIDAI's security protocols.	What is the bandwidth required at each of the QC processing centers?	The average size of each QC request would be approximately 5 MB. The bidder should estimate the bandwidth requirement accordingly. Also for indicative purpose expected hourly allocation of QC packets is attached as Annexure 'T' to these replies. Please note that figures in this attachment is only for indicative purpose. These figures cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever. These figures do not have any bearing on any clause of the RFP and can not be quoted by vendors for seeking any claim whatsoever viz price adjustment, SLA waivers etc, during contract operations.
14	13	65	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Estimated total Volume and scope of work	The estimated volume cumulatively proposed to be outsourced to Aadhaar Data Quality Service check agencies for enrolment and update for a period of 2 years is envisaged to be approximately 23 Cr. However, UIDAI provides no assurance of the volume or the equal spread of the volume over the period.	Given the ongoing coronavirus crises and continuous lockdown of more than 2 months and still having no clarity about the future as to how this crises will pan out going forward, we would like to request UIDAI to provide details about the possible impact on the data volume growth.	We are expecting normal inflow of enrolment and update once the restrictions are lifted.
29-May	Vendor 3						
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
15	1	25-36	SECTION-II - INSTRUCTION TO BIDDERS	2.2 PART-II: ELIGIBILITY CRITERIA : Pre Qualification & 2.3 PART-III: TECHNICAL EVALUATION	Part II: Eligibility Criteria and Part III: Technical Evaluation	We assume that the credentials and experience of 100% owned subsidiaries / group companies of the bidder shall be allowed to be taken in consideration under Eligibility criteria and Technical scoring (Company Profile). Please confirm.	No, Bidder would be tested against PQ parameters given at clause 2.2.1.6 (2)&(6). Therefore, experience of only bidder company would be considered. Subsidiaries / group companies credential/experience will not be considered for PQ and Technical evaluation.
16	2	27	SECTION-II - INSTRUCTION TO BIDDERS	2.2.1 Criteria for Pre-Qualification	The Bidder should have a minimum 5000 employees on its pay roll as on last date of previous month of closing date of bid submission.	Looking at the scope of work of this tender, we feel that this requirement is too large thereby restricting competition from other capable and reliable bidders. We therefore recommend that this requirement be scaled down to min 2000 employees. The amended clause reads as below: "The Bidder should have a minimum 2000 employees on its pay roll as on last date of previous month of closing date of bid submission."	No Change
17	3	30	SECTION-II - INSTRUCTION TO BIDDERS	2.2.1 Criteria for Pre-Qualification	The Bidder must have facilities at two different cities, each with a capacity of at least 300 persons.	This clause is restrictive in nature. In the interest of enabling wider competition, we request the amended clause as below be included: "The Bidder must have facilities in at least at two different States each with a capacity of at least 300 persons."	No Change
18	4	31	SECTION-II - INSTRUCTION TO BIDDERS	2.3.1 CRITERIA FOR TECHNICAL EVALUATION	Average annual turnover in last 3 financial years from Manpower supply (manpower outsourcing) /BPO services/back end processing/data entry/data verification/ITES (i) For Turnover of 900 cr or more - 10 Marks (ii) For Turnover of More than 700 cr and less than 900 cr - 7 Marks (iii) For Turnover of more than 500 cr and up to 700 cr - 5 Marks (iv) For Turnover of more than 300 cr and up to 500 cr - 3 Marks	Would Request UIDAI to modify the clause as " Average annual turnover in last 3 financial years (i) For Turnover of more than 300 cr - 10 Marks " This would allow more established player in this space, running similar type of services in multiple states in INDIA to compete for this opportunity and provide a a competitive price for this opportunity to UIDAI.	No Change
19	5	34	SECTION-II - INSTRUCTION TO BIDDERS	2.2 PART-II: ELIGIBILITY CRITERIA : Pre Qualification	Current infrastructure with seating capacity of at least 300 persons or more at each location <input type="checkbox"/> 10 Marks – More than 5 locations <input type="checkbox"/> 7 Marks – 3-5 locations <input type="checkbox"/> 5 Marks – 1-3 locations	Would request UIDAI to kindly remove this as it strongly discourages bidders who have better expertise at catering to a staggeringly large volume of similar transactions at staggered Service Centres for the Government more efficiently, to bid and offer a competitive price for this opportunity.	No Change
20	6	51	SECTION-III - GENERAL CONDITIONS OF CONTRACT	3.2.10 Extension of Contract	The contract may be extended by two periods of one year each at the end of the 2 year contract, subject to satisfactory performance. The extension shall be at the discretion of UIDAI. During extension period, the rate per packet shall be increased by 5% each year	Would request UIDAI to kindly change the rate percentage from 5% to a minimum of 10% as rates should be in proportional to the salary increments for the individuals working in the project considering the attrition clause that UIDAI has introduced in the tender	No Change
21	7	69	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.5 Stakeholders of the QC and Audit Process	d. Generate/verify the MIS for the SLA management	Please provide details of the SLA Management Software and its data capture workflow, will the Agency be allowed to test the SLA Management Software to test the veracity of the reports generated	This issue has been addressed in the QC portals beyond doubt of bidders.

22	8	69	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.5 Stakeholders of the QC and Audit Process	b. Undertake any technology changes as desired by the UIDAI-HQ	Would request UIDAI to introduce a clause that allows exception in SLA's compliance for the agency for the disruption event based upon mutual agreement of both parties (UIDAI & Agency) where the packet provided to the Agency for processing is defective (Data Corruption) or delayed in case of any issues at due to this technology upgrade event done by the MSP	No change. Please refer Clause 4.2.1 (9) of RFP
23	9	74	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.2 Quality SLA (4)	Turn Around Time (TAT) is calculated as the time from the packet is allocated to the vendor to the time the packet is cleared by the vendor. All packets where Turn Around Time is less than or equal to the Packet Clearance time, shall not attract any SLA recovery.	Would request UIDAI to introduce a clause that allows exception in SLA's compliance for the agency for the disruption event based upon mutual agreement of both parties (UIDAI & Agency) where the packet provided to the Agency for processing is defective (Data Corruption) or delayed in case of any issues at UIDAI end (Software related glitches at the MSP related end)	No change. Please refer Clause 4.2.1 (9) of RFP
24	10	102	SECTION-V – ANNEXURES AND APPENDICES	5.1.11 ANNEXURE XI: UIDAI Information Security Guidelines	The application should have auto lock out feature i.e. after a certain time of inactivity (15 mins or as specified in the policy document), the application should log out.	Since the Application will be provided by UIDAI, will UIDAI share its system architecture so that the agency can develop a module to do the mentioned activity of auto logout on the application?	Not required, so no change.
25	11	103	SECTION-V – ANNEXURES AND APPENDICES	5.1.11 ANNEXURE XI: UIDAI Information Security Guidelines for Third party (ADQCSA)	Password Policy	Would UIDAI please introduce a mandatory element of Biometric Authentication during data processing tasks as used in Government Banks as this would make it more secure (Due to the Biometric Element) and tamper resistant with a proven audit trail rather than imposing outdated & insecure password management techniques & policy conditions imposed on the client	Not required, however, if any need is felt for implementing same during the currency of operations it may be introduced as per discretion of UIDAI for which no price adjustment would be made.
26	12	91	SECTION-V – ANNEXURES AND APPENDICES	5.1.3 ANNEXURE III: FORM 3 Technical Evaluation Checklist	Current infrastructure with seating capacity of at least 300 persons or more	Would request UIDAI to kindly remove this as it strongly discourages bidders who have better expertise at catering to a staggeringly large volume of similar transactions at staggered Service Centres for the Government more efficiently, to bid and offer a competitive price for this opportunity.	No Change
27	13	General	General	General	General	Would UIDAI please arrange a 2-3 day demonstration/ familiarisation session of the Application to be provided by UIDAI along with answering basic technical queries so that bidder can evaluate metrics and performance & technical metrics needed to evaluate operational feasibility and submit additional queries if needed to offer a competitive price?	Detailed walkthrough of RFP and QC process conducted through pre bid meeting on 1st June and 12th June and Demo of QC portals has been planned on 22nd June 2020 for prospective bidders.
28	14	58	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.9 Liquidated Damages	1. If the service provider fails to commence QC services as per time plan specified by UIDAI (Clause 3.2.3 of GCC) due to reasons solely attributable to vendors for which decision of UIDAI shall be final and binding, liquidated damages at the rate of 2% on the cost of Actual shortfall of service is applicable. Actual shortfall of service will be calculated as the difference between the actual number of packets which should have been allocated as per the commencement plan and the actual packets allocated. For Example:- if there is a delay of 9 days in the commencement of QC services for phase 1, then a recovery shall be applicable @ 2% of cost of packets which would have been allocated for 9 days (2% of cost of 25% packets for 9 days). This LD shall continue till required levels of QC operations are achieved. LD will be over and above SLA recoveries on TAT, Quality and Grave Error payable. Total LD will be separately capped at maximum of 10% of the work done during the entire duration of the contract. Work done during the contract would be cost of total number of packets quality checked with document during the contract [total number of packets Quality checked with documents * Rate per packet(without tax)].	Please elaborate the applicability of the clause for better clarity	This LD is applicable for any delay in commencement of operations as per the commencement plan and has been explained in clause 3.9 of the RFP
29	15	115	SECTION-V – ANNEXURES AND APPENDICES	ANNEXURE XV: Overview of QC Process Point 11	Each Packet is scrutinized to ensure that no incorrect or fraudulent enrolment/update passes through the system. Quality Check of Enrolment and update may consist of a maximum 3 steps and that for BE cases and demographic Duplicate check cases may consist of a maximum of 4 steps. Enrolment and Update packets are checked in parallel by two different QC Operators. If the decision taken independently by the two QC operators match, then the packet moves out of QC. In case if the decisions taken by the two QC operators does not match, then the packet is disposed by a QC reviewer. The process is detailed below:	Please clarify, these two operators shall be from two different agencies or the same agency?	Same Packet will be given to two different operators of the same agency and if there is a discrepancy in their decision then only packet will flow to Reviewer. Complete process is explained in clause 5.1.15 of RFP

30	16	1	SECTION I – INVITATION TO BIDDERS	1.1 PART-I: NOTICE INVITING TENDER 6. Pre Bid Meeting	01.06.2020 (1500 Hrs)at Unique Identification Authority of India (UIDAI), 7th Floor Conference Room, Aadhaar Building, Bangla Sahib Road, Behind Kali Mandir, New Delhi-110001	In view of movement restrictions (Inter-State as well as Inter-District), it may be extremely difficult for the representatives of all potential bidders to reach the UIDAI venue for attending this meeting. It is therefore requested that UIDAI may please arrange for the option of virtual meeting also so that all probable bidders' representatives may attend the same (whether on premises or offline). This will also help in meeting the social distancing norms of the Government.	VC link shared for Pre Bid meeting on 1st and 12th June 2020
29-May	Vendor 4						
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
31	1	62	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.2 Scope of Work for ADQCSAs - Point 5 Packet Ratio - DMS,NDMS,Review and Re Review	Currently the provision is 70% NDMS and 30% DMS and ration for QC to reviewer is 20 : 1 and for Reviewer to Re Reviewer 5:1	As per RFP 100% packets would be with documents and review to be done for 100% packets and if there would be any mismatch on the decision between QC and Reviewer then the packets shall be moved to Re Reviewer but what could be the estimated resource allocation for Re-Reviewer as there are multiple updates even during the day on the logic of accepting/rejecting packets?	Packets would move to the next stage only in case of difference in decision taken by both the QC operators. Therefore it is important to ensure the operators are well trained to minimise the difference in decision making. Bidders would have to estimate the count of packets in review based on their experience and their capability to ensure uniform decision making by Level 1 & Level 2 operators.
32	2	63	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.3 QC process	The QC agency shall undertake the QC request as per the guidelines, SoPs, and its addendums as issued by UIDAI from time to time.	There are floating updates and weekly VC for doubt clearing session. Would recommend for a realtime portal / Website as knowledge bank which would be updated as and when any changes on instructions / logic so during the QC check - QC operator/Reviewer/Re-Reviewer can refer to the knowledge bank to take the decision.	This has been addressed in the QC portals.
33	3	66	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Estimated total Volume and scope of work Volume Forecast	There is no daily volume target/forecast	For first quarter the daily target would be shared on 1st week of commencement and from 2nd month TAT SLA would be started, so the capacity plan and execution has to be done within 3 week time to ensure the TAT SLA. However if there would be higher volume in first month then this would impact the TAT for subsequent month as well. So how the TAT would be calculated for first quarter	Please refer clause 4.2.1 of RFP
34	4	73	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.1 Turn Around Time (TAT) SLA Allocation Module	Data gets allocated beyond the daily allocation report as well	As the TAT would be 24 hours then what would be slot for allocation and how the 24 hours PCT would be calculated?	PCT would be allocated to every QC request at the time of allocation to the vendor.
35	5	73	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.1 Turn Around Time (TAT) SLA TAT	5 Days TAT	If packets would be more than the daily target then for the additional packets till the numbers doubled the TAT would be 48 hours so on if volume would be over the double then for the additional packets TAT would be 72 hours however while there would be relaxation of TAT for additional volume assigned but how the TAT would be calculated for the next day's fresh volume as due to overflow of daily target volume, resources would be already occupied to clear the pendency.	Please refer clause 4.2.1 of RFP
36	6	73	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.1 Turn Around Time (TAT) SLA TAT	Currently 5 Days TAT so 3 hours time to auto unlock but no tracking mechanism	For Other Language (English) there are packets of multiple languages so how the PCT would be calculated for Other Language Packets as for one resource it's difficult to have expertise on multiple languages so he would be left with only refreshing the packets which would be locked at backend and again it would take 3 hours' time to get the packet released from backend.	This scenario would not happen, if happens, time lost would be adjusted accordingly from the TAT
37	7	73	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.1 Turn Around Time (TAT) SLA TAT	No provision currently till the time packets age is not > 4 days	Is there would be any module by which we can track on hourly basis how many packets are getting locked at backend and who are the user / language / Portal to do a root cause analysis	This has been addressed in the QC portals.
38	8	73	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.1 Turn Around Time (TAT) SLA Interday TAT monitoring Tool	No provision currently, we have only allocation and pendency reports	Is there would be any Live Module by which the supervisors would be able to track real time packet movement otherwise how we are expected to track and ensure allocated packets are cleared within 24 hours of TAT ?	This has been addressed in the QC portals.
39	9	73	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.1 Turn Around Time (TAT) SLA Data Tracking	No provision currently, we do have access to EID wise data for TAT >4 Days but don't have EID wise data for output	Would like to recommend for EID wise data (allocation date ,time and output date and time)access to ensure better monitoring of allocated packets / output packets and if sharing over the email would be a constraint due to size then a live portal access from where if we can run a report and download the same would be helpful.	This has been addressed in the QC portals.

40	10	73	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.1 Turn Around Time (TAT) SLA TAT	No provision currently	For Holidays / Sundays / Downtime how would be the TAT calculated.	TAT would be calculated for all 365 days. Bidders to plan their QC operations accordingly. Packets allocation would take place for complete 365 days throughout 24 hours.
41	11	75	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.1 Turn Around Time (TAT) SLA TAT for Audit review	Currently the TAT is within quarter end and the sample size of the audit is 2% Moreover there is no penalty clause	How the 24 hours of TAT would be calculated ? And if we have to deploy case to case manpower for audit review then how should we plan the resource allocation. Moreover if there would be fluctuations in daily audit number then how we would plan the capacity target ?	Please refer Clause 4.2.1 of RFP. The process of audit has been made explicit at clause 4.2.2 of RFP. Number of resources required for Audit review would depend on the quality of QC done by vendors. Audit review resource allocation cannot be quantified. As specified in clause 4.2.1 of RFP daily target would be given during the first week of every Quarter(Qn), which will be applicable for the next Quarter(Qn+1). Please note that Audit review is part of the QC process and no additional payment shall be made to QC vendors for Audit review of packets.
42	12	76	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.2 Quality SLA SLA Audit	No provision currently	For any new update/alteration on instructions even for any small changes an email alert to be shared as a form of daily briefing and at least a hour cooling period to be given for effective briefing and execution while doing SLA audit.	This has been addressed in the QC Portals.

29-May	Vendor 5						
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
43	1	35	SECTION-II - INSTRUCTION TO BIDDERS	2.3.1 CRITERIA FOR TECHNICAL EVALUATION	3.4.1 Training infrastructure proposed to be established for duration of the contract	Please elaborate and confirm on systems based training room required.	Training is an important aspect as it will help to significantly reduce the errors and thereby penalty. Bidders should make all efforts to ensure the best training facilities. However, it is entirely left to their discretion.
44	2	43	SECTION-III - GENERAL CONDITIONS OF CONTRACT	3.1.6 Location	1. The Services shall be performed at such locations, as the Purchaser may approve. Maximum of 05 QC centers at same or different locations can be chosen by the Service provider across the country.	Please confirm if UIDAI has preference for any location	No restriction as per RFP. Upto the Bidder
45	3	61	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.2 Scope of Work for ADQCSAs	Scope of Work for ADQCSAs	What are the Hours of operation (HOOPs) at language level?	TAT would be calculated for 24 Hrs PCT and packet would be uploaded round the clock for 365 days.
46	4	61	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.2 Scope of Work for ADQCSAs 5	ADQCSAs should carry out Quality check out as per processes established by UIDAI. Every enrolment and update packet will be checked independently by two QC operators.	Please confirm whether each packet will be reviewed at least twice by different advisors.	Same Packet will be given to two different operators of the same agency and if there is a discrepancy in their decision then only packet will flow to Reviewer. Complete process is explained in clause 5.1.15 of RFP
47	5	61	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.2 Scope of Work for ADQCSAs 5	ADQCSAs should carry out Quality check out as per processes established by UIDAI. Every enrolment and update packet will be checked independently by two QC operators.	What percentage of total packets shared is expected to require a checked by QC Reviewer (Team Leader)?	Based on experience it may be expected that 10% packets would require review. Please note this figure is only indicative and cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever. This figure does not have any bearing on any clause of the RFP and can not be quoted by vendors for seeking any claim whatsoever, during contract operations. This %age would be based purely on skills and training imparted to QC Operators
48	6	62	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.2 Scope of Work for ADQCSAs 6	Data verification through QC process shall remain an important component of the Aadhaar Enrolment or update process. UIDAI commits a timeline with respect to enrolment and update process to the resident. Thus, it is important that the timelines and related SLA shall be adhered to by the ADQCSAs	What is the format in which the documents will be shared by MSP (Managed Service Provider)/MSAP(Managed Service Application Provider)/ SDA(Software Development Agency) for verification.	Documents in the scanned format are made available through the QC application for verification
49	7	62	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.2 Scope of Work for ADQCSAs 7	UIDAI has engaged MSP (Managed Service Provider)/MSAP(Managed Service Application Provider)/ SDA(Software Development Agency) for development, maintenance and support for QC Applications and other related systems and components of the Aadhaar ecosystem	Is there any standard check point defined by MSP / MSAP, when validating the each application to its accuracy. Additionally, please specify any further definition of accuracy to verify applications.	Beyond purview of Bidders.
50	8	62	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.2 Scope of Work for ADQCSAs 9	ADQCSA shall maintain the confidentiality of the data and adhere to the code of conduct, IT security policy as provided by UIDAI and any amendments thereof during the contract period	Whether UIDAI engaged MSP / MSAP give individual access to each user? Will the QC operator will be assigned as per the application query?	Each user will be given login credentials and accordingly access will be given based on the roles performed by them.

51	9	62	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.2 Scope of Work for ADQCSAs 7	UIDAI has engaged MSP (Managed Service Provider)/MSAP(Managed Service Application Provider)/ SDA(Software Development Agency) for development, maintenance and support for QC Applications and other related systems and components of the Aadhaar ecosystem	Whether UIDAI to provide access to all the required application/software's related to QC work which will be hosted in UIDAI environment?	Access to only QC portals would be allowed.
52	10	63	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.3 QC process	1 -- 10	Please confirm whether UIDAI have a standard checklist to validate each category and its check point to validate the documents?	Yes
53	11	63	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.3 QC process 8	UIDAI is revamping the QC application, which shall be deployed in line with the commencement of operations by new ADQCSAs. However, for understanding of the QC process, a demonstration of QC on the current QC application shall be provided during the pre-bid meeting. Bidders are expected to understand QC process and estimate the time taken accordingly	The revamping will impact ability of ADQCSA to arrive at the processing time and thereby manpower requirements due to change in application. Hence the targeted PCT should be revised accordingly basis baselining for 2-3 months. Please elaborate.	No impact rather it will improve efficiency of delivery.
54	12	64	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.4 Enrolment process and envisaged volume 1	UIDAI Registrars have engaged Enrolment Agencies (EAs) for undertaking collection of demographic and biometric data for Aadhaar enrolment. Enrolment Centres are also being established in the banks and post offices now	Please confirm whether EA's have the standard document collection process and document checklist when collecting documents. Additionally, In what form the EA's will collect the document? What are the Security / confidential measures followed by EA's when collecting the documents?	QC process is application driven and documents in the scanned format are made available through the QC portals.
55	13	65	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Estimated total Volume and scope of work 1	1. The estimated volume cumulatively proposed to be outsourced to Aadhaar Data Quality Service check agencies for enrolment and update for a period of 2 years is envisaged to be approximately 23 Cr. However, UIDAI provides no assurance of the volume or the equal spread of the volume over the period. Bidders must make their own business assumptions for the same, based on data shared in this RFP and available on UIDAI website. UIDAI expects fluctuations in the monthly volumes for both enrolments and updates. In addition UIDAI may increase or decrease allocations at its sole discretion.	Please share average handling time (AHT) for each packet type i.e. New Enrollment & Update Details to complete all the Quality Checks.	This cannot be quantified as it depends on the efficacy of the operator. No such scale available. However , it is normally seen than an operator is able to check about 200 QC (enrolment/update) request with document or 1500 Biometric exception or 2000 DDC/DBD requests in a day of 8 hours . Please note this figure is only indicative and cannot be used as a benchmark for QC operators output. Also this cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever. This figure does not have any bearing on any clause of the RFP and can not be quoted by vendors for seeking any claim whatsoever, during contract operations.
56	14	65	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Estimated total Volume and scope of work 1	1. The estimated volume cumulatively proposed to be outsourced to Aadhaar Data Quality Service check agencies for enrolment and update for a period of 2 years is envisaged to be approximately 23 Cr. However, UIDAI provides no assurance of the volume or the equal spread of the volume over the period. Bidders must make their own business assumptions for the same, based on data shared in this RFP and available on UIDAI website. UIDAI expects fluctuations in the monthly volumes for both enrolments and updates. In addition UIDAI may increase or decrease allocations at its sole discretion.	We seek minimum guarantee for each quarter basis which the ADQCSA can plan their manpower. Please elaborate.	Enrolment /update volume is dynamic in nature and therefore no commitment can be given.
57	15	66	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.1 Hiring Manpower - ADQCSA 1	The ADQCSA shall hire manpower to undertake operations as per the guidelines prescribed by UIDAI	Please confirm whether background check are to be done for all levels.	Please refer clause 4.1.7.2 (f) of RFP.
58	16	66	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.1 Hiring Manpower - ADQCSA 2.a.ii	Hiring Manpower - Minimum educational qualification - Graduation	Can we have a mix of graduate & undergraduate resources? As of all these resources have to undergo training and certification finally to qualify for the job.	No. Please refer clause 4.1.7.1 of RFP for details on educational Qualification of resources.
59	17	66	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.1 Hiring Manpower - ADQCSA 2.a	Hiring Manpower - QC Operator(Level 1 and Level 2):	For QC Operator Level 1 & Level 2, kindly share the job role and expectations by both the levels.	Please refer to clause 5.1.15 of RFP.

60	18	66	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Estimated total Volume and scope of work 2	An indicative trend of the packet distribution trend	Please provide historical average processing time to process each packets under these categories i.e. Update, CELC, Biometric Exception, Demographic duplicate and Enrolment.	This cannot be quantified as it depends on the efficacy of the operator. No such scale available. However , it is normally seen that an operator is able to check about 200 QC request(enrolment/update) with document or 1500 Biometric exception or 2000 DDC/DBD requests in a day of 8 hours. Please note this figure is only indicative and cannot be used as a benchmark for QC operators output. Also this cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever.These figures do not have any bearing on any clause of the RFP and cannot be quoted by vendors for seeking any claim whatsoever, during contract operations.
61	19	66	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Estimated total Volume and scope of work 5	It is expected that there will be fluctuations both in the enrolment and update volumes owing to events and future policy decisions. ADQCSAs will need to cater for such fluctuations	Fluctuations upto around 10% can be managed, any fluctuation over and above will have to be treated as exception and SLAs relaxed accordingly. Please confirm.	Please refer clause 4.2.1 of RFP
62	20	67	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.1 Hiring Manpower - ADQCSA b	QC Reviewer: Should be able to make independent decision on the packet. He would also head the team under him and should satisfy the following criteria.	Please confirm whether QC reviewer (Quality Auditor) will also manage the team under him or there will be a dedicated team leader to manage the team & quality auditor will perform a quality check.	Though there is no restriction as per RFP but it is desired that there shall be different person for different roles for efficient operations.
63	21	67	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7 Hire & Train Manpower for QC and Audit c	QC Trainer	Please confirm whether if any specific training / certification to be done for trainer. Additionally, please define the QC test process and criteria.	Please refer to clause 4.1.7 of RFP. Every operator will have to undergo QC training and will have to pass a QC test given by UIDAI.
64	22	67	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7 Hire & Train Manpower for QC and Audit d	Operation Coordinator	Please confirm the Role of operation coordinator based out of Delhi & Bangalore UIDAI HO. Will he have a dedicated desk allocated at Delhi & Bangalore UIDAI HO?	The person will act as a SPOC between the vendor and UIDAI and coordinate to ensure smooth functioning of QC Operations, ensuring immediate implementation of new guidelines issued by UIDAI , managing training of QC Operators,etc
65	23	67	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7 Hire & Train Manpower for QC and Audit b	Hiring Manpower - QC Reviewer	What would be the team size expected under each QC reviewer?	No such size if prescribed in the RFP. Bidder to estimate.As per experience of UIDAI these shall be around 10% of the QC operators count.This figure of 10% is only indicative it can go up or down depending upon the quality of QC by its QC Operators.Also this cannot be used by vendors for claiming price adjustments/SLA waivers or any other claim whatsoever.These figures do not have any bearing on any clause of the RFP and can not be quoted by vendors for seeking any claim whatsoever, during contract operations.This % age depends exclusively on the skills and training imparted to QC operators by vendors.
66	24	67	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.1 Hiring Manpower - ADQCSA (d)	Hiring Manpower - Operation Coordinator	Please provide job description of Operation Coordinator in detail.	The person will act as a SPOC between the vendor and UIDAI and coordinate to ensure smooth functioning of QC Operations, ensuring immediate implementation of new guidelines issued by UIDAI , managing training of QC Operators,etc
67	25	68	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.3 Training of Manpower	Training of Manpower	What would be the duration of training?	Please refer to clause 4.1.7.2 & clause 4.1.7.3 of RFP and attached corrigendum.
68	26	68	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.3 Training of Manpower	Training of Manpower	Would we get the training content & scripts from the client?	Yes, it will be provided only to successful bidders
69	27	68	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.3 Training of Manpower	Training of Manpower	What would be the certification process?	There is no certification. However all resources will have to pass QC test given by UIDAI

70	28	68	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.3 Training of Manpower	Training of Manpower	Is there any system application involved during training? If yes, any dummy environment available for the training?	Yes it will be through QC portal , but it will be provided only to successful bidders
71	29	68	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.2 Pre requisites for all resources before deployment b	The resource should have undergone minimum 02 days training and 04 days supervised work on the process of QC. Organizing this training will be the responsibility of the ADQCSA.	Please share the training document and module.	It will be provided only to successful bidders
72	30	68	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.2 Pre requisites for all resources before deployment c	The resource has undertaken the test given by UIDAI and has passed the test by UIDAI. Test will be on UIDAI portals. All other expenses shall be borne by the vendor. UIDAI will not charge any fee for the test.	Please confirm on the UIDAI approved portal to taking the test and commercials involved in it.	All resources will have to undergo QC test given by UIDAI. No additional commercials are involved. However vendor will have to ensure necessary facilities for conducting the test.
73	31	68	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.2 Pre requisites for all resources before deployment d	Only person who has successfully passed the test from UIDAI shall be allowed to do the QC process	Please confirm the number of attempts for QA to appear the UIDAI approved test.	No such limit for passing the QC test. However, there is a cooling period of 15 days for retaking the test, during which the resource should undergo training.
74	32	70	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.6 Responsibilities of the stakeholders b	Deployment of the required hardware/software for setting up of the QC processing centers for the enrolment and update requests	What are minimum Computer specification requirement? Is there a requirement of any licenses software's like MS Office or other?	No specific requirement mandated by RFP. However, minimum 8GB RAM would be recommended for comfortable use of the QC portals.
75	33	70	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.6 Responsibilities of the stakeholders a	a.Establish exclusive QC centers as per the specifications issued by UIDAI and deploy adequate manpower as required to carry out the operations.	Please confirm whether there is any requirement of telephone/Voice infrastructure for the Agents to make calls, as this is a quality check program.	Mobile phones are not allowed on the QC floor. Vendors should ensure that the QC operators do not have access to any other communication devices.
76	34	70	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.6 Responsibilities of the stakeholders b	b) Responsibilities of the Agency (ADQCSA) d. Establish the secure MPLS/P2P connectivity of adequate bandwidth between the QC processing centers and the UIDAI systems as per the UIDAI's security protocols.	Please specify who would provide & manage end to end MPLS /P2P connectivity to UIDAI Data Centre ? If agency required to provide MPLS connectivity, please share both primary and Data Centre address of UIDAI.	ADQCSA will have to establish secure MPLS/P2P connectivity along with equal redundancy between their centers and UIDAI data centres at Manesar & Hebbal. Please refer clause 4.1.7.6 (b) (d) and other multiple locations of RFP.
77	35	70	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.6 Responsibilities of the stakeholders b	Responsibilities of the Agency (ADQCSA) d. Establish the secure MPLS/P2P connectivity of adequate bandwidth between the QC processing centers and the UIDAI systems as per the UIDAI's security protocols.	What is the per seat MPLS / P2P bandwidth to be considered by agency for accessing all UIDAI applications?	The average size of each QC packet would be approximately 5 MB. The bidder should estimate the bandwidth requirement accordingly. Also for indicative purpose expected hourly allocation of QC packets is attached as Annexure 'I' to these replies. Please note that figures in this attachment is only for indicative purpose. These figures do not have any bearing on any clause of the RFP and can not be quoted by vendors for seeking any claim whatsoever viz price adjustment, SLA waivers etc, during contract operations.
78	36	70	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.6 Responsibilities of the stakeholders b	Deployment of the required hardware/software for setting up of the QC processing centers for the enrolment and update requests	Is there any requirement for Scanning / printing ? If yes, please elaborate the scope and share the specification for scanner / printer	No Scanner / Printer is allowed
79	37	71	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.7 ADQCSA – QC centers 3(d)	Compliant to UIDAI ecosystem partners security guidelines	Please elaborate on UIDAI approved ecosystems security guidelines	Please refer to clause 5.1.11 of RFP
80	38	71	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.7 ADQCSA – QC centers 3(f)	Internal Video monitoring system (CCTV), with facility for storage of feed for six months. Live CCTV feed to be made available to UIDAI over internet/MPLS/P2P for monitoring.	Please elaborate on the systems / hardware requirement.	Vendor to make adequate arrangement
81	39	71	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.7 ADQCSA – QC centers 7	Internet access should be restricted to Operational Requirements only.	What is the internet bandwidth to be considered for per agent for operational use ?	No internet is allowed on QC operations, however for making available CCTV feed it may be required, please refer RFP clause 4.1.7.7.3 (f) of RFP.

82	40	73	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.1 Turn Around Time (TAT) SLA 2	Packet Clearance Time (PCT) of 24 hrs. or 48 Hrs. or 72 Hrs. and so on.. (multiple of 24 Hrs.) shall be assigned to each packet at the time of allocation of the packet to the vendor, depending upon the quantum of allocation of packets (language wise) as against the daily target. The PCT will be 24 Hrs. for allocation upto daily target and shall be 48 hours for additional allocation of more than daily target but less than or equal to twice the daily target. Similarly PCT will be 72 hours for additional allocation more than twice the target and upto and including three times the daily target. This way 96 Hours ,120 hours and so on are allocated to additional allocations.	Please elaborate if the Packet are delayed due to any reason by packet vendor allocation	Please refer clause 4.2.1 (9) of the RFP
83	41	73	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.1 Turn Around Time (TAT) SLA	Packet Clearance Time (PCT)	Please provide clarity on how to calculate PCT if in case the allocated packets are more then target packets	Please refer clause 4.2.1 of the RFP
84	42	76	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.2 - Quality SLA 2	The quality audit shall be a four stage process, where at stage 1 the QC auditor shall evaluate the decision taken by the QC operator deployed by ADQCSAs. In case if the disposition of the QC operator is found to be incorrect, the packet will be sent to for review to the ADQCSA , this will be the stage 2 of QC audit. The vendor may accept the error or raise a rebuttal on the decision taken by the QC Auditor within 24 Hrs. of the packet being sent for review. In cases where the vendor raises a rebuttal, the audit shall be closed by the QC Audit reviewer called stage 3, who will review the decision of the QC auditor along with the justification submitted by Vendors. In case if the decision of the audit reviewer is different from QC reviewer in that case decision will be taken at stage 4 by UIDAI/GRCP. Turn Around time SLA is applicable to ADQCSAs for packets in review (stage 2) for Audit @ 10% for every 24 hrs. after the allocated 24 Hrs.	Please share the hierarchy matrix of QC reviewer.	Please refer clause 5.1.15 of the RFP
85	43	76	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.2 - Quality SLA	Errors in packets disposed by vendors shall be counted towards quality error. UIDAI shall engage a third party auditor to perform quality audit on the packets disposed by the agencies. A random sample of minimum 10% of the completed work per(correct and incorrect) operator deployed by the agencies shall be audited daily. UIDAI may increase or decrease the sample size of 10% of completed work for audit at any time during the contract.	Please specify the sampling % for service provider to be audited by agencies quality team, since 10% random audit sample is mentioned for 3rd party.	A random sample of minimum 10% of the completed work per(correct and incorrect) operator deployed by the agencies shall be audited daily. ADQCSAs will get the opportunity to review the Audit decision for packets marked as Error by Audit and can submit their rebuttals if any as part of the Audit process. Refer clause 4.2.2(1) & 4.2.2(2) of RFP.
86	44	76	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.2 - Quality SLA	Quality SLA	Please elaborate on the monitoring guidelines required or suggest whether agencies can propose QMS.	Bidders have to implement whatever monitoring mechanism they want so as to improve quality of QC
87	45	76	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.2 - Quality SLA	Quality SLA	Please specify the ratio of QC operator to QC reviewer	No such size if prescribed in the RFP. Bidder to estimate.As per experience of UIDAI these shall be around 10% of the QC operators count.This figure of 10% is only indicative it can go up or down depending upon the quality of QC by its QC Operators.Also this cannot be used by vendors for claiming price adjustments/SLA waivers or any other claim whatsoever.These figures do not have any bearing on any clause of the RFP and can not be quoted by vendors for seeking any claim whatsoever, during contract operations.This % age depends exclusively on the skills and training imparted to QC operators by vendors.
88	46	76	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.2 - Quality SLA	Quality SLA recovery	Please confirm whether control management matrix required in case guidelines are available or suggest if agencies can propose by considering business criticality in mind.	Bidders have to implement whatever monitoring mechanism they want so as to improve quality of QC
89	47	77	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.3 Grave Error SLA 1	UIDAI has defined certain errors as Grave Errors.	Please share the details on list of grave error.	Refer clause 5.1.15 of RFP
90	48	112	SECTION-V – ANNEXURES AND APPENDICES	5.1.13 &14 - ANNEXURE XIII: L	Language wise data for enrolment and update	For sizing perspective, shall we consider average volume for last 6 months by language shared in the RFP? If not, please suggest the language wise volume and people ratio for each level. Additionally, please provide data for at least 2-3 years.	It is elaborated in clause 4.1.6 and 4.2.1 of RFP

91	49	112	SECTION-V – ANNEXURES AND APPENDICES	5.1.13 &14 - ANNEXURE XIII	Language wise data for enrolment and update	What is the week of the month pattern and day of the week pattern of volume distribution ?	It is elaborated in clause 4.1.6 and 4.2.1 of RFP
30-May	Vendor 6						
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
92	1	47	SECTION-II - INSTRUCTION TO BIDDERS	2.1.7 2. Extension of the contract 3.2.4 Expiration of Contract	The contract may be extended by two more years, on year to year basis. The extension shall be at the discretion of UIDAI. During extension period, the rate shall be increased	We request that in place of solely the discretion of UIDAI it should be mutually agreed	No Change
93	2	47	SECTION-II - INSTRUCTION TO BIDDERS	2.2.1 Eligibility criteria – Pre-qualification - 2 (6) Project execution experience in India	c) For contracts under Non-Disclosure Agreement with the client, the bidder, in lieu of (a) or (b) above, shall submit the copy of NDA along with Company's statutory auditor/ Company Secretary/ Chartered Accountant certificate duly attested by company's authorized signatory, stating – i. Total value of PO/WO, ii. date of commencement and completion of contract, iii. total scope of PO/WO, iv. Whether the contract has been completed in all respects. If contract is not completed, in that case certificate shall mention that the contract has gone live and is currently in running/operation phase. v. Overall cost of Manpower supply (manpower outsourcing) /BPO services/back end processing/data entry/data verification services/ITES	We request that since the NDA is between the two organisation the copy of the same may not be insisted and certificate of company secretary only be considered for all the other matter where NDA is in place or PO Cannot be shared dur to NDA	Refer to attached corrigendum for amendment to Clause 2.2.1.6(6) , 2.3.1 (1.2) , 5.1.1 , 5.1.3 and 5.2.6 of RFP
94	3	44	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.1.9.2 Measures to be taken by the Purchaser;	3.1.9.2 If the successful bidder, in the judgment of UIDAI/purchaser, has engaged in misrepresentation of facts/information, corrupt or fraudulent practices in competing for the bid or in executing this Contract; OR If the successful bidder submits to UIDAI/purchaser a false statement/facts. In such cases UIDAI/Purchaser may also forfeit the PBG and/or take appropriate action against the successful bidder.	May be Amended as : 3.1.9.2 If the successful bidder, in the judgment of UIDAI/purchaser, has engaged in willful misrepresentation of facts/information, corrupt or fraudulent practices in competing for the bid or in executing this Contract; OR If the successful bidder willfully submits to UIDAI/purchaser a false statement/facts. In such cases UIDAI/Purchaser may also forfeit the PBG and/or take appropriate action against the successful bidder.	Clause 3.1.9(2) of RFP stands amended as per attached corrigendum.
95	4	45	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.2.3 Commencement of Services	3. In case of delay in commencement of QC operations in each phase as per the implementation plan above, Liquidated Damages as per clause 3.9 shall be applicable. For Example, if ADOCSA has commenced Phase 1 operation with 25% capacity on T+90 days and has commenced Phase 2 operation with 50% capacity by T+125 days, then LD for delay of 5 days in commencement of operation for Phase 2 is applicable@ 2% of the cost of Actual shortfall of packets (2% of the cost of 25 % packets which would have been allocated during 5 days	May be Amended as : Liquidated Damages shall be 0.5% of the value of delayed goods/ services subject to a limit of 5% of the value of the delayed goods/ services and shall be levied only if the delay is for reasons solely and entirely attributable to Bidder and not for delay due to reasons attributable to UIDAI and/or its other vendors or due to reasons of Force Meajure.	No Change
96	5	47	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.2.7 Force majeure		Following Line May be added: However Bidder shall be entitled to receive payments for all services rendered by it under this Agreement.	Query Not clear
97	6	48	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.2.8 Suspension	1. The Purchaser may, by written notice of suspension to the Service Provider, suspend all payments to the Service Provider hereunder if the Service Provider fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the Service Provider to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the Service Provider of such notice of suspension. 2. The suspension of payment will be applicable in cases where the penalties calculated by the purchaser exceed the PBG amount.	Payment suspension provision is very wide . It should be revived by UIDAI	No Change

98	7	49	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.2.9 Termination	<p>3.2.9.1 By the Purchaser</p> <p>The Purchaser may, without prejudice to any other remedy for breach of Contract, terminate this Contract in case of the occurrence of any of the events specified in paragraphs (1) through (10) of this Clause GCC 3.2.9.1. In such an occurrence the Purchaser shall give a not less than thirty (30) days' written notice of termination to the Service Provider:</p> <p>1. If the Service Provider does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Purchaser may have subsequently approved in writing.</p> <p>2. If the Service Provider, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.</p> <p>3. If, as the result of Force Majeure, the Service Provider are unable to perform a material portion of the Services for a period of not less than sixty (60) days.</p> <p>4. If the Service Provider submits to the Purchaser a false statement which has a material effect on the rights, obligations or interests of the Purchaser.</p> <p>5. If the Service Provider places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Purchaser.</p> <p>6. If the Service Provider fails to provide the quality services as envisaged under this Contract. The Purchaser may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The UIDAI may decide to give one chance to the Service Provider to improve the quality of the services.</p> <p>7. If the Service Provider has been blacklisted by the UIDAI or disqualified for any reason.</p> <p>8. If the Service Provider fails to fulfill its obligations under Clause GCC 3.3 hereof.</p> <p>9. If the Service Provider fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GCC 3.8 hereof.</p> <p>10. In the event of Service Provider is found :</p> <p>a. Sub-contracting of work/services without the prior written approval of UIDAI.</p> <p>b. Provided incorrect information to UIDAI.</p> <p>c. Non co-operative during audits conducted by UIDAI/ UIDAI Regional Office or auditing agencies appointed for the purpose.</p> <p>11. In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause GCC Clause 3.2.9.1, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not performed, and the Service Provider shall be liable to the Purchaser for any additional costs for such similar services. However, the Service Provider shall continue performance of the Contract to the extent not terminated.</p> <p>12. If the Service Provider is found to have committed acts leading to breach of privacy , or not implemented the appropriate controls required for proper security of data</p> <p>.</p>	<p>The provision on Termination by the Purchaser is very wide. It should be reviewed by UIDAI</p>	<p>No Change</p>
99	8	50	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.2.9.2 Termination of Convenience by Purchaser	<p>1. The Purchaser may by written notice sent to the bidder, terminate the Contract, in whole or in part at any time of its convenience by giving a prior written notice of ninety days. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.</p>	<p>This may be included: It is clarified that costs for unrecovered investments shall be towards the amounts payable by the service provider to third parties resulting from early termination of this contract and service provider shall reasonably substantiate the details of such unrecovered investments.</p>	<p>No Change</p>

100	9	51	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.2.9.3 By the Service Provider	<p>The Service Providers may terminate this Contract, by giving not less than ninety (90) days' written notice to the Purchaser, (such notice to be given after the occurrence of any of the events specified in paragraphs (1) through (4) of this Clause GCC 3.2.9.3:</p> <p>1. If the Purchaser fails to pay any money due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause GCC 3.8 hereof within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue.</p> <p>2. If, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than thirty (30) days.</p> <p>3. If the Purchaser fails to comply with any final decision reached as a result of arbitration pursuant to Clause GCC 3.8 hereof.</p> <p>4. If the Purchaser is in material breach of its obligations pursuant to this Contract and has not remedied the same within thirty (30) days (or such longer period as the Service Provider may have subsequently approved in writing) following the receipt by the Purchaser of the Service Provider's notice specifying such breach.</p> <p>3.2.9.4 Cessation of Rights and Obligations</p> <p>1. Upon termination of this Contract pursuant to Clauses GCC 3.2.2 or GCC 3.2.9 hereof, or upon expiration of this Contract pursuant to Clause GCC 3.2.4 hereof, all rights and obligations of the Parties hereunder shall cease, except:</p> <p>a. such rights and obligations as may have accrued on the date of termination or expiration;</p> <p>b. the obligation of confidentiality set forth in Clause GCC 3.3.3 hereof;</p> <p>c. the Service Provider's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GCC 3.3.6 hereof; and</p> <p>d. any right which a Party may have under the Law.</p> <p>3.2.9.5 Cessation of Services</p> <p>1. Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GCC 3.2.9.1 or GCC 3.2.9.2 hereof, the Service Provider shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents, data, and/ or any other material prepared by the Service Provider and equipment and materials furnished by the Purchaser, the Service Provider shall proceed as provided, respectively, by Clauses GCC 3.3.9 or GCC 3.3.10 hereof.</p> <p>3.2.9.6 Payment upon Termination</p> <p>1. Upon termination of this Contract pursuant to Clauses GCC 3.2.9.1 or GCC 3.2.9.2, the Purchaser shall make the following payments to the Service Provider:</p> <p>a. If the Contract is terminated pursuant to Clause GCC 3.2.9.1 (4), (7), (9), (11) and (12) or 3.2.9.2, remuneration pursuant to Clause GCC 3.6.3(c) hereof for Services satisfactorily performed prior to the effective date of termination;</p> <p>b. If the agreement is terminated pursuant to Clause GCC 3.2.9.1 (1) to (3), (5), (6), (8), (10), the Service Provider shall not be entitled to receive any agreed payments upon termination of the contract. However, the Purchaser may consider making payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to the Purchaser. Applicable under such circumstances, upon termination, the Purchaser may also impose liquidated damages as per the provisions of Clause GCC 3.9 of this agreement. The Service Provider will be required to pay any such liquidated damages to Purchaser within 30 days of termination date.</p> <p>3.2.9.7 Disputes about Events of Termination</p> <p>1. If either Party disputes whether an event specified in Clause GCC 3.2.9.1 or in Clause GCC 3.2.9.2 hereof has occurred, such Party may, within thirty (30) days after receipt of notice of termination from the other Party, refer the matter to Clause GCC 3.8 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award</p>	We request UIDAI to Reconsider the said clause be deleted	No Change
					<p>expenditures for this purpose to a minimum. With respect to documents, data, and/ or any other material prepared by the Service Provider and equipment and materials furnished by the Purchaser, the Service Provider shall proceed as provided, respectively, by Clauses GCC 3.3.9 or GCC 3.3.10 hereof.</p> <p>3.2.9.6 Payment upon Termination</p> <p>1. Upon termination of this Contract pursuant to Clauses GCC 3.2.9.1 or GCC 3.2.9.2, the Purchaser shall make the following payments to the Service Provider:</p> <p>a. If the Contract is terminated pursuant to Clause GCC 3.2.9.1 (4), (7), (9), (11) and (12) or 3.2.9.2, remuneration pursuant to Clause GCC 3.6.3(c) hereof for Services satisfactorily performed prior to the effective date of termination;</p> <p>b. If the agreement is terminated pursuant to Clause GCC 3.2.9.1 (1) to (3), (5), (6), (8), (10), the Service Provider shall not be entitled to receive any agreed payments upon termination of the contract. However, the Purchaser may consider making payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to the Purchaser. Applicable under such circumstances, upon termination, the Purchaser may also impose liquidated damages as per the provisions of Clause GCC 3.9 of this agreement. The Service Provider will be required to pay any such liquidated damages to Purchaser within 30 days of termination date.</p> <p>3.2.9.7 Disputes about Events of Termination</p> <p>1. If either Party disputes whether an event specified in Clause GCC 3.2.9.1 or in Clause GCC 3.2.9.2 hereof has occurred, such Party may, within thirty (30) days after receipt of notice of termination from the other Party, refer the matter to Clause GCC 3.8 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award</p>		
101	10	51	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.2.9.7 Disputes about Events of Termination	<p>1. If either Party disputes whether an event specified in Clause GCC 3.2.9.1 or in Clause GCC 3.2.9.2 hereof has occurred, such Party may, within thirty (30) days after receipt of notice of termination from the other Party, refer the matter to Clause GCC 3.8 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.</p>		No Change
102	11	51	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.2.10 Extension of Contract	<p>101. The contract may be extended by two periods of one year each at the end of the 2 year contract, subject to satisfactory performance. The extension shall be at the discretion of UIDAI. During extension period, the rate per packet shall be increased by 5% each year (Rate for 2nd year of extension shall be the rates of 1st year of extension but increased by 5%). However, extension shall be subject to the satisfactory performance of the service provider and solely at the discretion of UIDAI.</p>	Extension need to be mutually agreed upon	No Change

103	12	52	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.3.5 Insurance to be Taken Out by the Service Provider	1. The Service Provider 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. The risks and the coverage shall be as follows: i. Third Party liability insurance, with a minimum coverage of the value of the contract ii. Professional liability insurance, with a minimum coverage of the value of the contract iii. Purchaser's liability and workers' compensation insurance in respect of the Personnel of the Service Provider and in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel, other insurance or provident fund, ESI as may be appropriate; and iv. Insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Service Provider's property used in the performance of the Services, and (iii) any outputs prepared by the Service Provider in the performance of the Services. 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.		No Change
104	13	35	SECTION-II - INSTRUCTION TO BIDDERS	2.3.1 CRITERIA FOR TECHNICAL EVALUATION 3.3.3	Commitment for employee retention. Bidders to give commitment of % of employees (deployed by vendors for Quality Check under this contract) that will have minimum of 3 months experience in company • 95% or more – 5 • 90% or more – 3 • 85% or more – 2 • Less than 85% - 0	We request UIDAI to review this clause	No Change
105	14	35	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.2.3 Commencement of Services		We request that the time frame for Commencement of service for Phase 1, 2 ,3 4 should considered as T+90, +120, T+150, T+180 respectively and accordingly time frame for all the activities should be reconsider	No Change
106	15	53	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.3.7 Sub- contracting	1. The Service Provider shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract without the prior written approval.	May be amended as : 1. The Service Provider shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract without the prior written approval; which shall not be withheld or denied.	Not agreed to. Clause 3.3.7 stands modified vide attached corrigendum.
107	16	53	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.3.9 Rights of Use	1. All rights of use of any process, product, service, or data developed, generated, or collected, received from UIDAI or any other task performed by the Service Provider under the execution of the contract, would lie exclusively with the Purchaser or its nominated agencies in perpetuity free from all liens, encumbrances, and other third party rights and the Service Provider shall, wherever required, take all steps that may be necessary to ensure the transfer of such rights in favour of the Purchaser or its nominated agencies.		No Change
108	17	53	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.3.10 Safety & Security of Data, Premises, Location/ site	1. The Data, information, documents provided by the Purchaser to the Service Provider is the property of the Purchaser. The Service Provider shall display due diligence in the handling of the said data and be responsible for the Data, thus provided. 2. The Service Provider shall not use the information, the name or the logo of the Purchaser and/or Government of India except for the purposes of providing the services as specified under this contract. 3. The Service Provider shall not use and/or transmit any information, data, layouts, designs, diagrams, storage media (hard disk/tapes) or any other goods/material in physical or electronic form, which are proprietary to or owned by the Purchaser, without prior written permission from the Purchaser. 4. The Service Provider shall follow the UIDAI Information Security Guidelines and amendments thereof prevalent on the bid submission day and also issued during contract duration. 5. The Service Provider would be governed by the provisions of the Law of the Land, including but not limited to the IT Act 2000, the Aadhaar Act- 2016, Aadhaar Regulations 2016, and other relevant Acts and amendments thereof. 6. The Purchaser reserves the right to carry out third party Audits of the Service Provider to ensure compliance of stated and implicit requirements. 7. The rogue behavior of the employees of Service Provider shall fall under the 'Unlimited liability' to the Service Provider. b. shall periodically permit the Purchaser or its designated representative and/or the Purchaser, and up to five years from expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Purchaser or the Purchaser, if so required by the Purchaser or the Purchaser as the case may be. 3. The Purchaser shall have the right to carry out inspection checks, audits of the Service Provider's premises and/ or locations, facilities, or point of delivery of services performed under this contract after giving a prior notice of 07 days.		Clause 3.3.10 of RFP stands amended as per attached corrigendum.

					4. The Purchaser shall have the right to carry out scheduled/ un- scheduled visits to any of the locations, premises & facilities and oversee the processes and operations of the Service Provider.		
109	18	54	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.3.12 Intellectual Property Rights (IPR)	1. The intellectual property rights to all the outputs, deliverables, data, and reports developed during the execution of this Contract shall remain sole property of the Purchaser.	May be amended as: 1. The intellectual property rights to all the outputs, deliverables, data, and reports solely and exclusively developed by the Bidder/Service Provider during the execution of this Contract shall remain sole property of the Purchaser. 2. Notwithstanding the above, all intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder's proprietary products or components thereof any development carried out by Bidder thereto in the course of providing services hereunder, including customisation, enhancement, interface development etc. shall remain the exclusive property of Bidder and Purchaser shall not acquire any right title or interest of any nature therein except to the extent provided herein. Bidder shall however grant in favour of Purchaser the right and non exclusive, non transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. The foregoing license does not authorizes Purchaser to (a) separate Bidder pre-existing IP from the deliverable/software in which they are incorporated for creating a stand alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Bidder pre-existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Bidder in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder pre-existing IP. 3. All the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and Purchaser shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software. 4. Each Party shall be entitled to use in the normal course of its business and in providing same or similar services or development of similar deliverables for its other clients, the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Agreement and Statement of Work(s) hereunder. For the purposes of clarity the Bidder shall be free to provide any services or design any deliverable(s) that perform functions same or similar to the deliverables being provided hereunder for the Purchaser, for any other client or customer of the Bidder (including without limitation any affiliate, competitor or potential competitor of the Purchaser). Nothing contained in this section shall relieve either party of its confidentiality obligations with respect to the proprietary and confidential information or material of the other party.	No Change
110	19	55	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.6 PAYMENTS TO THE SERVICE PROVIDER		Payment to be done quarterly. All invoices and bills will be raised by Bidder as per the Payment Terms and will become due for payment within thirty (30) days of presentation. All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by UIDAI and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement.	Not Agreed to.
111	20	58	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.9 LIQUIDATED DAMAGES	1. If the service provider fails to commence QC services as per time plan specified by UIDAI (Clause 3.2.3 of GCC) due to reasons solely attributable to vendors for which decision of UIDAI shall be final and binding, liquidated damages at the rate of 2% on the cost of Actual shortfall of service is applicable. Actual shortfall of service will be calculated as the difference between the actual number of packets which should have been allocated as per the commencement plan and the actual packets allocated. For Example:- if there is a delay of 9 days in the commencement of QC services for phase 1, then a recovery shall be applicable @ 2% of cost of packets which would have been allocated for 9 days (2% of cost of 25% packets for 9 days). This LD shall continue till required levels of QC operations are achieved. LD will be over and above SLA recoveries on TAT, Quality and Grave Error payable. Total LD will be separately capped at maximum of 10% of the work done during the entire duration of the contract. Work done during the contract would be cost of total number of packets quality checked with document during the contract [total number of packets Quality checked with documents * Rate per packet(without tax)].	We request UIDAI to deleted this clause	No Change

112	21	58	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.10 ADHERENCE TO RULES & REGULATIONS	5. The Service Provider shall at all times indemnify and keep indemnified the Purchaser for any situation arising out of this clause while providing its services under the Project.	We request deletion of this clause ; This is a very wide sentence	No Change
113	22		SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.11.1 Limitation of Liability	1. Except in case of gross negligence or willful misconduct: a. Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Service Provider to pay liquidated damages to the Purchaser; and b. The aggregate liability of the Service Provider to the Purchaser whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price provided that this limitation shall not apply to any obligation of the Service Provider to indemnify the Purchaser with respect to patent infringement. c. The Purchaser shall not be liable to the Service Provider in case of any loss or profits or additional costs incurred etc. subsequent to termination of contract as per clause GC 3.2.2 of this contract.	Bidders' corporate policy restricts the liability to the amount of 12 months of fees paid. We request UIDAI to delete this clause	No Change
114	23	59	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.12 MISCELLANEOUS PROVISIONS	4. The Service Provider shall at all times indemnify and keep indemnified the Purchaser against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Project. 5. The Service Provider shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the Service Provider. The total amount of such compensation or damages to be paid under this condition shall not exceed 20% of the contract value of work at the time of signing of the contract. 6. The Service Provider shall at all times indemnify and keep indemnified the Purchaser against any and all claims by Employees, agent(s), employed engaged or otherwise working for the Service Provider, in respect of wages, salaries, remuneration, compensation or the like. 7. All claims regarding indemnity shall survive the termination or expiry of the Contract. 8. All materials provided to the Purchaser by bidder are subject to public disclosure laws such as RTI etc. 9. The Service Provider shall not make or permit to make a public announcement or media release about any aspect of the Contract without a written consent from the Purchaser. 10. The Estimated contract value shall be as discovered in BOQ_XXXX.xls and the same shall be updated in Section 3.6.1 thereafter.	4. The Service Provider shall at all times indemnify and keep indemnified the Purchaser against all reasonable third party claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Project. 5. The Service Provider shall at all times indemnify and keep indemnified the Purchaser against any reasonable claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the Service Provider. The total amount of such compensation or damages to be paid under this condition shall not exceed 210% of the contract value of work at the time of signing of the contract. 6. The Service Provider shall at all times indemnify and keep indemnified the Purchaser against any and all reasonable claims by Employees, agent(s), employed engaged or otherwise working for the Service Provider, in respect of wages, salaries, remuneration, compensation or the like. 7. All claims regarding indemnity shall survive the termination or expiry of the Contract. 8. All materials provided to the Purchaser by bidder are subject to public disclosure laws such as RTI etc. 9. The Service Provider shall not make or permit to make a public announcement or media release about any aspect of the Contract without a written consent from the Purchaser. 10. The Estimated contract value shall be as discovered in BOQ_XXXX.xls and the same shall be updated in Section 3.6.1 thereafter.	Question not clear. No change in the RFP Clause
115	24	71	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2 PART-II - SERVICE LEVEL AGREEMENT	4.2.4 Cumulative Quarterly SLA 1. Cumulative Quarterly SLA recovery for the quarter shall include recoveries on account of TAT SLA, Quality SLA, Grave Error SLA. 2. SLA recoveries shall be calculated on quarterly basis and one or more SLA recovery will be levied concurrently. 3. The overall cumulative SLA recovery for the entire duration of the contract shall not exceed 10% of the work done[without tax] during the entire duration of the contract. Work done during the contract would be cost of total number of packets quality checked with document during the contract [total number of packets Quality checked with documents * Rate per packet(without tax)]. 4. Cumulative Quarterly SLA shall be capped at 10% of the Total quarterly invoice value(without tax). SLA recovery applicable for the quarter shall be either calculated value or capped value, whichever is lower. 5. For any two consecutive quarters , if the Cumulative quarterly SLA recovery has breached the Maximum quarterly cap of 10%, in that case, capping will be stepped up to 15% in the third quarter. 6. For any three consecutive quarters , if the Cumulative quarterly SLA recovery has breached the Maximum quarterly cap of 10%, in that case, capping will be stepped up to 20% in the fourth quarter.	Bidder wishes to add the exceptions to the uptime. The overall penalty cap is more than 10% which is not a standard norm The penalty under any provision of the contract should not exceed 10% of the contract value	Not Agreed to.
116	25	53	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.3.7 Sub-contracting	1. The Service Provider shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract without the prior written approval.	. Please clarify the whether sub-contracting work is allowed in this RFP or not ? At the out set ? As this would have price considerations	Not allowed. Clause 3.3.7 stands modified vide attached corrigendum.
117	26	58	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.9 LIQUIDATED DAMAGES		The LD /penalty under any provision of the contract should not exceed 10% of the contract value	Refer clause 3.9 of RFP.No Change

118	27	65	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Estimated total Volume and scope of work	TAT SLA shall be applicable from the 2nd Month of operations. All other SLAs shall be applicable from 1st day of commencement of QC operations.	UIDAI should give minnum Guarantee of packets .Can UIDISA share the verage number of packet given to incumbment vendor & TAT shall be applicable after one quarter only	Enrolment /update volume is dynamic in nature and therefore no commitment can be given. However, UIDAI shall make all efforts to meet the daily target shared with the vendor every Quarter. NO change to TAT
119	28	77	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.7 ADQCSA – QC centers	1. Each ADQCSA shall establish QC centers at maximum of 05 locations.	Is it mandatory to have 5 QC Centres ? Please clarify and also how many shift operation is envisaged by UIDAI ?	Upto to bidder, can setup maximum of 5 QC centres
120	29	77	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.3 Grave Error SLA	1. UIDAI has defined certain errors as Grave Errors. 2. Based on third party audit on sample as defined in clause 4.2.2.1, all Grave error cases not detected or wrongly marked during QC shall be counted towards 'Grave Errors SLA'. 3. A recovery of Rs. 2000/- for first six months and Rs. 5000/- thereafter shall be levied as recovery for each of such grave errors from ADQCSAs.	Please elucidate on grave error . Further the line A recovery of Rs. 2000/- for first six months and Rs. 5000/- thereafter shall be levied as recovery for each of such grave errors from ADQCSAs. Shall be deleted. The over all LD/Penalty should be limited to 10% of contract value	Grave error is not part of LD. It is part of SLA
121	30	100	SECTION-V – ANNEXURES AND APPENDICES	5.1.11 ANNEXURE XI: UIDAI Information Security Guidelines for Third party (ADQCSA) Asset Management	The Agency shall keep the register up to date. UIDAI may withhold the 10% payment RFP for Aadhaar Data Quality Check Service Agencies 2020 in case of any such breach of same or may impose a recovery of Rs. 10,000 per such violation.	This clause be deleted	No Change
122	31	106	SECTION-V – ANNEXURES AND APPENDICES	5.1.11 ANNEXURE XI: UIDAI Information Security Guidelines for Third party (ADQCSA) Systems Operations security	1. All systems that connect to CIDR or handle the residents' personal data shall be secured using endpoint security solutions. At the minimum, anti-virus / malware detection software shall be installed on such systems;	Kindly specify the specification of anitvirus/mlaware detection software, if any ?	Vendor may decide
123	32	107	SECTION-V – ANNEXURES AND APPENDICES	5.1.11 ANNEXURE XI: UIDAI Information Security Guidelines for Third party (ADQCSA) VII. Communications Security	1. The network between CIDR and ADQCSA shall be secure. ADQCSA shall connect with CIDR through leased MPLS lines; 2. ADQCSA shall ensure that the QC Terminal is dedicated for the UIDAI activities and is not used for any other activities of the ADQCSA;	Please share the capacity/bandwidth of MPLS lines connectivity at present is there a requirement of redundancy ?	The average size of each QC request would be approximately 5 MB. The bidder should estimate the bandwidth requirement accordingly. The redundant MPLS connectivity to be established with both data centres at Hebbal and Manesar. Also for indicative purpose expected hourly allocation of QC packets is attached as annexure 'T' to theses replies.Please note that figures in this attachment is only for indicative purpose.These figures do not have any bearing on any clause of the RFP and can not be quoted by vendors for seeking any claim whatsoever viz price adjustment,SLA waivers etc, during contract operations.
124	33	General	General	General	Data packet size	please share some statistic on the appoximate size of each data packet, and average time taken by operator to clear per packet and at present operations are being carried from how many centres?	The average size of each QC request would be approximately 5 MB. As an indicative figure , an operator is able to clear 200 packets with documents per day. Please note this figure is only indicative and cannot be used as a benchmark for QC operators output. Also this cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever. These figures do not have any bearing on any clause of the RFP and can not be quoted by vendors for seeking any claim whatsoever during contract operations.

125	34		SECTION-V – ANNEXURES AND APPENDICES	5.2.4 APPENDIX XIX – FORM 19 - INTEGRITY PACT	<p>Section 3 - Disqualification from tender process and exclusion from future contracts</p> <p>If the Bidder, before contract award or during execution has committed a transgression through a violation of Section 2 or in any other form such as to put his reliability or credibility as Bidder into question, the Principal is entitled to disqualify the Bidder from the tender process or to terminate the contract, if already signed, for such reason.</p> <p>(1) If the Bidder has committed a transgression through a violation of Section 2 such as to put his reliability or credibility into question, the Principal is entitled also to exclude the Bidder from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the circumstances of the case, in particular the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder and the amount of the damage. The exclusion will be imposed for a minimum of 6 months and maximum of 3 years.</p> <p>(2) A transgression is considered to have occurred, if the Principal after due consideration of the available evidence, concludes that no reasonable doubt is possible.</p>		No Change
126	35		SECTION-V – ANNEXURES AND APPENDICES	5.2.4 APPENDIX XIX – FORM 19 - INTEGRITY PACT	<p>Section 4 - Compensation for Damages</p> <p>1. If the Principal has disqualified the Bidder from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover from the Bidder liquidated damages equivalent to Earnest Money Deposit / Bid Security or will execute Bid-Securing Declaration.</p> <p>2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the principal shall be entitled to demand and recover from the Bidder liquidated damages equivalent to Security Deposit / Performance Bank Guarantee.</p> <p>Section 5 - Previous transgression</p> <p>(1) The Bidder declares that no previous transgressions occurred in the last 3 years with any other Company in any country conforming to the anti-corruption or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.</p> <p>Section 9 - Pact Duration</p> <p>This Pact begins when both parties have legally signed it. It expires for the successful Bidder 12 months after the last payment under the respective contract, and for all other Bidders 6 months after the contract has been awarded.</p>		No Change
127	36		SECTION-V – ANNEXURES AND APPENDICES	5.2.6 APPENDIX XXI – FORM 21 - NON-DISCLOSURE AGREEMENT	<p>1. The confidential information to be disclosed by the Purchaser under this Declaration ("Confidential Information") shall include without limitation, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to processes, methodologies, algorithms, risk matrices, thresholds, parameters, reports, deliverables, work products, specifications, architecture, project information, money laundering typologies, related computer programs, systems, trend analysis, risk plans, strategies and information communicated or obtained through meetings, documents, correspondence or inspection of tangible items, facilities or inspection at any site to which access is permitted by the Purchaser. We also hereby agree that this NDA will be binding on us through-out the bidding process and contract period and will survive the contract period in case we are selected as a successful vendor.</p> <p>2. Confidential Information does not include information which:</p> <p>9. The Vendor agrees to indemnify the Purchaser against any and all losses, damages, claims, or expenses incurred or suffered by the Purchaser as a result of the Vendor's breach of this Agreement.</p> <p>11. Notwithstanding any other provisions of this Agreement, the obligations of confidentiality of the information shall survive the termination or expiration of this Agreement.</p>	<p>Bidder shall also be sharing certain confidential information to UIADI, hence the entire NDA need to be mutual.</p> <p>Clear marking of oral confidential information is important.</p> <p>An NDA cannot be perpetual</p> <p>Bidder wishes to add fifth exceptions to Confidential Information</p> <p>Indemnity in an NDA cannot be provided</p> <p>The NDA obligations cannot be perpetual</p>	<p>Clause 5.2.6 (9) of the RFP stands deleted as per attached corrigendum.</p> <p>Other suggestions not agreed to therefore no change in RFP.</p>
31-May	Vendor 7						
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
128	1	18	SECTION-II - INSTRUCTION TO BIDDERS	2.1.7 Tenure of the contract	says 2 years and then at discretion of UIDAI extendable by 2 years	can a commercial be made assuming 4 year deal term where UIDAI has right to exit after 2 years	Please refer clause 3.2.10 of RFP
129	2	20	SECTION-II - INSTRUCTION TO BIDDERS	2.1.12 Bid Prices	fill up BOQ_XXXX.xls for Rate per packet for quality check	where can we find this BOQ XLS? Unable to locate. Kindly share or send the link	BOQ for this RFP can be downloaded from the e-Procurement website

130	3	20	SECTION-II - INSTRUCTION TO BIDDERS	2.1.12 Bid Prices	asked rate per packet	what is meant by Rate per packet? Please elaborate. Does it mean rate per transaction? For example rate per enrollment, rate per amendment etc. In that case - apart from volume please share the average handle time per packet or per transaction? How many minutes/seconds it takes to complete a transaction.	(i)Rate per Packet means rate per transaction please refer to clause 3.1.1. of RFP. One QC transaction may include packet being checked at Level 1 , Level 2 , Level 3(if the Level1 and Level2 decision does not match) and Audit review(if picked for audit and found to be in error). Audit is considered as part of the QC process and no additional payment shall be made to QC vendor for Audit Review. Please refer to clause 5.1.15 of the RFP. (ii) AHT cannot be quantified as it depends on the efficacy of the operator. However , it is normally seen than an operator is able to check about 200 QC request with document or 1500 Biometric exception or 2000 DDC/DBD requests in a day of 8 hours . Please note this figure is only indicative and cannot be used as a benchmark for QC operators output. Also this cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever.These figures do not have any bearing on any clause of the RFP and can not be quoted by vendors for seeking any claim whatsoever, during contract operations.This % age depends exclusively on the skills and training imparted to QC operators by vendors.
131	4	30	SECTION-II - INSTRUCTION TO BIDDERS	2.2.1 Criteria for Pre-Qualification eligibility criteria point 8	asked for ISO 9001	can this be waived as we as organization do not follow ISO 9001 certification. Instead we follow COPC certification for some accounts/sites and carry equivalent standards for which an internal certification and COPC letter be provided.	No Change
132	5	40	SECTION-II - INSTRUCTION TO BIDDERS	PART-V: ONLINE BID PREPARATION AND DOCUMENTS CHECKLIST	PACKET (2) a) FINANCIAL BID (BOQ_XXXX.xls)	it talks of packet. We understand it is online submission. Kindly explain	Please refer clause 2.1.11 & 2.5 of RFP
133	6	50	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.2.9.2 Termination of Convenience by Purchaser	says purchaser may terminate by giving notice - but no notice period is given	please advise what is the notice period. There is no mention of termination charges if terminated before expiration of contract. There are investments made which needs to be recovered. Kindly elaborate your position on paying termination charges.	Please refer to clause 3.2.9.2 of RFP.
134	7	60	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.2 Scope of Work for ADQCSAs	point 2 - distribution of packet	are we talking about physical documents here? Does it mean we have to handle physical documents? Kindly clarify if so. If answer is yes about physical document -- then advise how this document shall be delivered and its handling post receive and disposal thereafter.	No Physical documents . Documents in the scanned format shall be made available online for verifications on QC portals .
135	8	60	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.2 Scope of Work for ADQCSAs	ADQCSAs should carry out Quality check out as per processes established by UIDAI. Every enrolment and update packet will be checked independently by two QC operators. If the decision of both operators matches, then the packet shall be disposed. In case if the decision of both operators are different, then the packet shall be pushed to reviewer for disposition. The decision of the reviewer shall be final in such cases.	who is reviewer here?	Please refer to clause 5.1.15 for role for QC operator and reviewer
136	9	66	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Estimated total Volume and scope of work	you have given month on month volume trend of past for enrollment and updates. Rest are missing,	please advise 1) what volume to be taken for each of the transaction types - Update, CELC, Biometric Exception, Demographic Duplicate(DDC) and Enrolment. 2) please advise average handle time per transaction for each of this. (we assume per transaction mean per packet)	1) An indicative trend of packet distribution is given in clause 4.1.6 of RFP 2) AHT cannot be quantified as it depends on the efficacy of the operator. However , it is normally seen than an operator is able to check about 200 QC request(enrolment/update) with document or 1500 Biometric exception or 2000 DDC/DBD requests in a day of 8 hours. Please note this figure is only indicative and cannot be used as a benchmark for QC operators output. Also this cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever.These figures do not have any bearing on any clause of the RFP and can not be quoted by vendors for seeking any claim whatsoever, during contract operations.
137	10	66	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.1 Hiring Manpower - ADQCSA	madated graduates	in BPO - we have mix of grad/UG both. It ensures manpower availability and talent pool. Solely graduate ask restricts. Please amend it and make it grad/UG mix	No. Please refer clause 4.1.7.1 of RFP for details on educational Qualification of resources.

138	11	66	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.1 Hiring Manpower - ADQCSA	ratio for QC reviewer, Trainer, Operation coordinator	please guide - or can we take our own judgement	Bidder may use their own judgement. For trainers %age please refer clause 4.1.7.1.2 (c) of RFP
139	12	69	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.4 Conduct QC Operations as per Standard Processes	Point 1 - The ADQCSA would use the software provided by the UIDAI for QC of demographic data/Audit of QC. The software will be supported by a User Manual.	please advise what application is this and how access to this will be provided? Is it web accessible. What applications shall QC operators shall have to do their daily task. Please advise the list and how they are accessed	The QC portal is a web based application and access shall be enabled over the MPLS/P2P connection.
140	13	71	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.7 ADQCSA – QC centers	facility requirement	mandatorily asked for dedicated floor. There are many accounts (domestic) where seats are unused in the night. Can we use those floors to carry out the work - in the night when floors are not used by other account - thereby using available infra. This helps us optimize the infra usage at the same time cost optimization. since there is 24 hour TaT - available infra can be used. These are access controlled floors and has complete security controls as per ISO 270001.	Dedicated QC floor for 365 days is a mandatory requirement as per RFP. Please refer to clause 5.1.11 of RFP for UIDAI Information Security Guidelines
141	14	74 to 76	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2 PART-II - SERVICE LEVEL AGREEMENT	there are recovery and penalties imposed	There is whole lot of penalties. Can there be capping on that. As we accept maximum 10% of invoice amount.	Please refer to clause 3.9 & 4.2.4 of RFP
142	15		General	General	General	are the legal clause subject to negotiation or not? As contract has several legal provisions. We generally discuss this at a later stage. Is there a room for negotiation, can we submit a deviation note	No deviations are acceptable, and also no negotiation on legal clauses is permissible.

01-Jun	Vendor 8						
	S.No.	Page No. of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
143	1	9	SECTION I – INVITATION TO BIDDERS	1.1 PART-I: NOTICE INVITING TENDER Pre- Bid Meeting:	A pre-bid meeting or Open Forum shall be held at Unique Identification Authority of India, 7th Floor, Aadhaar Building, Bangla Sahib Road, Behind Kali Mandir, Gole Market, New Delhi – 110001.	Based on the current Covid-19 exigencies and restrictions in India, we request you to kindly change the mode of pre-bid meeting through online media like Cisco WebEx meetings or Zoom call etc.	VC link shared for Pre Bid meeting on 1st June and 12th June 2020
144	2	13	SECTION I – INVITATION TO BIDDERS	1.2.2 Schedule for Invitation to Bid Name of the Contact Person for any clarification	Queries should be submitted via E-mail and followed by paper copy through post	We request you to kindly allow us to submit the queries through email only since due to the Covid-19 exigencies and restrictions in India, it is difficult to send the paper copy through post.	yes
145	3	45	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.2.3 Commencement of Services	3.2.3 Commencement of Services	We request UIDAI to elaborate and share the Training Methodology that can be implemented even by doing Work From Home in scenarios during Natural Calamities / Pandemics / Lock Downs / Curfews announced by State & Central Govt / Other Disasters if any, in order to ensure BAU even during crisis situations.	Training Material will be provided to successful bidders. ADQCSA should deploy adequate training facilities/resources for training their manpower. No work from home permissible under any circumstance on account of confidentiality of personal data of residents being handled by QC Operators.
146	4	46	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.2.3 Commencement of Services	2. ADQCSA should close any outstanding observations raised by UIDAI during joint inspection and offer the facility for inspection again. Approval for commencement of QC operation shall be given only after all the outstanding observations are closed satisfactorily by ADQCSA.	We request UIDAI to elaborate and share sample some cases on the term Outstanding Observations	Refer to clause 3.2.3 of RFP. The Audit would check for readiness of the QC centre in terms of Clause 4.1.7.7 and 5.1.11 of RFP

147	5	47	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.2.7 Force Majeure	<p>3.2.7.1 Definitions</p> <p>1. For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.</p> <p>2. Force Majeure shall not include</p> <p>a. any event which is caused by the negligence or intentional action of a Party or agents or employees, nor</p> <p>b. any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.</p> <p>c. Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.</p>	<p>1. We understand that UIDAI will make necessary provisions in order to enable employees to Work From Home during the circumstances mentioned in this clause. In turn ensuring seamless BAU during crisis situation.</p> <p>2. Please confirm how the Monthly Billing get calculated if BAU gets impacted in the circumstances, that includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, Pandemics like Covid-19, lockouts, lockdowns or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.</p> <p>We request UIDAI to Pay for a MG of 80% of the projections for the respective month.</p> <p>3. We suggest that in case the circumstances continues in which BAU cannot be carried out and even Work From Home cannot be initiated then, UIDAI and Service Provider to mutually agree upon the bill amount for such months for which Projections are not shared.</p>	<p>1) Work From home is not allowed</p> <p>2) Billing will be quarterly based on the number of packets checked.</p> <p>3) Please refer clause 3.2.7 of RFP</p>
148	6	48	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.2.7.2 No Breach of Contract	<p>1. The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event</p> <p>(a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and</p> <p>(b) has informed the other Party as soon as possible about the occurrence of such an event.</p>	<p>1) UIDAI to make necessary provisions in order to enable employees to Work From Home during the circumstances mentioned Force Majeure clause. In turn ensuring seamless BAU during crisis situation.</p> <p>2) How would Monthly Billing get calculated if BAU gets impacted in the circumstances, that includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, Pandemics like Covid-19, lockouts, lockdowns or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.</p> <p>3) UIDAI to Pay for an MG of 80% of the projections for the respective month.</p> <p>4) If in case the circumstances continues in which BAU cannot be carried out and even Work From Home cannot be initiated then, UIDAI and CBSL to mutually agree upon the bill amount for such months for which Projections are not shared.</p>	<p>1. No work from home permissible under any circumstance on account of confidentiality of personal data of residents being handled by QC Operators.</p> <p>2. Please refer Force Majeure clause 3.2.7 of the RFP.</p> <p>3. No such MG is committed in RFP.</p> <p>4. Billing shall be limited to packets checked.</p>
149	7	49	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.2.9 Termination 3.2.9.1 By the Purchaser	<p>3. If, as the result of Force Majeure, the Service Provider are unable to perform a material portion of the Services for a period of not less than sixty (60) days.</p> <p>10. In the event of Service Provider is found :</p> <p>c. Non co-operative during audits conducted by UIDAI/ UIDAI Regional Office or auditing agencies appointed for the purpose.</p>	<p>Requesting UIDAI to provide more clarity on these points.</p>	<p>No change, as query is not clear.</p>
150	8	53	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.3.10 Safety & Security of Data, Premises, Location/ site	<p>7. The rogue behaviour of the employees of Service Provider shall fall under the 'Unlimited liability' to the Service Provider.</p>	<p>Requesting UIDAI to elaborate more on this point for better understanding.</p>	<p>Clause 3.3.10 of RFP stands amended as per attached corrigendum.</p>
151	9	55	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.6.4 Terms of Payment	<p>1. The payments in respect of the Services shall be made as follows:</p> <p>a. The Service Provider shall submit the invoice for payment when the payment is due as per the agreed terms on "Quarterly basis".</p>	<p>We request UIDAI to allow service provider to raise their invoice on monthly basis.</p>	<p>Not Agreed to</p>
152	10	55	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.6.4 Terms of Payment	<p>b. The Service Provider shall provide all documents related to performance during the quarter that would be required to compute price and penalties. This would include the invoice in triplet (three copies), QC MIS output reports mentioning the number of QC request completed during the Quarter, UIDAI QC System down time report (with details of tickets raised with UIDAI for system outage), TAT SLA report and Quality SLA report , Grave Error report , Quarterly payment calculation report and action taken on open audit observations. In case of variation between ADQCSA and UIDAI agencies in the system downtime / volume checked etc., the decision of HQ UIDAI (in consultation with Tech Centre) will be considered final and binding. In case of any critical UIDAI Audit finding, UIDAI shall have right to withhold 15% of the quarterly applicable payment till such time the Agency rectifies the issue and informs the same to UIDAI. UIDAI shall release the withheld payment with the next payment.</p>	<p>1. Please explain how would the Output be calculated? UIDAI to share the exact calculation methodology</p> <p>2. Is there an option for ADQCSA to raise any real time technical tickets to MSP/MSAP/SDA for downtime, e.g. slowness in application, application not responding, unable to process packets, etc. as these issues will impact the output?</p> <p>3. Will ADQCSA get access to calculate the real time TAT of packets or real time access to repots to gauge the performance of each operators?</p> <p>4. Please confirm the audit parameters & application on which the audits would be done. Requesting UIDAI to give access to all the audit report to ADQCSA.</p>	<p>1) Output will be the total number of packets cleared by the vendor in the quarter.</p> <p>2) Yes.</p> <p>3. ADQCSA will get access to calculate TAT</p> <p>4) Audit process has been detailed in clause 4.2.2 of RFP. ADQCSA will have access to all Audit reports.</p>

153	11	56	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.6.4 Terms of Payment	e. The release of payments will be Performance (output) based, where the payments are made for number of records successfully Quality Checked after deduction of any applicable recovery.	1) Are there and Rewards applicable, if all the SLA parameters are achieved successfully? 2) We request UIDAI to make the payments for packets of the QC including the ones that failed the QC check as QC operators has to go through all the packets.	Please refer to clause 4.2 of RFP for SLA recovery. Payment will be made for every packet processed irrespective of the disposition. SLA Recovery if any, shall be applicable from the payment. Please note that Audit review is also part of the QC process and no additional payment shall be made to QC vendors for Audit review of packets.
154	12	56	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.6.4 Terms of Payment	h. Power to withhold: Notwithstanding anything contained in the payment schedule, if in the opinion of the Purchaser, any work done or supply made or service rendered by Service Provider is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to withhold a reasonable portion of the payments due to the Service Provider, till such work / service is made conforming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of the purchaser under this contract.	1) Will the payments get withhold if deficiency in data processed is in lieu of any kind of dependency on FTR / Data or Clarity awaited from UIDAI?	No
155	13	56	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.7.2 Operation of the Contract	1. The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but failure to agree on any action pursuant to this Clause shall not give rise to a dispute, subject to arbitration in accordance with Clause GC 3.8 hereof.	1) As a learning from the Lockdown period announced due to Covid19 Pandemic, we request that necessary provisions to be made by UIDAI in coordination with the service provider in order to enable employees to Work From Home during any unforeseen circumstances in turn ensuring seamless BAU during crisis situation which will also take care of Revenue Assurance for the Service Provider. 2) If in case the circumstances continues in which BAU cannot be carried out and even Work From Home cannot be initiated then, UIDAI and CBSL to mutually agree upon the bill amount for such months for which Projections are not shared and Operations cannot be commenced.	1) Please refer clause 3.2.9 of the RFP. No work from home permissible under any circumstance on account of confidentiality of personal data of residents being handled by QC Operators. 2) Please refer clause 3.2.7 of RFP for force majeure conditions. No minimum bill amount is guaranteed.
156	14	57	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.9 LIQUIDATED DAMAGES	1. If the service provider fails to commence QC services as per time plan specified by UIDAI (Clause 3.2.3 of GCC) due to reasons solely attributable to vendors for which decision of UIDAI shall be final and binding, liquidated damages at the rate of 2% on the cost of Actual shortfall of service is applicable. Actual shortfall of service will be calculated as the difference between the actual number of packets which should have been allocated as per the commencement plan and the actual packets allocated. For Example:- if there is a delay of 9 days in the commencement of QC services for phase 1, then a recovery shall be applicable @ 2% of cost of packets which would have been allocated for 9 days (2% of cost of 25% packets for 9 days). This LD shall continue till required levels of QC operations are achieved. LD will be over and above SLA recoveries on TAT, Quality and Grave Error payable. Total LD will be separately capped at maximum of 10% of the work done during the entire duration of the contract. Work done during the contract would be cost of total number of packets quality checked with document during the contract [total number of packets Quality checked with documents * Rate per packet(without tax)].	1) Please confirm if the LD will get applicable if QC cannot be commenced due to any kind of dependency on FTR / Data or Clarity awaited from UIDAI?	LD shall be applicable if the service provider fails to commence QC services as per time plan specified by UIDAI (Clause 3.2.3 of GCC) due to reasons solely attributable to vendors for which decision of UIDAI shall be final and binding. Please refer clause 3.9 of RFP
157	15	59	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.12 MISCELLANEOUS PROVISIONS	5. The Service Provider shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the Service Provider. The total amount of such compensation or damages to be paid under this condition shall not exceed 20% of the contract value of work at the time of signing of the contract.	Requesting UIDAI to provide more clarity on these points.	Please refer clause 3.12 (5) of RFP ,it is very explicit and clear.
158	16	62	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.2 Scope of Work for ADQCSAs	8. The Quality Check applications developed by UIDAI MSP/MSAP/SDA may be modified during the currency of the agreement as per changes in processes for enrolment, updating or quality check as well as to incorporate business process re-engineering with an aim to enhance efficiencies of the entire system of Aadhaar which may result in change of quantum of QC work. This may result in increase or decrease in QC effort on part of the operators without any financial effect. Inter alia rate per packet of QC with document shall remain unaffected due to change in application.	1) Though there wont be any financial impact, this will affect the efficiency of the operators which may intern affect the SLA, daily target or may also increase the overall manpower required. 2) We suggest that before implementing any change or modification in the QC application, a UAT to be done.	1. UIDAI is continuously modifying the applications with an aim to enhance efficiency of the entire system of Aadhaar,so not agreed to. 2. UIDAI has a well established process for deploying any application to production., which includes UAT also.

159	17	65	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Estimated total Volume and scope of work	1. The estimated volume cumulatively proposed to be outsourced to Aadhaar Data Quality Service check agencies for enrolment and update for a period of 2 years is envisaged to be approximately 23 Cr. However, UIDAI provides no assurance of the volume or the equal spread of the volume over the period. Bidders must make their own business assumptions for the same, based on data shared in this RFP and available on UIDAI website. UIDAI expects fluctuations in the monthly volumes for both enrolments and updates. In addition UIDAI may increase or decrease allocations at its sole discretion	We request UIDAI to make a projection at least 2 months in advance to prepare for the ramp up or ramp down of the process. Also, please confirm if UIDAI shall provide a language wise bifurcation of Manpower required or the language wise monthly packets.	Please refer clause 4.2.1 of RFP
160	18	66	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Estimated total Volume and scope of work	3. UIDAI shall publish language wise Daily Target for each vendor during the first week of every quarter(Qn), which will be applicable for the next quarter(Qn+1). This Daily Target shall be; the average daily packets allocated in the previous Quarter[(Qn-1)/90] (last 3 months) or the average daily packets allocated in the previous two Quarters[(Qn-2) + (Qn-1)/180] (last 6 months), whichever is higher; or as decided by UIDAI at its sole discretion (which may be more/less than the average as spelt in first five line of this clause). Each agency is expected to meet or exceed the Language wise Daily Target every day and should build language-wise capacity of manpower required to dispose as many packets as per Daily Target applicable for the Quarter. Immediately on signing the contract, UIDAI will publish the Daily Target(Language Wise) to be applicable to ADQCSAs in 1st Quarter of the operations.	We understand this QC process is currently operational. Please confirm how it is performed as of now. 1. What is the number of QC and Verifiers deployed in the process. This is against what volume. Please confirm. What is the average AHT of QC clearance of one packet. We request you to kindly provide a Beta Period of 90 days for this project before implementing the targets of SLA's.	The proposed process is different from the current process and the scope of work is also different. However, it is normally seen that an operator is able to check about 200 QC request(enrolment/update) with document or 1500 Biometric exception or 2000 DDC/DBD requests in a day of 8 hours. Please note this figure is only indicative and cannot be used as a benchmark for QC operators output. Also this cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever. These figures do not have any bearing on any clause of the RFP and cannot be quoted by vendors for seeking any claim whatsoever, during contract operations. No change in commencement plan or the applicability of SLA as per clause 3.2.3 of RFP
161	19	67	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.3 Training of Manpower	1. The ADQCSA shall identify resources to employ for the operations, get them trained. 2. The ADQCSA shall employ QC trainers. QC trainers shall undergo Master trainers training at UIDAI as per its schedule. These QC trainers shall be responsible for training of QC Operators of ADQCSA and clarifying any doubts and queries of QC operators. 3. ADQCSAs will develop and deploy robust system for regular updating of its operators on new QC guidelines and other instructions from UIDAI. The process shall be monitored by UIDAI. 4. The ADQCSA providing in house training shall translate the training material into local language and hand it over to the course participants. 5. Course material in softcopy for the training shall be provided by UIDAI. 6. UIDAI will conduct a test for QC operators. 7. Only a person who has successfully passed the test from UIDAI shall be allowed to do the QC process	1) What is the entire duration of training period including certification. Will it be completed in the 2 days training and 4 days supervised work? Please confirm. 2) How many attempts can one QC operator take to clear the test. 3. Please confirm if the training will be billable or not. 4. We understand that UIDAI will be conducting train the trainer program with the initial batch and the support staff.	Please refer to clause 4.1.7.2 and 4.1.7.3 of RFP and the corrigendum on training. There is no cap for the number of attempts for taking the test. However, there will be a cooling period of 15 days for training, for repeat appearance for QC test. 3) & 4) Please refer clause 4.1.7.3 of RFP, Training is a continuous process during the entire QC operations and is not separately billable.
162	20	68	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.4 Conduct QC Operations as per Standard Processes		1) Requesting UIDAI to share a detailed IS guidelines with the ADQCSA.	Please refer clause 5.1.11 of RFP
163	21	69	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.5 Stakeholders of the QC and Audit Process		1) Requesting UIDAI to share the escalation metrics & contact details.	To be shared with successful bidders
164	22	76	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.2 Quality SLA	Quality SLA Entire clause	Requesting UIDAI to share the audit parameters & application on which the audits would be done. UIDAI to give access to all the audit report to ADQCSA	Audit parameters would be same as QC parameters. Audit report would be shared with ADQCSA.
165	23	66	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.1 Hiring Manpower - ADQCSA QC Operator(Level 1 and Level 2) - Education	Minimum educational qualification - Graduation.	We request if we can hire a mix of Graduates & Undergraduates with experience.	No. Please refer clause 4.1.7.1 for details on educational Qualification of resources.

166	24	66	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.1 Hiring Manpower - ADQCSA QC Operator(Level 1 and Level 2) - Only a person who has successfully passed the test from UIDAI shall be allowed to do the QC process.	Only a person who has successfully passed the test from UIDAI shall be allowed to do the QC process.	Please provide the details of the assessment which will be done by UIDAI so that adequate planning can be done for that.	QC test will include candidates doing QC on test packets. They will be assessed on the accuracy of their disposition.
167	25	67	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.1 Hiring Manpower - ADQCSA QC Reviewer - Minimum 05 years of experience	Minimum 05 years of experience	Requesting you to please relax this requirement and change it as 5 years of total experience with 1-2 years of experience as QC.	No Change
168	26	67	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.1 Hiring Manpower - ADQCSA QC Reviewer - Only a person who has successfully passed the test from UIDAI shall be allowed to do the QC Reviewer process.	Only a person who has successfully passed the test from UIDAI shall be allowed to do the QC Reviewer process.	1. Please provide the details of the assessment which will be done by UIDAI so that adequate planning can be done for that. 2. Please confirm the ratio of Reviewer per QC.	1.QC test will include candidates doing QC on test packets. They will be assessed on the accuracy of their disposition. 2.Based on experience it may be expected that 10% packets would require review. Please note this figure is only indicative and cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever.This figure does not have any bearing on any clause of the RFP and can not be quoted by vendors for seeking any claim whatsoever, during contract operations.This % age depends exclusively on the skills and imparted training to QC operators by vendors.
169	27	67	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.1 Hiring Manpower - ADQCSA QC Trainer - Minimum 05 years of experience		Requesting you to please relax this requirement and change it as 5 years of total experience with 1-2 years of experience as Trainer.	No Change
170	28	67	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.1 Hiring Manpower - ADQCSA QC Trainer - Each vendor should deploy one trainer per language or multiple language for training of QC resources at each centre.		Please confirm the ratio of the trainer required per QC.	For trainers %age please refer clause 4.1.7.1.2(c)
171	29	67	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	QC Trainer - The person must pass the QC test by UIDAI		Please provide the details of the assessment which will be done by UIDAI so that adequate planning can be done for that.	QC test will include candidates doing QC on test packets. Vendors will have to ensure connectivity to UIDAI and provide desktops for accessing UIDAI QC application for the tests.
172	30	67	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.1 Hiring Manpower - ADQCSA Operation Coordinator - Minimum 07 years of relevant IT experience		Please confirm on what IT platform the operation coordinator should have experience on or will the QC/QC reviewer experience is good to go.	The role of the coordinator is to coordinate the QC operations with UIDAI. The resource should have basic understanding of computer systems/ networks. The resource should have prior experience in web based applications.
173	31	62	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.2 Scope of Work for ADQCSAs	2. The distribution of packets among two (proposed) agencies for QC shall be equal (50% each) and software controlled by UIDAI.	The overall QC volume shall be split into 02 agencies with 50% volume for each agency, is the understanding correct? The QC work of each packet has to be done by 2 QC with one service provider and complete the QC process. Please confirm if our understanding is correct.	Yes. Please refer clause 5.1.15 of RFP

174	32	63	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.3 QC process	1. Quality Check may be broadly divided into 4 categories – Enrolment, Update, Biometric Exception Check and Demographic Duplicate Check.	We understand this is a 24 X 7 X 365 days operations with working on National Holidays also. Please confirm.	Packets would be uploaded round the clock on all 365 days
175	33	63	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.3 QC process	1. Quality Check may be broadly divided into 4 categories – Enrolment, Update, Biometric Exception Check and Demographic Duplicate Check.	What is the AHT for the current AC activity done by UIDAI. Please provide separate AHT for Beta Period and Business As Usual stage. i.e.. First 6 months and post that.	This cannot be quantified as it depends on the efficacy of the operator. No such scale available. However , it is normally seen than an operator is able to check about 200 QC request(enrolment/update) with document or 1500 Biometric exception or 2000 DDC/DBD requests in a day of 8 hours. Please note this figure is only indicative and cannot be used as a benchmark for QC operators output. Also this cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever.These figures do not have any bearing on any clause of the RFP and can not be quoted by vendors for seeking any claim whatsoever, during contract operations. QC operations has to commence as per clause 3.2.3 of RFP.
176	34	66	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.1 Hiring Manpower - ADQCSA	d) Operation Coordinator: Each vendor should deploy two resources one each at UIDAI HQ Delhi and one at Tech Centre Bangalore for coordination of QC operations. The person will be responsible for coordination of QC operations with UIDAI.	1. Agency has to provide 02 Operation Coordinator, 01 located at UIDAI HQ - Delhi and 01 at Bangalore irrespective of no of centres, please confirm if our understanding is correct? 2. Please confirm if UIDAI is looking forward for any other support staff for the process like Supervisors, Team Leaders, MIS Executives, and Managers for running the operations effectively.	1) Yes 2) ADQCSA may deploy manpower as required by them for managing the QC operations as per the scope of work. Though no restriction as per RFP but it is desired that there shall be different person for different roles for efficient operations.
177	35	70	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.6 Responsibilities of the stakeholders	c. Set up the required infrastructure at the location of the QC processing center(s). Keeping in mind the multi-language skill required for the processing, the ADQCSA may propose to set-up the center at multiple locations (Maximum of 05 centres across the country).	One agency can have maximum of 05 centres at any location PAN India. Please confirm our understanding correct? We do have 26 centres across India delivering BPO operations. Hope we can choose any of those centres to cater to the regional language effectively.	Yes. The QC centre will have to be dedicated facility for UIDAI QC. Please refer Clause 4.1.7.7 & 5.1.11 of RFP
178	36	115	SECTION-V – ANNEXURES AND APPENDICES	5.1.15 ANNEXURE XV: Overview of QC Process	12. QC process involves a three level manual check of packets for Enrolment & Update	Based on the current experience UIDAI has, please confirm the percentage of packets going for reviewer level audits.	The current process is different from the process proposed in the RFP
179	37	115	SECTION-V – ANNEXURES AND APPENDICES	5.1.15 ANNEXURE XV: Overview of QC Process	12. QC process involves a three level manual check of packets for Enrolment & Update	What will be the monthly activity / category wise cases? Please provide activity wise volume bifurcation?	Please refer to clause 5.1.13 and 5.1.14 of RFP
180	38	115	SECTION-V – ANNEXURES AND APPENDICES	5.1.15 ANNEXURE XV: Overview of QC Process	12. QC process involves a three level manual check of packets for Enrolment & Update	Do the QC operator/ reviewer has to make any outbound calls for coordination? if yes, what is the expected volume and AHT of these calls?	No. No communication devices allowed on the QC Floor
181	39	General	General	General	General	Please provide the span ratio of QC with Reviewer, Trainer, and other support staffs.	For trainers %age please refer clause 4.1.7.1.2(c) Bidder may use their own judgement. However, based on experience it may be expected that 10% packets would require review, bidders may estimate accordingly. Please note this figure is only indicative and cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever.This figure does not have any bearing on any clause of the RFP and can not be quoted by vendors for seeking any claim whatsoever, during contract operations.This % age depends exclusively on the skills and imparted training to QC operators by vendors.
182	40	General	General	General	General	We understand that there will be a Beta period of minimum 90 days from the go-live date to review and baseline the metrics? Please confirm.	QC operation shall commence in 4 phases . Please refer to clause 3.2.3 of RFP. After commencement of operation, TAT SLA is waived for the 1st Month. All other SLAs are applicable from the first date of operation. Please refer to clause 4.2 of RFP

183	41	63	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.3 QC process	UIDAI is revamping the QC application, which shall be deployed in line with the commencement of operations by new ADQCSAs. However, for understanding of the QC process, a demonstration of QC on the current QC application shall be provided during the pre-bid meeting. Bidders are expected to understand QC process and estimate the time taken accordingly.	<p>1. Since there are 4 categories of QC process, and all 4 process will have different AHTs, we request UIDAI to provide demo of all 4 QC process . This will enable the service provider to understand the average handling time and be accurate on the calculation of the pricing by considering the mentioned percentage of process in page number 66.</p> <p>2. Or as an alternative, UIDAI can share the average handling time in the current running process on which the service provider can do the calculation.</p> <p>3. Also, as an alternative, UIDAI can provide the number of QCs required based on which the calculation can be done directly.</p>	Detailed walkthrough of RFP and QC process conducted through pre bid meeting on 1st June and 12th June and Demo of QC portals is planned for 22nd June 2020 for all prospective bidders.
184	42	96	SECTION-V – ANNEXURES AND APPENDICES	5.1.7 ANNEXURE VII: FORM 7 - 1	Commercial Quote as per scope of work	We understand that the rate will be applicable for both rejected & accepted packets? Please confirm if our understanding is correct.	Yes
185	43	106	SECTION-V – ANNEXURES AND APPENDICES	5.1.11 ANNEXURE XI: UIDAI Information Security Guidelines for Third party (ADQCSA) VI operations security 10	ADQCSA shall maintain an MIS of the operations and share the same with UIDAI on a periodic basis for the purpose of tracking and reconciliation	Please confirm that the software which is provided by UIDAI support in generating day today operations report or it is to be managed separately through another CRM by the service provider.	This has been addressed in the QC Portals.
186	44	114	SECTION-V – ANNEXURES AND APPENDICES	5.1.15 ANNEXURE XV: Overview of QC Process 4	Data Quality Check Fields for demographic data	Please provide AHT per application	This cannot be quantified as it depends on the efficacy of the operator. No such scale available. However , it is normally seen that an operator is able to check about 200 QC request(enrolment/update) with document or 1500 Biometric exception or 2000 DDC/DBD requests in a day of 8 hours. Please note this figure is only indicative and cannot be used as a benchmark for QC operators output. Also this cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever.These figures do not have any bearing on any clause of the RFP and cannot be quoted by vendors for seeking any claim whatsoever, during contract operations.
187	45	114	SECTION-V – ANNEXURES AND APPENDICES	5.1.15 ANNEXURE XV: Overview of QC Process 5	These details are made available on various QC portals which can be accessed only by authorised QC Operators/personnel. There are various QC portals where the resident details are checked by the QC operators. QC Operators access QC portals based on their language proficiency to manually verify the enrolment and update data as entered by the Enrolment operator at the time of enrolment.	<p>Please provide the detail of various portals? Is there any difference of the portal based on the language? Will the AHT vary with every portal? If so, please provide portal wise AHT.</p> <p>We also request UIDAI to provide a demo of all these portals.</p>	QC process has been mentioned in section IV & clause 5.1.15 of the RFP. Accordingly all portals would be made available to the vendors. No difference in portals on language basis except 2nd language is the one opted by operator. Therefore , vendor should ensure that they deploy resources having capability in all 16 languages. Detailed walkthrough of RFP and QC process conducted through pre bid meeting on 1st June and 12th June and Demo of QC portals conducted on 22nd June 2020 for prospective bidders.For AHT please refer to replies in the remaining part of this document.
188	46	114	SECTION-V – ANNEXURES AND APPENDICES	5.1.15 ANNEXURE XV: Overview of QC Process 5	These details are made available on various QC portals which can be accessed only by authorised QC Operators/personnel. There are various QC portals where the resident details are checked by the QC operators. QC Operators access QC portals based on their language proficiency to manually verify the enrolment and update data as entered by the Enrolment operator at the time of enrolment.	<p>1. We understand that the scanned supporting documents or proofs and photograph will be available on the software provided by UIDAI and the enrolment form will be displayed parallel with this or the QC need to be done toggling across different windows. Any data or item to be downloaded.</p> <p>2. Please confirm the internet bandwidth required per QC workstation for appropriate calculation and planning.</p>	<p>1. The average QC request size is 5 MB. The documents have to be checked on the QC Application and no downloading is allowed.</p> <p>2. Internet not allowed on QC Workstation,Internet may be required for live streaming of CCTV feeds.</p>

189	47	114	SECTION-V – ANNEXURES AND APPENDICES	5.1.15 ANNEXURE XV: Overview of QC Process 7	QC of Enrolment Packet	Please provide AHT per application & minimum FTEs required	<p>This cannot be quantified as it depends on the efficacy of the operator. No such scale available. However , it is normally seen that an operator is able to check about 200 QC request(enrolment/update) with document or 1500 Biometric exception or 2000 DDC/DBD requests in a day of 8 hours. Please note this figure is only indicative and cannot be used as a benchmark for QC operators output. Also this cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever.These figures do not have any bearing on any clause of the RFP and cannot be quoted by vendors for seeking any claim whatsoever, during contract operations.</p> <p>Bidder will have to estimate the FTE requirement based on their experience of handling similar projects.</p>
190	48	114	SECTION-V – ANNEXURES AND APPENDICES	5.1.15 ANNEXURE XV: Overview of QC Process 7	QC of Enrolment Packet	<p>Please confirm if there is any physical document handling in any of the process? If yes please provide the detailed process. Storage requirements & courier arrangements.</p> <p>If so, also please confirm how the service provider will receive it.</p>	No physical document handling is involved
191	49	114	SECTION-V – ANNEXURES AND APPENDICES	5.1.15 ANNEXURE XV: Overview of QC Process 8	QC of Update Request	Please provide AHT per application & minimum FTEs required	<p>This cannot be quantified as it depends on the efficacy of the operator. No such scale available. However , it is normally seen that an operator is able to check about 200 QC request(enrolment/update) with document or 1500 Biometric exception or 2000 DDC/DBD requests in a day of 8 hours. Please note this figure is only indicative and cannot be used as a benchmark for QC operators output. Also this cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever.These figures do not have any bearing on any clause of the RFP and cannot be quoted by vendors for seeking any claim whatsoever, during contract operations.</p> <p>Bidder will have to estimate the FTE requirement based on their experience of handling similar projects.</p>
192	50	114	SECTION-V – ANNEXURES AND APPENDICES	5.1.15 ANNEXURE XV: Overview of QC Process 9	QC Of Biometric Exceptions	Please provide AHT per application & minimum FTEs required	<p>This cannot be quantified as it depends on the efficacy of the operator. No such scale available. However , it is normally seen that an operator is able to check about 200 QC request(enrolment/update) with document or 1500 Biometric exception or 2000 DDC/DBD requests in a day of 8 hours. Please note this figure is only indicative and cannot be used as a benchmark for QC operators output. Also this cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever.These figures do not have any bearing on any clause of the RFP and cannot be quoted by vendors for seeking any claim whatsoever, during contract operations.</p> <p>Bidder will have to estimate the FTE requirement based on their experience of handling similar projects.</p>

193	51	114	SECTION-V – ANNEXURES AND APPENDICES	5.1.15 ANNEXURE XV: Overview of QC Process 10	Demographic De-Duplication	Please provide AHT per application & minimum FTEs required	This cannot be quantified as it depends on the efficacy of the operator. No such scale available. However , it is normally seen that an operator is able to check about 200 QC request(enrolment/update) with document or 1500 Biometric exception or 2000 DDC/DBD requests in a day of 8 hours. Please note this figure is only indicative and cannot be used as a benchmark for QC operators output. Also this cannot be used for claiming price adjustments/SLA waivers or any other claim whatsoever. These figures do not have any bearing on any clause of the RFP and cannot be quoted by vendors for seeking any claim whatsoever, during contract operations. Bidder will have to estimate the FTE requirement based on their experience of handling similar projects.
194	52	62	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.2 Scope of Work for ADQCSAs 4.1.1 Introduction	The Quality Check applications developed by UIDAI MSP/MSAP/SDA may be modified during the currency of the agreement as per changes in processes for enrolment,	We understand all applications would be extended to delivery centre through P2P/MPLS connectivity between UIDAI DC/DR and our delivery center. Please confirm.	Yes
195	53	70	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.6 Responsibilities of the stakeholders Responsibilities of the Agency (ADQCSA) a	Establish the secure MPLS/P2P connectivity of adequate bandwidth between the QC processing centres and the UIDAI systems as per the UIDAI's security protocols.	a) The hardware/networking equipment like router/firewall to establish this link will be provided by UIDAI or it has to be provided by the service provider. Please confirm. that should be considered form our end. b) In case if the service provider needs to provide networking equipment then Let us know if we need to consider it only for our centres or we need to consider for our centres and UIDAI DC/DR? c) Please provide the overall bandwidth requirement for the MPLS/P2P link along with address of origin-DC/DR of UIDAI for better calculation and planning.	a) ADQCSA will be responsible for facilitating MPLS /P2P connectivity with UIDAI including router and firewall at their premises. b) At Premises of bidder and UIDAI all Equipment to be provided by the ADQCSA. UIDAI will only provide space at UIDAI premises, power for establishing MPLS/P2P connection .
196	54	71	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.6 Responsibilities of the stakeholders Responsibilities of the Agency (ADQCSA) a	Each ADQCSA shall establish QC centres at maximum of 05 locations	Please confirm if we need to consider direct connectivity (MPLS link) of our delivery centres with the DC/DR of UIDAI or we can manage with the internal connectivity we have between our 26 caners. i.e. we'll connect our main delivery location to UIDAI DC/DR and can carry traffic to other delivery centres through internal MPLS link.	Direct MPLS /P2P connectivity with redundant connection from each of the QC centre to UIDAI data centers at Manesar and Hebbal to be established by the vendors
197	55	71	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.6 Responsibilities of the stakeholders IT Infrastructure: 1	Internet access should be restricted to Operational Requirements only.	We understand internet is required from our end. Let us know per seat internet bandwidth requirement.	Internet is not allowed in QC floor, it is only allowed for sending CCTV feedback
198	56	72	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.7 ADQCSA – QC centres Security of Premises:	ADQCSA will have to submit a certificate that they are compliant to the UIDAI confidentiality and Information security guidelines and regulations as laid down by UIDAI or MeitY.	As standard practice we follow ISO 27001 data security norms. Hope this is fine. Please let us know if there is any specific requirement other than the mentioned ISO 9001 in the RFP.	No change , as per RFP
199	57	71	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.7 ADQCSA – QC centres	Live CCTV feed to be made available to UIDAI over internet/MPLS/P2P for monitoring.	Let us know the mode of live streaming through internet or MPLS? Same MPLS link which will be used for production will be used for this purpose or we need to consider it through our internet?	RFP clause 4.1.7.7.3 (f) of RFP. CCTV live streaming can be done through MPLS or through internet. In case of MPLS vendors will have to ensure that they have enough bandwidth for live streaming so as not to affect the QC operations. Live streaming over internet would be preferable.
200	58	General	General	General	General	As a standard practice we provide Ms Office to support staff(TLs and above) only and Open office to agents. Let know if this is fine or we need to consider Ms Office for all.	MS office is not a mandatory requirement as per RFP
201	59	General	General	General	General	We understand there is no calling involved in this process. Please confirm.	No Calling required
202	60	General	General	General	General	As a standard practice we provide Email to support users(TLs and above)only or if we need to provide Email facility to all the users.	Not required

203	61	General	General	General	General	Requesting you to kindly provide the system configuration of PCs to be deployed.	RFP does not specify the system configurations, however, minimum RAM capacity of 8 GB is recommended for comfortably working on the QC Applications.
204	62	General	General	General	General	Please confirm if any dual screens are required for the process Any scanner required? Any telephone lines required?	No. No communication devices allowed on the QC Floor
205	63	28	SECTION-II - INSTRUCTION TO BIDDERS	2.2 PART-II: ELIGIBILITY CRITERIA : Pre Qualification Project execution experience in India	(a)(i) Copy of PO/WO + client's completion certificate for contract(s) which are complete; (a)(ii) Copy of PO/WO + Client's certificate for contract(s) which are not complete but gone live and currently are in running/operation phase. Certificate shall mention that contract(s) has gone live and currently is in running/operation phase. (b) Authorized signatory's certificate about the contract stating - (on FORM 4 of clause 5.1.4) i. Total value of PO/WO, ii. date of commencement and completion of contract, iii. total scope of PO/WO, iv. Whether the contract has been completed in all respects. If contract is not completed, in that case certificate shall mention that the contract has gone live and is currently in running/operation phase. v. Overall cost of Manpower supply (manpower outsourcing) /BPO services/back end processing/data entry/data verification services/ITES.	Can we produce Master Service Agreement along with authorised signatory undertaking and a CA certificate to showcase the experience and the financial figures since the PO/WO/MSA will not have the actual billing amount mentioned in that. It will be only the FTE billing amount mentioned in these documents. The MSA can prove the number of years in the project, the undertaking can provide the details of the process and CA certificate can provide the actual revenue billed till date.	No Change
206	64	General	General	General	General	We understand that UIDAI will be bearing the cost of Third Party Agency. The service provider will have no cost or expense in relation to Third Party.	Separate Audit vendor will be onboarded by UIDAI.
207	65	General	General	General	General	We understand that it will be fixed price for the first 2 years of contract.	Yes. Rate per packet as per contract is fixed for 2 years
208	66	59	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.11 LIMITATION OF LIABILITY	3.11 LIMITATION OF LIABILITY 3.11.1 Limitation of Liability 1. Except in case of gross negligence or wilful misconduct: a. Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Service Provider to pay liquidated damages to the Purchaser; and b. The aggregate liability of the Service Provider to the Purchaser whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price provided that this limitation shall not apply to any obligation of the Service Provider to indemnify the Purchaser with respect to patent infringement. c. The Purchaser shall not be liable to the Service Provider in case of any loss or profits or additional costs incurred etc. subsequent to termination of contract as per clause GC 3.2.2 of this contract.	We request to please cap the LOL to 3 months invoice amount.	No Change to RFP
209	67	60	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.12 MISCELLANEOUS PROVISIONS	All claims regarding indemnity shall survive the termination or expiry of the Contract.	We request to redefine the the survival period for an indefinite period to a limited 2 years which is reasonable for the service provider also.	No Change to RFP

01-Jun	Vendor 9						
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
210	1	31	SECTION-II - INSTRUCTION TO BIDDERS	2.3.1 CRITERIA FOR TECHNICAL EVALUATION 1. Company Profile	1.1 Average annual turnover in last 3 financial years from Manpower supply (manpower outsourcing) /BPO services/back end processing/data entry/data verification/ITES (i) For Turnover of 900 cr or more - 10 Marks (ii) For Turnover of More than 700 cr and less than 900 cr - 7 Marks (iii) For Turnover of more than 500 cr and up to 700 cr - 5 Marks (iv) For Turnover of more than 300 cr and up to 500 cr - 3 Marks	We request to accept "Consolidated Average annual turnover of bidder and its subsidiaries in last 3 financial years" OR We request to amend as Average annual turnover in last 3 financial years from Manpower supply (manpower outsourcing) /BPO services/back end processing/data entry/data verification/ITES (i) For Turnover of 450 cr or more - 10 Marks (ii) For Turnover of More than 400 cr and less than 450 cr - 7 Marks (iii) For Turnover of more than 350cr and up to 400 cr - 5 Marks (iv) For Turnover of more than 300 cr and up to 350 cr - 3 Marks	No Change
01-Jun	Vendor 10						
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response

211	1	53	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.3.7 Sub-contracting	1. The Service Provider shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract without the prior written approval.	Can we subcontract the process and If yes, what is the approval process for the same? Do we need to take the approval prior to submitting the bid?	Not allowed. Clause 3.3.7 stands modified vide attached corrigendum.
02-Jun							
Vendor 11							
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
212	1	52	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.3.3 Prohibition of Conflicting Activities	The Service Provider shall not engage, and shall cause their Personnel as well as and their Personnel not to engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.	We are registered with UIDAI as AUA/KUA and regulated by SEBI to service SEBI registered entities for authentication services, we would like to seek a confirmation that authentication services offered is not considered as conflicting activity	No conflict of Interest
213	2	53	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.3.7 Sub-contracting	The Service Provider shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract without the prior written approval.	We suggest the clause relating to engaging of employees on 3rd party pay roll should not be considered as subcontracting, in this case the resources work under direct supervision of our team leaders	Not allowed. Clause 3.3.7 stands modified vide attached corrigendum.
214	3	59	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.11 Limitation of Liability 1	Except in case of gross negligence or willful misconduct	This leads to unlimited liability, can we have a cap on the overall liability limited to TCO. Being a private investors held company and few independent directors, we are bound to sign contracts that has cap on the overall liability clause, we recommend the overall liability of the contract be capped at the work value or contract value	No Change
215	4	70	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.7.6 Responsibilities of the stakeholders	Establish the secure MPLS/P2P connectivity of adequate bandwidth between the QC processing centers and the UIDAI systems as per the UIDAI's security protocols.	1. Request to share the details of the bandwidth requirement to access the application in accordance with the projected volume 2. Kindly share the primary data centre location 3. kindly share the BCP/DR location where connectivity has to be established	1) The average size of each QC request would be approximately 5 MB. The bidder should estimate the bandwidth and redundancy requirement accordingly. 2) UIDAI data centres are at Hebbal (Karnataka) , Manesar (Haryana) 3) DC/DR may alternate between both these locations
216	5	50	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.2.9.2 Termination of Convenience by Purchaser	The Purchaser may by written notice sent to the bidder, terminate the Contract, in whole or in part at any time of its convenience by giving a prior written notice of ninety days. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.	We would have heavily invested in training, resource, technology, etc., we suggest the termination should not be allowed on convenience and should be only applicable on serious breach of agreed terms and if the obligations as per the scope is not delivered beyond recovery timelines agreed we recommend this clause to be either deleted or ammended to suit the above request	No Change
217	6	55	SECTION-III – GENERAL CONDITIONS OF CONTRACT	3.6.4 Terms of Payment	The Service Provider shall submit the invoice for payment when the payment is due as per the agreed terms on "Quarterly basis"	We suggest the payment terms to be on monthly basis, this helps in timely delivery and reduced cost heads that can be passed on to UIDAI in the way of the agreed commercials	Not Agreed to
08-Jun							
Vendor 12							
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response
218	1	26	SECTION-II - INSTRUCTION TO BIDDERS	2.2.1 Criteria for Pre-Qualification	Bidder shall have an average annual turnover of at least INR 300 Crores in last 3 financial years from Manpower supply (manpower outsourcing) / BPO services/back end processing/data entry/data verification/ITES	We request you to relax this to 100 Crores instead of 300 Crores.	No Change
219	2	27	SECTION-II - INSTRUCTION TO BIDDERS	2.2.1 Criteria for Pre-Qualification	The Bidder should have a minimum 5000 employees on its pay roll as on last date of previous month of closing date of bid submission.	We request you to relax this to 1000 employees instead of 5000 employees.	No Change
220	3	28	SECTION-II - INSTRUCTION TO BIDDERS	2.2.1 Criteria for Pre-Qualification	Bidder shall have experience in execution/completion of Manpower supply (manpower outsourcing)/BPO services/back end processing/data entry/data verification/ITES contracts in Central Govt. / State Govt./ PSUs/ Autonomous Bodies/private enterprise in last 7 years ending on last date of previous month of closing date of bid submission, of at least :- (a) One contract of value not less than the amount equal to Rs 48 Cr;	We request you to relax this clause to 28 Crore for Once Contract value.	No Change
221	4	30	SECTION-II - INSTRUCTION TO BIDDERS	2.2.1 Criteria for Pre-Qualification	The Bidder must have facilities at two different cities, each with a capacity of at least 300 persons.	We request you to relax this clause to 100 persons.	No Change
222	5	General	General	General	MSME	We request you to exempt the MSME units from paying the EMD.	Please refer clause 2.1.15.2 (e) of RFP
09-Jun							
Vendor 13							
	S.No.	Page No. Of RFP	Section	Clause	RFP Statement	Query/ Suggestion	UIDAI Response

