

Unique Identification Authority of India

Name of the Organization	Sr. No.	Clause no. of RFP	Page No of Clause	Existing provision in the Clause	Clarification sought	Clarification/Amendments to the RFP
Manoj C Agarwal & Co	1	2.27 -4(4)	28	(2) Firm having Registered Office at Delhi	Mentioning only Delhi state in the qualification criteria restrict many eligible firms to participate in the tender process. It is requested to take the issue into consideration and it is requested to amend as Delhi-NCR	Firm having registered office at Delhi may be read as Registered Office at "Delhi-NCR" .
Manoj C Agarwal & Co	2	2.27 -4(2)	28	Average Turnover of the Firm for the last three years ending 31.03.2022 Rs. 3 Crore to 5 Crore- 70% More than Rs. 5 Crore to 7.50 Crore- 85% More than 7.50 Crores- 100%	Here we have an issue that, from last 3 years PAN India and the whole world is suffering from the impact of COVID 19 and these years PSU and other government department cut shorted the audit fees and other revenues to audit firms. So it is requested to reduce the minimum requirement of Rs. 3 Crore	Average Annual Turnover of the firm in any three years out of last five years ending on 31.03.2022

Manoj C Agarwal & Co	3	2.27 -4(6)	28	<p>Performance Certificate Certificate issued by the clients for rendering satisfactory performance of contracts during the last five years (issued on or before December, 2022)</p> <p>a. Three work orders of Rs. 2 Crore each or more – 70%</p> <p>b. Four to five works orders Rs. 2 Crore each or more - 85%</p> <p>c. More than five work orders of Rs. 2 Crore each or more – 100%</p>	<p>Sir, here we are in doubt that the minimum requirement in Point No 2 of technical bid is minimum average turnover of Rs 3 Crore but if we read the point no 6 it seems like the turnover required by UIDAI is Rs 6 Crore. Here we request you to remove this conditions</p>	<p>Clause No 2.27-4(2) is for annual average turnover</p> <p style="text-align: center;">Whereas</p> <p>Clause No 2.27-4(6) pertains to the experience of the bidder firm in rendering similar type of services successfully within the mentioned criteria.</p>
R R Bajaj & Company	4	Scope of Work- Clause 5.2.1.4. (iii)	67	<p>5.2.2 Maintenance of IT based Accounting Application Software</p> <p>Maintenance of Accounting application Software and providing the following technical support:</p> <p>i. Technical support to UIDAI Hqrs + Regional Offices through phone calls, Whats App and e-mail.</p> <p>ii. Handling the change requests from the users and implement in the software.</p> <p>iii. Handling of Returned/ Cancelled bills requests raised by the users of UIDAI.</p> <p>iv. Any other issues viz. OTP/IT related to Accounting Application software</p>	<p>Please provide the following technical details of the IT based Accounting Application software</p> <p>Name of Software</p> <ol style="list-style-type: none"> 1. Features and modules of the Software 2. Technical Specification such as platform on which it is being used, programming language, current status and rights of the software etc 3. Whether Source code of the software is available with UIDAI 4. In point no (ii) it is written "Handling the change requests from the users and implement in the software", please clarify that what kind of change request need to be handled, and how the prize of such user change request will be quoted 	<p>Point 1,2,3,6 &7 - Please Refer Annexure -1 of the Clarifications/amendments to this RFP for technical specification of UIDAI IT Based Accounting Software.</p> <p>Point no. 4 - for Change Request viz. change in taxes from time to time, if any, by the government. Bidder has to implement the same in the software</p> <p>Point no. 5 - Not mandatory. It can be monitored remotely</p>

					<p>5. Do we need to deploy full time developer or manager to operate that software in UIDAI office.</p> <p>6. Please clarify that it is standalone software or web based software</p> <p>7. Whether UIDAI has absolute rights related to software</p>	
R R Bajaj & Company	5	5.2.3.2 (b)	69	To maintain an existing IT based financial management application.	Full time resource need to be deployed ? If yes, than please include the provision in Price bid also	1. Refer comments offered at Sl. No. 4 2. The price for maintenance of the same is to be quoted as per Annexure 4.3.2 (2.01) of RFP Document.
Tibrewal Chand & Co.	6	2.18.8	24	The Bidder must have successfully IT enabled and integrated accounting function of an Indian Organization having turnover/ annual budget of Rs.300 Crore	<p>1) Please define what constitutes IT enablement and integrated accounting function</p> <p>2) Whether accounting in Tally software would qualifies under this clause?</p>	1) IT enablement means development of software related to Accounting functions, with related modules as mentioned in Annexure-1 to the clarification/amendments.

						2) Tally Software will not qualify under this clause.
Tibrewal Chand & Co.	7	2.27.4.4	28	<p>Presence of its office(s): UIDAI is having its Hqrs at Delhi and Regional Offices at (Delhi, Chandigarh, Mumbai, Bengaluru, Hyderabad, Ranchi, Lucknow & Guwahati) Proof is to be attached;</p> <p>(1) a. Presence at 4 locations - 70% b. Presence at 5 locations - 85% c. Presence at more than 5 locations - 100%</p> <p>(2) Firm having registered office at Delhi</p>	<p>We have registered offices in Maharashtra, Jharkhand, Delhi, Chhattisgarh, Bihar, Rajasthan, Telangana, Gujarat, Odisha and Madhya Pradesh as well as reach in all the required states with its team. We have a good combination of professional exposure, team and locations. We are able to deploy the efficient manpower and can monitor the project easily at the require locations.</p> <p>We request you to kindly allow those firms having state offices wherever required instead of restricting to the particular city as it would be very harsh and restrict to the competition.</p>	Presence at Location may be read as Presence within the State in which UIDAI offices are located.

Tibrewal Chand & Co.	8	2.27.4.6	28	<p>Performance Certificate</p> <p>Certificate issued by the clients for rendering satisfactory performance of contracts during the last five years (issued on or before December, 2022)</p> <p>a. Three work orders of Rs. 2 Crore each or more – 70%</p> <p>b. Four to five works orders Rs. 2 Crore each or more - 85%</p> <p>c. More than five work orders of Rs. 2 Crore each or more – 100%</p>	<p>Kindly allow payment proof/ deliverable submission proof/ extension letter also in addition to the performance certificate.</p>	<p>Work order along with below mentioned document will be considered:</p> <p>1. Performance Certificate or 2. Extension Letter</p>
Tibrewal Chand & Co.	9	5.2.1.3.(viii) 5.2.3.3	66 & 69	<p>5.2.1.3.(viii)</p> <p>To prepare and submit replies to the notice of Income Tax/GST department in respect of HQ and ROs. To liaise/visit the Income tax / GST authorities for resolving any queries/notices and related issues.</p> <p>5.2.3.3</p> <p>The cost of requirement of manpower, in addition to those stipulated as minimum required, for performing obligations specified in this scope of work shall be borne entirely by the vendor and without charging any extra cost to the Purchaser.</p>	<p>Please clarify whether the expenses related to TA/DA for visiting of project manager/ deputy manager/ sr. accounts at regional offices (On periodical basis/ need basis/ as per requirement of client) will be reimbursed by UIDAI.</p>	<p>No TA/DA will be paid separately for local visits. However in case of Project Manager or Deputy Manager required to visit in any Regional office on the written directions of UIDAI, then reimbursement will be made as per UIDAI Policy.</p>

Borkar Majumdar (Chartered Accountants)	10	Criteria for Evaluation of Technical Proposals- Performance Certificate - Clause 2.27.4.6	28	Certificate issued by the clients for rendering satisfactory performance of contracts during the last five years (issued on or before December, 2022)	Generally in government organisations, In cases where the Work is completed & extension of the project is granted then completion certificates are not issued. Hence, please guide whether extension certificate will suffice to consider as work completion certificate for the main work order? Please also suggest whether payment proof/ deliverable acknowledgement letter may be taken as substitute for completion certificate?	Refer comments offered at Sl. No. 8
Borkar Majumdar (Chartered Accountants)	11	Criteria for Evaluation of Technical Proposals- Registered Offices - Clause 2.27.4.4	28	Presence of CA Firm offices at (Delhi, Chandigarh, Mumbai, Bengaluru, Hyderabad, Ranchi, Lucknow & Guwahati)	Our firm has good reach with its 15 registered offices across the India. However, we have good manpower strength and we can deploy staff easily at the location specified. Requirement of registered offices at the specified locations will be a harsh condition and impacting adversely to participate those firms having good and relevant exposure along with the efficient manpower to execute the assignment in the relevant field mere due to non-establishment of the registered office in the given cities. we request a	Refer comments offered at Sl. No. 7

					<p>relaxation in the condition and allow those firms having offices in any city in particular state (where regional officer is located) instead of the city or please reduce no. of location for calculation of marks.</p>	
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Borkar Majumdar (Chartered Accountants)	12	Scope of Work-Maintenance & Operation of Accounting Application - Clause 5.2.1.4.(iii)	67	Daily posting of entries relating to receipts and payments on Accounting software and periodic extraction/reporting of books and accounts.	<p>1) We would like to know whether the CA firm will also be responsible for maintenance of Salary registers, Salary computation & whether a separate team exists for the same.</p> <p>2) Also, kindly specify any other softwares being used along with their features within UIDAI for day to day functioning along with following details:</p> <p>(i) Source Code of Software is available?</p> <p>(ii) Access of Source Code of software is with UIDAI?</p> <p>(iii) Platform on which the software runs (Java, C++ or any other programming language)</p> <p>(iv) Please brief about the software modules & their features to understand the quantum and nature of work</p> <p>(v) Please include the separate price bid column for person to be deployed for software maintenance</p>	<p>1) Yes, Bidder is required to maintain salary register, salary computation using software under the supervision of UIDAI officer, no separate team exists.</p> <p>2) Presently, Tally, Computax, UIDAI IT based accounting software and Salary software are being used.</p> <p>2 (i to iv) UIDAI is having an IT based customised accounting software, details of which have been provided in Annexure -1 of the clarification/amendments to this RFP .</p> <p>2 (v) Refer comments offered at Sl. No. 5</p>
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Borkar Majumdar (Chartered Accountants)	13	Penalty - Clause 5.3.9.B.(d)	73	Rs 4,000 per day will be levied for any absence or non availability beyond leave days of Project Manager and Rs.2000 in case of Deputy Manager. UIDAI may consider termination of contract in case Project Manager is not available within 30 days	1) The penalty amount for per day absence of Project Manager & Deputy Manager of Rs. 4000/- & Rs. 2000/- respectively seems to be very high. It would be very kind of you to let us know the rationale behind such high penalty amount and the measures which were taken while deciding the penalty amount. We request you please reduce penalty amount by 50%	Agreed to reduce the penalty amount by 50% i.e. Rs.2,000/- and Rs.1000/- per day respectively.
Borkar Majumdar (Chartered Accountants)	14	Change Orders - Clause 5.3.9.B.(d)		Increased Cost quoted in he Bid for 2nd and 3rd year shall be applicable only to those resources who are initially deployed and remain continue to UIDAI. However, any new replacement deployed in place of an old resources during the year, shall be paid on 1st Year rates	In case of replacement of resources, please also consider the inflation rates and allow the increased rates to the replaced resource also	Request not acceded to
Borkar Majumdar (Chartered Accountants)	15	General Query related to Scope of Work			How many IT enabled software are being used by UIDAI, which needed to be maintained by us also	Refer comments offered at Sl. No. 12

SK Patodia & Associates	16	Clause 2.27.4.7 (Criteria for Evaluation of Technical Proposals- Solvency Certificate)	28	A Solvency Certificate duly issued by the scheduled commercial bank for the period: - for the last three years & above as on 31.3.22 - 3 Marks - for the last four years & above as on 31.3.22 - 4 Marks - for the last five years and above as on 31.3.22 - 5 Marks	Issuance of a Solvency certificate requires a considerable amount of paperwork & correspondence with the banks. Further, there is also a cost involved for issuing individual certificates. For these reasons we request you to suggest value for the solvency certificate to be taken and also request to reduce the number of Financial Years for which Solvency certificate is required. Please clarify.	A Solvency Certificate of Rs.25 Lakh (Minimum) duly issued by the Scheduled Commercial Bank.
SK Patodia & Associates	17				In case of extension of contract after 3 years, you are requested to kindly escalate the process with an inflation rate of 8% (Annually) on 3rd Year of contract value	Request not acceded to
General/ Others	18	5.2.4	69	Qualification of Deputy Manager	Essential Qualification : Should be a qualified Chartered Accountant from Institute of chartered Accountants' of India	Amended : Essential Qualification : Should be a qualified Chartered Accountant from Institute of Chartered Accountants of India / Cost Accountant from Institute of Cost Accountants of India
General/ Others	19	3.5(2)	37	3rd Year mentioned in BoQ (read with Change Order Clause No.3.8.3)		May be read as : 3rd Year mentioned in BoQ (read with Change Order Clause No.3.8.4)

Technical Details of UIDAI IT enabled Accounting Software

Name of the Software – UIDAI Accounting Software

Description of Software System - Web Portal

1. UIDAI Accounting software is a web based portal which can be easily accessed in latest browser.
2. Portal can only be accessed via registered UIDAI Officials and only in UIDAI Head Office & Regional Office internal network.
3. Portal cannot be accessed outside UIDAI Network.

Login Mechanism

1. Web based login using email address and password, captcha challenge and an additional two factor authentication of OTP on UIDAI EMAIL Address.
2. Login session is valid only for two hours and if user is inactive, system gets auto logout.
3. Incorrect login attempts are restricted and user will get blocked after trying three attempts of incorrect login and reset password.

Registration Mechanism

1. Any new employee cannot register themselves, they have to inform the concerned UIDAI Authority to create the account in the software.
2. User creation facility is provided in backend to UIDAI Official

Technology Used

Portal is developed using open source technologies.

- Programming Language : PHP 7.2
- Web Development Framework : Laravel Version 5+
- Database Server : MySQL 5.7
- Frontend Technology : HTML, CSS, jQuery, Javascript

More detailed information is also available in the SRS Document with technical specifications submitted to UIDAI as a part of software development.

Security

Portal is audited by the UIDAI Cyber Security team. Hence software has implemented OWASP guidelines for security requirements.

Highlights

1. Authentication as well as Authorization using permission matrix
2. Encryption of sensitive data while transmission over network
3. File upload security - Checking the type of file and only allowing safe file uploads
4. Passwords are hashed
5. SQL Injections / XSS attack prevention / Input Validations
6. Encrypted session management

Source Code of the software

Source code of the software is available with UIDAI and has the absolute rights.

Functional Details of the software

- UIDAI Accounting software is a workflow based system. For each module, the workflow are designed and developed into the system.
- Details on the workflow diagram for each module, input / output requirements, access & hierarchy level etc are available in very detailed version of the SRS Document submitted to UIDAI

Major Modules of the system

1. User Management
2. Login
3. Budgeting
4. Vendor Management
5. EAS (Expenditure Angle Sanction)
6. Purchase Order
7. Release Order
8. GAR Bill
9. Payment / Cheque - Forwarding letter Generation
10. Registers Management
11. MIS Reporting & Dashboard