

**F. No. 11014/05/2019-Logistics**  
**RFP for Printing of Aadhaar Documents**

**Reply to Pre-Bid Queries Raised by the Bidders**

(Purchaser makes no representation or warranty as to the completeness or accuracy of any response made in good faith)

Sl. No.	Reference/ Page No. in the RFP	Existing provisions in RFP	Clarifications sought by bidders	Clarifications/ modifications issued by UIDAI
1	Point No. 7 for EMD at Pg. 20	Amount of EMD is Rs. 86.40 Lakh (Rs Eighty Six Lakh Forty Thousand Only).	As per project has to be completed over a period of 3 years the EMD amount should be less. Even in your previous tenders floated in 2013 / 2016 the same was much lesser. Such a big amount to be given as EMD will add to the cost of the bid and is also a burden for printers to arrange at 1 point of time. If the department is interested in knowing the credit worthiness of the PSPs they should ask for Net worth certificate for a particular amount like 10 – 20 Cr.	As per General Financial Rules (GFR), 2017
2	Point No. 2 Under Pre- qualification criteria at Pg. 21	Average annual turnover of at least Rs 72 crore (Rupees Seventy Two Crore only) from the core printing operation within India only, during the previous three financial years i.e. 2015-16, 2016-17, 2017-18.	Well in the immediate past 3 years the same should be changed to 2016-17 / 2017 -18 / 2018-19. The last date for filling Balance Sheet for companies is – 31/08. Moreover in order to check the performance of the PSPs one should look at the immediate past performance rather than going 4 years back. There is a possibility that a printer might have done good business in 15-18 but for 18-19 the business volume has dropped drastically. So kindly look into this matter.  Other than this considering the current volumes v/s previous requirements of your department the turnover has increased drastically from 25 cr to 72 cr average. In order to make this bid open for more	Since last date of submission of bid is 05.09.2019, information is being sought pertaining till FY 2017-18  Based on the Guidance Notes, 2017 issued by Ministry of Electronics & Information Technology (MeitY).

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			capable printers the department should consider to bring this down to 50 cr.	
3	Point No. 6 Under Pre-qualification criteria at Pg. 22	The bidder must have successfully “completed” or “completed part of the ongoing” variable data printing and barcode projects(s) (at least in 6 Regional languages) during last five years awarded by Government/PSUs of the following values as on 30.04.2019 (a) one project costing not less than Rs. 35 Crore or (b) two projects costing not less than Rs. 22 crore each or (c) three projects costing not less than Rs. 18 Crore each.	Variable data printing doesn't mean that we have to print various languages. Barcodes and other numeric / alpha numeric information is also considered as variable. Other than printing Aadhaar cards which only 3 companies have been doing since the department first floated the tender in 2013 – there is no other project of value of 35 cr where one needs to print in different languages. So the request is as follows. <ul style="list-style-type: none"> <li>- Order value for printing of variable data jobs should be reduced.</li> <li>- With regards to 6 languages a separate confirmation from the PSPs should be asked with samples of jobs been printed in the previous years.</li> </ul>	<p><b><u>In point No. 6 under PQ Criteria at pg 22 of the RFP</u></b></p> <p>For “(a) one project costing not less than Rs 35 Crore Or (b) Two projects costing not less than Rs. 22 Crore each Or (c) Three projects costing not less than Rs. 18 Crore each”.</p> <p><b>Read as</b>  “(a) one project costing not less than <b>Rs. 30 Crore</b> Or (b) Two projects costing not less than <b>Rs. 20 Crore each</b> Or (c) Three projects costing not less than <b>Rs. 15 Crore each</b>”.</p> <p>Regarding “ <i>at least 6 regional languages</i>” criteria, it is clarified that the bidder having experience in 6 regional languages in any combination of different languages (total 6 languages) for project experience as per clause 6(a), (b) &amp; (c) will be qualified under this clause [ e.g 2+4 or 3+3 or 5+1 regional languages in r/o 6(b) And in r/o 6(c) combination of 2+2+2 or 3+2+1 languages in projects]</p> <p>Further point 2.2/ column 2 of Table 2 (page 25) under Technical Evaluation Criteria</p>

Sl. No.	Reference/ Page No. in the RFP	Existing provisions in RFP	Clarifications sought by bidders	Clarifications/ modifications issued by UIDAI
				<p><b>For</b>  <i>Value of SINGLE successfully “completed” OR “completed part of the ongoing” variable data printing in multiple languages projects during last five years awarded by Government/PSUs/Banks as on 31.03.2019: (Annexure XI)</i>  <i>(i) &gt;= Rs 18 Cr but &lt; Rs 22 Cr</i>  <i>(ii) &gt;= Rs 22 Cr but &lt; Rs 35 Cr</i>  <i>(iii) &gt; = 35 Cr</i></p> <p><b>Read as</b>  <i>Value of SINGLE successfully “completed” OR “completed part of the ongoing” variable data printing in multiple languages projects during last five years awarded by Government/PSUs/Banks as on 30.04.2019: (Annexure XI)</i>  <i>(i) &gt;= Rs 15 Cr but &lt; Rs 20 Cr</i>  <i>(ii) &gt;= Rs 20 Cr but &lt; Rs 30 Cr</i>  <i>(iii) &gt; = 30 Cr</i></p> <p>Further point 2.3/ column 2 of Table 2 (page 25) under Technical Evaluation Criteria  Number of successfully “completed” OR “completed part of the ongoing” variable data printing in multiple languages projects (Value &gt;= Rs 18 Cr) during last five years awarded by Government/PSUs/Banks as on 31.03.2019:  1-3  4-7  &gt;7</p>

Sl. No.	Reference/ Page No. in the RFP	Existing provisions in RFP	Clarifications sought by bidders	Clarifications/ modifications issued by UIDAI
				<p><b>Read as</b>  Number of successfully “completed” OR  “completed part of the ongoing” variable data printing in multiple languages projects (<b>Value &gt;= Rs 15 Cr</b>) during last five years awarded by Government/PSUs/Banks as on <b>30.04.2019:</b>  1-3  4-7  &gt;7</p>
4	Point No. 2.1 Under Technical Evaluation Criteria at Pg. 25	Average Annual Turnover from the variable data printing operations within India only, during the previous three financial years (2015-2016, 2016-2017 and 2017-2018)	15 marks will be given to the printer with turnover more than or equal to Rs. 125 Cr. We request you to kindly decrease the turnover value so that more PSPs can technically qualify.	Minimum 10 marks awarded for qualifying the PQ criteria. Additional marks are given to bidder with higher turnover to value add in the service
5	Point No. 2.2 Under Technical Evaluation Criteria At Pg. 25	Value of SINGLE successfully “completed” OR “completed part of the ongoing” variable data printing in multiple languages projects during last five years awarded by Government/PSUs/Banks as on 31.03.2019	10 marks will be given to printer who has done single order of Rs. 35 Cr. By Govt/PSUs/Banks. Only your existing PSPs will justify these conditions. Kindly reduce the values so that other printers can participate and UIDAI can save money from competitive pricing.	Refer to Clarifications/ modifications issued in r/o Sl No. 3 above.
6	Point No. 2.3 Under Technical Evaluation Criteria at Pg. 25	Number of successfully “completed” OR “completed part of the ongoing” variable data printing in multiple languages projects	Orders with value equal to or more than Rs. 18 Cr. Is asked. There are a very few orders in the market with value of more than 18 cr and that too with VDP printing. In fact only Aadhaar has such kind of volume. So department should reconsider this. In fact the entire table should be	Refer to Clarifications/ modifications issued in r/o Sl No. 3 above.

Sl. No.	Reference/ Page No. in the RFP	Existing provisions in RFP	Clarifications sought by bidders	Clarifications/ modifications issued by UIDAI
		(Value >= Rs 18 Cr) during last five years awarded by Government/PSUs/ Banks as on 31.03.2019	reworked to get the most competent PSPs for this job.	
7	S. No. 2.2 & 2.3 of TABLE 2 : TECHNICAL EVALUATION CRITERIA at page 25	Value of SINGLE successfully “completed” OR “completed part of the ongoing” variable data printing in multiple languages projects during last five years awarded by Government/PSUs/ Banks as on 31.03.2019	Date, "31.03.2019" to be amended as "30.04.2019" which will be in concurrence with the Date stated at S. No. 6 of the Eligibility Criteria/ Pre-Qualification Criteria of Part-III at Page 22 of the Bid Document.	Refer to Clarifications/ modifications issued in r/o Sl No. 3 above.
8	S. No. 2.1 of TABLE 2 : TECHNICAL EVALUATION CRITERIA at page 25	Average Annual Turnover from the variable data printing operations within India only, during the previous three financial years (2015-2016, 2016-2017 and 2017-2018)	We hereby request you to kindly amend the above criteria as per the following :  Average Annual Turnover from the <b>Core Printing Operations</b> within India only, during the previous three financial years (2015-2016, 2016-2017 and 2017-2018)	In S No. 2.1 of Table 2: Technical Evaluation Criteria at page. 25: <b>For</b> “variable data printing operations” <b>Read as</b>  “ <b>Core Printing Operations</b> ”
9	S. No. 6 of the Eligibility Criteria/ Pre-Qualification Criteria of Part-III at Page 22	The bidder must have successfully “completed” OR “completed part of the ongoing” variable data printing and barcode project(s) (at least in 6 Regional languages) during last five years awarded by Government/PSUs/ Banks of the following values as	we hereby request your good selves to kindly amend the following criteria, "The bidder must have successfully “completed” OR “completed part of the ongoing” variable data printing and barcode project(s) (at least in 6 Regional languages) during last five years awarded by Government/PSUs/Banks of the following values as on 30.04.2019 (a) one project costing not less than Rs 35 Crore Or (b)Two projects costing not less than Rs 22 Crore each Or (c) Three projects costing not less than Rs. 18 Crore each". <b>as</b>	Refer to Clarifications/ modifications issued in r/o Sl No. 3 above.

Sl. No.	Reference/ Page No. in the RFP	Existing provisions in RFP	Clarifications sought by bidders	Clarifications/ modifications issued by UIDAI
		on 30.04.2019 (a) one project costing not less than Rs 35 Crore Or (b)Two projects costing not less than Rs 22 Crore each Or (c) Three projects costing not less than Rs. 18 Crore each	"The bidder must have successfully "completed" OR "completed part of the ongoing" variable data printing and barcode project(s) (at least in 6 Regional languages) during last five years awarded by Government/PSUs/Banks of the following values as on 30.04.2019 (a) one project costing not less than <u>Rs 30 Crore</u> Or (b) Two projects costing not less than <u>Rs 20 Crore each</u> Or (c) Three projects costing not less than <u>Rs. 15 Crore each</u> ".	
10	S. No. 6 of the Eligibility Criteria/ Pre-Qualification Criteria of Part-III at Page 22	The bidder must have successfully "completed" OR "completed part of the ongoing" variable data printing and barcode project(s) (at least in 6 Regional languages) during last five years awarded by Government/PSUs/ Banks of the following values as on 30.04.2019 (a) one project costing not less than Rs 35 Crore Or (b)Two projects costing not less than Rs 22 Crore each Or (c) Three projects costing not less than Rs. 18 Crore each	We request you to amend the above criteria as per the following : "The bidder must have successfully "completed" OR "completed part of the ongoing" variable data printing and barcode project(s) (at least in 6 Regional languages) during last six years awarded by Government/PSUs/ Banks of the following values as on 30.04.2019 (a) one project costing not less than Rs 30 Crore Or (b) Two projects costing not less than Rs 20 Crore each Or (c) Three projects costing not less than Rs. 15 Crore each".	Refer to Clarifications/ modifications issued in r/o Sl No. 3 above.
11	Point No. 6 of Part-II: Introduction	Two Print Service Providers (PSP), shall be selected	We request you to select at least Three Print Service Providers (PSP) through this RFP in order to	As per RFP

Sl. No.	Reference/ Page No. in the RFP	Existing provisions in RFP	Clarifications sought by bidders	Clarifications/ modifications issued by UIDAI
	at Page 4	through this RFP, who would provide print and dispatch service. It is estimated that UIDAI would print approximately 24 crore Aadhaar documents (23,19,00,000 Aadhaar Letters and 81,00,000 Order Aadhaar Reprint Letters) in a duration of 3 years from the date on which this contract comes into force. Volume of RFP documents will be divided between PSPs: L1 and L2 (matching L1) bidder in ratio of 60:40.	provide the opportunity to more printers so that the Aadhaar Documents will be delivered to the citizens at a faster rate.	
12	S. No. 2.1 of TABLE 2 : TECHNICAL EVALUATION CRITERIA at Page 25	Average Annual Turnover from the variable data printing operations within India only, during the previous three financial years (2015-2016, 2016-2017 and 2017-2018): (Annexure X)	We request you to amend the above criteria as per the following : Average Annual Turnover from the core printing operations within India only, during the previous three financial years (2015-2016, 2016-2017 and 2017-2018): (Annexure X)	Refer to Clarifications/ modifications issued in r/o Sl. No. 8 above.
13	Point No. 2 under Pre-Qualification Criteria at Pg 21	Average annual turnover of at least Rs 72 crore (Rupees Seventy Two Crore only) from the core printing operation	Compare to the last tender in 2016, data volume was 84 crore and the average annual turn required was 20 crore BUT this time data volume is 24 cores and the average annual turn required was 72 crore - which to high to bid for a new player to bid this	Based on the Guidance Notes, 2017 issued by Ministry of Electronics & Information Technology (MeitY).

Sl. No.	Reference/ Page No. in the RFP	Existing provisions in RFP	Clarifications sought by bidders	Clarifications/ modifications issued by UIDAI
		within India only, during the previous three financial years i.e. 2015-16, 2016-17, 2017-18.	tender	
14	Point No. 5 under Pre-Qualification Criteria at Pg. 22	Should have an 'installed capacity' of not less than Two lakh per day in printing, enveloping and handling of similar Letters and delivery at the designated point(s).	Compare to the last tender in 2016, installed capacity you have asked for more than double	As per RFP
15	Point No. 6 under Pre-Qualification Criteria at Pg 22-23	The bidder must have successfully "completed" OR "completed part of the ongoing" variable data printing and barcode project(s) (at least in 6 Regional languages) during last five years awarded by Government/PSUs/ Banks of the following values as on 30.04.2019 (a) one project costing not less than Rs 35 Crore Or (b)Two projects costing not less than Rs 22 Crore each Or (c) Three projects costing not less than Rs. 18 Crore each	Compare to the last tender in 2016, work completion certificate is asked for 7 times more in 2019 and above all the volume has decreased as compared to previous one, which is not feasible for new player to bid this tender	Refer to Clarifications/ modifications issued in r/o Sl No. 3 above.



Sl. No.	Reference/ Page No. in the RFP	Existing provisions in RFP	Clarifications sought by bidders	Clarifications/ modifications issued by UIDAI
16	Point No. 2 under Pre-Qualification Criteria at Page 21	Average annual turnover of at least Rs 72 crore (Rupees Seventy Two Crore only) from the core printing operation within India only, during the previous three financial years i.e. 2015-16, 2016-17, 2017-18.	We requested you to please decrease the turnover value like in previous RFPs where Rs. 25 Cr. Turnover was asked for much higher quantity of Aadhaar documents than current quantity.	Based on the Guidance Notes, 2017 issued by Ministry of Electronics & Information Technology (MeitY).
17	Point No. 6 under the Pre-Qualification Criteria at Page 22	The bidder must have successfully “completed” OR “completed part of the ongoing” variable data printing and barcode project(s) (at least in 6 Regional languages) during last five years awarded by Government/PSUs/ Banks of the following values as on 30.04.2019 (a) one project costing not less than Rs 35 Crore Or (b) Two projects costing not less than Rs 22 Crore each Or (c) Three projects costing not less than Rs. 18 Crore each	In India, only Aadhaar Printing is the biggest Variable Data Printing project, no other private/govt. entity does VDP in such huge extent. And asking orders of and above Rs. 18 Cr. Indicates that only previous PSPs of Aadhaar Document are being facilitated to participate easily rather than other Printing Vendors.  Kindly lower the count to Rs. 5 Cr. So that other printers can participate and UIDAI can save money from competitive bidding.  In 2013 original RFP, there was no such requisites made by UIDAI even when the quantity to print was 83 Cr. Than current quantity of 24 Cr.	Refer to Clarifications/ modifications issued in r/o Sl No. 3 above.
18	Point No. 6 of the Pre-Qualification Criteria at Page 22	Same as Above	Kindly add ‘Private’ firms also because such huge quantity orders of VDP are provided by Insurance, Telecom and Utility Industries. However in 2013 original RFP, there	As per RFP

Sl. No.	Reference/ Page No. in the RFP	Existing provisions in RFP	Clarifications sought by bidders	Clarifications/ modifications issued by UIDAI
			was no such requisites made by UIDAI even when the quantity to print was 83 Cr. Than current quantity of 24 Cr. Originally only order copies were asked without any limitation of work order value.	
19	Point No. 6 of the Pre-Qualification Criteria at Page 22	Same as Above	Kindly separate the “at least in 6 language clause” with the order value. A separate certificate shall be asked for justifying the capability in printing in 6 or more regional languages.	Refer to Clarifications/ modifications issued in r/o Sl No. 3 above.
20	Point No. 2.1 under Technical Evaluation Criteria at Page 25	Average Annual Turnover from the variable data printing operations within India only, during the previous three financial years (2015-2016, 2016-2017 and 2017-2018): (Annexure X)	15 marks will be given to the printer with turnover more than or equal to Rs. 125 Cr. We request you to kindly decrease the turnover value so that more PSPs can technically qualify. In 2013 original RFP, there was no such requisites made by UIDAI even when the quantity to print was 83 Cr. Than current quantity of 24 Cr.	Minimum 10 marks awarded for qualifying the PQ criteria. Additional marks are given to bidder with higher turnover to value add in the service. Also refer clarifications/modifications issued in r/o Sl No. 8 above
21	Point No. 2.2 under Technical Evaluation Criteria at Page 25	Value of SINGLE successfully “completed” OR “completed part of the ongoing” variable data printing in multiple languages projects during last five years awarded by Government/PSUs/Banks as on 31.03.2019: (Annexure XI)	10 marks will be given to printer who has done single order of Rs. 35 Cr. By Govt/PSUs/Banks Only your 3 existing PSPs will justify these conditions. Kindly reduce the values so that other printers can participate and UIDAI can save money from competitive pricing. In 2013 original RFP, there was no such requisites made by UIDAI even when the quantity to print was 83 Cr. Than current quantity of 24 Cr.	Refer to clarifications/ modifications issued in r/o Sl No. 3 above.
22	Point No. 2.3 under Technical Evaluation Criteria at Page 25	Number of successfully “completed” OR “completed part of the ongoing” variable data printing in multiple languages projects (Value >= Rs 18	Orders with value equal to or more than Rs. 18 Cr. is asked. Only your 3 existing PSPs will justify these conditions. Kindly reduce the values so that other printers can participate and UIDAI can save money from competitive pricing. Entire table of TEC should	Refer to clarifications/ modifications issued in r/o Sl No. 3 above.

Sl. No.	Reference/ Page No. in the RFP	Existing provisions in RFP	Clarifications sought by bidders	Clarifications/ modifications issued by UIDAI
		Cr) during last five years awarded by Government/PSUs/ Banks as on 31.03.2019:	be revisited. In 2013 original RFP, there was no such requisites made by UIDAI even when the quantity to print was 83 Cr. Than current quantity of 24 Cr.	
23	Point No. 2c under Security of Data at Page 32	<p>The data received by Service Provider will be digitally encrypted by UIDAI using HSM (Hardware Security Module). The Digital Certificate / HSM required for data encryption will be procured by the Service Provider (PSP) and its public key shared with UIDAI. Its public key shall be provided to UIDAI for encrypting the data.</p> <p>The Digital Certificate/ HSM required for Data Encryption will be procured by PSP.</p>	What are the specification of HSM which you have mentioned? May please provide the details for same.	Indicative specifications attached as Annexure-A
24	Point No. 3.3, SECTION-II/PART-I: GENERAL at Page no 11	Bids received from Consortiums will be rejected. Subcontracting of any work resulting from the tender is not allowed, except where the RFP explicitly allows for the bidder to enter into a contract with a third party.	Request you to allow consortium and subcontracting	As per RFP

Sl. No.	Reference/ Page No. in the RFP	Existing provisions in RFP	Clarifications sought by bidders	Clarifications/ modifications issued by UIDAI
25	SECTION-III at Page no 31	Scope of work	Request you to allow subcontracting for supplementary work items mentioned in Scope of work	As per RFP
26	PART-III: ELIGIBILITY CRITERIA Pre-Qualification Criteria/SN. 2 at Page no 21	Average annual turnover of at least Rs 72 crore (Rupees Seventy Two Crore only) from the core printing operation within India only, during the previous three financial years i.e. 2015-16, 2016-17, 2017-18.	Kindly consider consortium/Subcontracting Credential's for this clause	As per RFP
27	PART-III: ELIGIBILITY CRITERIA Pre-Qualification Criteria/SN. 5 at Page no 22	Should have an 'installed capacity' of not less than Two lakh per day in printing, enveloping and handling of similar Letters and delivery at the designated point(s).	Kindly consider consortium/ Subcontracting Credential's for this clause	As per RFP
28	PART-III: ELIGIBILITY CRITERIA/ 1. Pre-Qualification Criteria/SN. 6 at Page no 22	The bidder must have successfully "completed" OR "completed part of the ongoing" variable data printing and barcode project(s) (at least in 6 Regional languages) during last five years awarded by Government/PSUs/ Banks of the following values as on 30.04.2019 (a) one project costing not less than Rs 35 Crore Or (b) Two projects	Kindly consider consortium/ Subcontracting Credential's for this clause	As per RFP. Also refer to clarifications/modifications issued in r/o SI No. 3 above.

Sl. No.	Reference/ Page No. in the RFP	Existing provisions in RFP	Clarifications sought by bidders	Clarifications/ modifications issued by UIDAI
		costing not less than Rs 22 Crore each Or (c) Three projects costing not less than Rs. 18 Crore each		
29	Part III – Eligibility Criteria at Page 22 & 23	The bidder must have successfully “completed” OR “completed part of the ongoing” variable data printing and barcode project(s) (at least in 6 Regional languages) during last five years awarded by Government / PSUs / Banks of the following values as on 30.04.2019 (a) one project costing not less than Rs. 35 Crore Or (b) Two projects costing not less than Rs. 22 Crore each Or (c) Three projects costing not less than Rs. 18 Crore each.	<p><u>We request for its amendment as below:</u></p> <p>The bidder must have successfully “completed” OR “completed part of the ongoing” variable data printing and barcode project(s) (at least in 6 Regional languages) during last five years awarded by Government / PSUs / Banks of the following values as on 30.04.2019 (a) one project costing not less than Rs. 30 Crore Or (b) Two projects costing not less than Rs. 20 Crore each Or (c) Three projects costing not less than Rs. 15 Crore each.</p>	Refer to clarifications/ modifications issued in r/o Sl No. 3 above.

### **Indicative Specifications for HSM**

(Reference to Sl. No. 23)

<b>S. No</b>	<b>Requirement</b>
1	Should support Windows Servers, Linux and Solaris
2	TCP/IP Network based appliance
3	Key Length Supported (2048 to 4096)
4	Should support Min 200 TPS for RSA-2048 transactions
5	Should have FIPS 140-2 level 2&3 certification
6	Public Key Algorithm RSA encrypt/decrypt, RSA sign/verify
7	Keys are always secured by Hardware
8	Random number generation: FIPS140-2 approved
9	Hash/HMAC algorithm: SHA 1, SHA 2, SHA 256
10	Key exchange Symmetric Algorithm : AES, Triple DES, SEED
11	Compatibility: PKCS#11 , CAPI, OpenSSL, JCE/JCA
12	Support for various cryptographic algorithms: Asymmetric Key with Diffie-Hellman(1024-4096 bit), RSA (1024-4096 bit), Digital Signing via RSA, DSA, EC Brain pool Curves, Suite B Algorithm Support and ARIA support
13	Published API for various functionalities mentioned for integrating with the Application software
14	Secure authentication at local level
15	Contents can be securely stored on Backup Tokens
16	Onboard key generation, Digital Signing & Verification process to be done inside the HSM only
17	24/7 tele mail support
18	OEM engineering should be available for any kind of India specific customization.
19	The device should have the capability to detect tampering of keys.