

F. No. 11014/07/2019-Logistics
RFP for Aadhaar Hologram Provider
(Tender ID 2019_DIT_491676_1)

Pre-Bid Queries Raised by 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 RFP	Existing provisions in RFP	Clarifications sought by bidders	Clarifications modifications issued by UIDAI
1.	Point no. 6 of PART-III: ELIGIBILITY CRITERIA 1. Pre- Qualification Criteria at pg. 19	The bidder should be a member of International Hologram Manufacturers Association (IHMA) at the time of bid submission.	Prizm Holography is member of ASPA (an Indian association for Holographers) but we are not member of IHMA (international Body of Holographers). When we are talking suppliers in Indian context, requirement of IHMA member is unnecessary and creates barrier for many of companies who are competent to provide best of the possible holograms at very competitive prices	As per RFP
2.	Point no. 9 of PART-III: ELIGIBILITY CRITERIA 1. Pre- Qualification Criteria at pg. 20	The bidder must be certified under Security Certification – TUV-ASPA (Formerly known as HOMAI) Hologram Security Standards.	Another stringent and unnecessary condition is being member of TUV-ASPA which is also irrelevant to check any substantial credentials of supplier as being member of ASPA itself is sufficient	As per RFP
3.	Point no 7 of PART-III: ELIGIBILITY CRITERIA 1. Pre- Qualification Criteria at pg. 19	The bidder must have successfully “completed” OR “completed part of the ongoing” projects of <u>Security holographic hot stamping foil for stamping on PVC card</u> within India only during last five years	In list that is completed or ongoing govt project of security holographic hot stamping foil for stamping on PVC card with revenue as mentioned in list is again creating a barrier for companies who have done good projects for large domestic/multinational	As per RFP

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		awarded by <u>Government / PSUs / Banks/NPCI</u> of the following values as on 31.03.2019 (a) One project costing not less than a Rs 1.2 Cr OR (b) Two projects costing not less than Rs 75 Lakh each OR (c) Three projects costing not less than Rs 60 Lakh each	companies of similar nature but not for Govt. These conditions only provide benefit to certain players hence escalate price of bidding and make loss to govt exchequer I would request to kindly omit these draconian conditions so that its a level playing ground for holographers who are competent to provide holograms at competitive rates.	
4.			SPECIFICATIONS OF PVC CARDS Hot stamping foil is manufactured for multiple applications and hence the technical structure and chemical application varies for different structures. it is imperative that desired PVC CARD specifications are shared to enable us give the right product for your requirement	Extract of Indicative specifications of PVC card is attached as Annexure-A
5.	Point no. 2 of PART-III: ELIGIBILITY CRITERIA 1. Pre-Qualification Criteria at pg. 18	The Bidder's Average Annual Turnover of at least Rs 3.75 Crore (Rupees Three Crore Seventy Five Lakh only) from Security holographic hot stamping foil for stamping on PVC card within India only, during the previous three financial years (2015-	TURNOVER : The turnover desired in the tender is 3.75 Crores specific to PVC CARD application. It is important to mention that security lies in the Hot stamping foil and not in PVC Material .As a sequel the turnover should be desired for the HSF rates and hot PVC Card. We also take this opportunity to put on record that we are manufacturing HSF in excess of Rs 3.75 Crores annually and the application is in share excise departments	As per RFP. Also refer clarifications given in respect of serial no. 7 below.

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		2016, 2016-2017 and 2017-2018)	,transport department etc. This is a limiting factor and is a different for our organization to provide world class “state of art” solution . We request you to kindly consider the above mentioned to enable us quote in this prestigious requirement. Needless to mention (UFLEX is pioneer in the field of flexible packaging in the world for last 30 years. Headquartered at Noida (UP). UFLEX has manufacturing setup in 6 different countries with the employee strength of more than 7000 and a group turnover of Rs. 6700 Crores (approx.) operating across the Globe in more than 100 country)	
6.	Criteria for Pre-Qualification, S. No. 2 Page No. 18	The Bidder’s Average Annual Turnover of at least Rs. 3.75 Crore (Rupees Three Crore Seventy Five Lakh Only) from Security holographic hot stamping foil for stamping on PVC card within India only, during the previous three financial years (2015-2016, 2016-2017 and 2017-2018)	Suggested following changes in the Tender Clause: The Bidder’s average Annual turnover of at least Rs. 3.75 Crore (Rupees Three Crore Seventy Five Lakh only) from Security Hologram/Hot stamping foil within India only, during the previous three financial years (2015-2016, 2016-2017 and 2017-2018)	As per RFP. Also refer clarifications given in respect of serial no. 7 below.
7.	Criteria for Pre-Qualification, S. No. 2 Page No. 18	Certified copies of audited financial statements & annual report for three financial years i.e. 2015-2016, 2016-2017 and 2017-2018.	Suggested following changes in the Tender Clause: Certified copies of audited financial statements & annual report for three financial years i.e. 2015-2016, 2016-2017 and 2017-2018.	PVC card here implies any Plastic card.

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		In case revenues from <u>Security holographic hot stamping foil for stamping on PVC card</u> within India only are not separately mentioned in the financial statement, a Certificate to the effect from the bidder's statutory auditor or Company Secretary of the firm is required to be furnished.	In case revenues from <u>Security hologram/Hot stamping foil</u> within India only are not separately mentioned in the financial statement, a Certificate to the effect from the bidder's statutory auditor or Company Secretary of the firm is required to be furnished.	
8.	Criteria for Pre-Qualification, S. No. 7 Page No. 19	The bidder must have successfully "completed" OR "completed part of the ongoing" projects of <u>Security holographic hot stamping foil for stamping on PVC card</u> within India only during last five years Awarded by Government /PSUs/Banks/NPCI of the following values as on 31.03.2019 (a) One project costing not less than Rs. 1.2 Crore Or (b) (b) two projects costing not less than Rs. 75 Lakh each Or (c) Three projects costing not less than Rs. 60 lakh	Suggested following changes in the Tender Clause: The bidder must have successfully "completed" or "completed part of the ongoing" projects of <u>Security hologram/hot stamping foil</u> within India only during last five years awarded by Government/ PSUs/ Banks /NPCI of the following vales as on 31.03.2019 (a) One project costing not less a rs. 1.2 Cr. OR (b) (b) Two projects costing not less than rs. 75 Lakh each Or (c) Three projects costing not less than Rs. 60 Lakh each	Refer clarifications given in respect of serial no. 7 above.
9.	Point No. 6 Pg. no. 11	i) The Bidder may be subject to taxes, such as, but not limited to	Our understanding is UIDAI will pay GST at actuals at the time of raising an invoice from	Yes

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		GST, Service tax, duties, fees, levies etc. on amounts payable by the Purchaser under the Contract. Bidders shall mention all such taxes in quoted cost in the financial bid separately as per the format provided.	time to time over the period of contract period. Please confirm	
10.	Point No. Sec-III Pg. no. 25	Selected bidder will be required to make delivery for the holograms to 2 PSP(s) (through separate RFP) without any extra cost. selected by UIDAI	a) Any specific mode/type need to be considered while calculating the freight charges b) Whether TAT shared for printing of hologram is inclusive of delivery timeline or only applicable up to printing & handing over to courier company? c) Please consider all the order placed after 11:00 AM of a working day to be accounted on next working day for the purpose of TAT calculation	For (a) and (b): As per RFP For c) TAT calculation will start excluding the day of receiving of order.
11.	Page 26	Each order delivery should be accompanied by an “internal quality test report” based on the following tests:	Kindly request to modify the clause as "Internal quality test report should be submitted based on the below mentioned tests during the submission of samples. The Hologram vendor should comply with the same during the time of production. The Plastic card manufacturer has to issue the acknowledgement/ certificate to vendor after the succesful delivery of holgram". The tests are done after the hologram is affixed on the Plastic Cards.	As per RFP
12.	Point No. 6.1 Page no. 43	Payment for Services	Our understanding is payment will be made by the UIDAI & not by selected PSP's. Please confirm	Yes, the understanding is correct

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13.	Point No. 6.1 Page 43	Payment for Services c. The payment due will be calculated on actual utilization of holograms, for invoice duration, duly certified by PSP.	Request to kindly modify the clause as "Payment due will be calculated from the date of invoice submission along with the acknowledgement receipt from card manufacturer for successful delivery of holograms".	As per RFP
14.	Point No. 6.1 Page no. 43	Payment for Services c. The payment due will be calculated on actual utilization of holograms, for invoice duration, duly certified by PSP.	Request UIDAI to allow certain wastage percentage /quantity to PSP, since there can be possibility of wastage during hologram affixing. The actual utilized Hologram may be differ based on the wastage at Card manufacturer level and request to keep the Hologram manufacturer only accountable for the good quality Holograms delivered as per the agreed specification.	As per RFP
15.	Page 26	Each order delivery should be accompanied by an "internal quality test report" based tests on the following A) Chemical: B) Physical Checks:	the tender document talks about the tests to be conducted for 'internal quality test report'. There are 4 Chemical tests mentioned and 6 Physical Checks mentioned. Going by our long experience of supplying hot stamping foils for stamping onto PVC cards, we would humbly submit that these tests are conducted on the holograms <i>after</i> they are stamped on PVC cards. The holographic foil itself is not subjected to these tests. We understand that you asked for this in order to assess the quality of the foil that your bidders can provide. In order to achieve that, we suggest that you ask your bidders to submit say 50 nos of White PVC cards hot stamped with any hologram	As per RFP, you are requested to submit the certificate after following the testing procedure

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			image, which you can then send to an independent laboratory for testing against these tests and checks. You may like to define just how much loss of image is allowable against each of these tests and then judge the quality of each bidder.	
16.		Each order delivery should be accompanied by an “internal quality test report” based tests on the following A) Chemical: B) Physical Checks:	The hologram supplier may be asked to submit a quality test report confirming the quality of the product supplied by him. This test certificate could ask for confirmation of the dimensions, winding orientation, presence of security features etc. - all such properties that are considered critical to confirm that the hologram foil supplied is as per specifications.	Yes, the Hologram Service Provider has to submit a test certificate from time to time as decided by UIDAI confirming specifications of Hologram as decided by UIDAI.
17.	Addresses payment at Page 43	The payment due will be calculated on actual utilization of holograms, for invoice duration, duly certified by PSP.	The defined process proposes to pay the hologram suppliers on the basis of holograms utilized by the card producer, and not on the basis of cards supplied by the hologram producer. We think that this should be reviewed. The holograms supplied can only be sent under a GST invoice to the card producer. Waiting one month to discover the quantity utilised by them, and then raise such additional documentation to amend the quantity and the invoice amount will also prove very cumbersome from the GST returns aspect. Furthermore, the hologram producer should not be penalised for the card producer’s inability to use or	As per RFP

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			store the holograms efficiently. The hologram producer should be held responsible only to the extent of providing the agreed quality and the correct quantity. The wastage of holograms at the card producer facility for whatever reasons should not be put on the hologram supplier, and they should be paid on the basis of the quantity of holograms supplied to the card producer.	

Annexure-A
(Reference to Sl. No. 4)

APPENDIX A: SPECIFICATION OF AADHAAR PVC CARD

AADHAAR PVC Card

1. Printing of Aadhaar PVC Card shall be as per the specifications of design and color scheme indicated by UIDAI.
2. Specifications of Aadhaar PVC Card:

	Material	PolyVinyl Chloride(PVC) + Polyethylene Terephthalate Glycol (PETG) Proposed Layering is mentioned in RFP document
	Lamination (Overlay)	Glossy / Mat finishing
	Card Size	CR 80 (86 mm x 54 mm x 0.76mm)
	Thickness	760 microns (+/- 10%)
	Color	Card will follow existing color scheme of Aadhaar Letter: <ul style="list-style-type: none"> - White background for normal Aadhaar - Light blue for Bal Aadhaar (resident in age group 0-5 yrs)) or other color scheme as decided by UIDAI time to time.
	Design and layout	Indicative design provided in RFP. UIDAI may alter the design, color scheme and layout any time before or during the currency of the contract.
	ISO Standard	CR-80 type adhering to ISO/ IEC 7810 /10373 standards
	Special feature	QR Bar code with 3000 + text characters. However, UIDAI may alter the size, specifications and layout of the QR code any time before or during the currency of the contract.
	Personalization	Digital Color Laser printing of photograph of 600 dpi * 600 dpi, QR code, variable data printing(including regional language) on both sides of the card
	Indicative list of card features	<ul style="list-style-type: none"> • Hologram : Hologram size (after stamping) : 16mm X 12mm. To be hot stamped made up of 19 -23 Micron polyester film of Gold/Silver shade. • Micro text : Text as border of the Photograph in size 19 to 25 micron • Ghost Image Printing : Resident Photograph (Front side) • GUILLOCHE pattern on the base of the card. Design shall be provided by UIDAI <p>(The design of the hologram and the approved UIDAI vendor for the same shall be provided to the PSP)</p>

Proposed Layering of Aadhaar (PVC+PETG) Card



- 1,7:** Overlay 50 Micron Top and Bottom
- 2,6:** **Variable Data** Print layer (LASER Printing 600 DPI and Above)
- 3,5:** **PVC Layer 180 Micron Top and Bottom**
- 4:** PetG Middle Layer 340 Micron