S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
1	1	1	3	This is an invitation for submission of Expression of Interest (EOI) from Unique Identification Authority of India (%UIDAI+) for selection of Managed Service Provider (MSP) to implement, and manage the CIDR+	Please confirm that one single Managed Service Provider will be selected to manage the PAN India operations of Central ID Data Repository for the contract period specified	The UIDAI reserves the right to appoint more than one MSP during the operations and management phase of CIDR. Other MSPs may be inducted for associated services relating to uses of AADHAAR considering enrolment and authentication volume, SLA performance, managing operation of Regional Data Centres for distributed authentication etc. Further details in this regard would be communicated at the RFP stage.
2	1	1.2	3	The contract period is for seven years and extendable by three years.	Is the initial contract period of 7 year envisaged to be a lock-in period that both parties agree to commit to?	Clause 1.2 is self explanatory.
3	1	1.2	3	As above	Section 1.2 mentions a contract period of seven years and extendable by three years. Since this is an EoI without any contract conditions, does it relate to the RFP that would come out as a result of EoI process?	Yes the contract period relates to the subsequent RFP stage, however, the same will be applicable to the selected MSP.
4	2	2.1	5	The Unique Identification Authority of India (%UIDAI+) was established in February, 2009 as an office attached to the Planning Commission, Government of India. The purpose of the UIDAI is to issue a unique identification number (%UID+) to all Indian residents that is robust enough to eliminate duplicate identities, and which can be used to verify resident identity in subsequent encounters in an easy, cost effective way.	Since the legislation on UIDAI is still to be enacted, is the contract envisaged to be signed only after the legislation is in place. Can it be assumed that the Government of India will be the signatory to the contract with the Service Provider even prior to the legislation being enacted? What are the steps that would be taken in the legislation to ensure that the (a) usage of the UID number will be made mandatory (b) the lock-in period of 7 years is not affected by change in policy.	The contract to be signed with the selected MSP(s) is not linked with the enactment of legislation. Other issues raised in part (a) and (b) of the query are not relevant in the context of this EoI.
5	2	2.1	5	As above	We recognise the legislation giving UIDAI is still to be enacted, can it be clarified as to who would be the contracting entity to sign the contract with the Service Provider.	The contract with the selected MSP will be signed by the authorised officer of UIDAI on behalf of the President of India.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
6	2	2.4	5	The UIDAI will start issuing Unique ID based on a partnership model. UIDAI will partner with Central and State Government departments and Public Sector agencies who will act as ЯRegistrarsη for UIDAI. Registrars will process UID applications and the demographic and biographic data shall be captured and transmitted to the CIDR. Based on the data received, the CIDR shall perform de-duplication based on the residentη biometrics and generate UID numbers.	(i) Please confirm if management of end user infrastructure in registrar locations would be in scope of work of the MSP? (ii) Would the management of end user infrastructure in UIDAI offices be in scope the MSP?	(i) No, the end user infrastructure in registrar locations would not be in scope of work of the MSP. However, the MSP shall have to enable the necessary interface at the registrar locations. (ii) Yes, the management of end user infrastructure in UIDAI offices will be in the scope of work of the MSP.
7	3	3.2	6	An EMD of Rs. 2,00,00,000 (Rupees Two crores only) in form of a bank guarantee issued by a Nationalized / Scheduled Bank valid for 60 days beyond the validity period of the EOI , in the pro-forma provided as Annexe - B, should be submitted along with the EOI response. The EMD of the unsuccessful bidders would be returned within one month of issuing of RFP to successful bidders. In case of successful bidders, the bank guarantee would remain in force till RFP evaluation process is complete. Accordingly, the successful bidders may have to extend the EMD till such time.	EMD, if the Partnering/Consortium position changes, such as a number of vendors integrate their proposal at the RFP stage, will the EMD be returned to non primes as officially they have not withdrawn.	The EMD has to be submitted by the Prime Respondent only. Therefore, the question of returning the EMD to Non-Prime Respondent doesn't arise.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
8	3	3.3	6	The Prime Bidder shall have the option to submit the EOI response **either alone** or **in consortium with other partners/agencies.** However, the Prime Bidder shall be responsible for the Managed Services that include Design, Supply, Integration, Installation, Commissioning and Maintenance of all the services. The Consortium Member(s) may assist the Prime Bidder in the implementation of the project in the area of their responsibility. However, the Prime Bidder shall be responsible to UIDAI for meeting all the obligations. The Prime Bidder participating with consortium approach shall briefly define the role of each Consortium Member including itself in its EOI Response clearly indicating their scope of work/responsibilities and relationship. However, consortium partnership is allowed on **two** accounts only. The MSP is allowed to form a consortium with 1. an Original Equipment Manufacturer (OEM) for supply of servers and storage subject to the condition that the OEM would not be allowed to partner with more than three Prime Bidders. 2. a Telecom Company (TC) for commissioning the network architecture and for provisioning of bandwidth subject to the condition that the TC would not be allowed to partner with more than three Prime Bidders. UIDAI reserves the right to amend the consortium related conditions at the RFP stage.	(i) Is the Service Provider required to have a consortium arrangement with all the OEMs of products that are not manufactured by the Service Provider? (ii) Does the Service Provider need to necessarily have a consortium arrangement with all OEMs of all products other than those manufactured by Service Provider? (iii) Can the Service Provider have a %subcontractor arrangement+ as opposed to a %consortium arrangement+ with product vendors other than with the Telecom Service Provider? For eg. if the Service Provider is the OEM for all components other than say the Fraud Detection component then does the Service Provider need to include the OEM of the Fraud Detection component as a consortium member or can the Service Provider procure the same from the OEM and provide the same under a subcontractor arrangement?	Please refer to Corrigendum I
9	3	3.3	6	As above	Kindly explain why MPLS ISPs only, and not LL based ISPs also.	The Clause remains unchanged.
10	3	3.3	6	As above	Our question on this is that is this Clause applicable for a Telecom Company (NLD/ILD licensed operator) that is bidding in as a Prime Responder.	This Clause is applicable for the Prime Respondent.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
11	3	3.3	6	As above	Request change in clause where Prime Respondent is allowed to form consortium with other SI vendors. This will allow Prime Respondent to: 1. Offer best of talent from multiple sources 2. Hedge its risk 3. Allow Tier2 companies to participate, as it has been encouraged by UIDAI till now Experience of consortium members should also be considered.	Please refer to Corrigendum I.
12	3	3.3	6	As above	The clause mentions UIDAI reserves the right to amend consortium related conditions at the RFP stage. Any change/terms of the consortium constructs and scope by UIDAI during the RFP stage can have significant bearing on the overall Proposal/solution. Given this situation, kindly advise if EOI respondent A) has the flexiblity to change the consortium partners based on the RFP scope at a later date prior to RFP submission B) Can EOI be submitted without naming consortium members but respondent provides the necessary track record of having executed similar assignments as per qualification criteria requested in EOI	Please refer to Corrigendum I.
13	3	3.3	6	As above	This clause states that prime respondant is allowed to form consortium with two types of consortuim members, namely OEMs and Telecom company. Within this category, is it allowed to form consortuim with multiple OEMs and Multiple Telecom companies ? Also, there are many other smaller components needed (eg. security), is it mandatory to have them as consortium members ?	Please refer to Corrigendum I.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
14	3	3.3	6	As above	Under what conditions UIDAI expects a consortium?Can a Consortium member be inducted at the RFPstage?	Please refer to Corrigendum I.
15	3	3.3	6	As above	We request you to consider allowing the OEM of Servers and Storage to partner with at least 4 prime respondents (including one bid as a Prime bidder if the OEM of Servers and Storage is itself a System Integrator)	Please refer to Corrigendum I.
16	3	3.3	6	As above	As per our understanding the MPLS network asked as part of the "implementation of high definition video conference solution with telepresense" RFP will be dedicatedly used for video conferencing. MPLS network asked as part of this RFP will be separate and dedicatedly used for DATA. Kindly confirm .	Query is not relevant at this stage.
17	3	3.3	6	As above	At EOI stage the type, configuration , specifications and other details of the server and storage platform is not know to the bidders and also the type of connectivity , number of locations, address of the locations, etc has not been declared , it will be not be possible for bidders to enter into consortium with right partners since the detail specifications are expected at RFP stage . Hence without above information , UIDAI is requested to allow bidders to respond to EOI without consortium details. The same should be allowed at RFP stage.	Please refer to Corrigendum I.
18	3	3.3	6	As above	Apart from consortium, can the prime bidder subcontract few of the services (e.g. Data centre, hosting, logistics) mentioned in the scope?	Please refer to Corrigendum I.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
19	3	3.3	6	As above	Can consortium member, being an OEM supplier of servers and other hardware, also provide other services like Data centre build, hosting, logistics services, etc.?	Yes
20	3	3.3	6	As above	a) Is it the intent of UIDAI to make available the UID enrolment and verification services only through a closed network? b) Would providing the connectivity required by registrars and verification agencies in scope of work of the MSP? c) Would the MSP be required to inter-connect all UIDAI offices spread across India? d) Would the provision of broadband connectivity be in scope of MSP? At a high level, the intent of the above mentioned questions is to understand the extent of coverage required for provision of MPLS based VPN and band-width	(a) No (b) Details will be provided at the RFP stage. (c) Yes (d) Yes
21	3	3.4	7	The EOI response envelopes of only those bidders, whose EMD and bid processing fees are in order, shall be opened in the same session. The EoI response bids will then be evaluated. The bidders will be assessed on the prequalification criteria. The bidders should clearly indicate, giving explicit documentary evidence with respect to the criteria, in absence of which, the response would be rejected summarily at pre-qualification stage. The bidders will be assessed on the following prequalification criteria: xxxxxxxxxxxxx	Section 3.4 - Bidder is a subsidiary of UK headquartered publicly listed firm. The group company and its other entities meet the requisite financial, experience and technical qualification of the EOI for all points under section 3.4 " PreQualification criteria". For execution and delivery of projects, the Bidding entity wherever necessary, leverages the experience and expertise available globally with any of entities within the group. In this particular case, for the purposes of meeting the financials, experience & technical evaluation criteria can the experience of other Bidder group entities or Group Company be included.	Please refer to Corrigendum I.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
22	3	3.4	7	As above	Section 3.4.2 - 3.4.6, talks about the pre qualification criteria. For a global company to qualify, will UIDAI consider group wise financial no.s and capabilities for qualification. Pls. clarify.	Please refer to Corrigendum I.
23	3	3.4.2	7	The Prime Respondent should have an average annual turnover of INR 6,000 Crore, over last 3 financial years immediately preceding the last date of submission of Response to EOI (2007-08, 2008-09, 2009-10)	1. When the estimated project budget is INR 1000 cr., what is the reasoning behind the turnover ask of 6000 crores? This is not as per CVC guidelines. Request you to make it 3000 crores	Condition remains unchanged.
24	3	3.4.2	7	The Prime Respondent should have an average annual turnover of INR 6,000 Crore, over last 3 financial years immediately preceding the last date of submission of Response to EOI (2007-08, 2008-09, 2009-10)	We would request UIDAI to consider for relaxing the average annual turnover over the last 3 financial years to INR 1000 crores inplace of INR 6000 crores so that many good mid sized companies can participate as prime respondent in this EOI.	Please refer to reply against query at **S.No. 23.**
25	3	3.4.3	7	The Prime Respondent should have an average Annual Turnover from Systems Integration & Managed Services of INR 500 Crore, over last 3 financial years immediately preceding the last date of submission of Response to EOI (2007-08, 2008-09, 2009-10)	Request you to consider INR 250 crores over last 3 years as Annual Turnover from Systems Integration & Managed Services.	Condition remains unchanged.
26	3	3.4.3	7	The Prime Respondent should have an average Annual Turnover from Systems Integration & Managed Services of INR 500 Crore, over last 3 financial years immediately preceding the last date of submission of Response to EOI (2007-08, 2008-09, 2009-10)	We would request UIDAI to relax this criteria to Average Annual Turnover of INR 30 Crores over the last three years so that many good mid sized companies can participate in this EOI as prime respondent.	Please refer to reply against query at **S.No. 25.**

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
27	3	3.4.4	7	Networth of the prime Bidder should be equal to at least Rs. 4000 Crore or equivalent USD computed as the Networth based on unconsolidated audited annual accounts of any of the last 3 financial years immediately preceding the last date of submission of Response to EOI (2007-08, 2008-09, 2009-10). {Networth = Equity share capital + Reserves . (Revaluation Reserves + Intangible Assets + Miscellaneous expenditures to the extent not written off and carry forward losses)}	Please elaborate on the evalution criteria for determining the Networth basis the unconsolidated accounts	The clause stands deleted. Please also see Corrigendum I for revised pre-qualification conditions.
28	3	3.4.4	7	Networth of the Prime Respondent should be equal to at least Rs. 4000 Crore or equivalent USD computed as the Networth based on unconsolidated audited annual accounts of any of the last 3 financial years immediately preceding the last date of submission of Response to EOI (2007-08, 2008-09, 2009-10).	Could you pls. highlight the basis of selecting 4000 crores Request you to kindly make the qualifying number as 2000 crores	Please refer to reply against query at **S.No. 27.**
29	3	3.4.4	7	Networth of the Prime Respondent should be equal to at least Rs. 4000 Crore or equivalent USD computed as the Networth based on unconsolidated audited annual accounts of any of the last 3 financial years immediately preceding the last date of submission of Response to EOI (2007-08, 2008-09, 2009-10).	We would request UIDAI to consider for relaxing this criteria to atleast INR 500 Crore or equivalent USD as the Networth based on unconsolidated audited annual accounts of any of the last 3 financial years immediately preceding the last date of submission of Response to EOI (2007-08, 2008-09, 2009-10).	Please refer to reply against query at **S.No. 27.**
30	3	3.4.6	7	The Prime Respondent should have executed at least 2 projects of INR 100 Crore or more in gross value with System Integration or Managed Services as a major component of the scope of work in the field of IT Services. International projects with similar scope of work and similar value will be accepted.	1. Options should be given in terms of providing 4 projects of INR 50 crores? 2. Work in Progress should be considered, along with completed projects? 3. Pls. confirm if multiple PO's(purchase orders of same project over 5 or more years) with combined value of 100 cores will qualify?	Condition remains unchanged.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
31	3	3.4.6	7	The Prime Respondent should have executed at least 2 projects of INR 100 Crore or more in gross value with System Integration or Managed Services as a major component of the scope of work in the field of IT Services. International projects with similar scope of work and similar value will be accepted.	We would request UIDAI to relax this criteria to atleast two projects executed of INR 6 Crores or more in value with System Integration or Managed Services as a component of the scope of work in the field of IT Services so that good mid sized companies can participate in this EOI as prime bidder.	Condition remains unchanged.
32	4	4.2.1	9	There can be a number of Data Centres performing the core UID functions. Mainly, UIDAI can have: i. A Primary Data Centre (PDC), a BCP-DR and a near DR Data Centre. Auxiliary data centres performing only verification, can be distributed in many locations where UIDAI Regional offices are located or geographically in other cities in India. ii. The CIDR will have BCP-DR in different seismic zone from the Primary Data Centre. The Data Centre location is subject to change based on UIDAI decisions. The Primary Data Centre and Disaster Recovery are of equal capacity. The MSP will have to take into account the required infrastructure, integration and management services for all these data centres.	Please elaborate more on the statement %Near DR Data Centre+	Near DR Data Centre is planned to be in close proximity of the Primary Data Centre. The data will be replicated synchronously between Primary Data Centre and the Near DR Data Centre.
33	4	4.2.1	9	As above	Please provide a ballpark number of these auxillary datacentres. Also, if we can get an idea of what would exist in these centres and where these data centres would be located, it would be of help.	Initially Data Centres will be located in Bengaluru and Delhi. Further details will be provided at the RFP stage.
34	4	4.2.1	9	As above	This section mentions taking into account the required infrastucture, integrations and management services for all these data centres . please confirm this is IT services management only, and not facilities management for example	Facilities management services will also be within the scope of work of the MSP.
35	4	4.2.1	9	As above	What kind of infrastucture will be required in Auxiliary data centres?	Details will be provided at the RFP stage.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
36	4	4.2.1	9	As above	(i) Would setting up of Data centre be in scope of the RFP? (ii) If yes, would the space required for setting up the DC/DRC set-up be provided by UIDAI. (iii) Alternatively, would UIDAI expect the MSP to provide Data centre services on lease basis. The answer to this question will have an impact on the partnership approach adopted by MSP. If Data centre services has to be provided on a lease basis, can data centre hosting activity it be sub-contracted	(i) Yes (ii) and (iii) Details will be provided at the RFP stage.
37	4	4.2.1	9	As above	As the scope of work do not cover built part of Data centres, for Auxiliary Data centres shall be built (Non-IT) fresh infrastructure or hosting shall be preferred.	No clarification is sought.
38	4	4.2.1	9	As above	As the scope of work do not cover built part of Data centres,for PDC,BCP-DR and Near DR shall be built (Non-IT)fresh infrastructure or hosting shall be preferred.	No clarification is sought.
39	4	4.2.1	9	As above	How many data centres will be there totally (including the Auxiliary DCs). Are the Auxiliary DC locations same as the UIDAI RO's?	Details will be provided at the RFP stage.
40	4	4.2.1	9	As above	Will the DCs be in Build-up mode (meaning UIDAI will provide the space and the MSP has to do the flooring, ceiling, AC, etc . that is traditional DC Buildup) or a DC on a leased/rental model has to be given to UIDAI? Please Clarify	Details will be provided at the RFP stage.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
41	4	4.2.1	9	As above	Has UIDAI formed a strategy for replicating the authenticated data at the Auxilary DC for performing only verifications keeping in mind the requirements of Licensing cost of Biometric s/w developed by BSP and application s/w developed by ASDMSA? Please provide the strategy for replicating, in case it has been formulated.	Details will be provided at the RFP stage.
42	4	4.2.1	9	As above	Who will propose the DC, DP-DR and near DR data centre locations. Will it be UID or MSP	UIDAI.
43	4	4.2.1	9	As above	What shall be the capacity of Near DR,is it only for storage or it shall be of 100% capacity of PDC?	Details will be provided at RFP stage
44	4	4.2.1	9	As above	PDC & DR shall be of equal sizes,do you mean BCP-DR?	PDC and Near DR Data Centre shall not be of equal size. On the other hand, PDC and BCP-DR shall be of equal size. Further details will be provided at RFP stage.
45	4	4.2.1	9	As above	Shall PDC,BCP-DR,Near DR preferably be located below seismic zone-5? If not, then do you suggest to have Data centre seismic complied?	The query is not relevant to this EoI. It may however be noted that it is the responsibility of UIDAI to decide on the location of PDC, BCP-DR and Near DR Data Centre.
46	4	4.2.2	9	The Operations Centre is a dedicated framework for monitoring all system elements within UIDAI network. It involves monitoring, escalations, coordination and resolution of the issues as required. Network Operations Centre is the extension of the Network Security and Management framework. The network equipment would be as per the network architecture which will be shared with the short-listed Bidders at a later stage.	Implies that the NOC will combine SOC capabilities rather than separate, please confirm this is the correct understanding. Can fall back NOC/SOC be outside of Indian Territory ?	NOC/SOC would have to be appropriately setup in the UIDAI data centre(s) . There will be no remote NOC/SOC outside of Indian territory.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
47	4	4.2.2	9	As above	Request clarification on 1. Whether respondent should have a Network Operations centre. 2. Whether Bandwidth provisioning a part of this response. 3. Whether supply of Network equipment will be within scope.	(1) Please refer to reply against query at **S.No. 46.** (2) Yes, Bandwidth provisioning is within the scope of work of the selected MSP. (3) Yes, supply of Network equipment will be within the scope of work of the selected MSP.
48	4	4.2.2	9	As above	For NOC and facilities management is remote mangement model acceptable?	Please refer to reply against query at **S.No. 46.**
49	4	4.2.2	9	As above	Where will be the NOC? Can it be MSP's own NOC or will it be based out of Proposed DC?	Please refer to reply against query at **S.No. 46.**
50	4	4.2.3	10	As above	Is there an existing System design from which to base the Servers and Storage requirements on, Capacity sizing based on known application attributes, OS, DB Vendor ? etc ?	Details will be provided at the RFP stage.
51	4	4.2.3	10	As above	Separate tools will be required for manage and monitor servers and storages. Will this be part of SOW.	Yes
52	4	4.2.3	10	As above	The bidder should be updated prior hand on the anticipated business to cater to Rampup/Rampdown and business continuity as anticipated by UIDAI	Yes
53	4	4.2.3	10	As above	What kind of Server & storage is expected by UIDAI. Kindly provide detailed specifications for each and sizing.	Details will be provided at the RFP stage.
54	4	4.2.3	10	Install, configure and commission the Servers and Storage in a planned/incremental manner so that the system can ramp up/down to ensure business continuity	As equal capacity will be procured at both primary and DR site, does business continuity in this clause means scalability to meet the unexpected performance growth requirement?	Business continuity here means continuity of operations while ensuring the scalability requirements.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
55	4	4.2.3	10	The MSP is expected to do the following: 1. Procure the Servers and Storage devices. 2. Install, configure and commission the Servers and Storage in a planned/incremental manner so that the system can ramp up/down to ensure business continuity. 3. Manage and administer the servers and storage as part of the overall MSP services.	Does procurement of server include layered products and other relevant system software? What is the handover of scope with the ASDMSA and BSP-s in this?	Details will be provided at the RFP stage.
56	4	4.2.4	10	The selected Respondent would be required to ensure the performance of the UID-APP and Biometrics solution jointly with the ASDMSA and the biometrics vendor(s) in %live+ condition at both the sites (Primary Data Centre and BCP-DR).	"Live/Live loadshare" (or) "live / live failover" ?	Both. Further details will be provided in the RFP.
57	4	4.2.4	10	The selected Respondent would be required to ensure the performance of the UID-APP and Biometrics solution jointly with the ASDMSA and the biometrics vendor(s) in %live+ condition at both the sites (Primary Data Centre and BCP-DR).	Has UIDAI decided on the solution?	Yes.
58	4	4.2.4	10	The selected Respondent would be required to ensure the performance of the UID-APP and Biometrics solution jointly with the ASDMSA and the biometrics vendor(s) in %live+ condition at both the sites (Primary Data Centre and BCP-DR).	How will we ensure on performance . kindly elaborate.	Performance will be monitored as per the SLAs in the MSP contract.
59	4	4.2.4	10	The selected Respondent would be required to ensure the performance of the UID-APP and Biometrics solution jointly with the ASDMSA and the biometrics vendor(s) in %live+ condition at both the sites (Primary Data Centre and BCP-DR).	The performance of UID-APP and Biometrics Solution will largely depend on the appropriate application sizing of hardware by respective application vendors. Hence request UIDAI to clarify the role of MSP from the application performance SLA's	Performance will be monitored as per the SLAs in the MSP contract.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
60	4	4.2.4	10	The selected Respondent would be required to ensure the performance of the UID-APP and Biometrics solution jointly with the ASDMSA and the biometrics vendor(s) in %live+ condition at both the sites (Primary Data Centre and BCP-DR).	What is the role of MSP in Bio-metric ABIS & Verification system - # roll out of the application at DC/DR under live environment # scaling up # provide service as per SLA # provide h/w & other infra for the application	The query is not relavant to the clause.
61	4	4.2.4	10	The selected Respondent would be required to ensure the performance of the UID-APP and Biometrics solution jointly with the ASDMSA and the biometrics vendor(s) in %live+ condition at both the sites (Primary Data Centre and BCP-DR).	Will these vendors and the contracts be taken over by the MSP provider or will they be directly under UIDAI? If they are governed by UIDAI, then the scope of MSP will be limited to Vendor Management? How are we expected to ensure performance if we do not have much control over the sizing they provide?	Details will be provided at the RFP stage.
62	4	4.2.4	10	The selected Respondent would be required to ensure the performance of the UID-APP and Biometrics solution jointly with the ASDMSA and the biometrics vendor(s) in %live+ condition at both the sites (Primary Data Centre and BCP-DR).	How is the bidder going to ensure the high performance and availability ASDMSA wherein this will be owned by a third party? Are the performance SLA's of the application governed by UIDAI and assured?	Performance will be monitored as per the SLAs in the MSP contract.
63	4	4.2.5	10	Application Software Development, Maintenance, & Support Services are provided by ASDMSA for designing, developing, testing, integrating, supporting and maintaining quality UID Application (UID-APP) software. The nature of this relationship between the MSP and ASDMSA should be based on a collaborative application development model principled on quality and trust.	(i) Is this ASDMSA collaborative support be treated as consortium? (ii) How will the SLA's and contract be managed, wherein the bidder is responsible for end to end SLA's, though the bidder doesnot owns the application.	(i) Please refer to Corrigendum I (ii) Please refer to reply against query at S. No 62

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
64	4	4.2.5	10	Application Software Development, Maintenance, & Support Services are provided by ASDMSA for designing, developing, testing, integrating, supporting and maintaining quality UID Application (UID-APP) software. The nature of this relationship between the MSP and ASDMSA should be based on a collaborative application development model principled on quality and trust.	(i) On-going Application Management Services will be totally not in scope for MSP? (ii) Only co-ordination with ASDMSA is in scope? (iii) If collaborative application development is envisaged, what application modules are expected to be developed by the Respondent ?	(i) & (ii) The assumption is wrong. (iii) Details will be provided in the MSP RFP
65	4	4.2.5	10	Application Software Development, Maintenance, & Support Services are provided by ASDMSA for designing, developing, testing, integrating, supporting and maintaining quality UID Application (UID-APP) software. The nature of this relationship between the MSP and ASDMSA should be based on a collaborative application development model principled on quality and trust.	Please share the plan for Knowledge Transition once the award is made.	Details will be provided at the RFP stage.
66	4	4.2.5	10	Application Software Development, Maintenance, & Support Services are provided by ASDMSA for designing, developing, testing, integrating, supporting and maintaining quality UID Application (UID-APP) software. The nature of this relationship between the MSP and ASDMSA should be based on a collaborative application development model principled on quality and trust.	Pls explain collaborative Application development model. Is it pure Application development? OR, is it Application operations? Or, is it Application release management?	Application Release management and operations. Further details will be provided in the MSP RFP.

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67	4	4.2.5	10	Application Software Development, Maintenance, & Support Services are provided by ASDMSA for designing, developing, testing, integrating, supporting and maintaining quality UID Application (UID-APP) software. The nature of this relationship between the MSP and ASDMSA should be based on a collaborative application development model principled on quality and trust.	What is the role of MSP in ASDMSA - # roll out of the application at DC/DR under live environment # scaling up # provide service as per SLA # provide h/w & other infra for the application	Details will be provided at the RFP stage.
68	4	4.2.5	10	**Clause 4.2.5:** Application Software Development, Maintenance, & Support Services are provided by ASDMSA for designing, developing, testing, integrating, supporting and maintaining quality UID Application (UID-APP) software. The nature of this relationship between the MSP and ASDMSA should be based on a collaborative application development model principled on quality and trust. and **Clause 4.2.4:**The selected Respondent would be required to ensure the performance of the UID-APP and Biometrics solution jointly with the ASDMSA and the biometrics vendor(s) in %live+ condition at both the sites (Primary Data Centre and BCP-DR).	Who would own the responsibility of ASDMS - ASDMSA, BSP, MSP or jointly (ASDMSA, BSP & MSP)?	Details will be provided at the RFP stage.
69	4	4.2.6	10	**Technical Support:** The MSP needs to ensure technical support in all forms to have the new applications installed and the current ones running, thereby facilitating smooth enrolment and verification process.	Are detailed interface and Interface mapping documents available?	Query is not clear.

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70	4	4.2.6	10	**Technical Support:** The MSP needs to ensure technical support in all forms to have the new applications installed and the current ones running, thereby facilitating smooth enrolment and verification process.	(i) Have support models been developed for the new and current applications? (ii) Is the MSP to prime support for application related issues in collaboration with the application development teams? (iii) Are there any expected SLAs that can be shared?	Details will be provided at the RFP stage.
71	4	4.2.6	10	**Technical Support:** The MSP needs to ensure technical support in all forms to have the new applications installed and the current ones running, thereby facilitating smooth enrolment and verification process.	(i) Is it not conflicting with 4.2.5 above? (ii) Need to define the scope of Applications Support. (III) Also, any new application support needs to be taken through some mutually agreed change control process.	(i) No. (II) Details will be provided at the RFP stage (iii) Suggestion is noted
72	4	4.2.6	10	**Technical Support:** The MSP needs to ensure technical support in all forms to have the new applications installed and the current ones running, thereby facilitating smooth enrolment and verification process.	Will in-scope applications enhancements be a part of the Scope of MSP contract?	This will be part of the transition plan, details of which, will be provided at the RFP stage.
73	4	4.2.6	10	**Technical Support:** The MSP needs to ensure technical support in all forms to have the new applications installed and the current ones running, thereby facilitating smooth enrolment and verification process.	Will source code be provided by the ISV to MSP ?	The issue raised is not relevant to the EoI.

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74	4	4.2.6	10	**Clause 4.2.6: Technical Support:** The MSP needs to ensure technical support in all forms to have the new applications installed and the current ones running, thereby facilitating smooth enrolment and verification process. and **Clause 4.3.4** Technical Support Centre	In section 4.2.6, it is mentioned that the respondent (implying MSP) would be required to provide the required technical support and in Section 4.3, it is mentioned that technical support centre will be a service provider who has already come on board or will come on board shortly. In this context, please clarify what this technical support to be provided by MSP and technical support centre to be provided by external agency refer to	Clause 4.3.4 Technical Support Centre, stands deleted. Further details on technical support will be provided at the RFP stage.
75	4	4.2.7	10	The MSP needs to bring effectiveness in reducing incidence of fraud and enhanced loss control. The cycle time in identifying and enabling timely corrective action on frauds needs would be required to be reduced.	(i) Is the Fraud detection limited to the Hardware Network breach only or the applicability of the application also? (ii) If applicability is also included, then how will UIDAI ensure that the said ASDMSA is liable to the bidder? (iii) Will UIDAI share ASDMSA's contract value with the bidder for understanding of the scope of work?	(i) Both (ii) ASDMSA is liable to UIDAI only. (iii) No.
76	4	4.2.7	10	The MSP needs to bring effectiveness in reducing incidence of fraud and enhanced loss control. The cycle time in identifying and enabling timely corrective action on frauds needs would be required to be reduced.	Is there any special compliance requirement like ITIL, SOX etc.?	Not relevant at the EoI stage. However Govt of India IT security guidelines and UIDAI Information Security Policies will apply.
77	4	4.2.7	10	The MSP needs to bring effectiveness in reducing incidence of fraud and enhanced loss control. The cycle time in identifying and enabling timely corrective action on frauds needs would be required to be reduced.	This will require separate software product to be installed in DC. Will this be part of SOW.	Yes
78	4	4.2.8	10	The Business Intelligence and Data Warehousing would need to be developed by MSP with the tools to extract, transform and load, to ensure complete reporting and analysis.	Are there any preferred tools for BI-DW	Should be state-of-art tools with field proven technology.

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79	4	4.2.8	10	The Business Intelligence and Data Warehousing would need to be developed by MSP with the tools to extract, transform and load, to ensure complete reporting and analysis.	**Decision Support Systems/Data Warehouse.** (i) Has the client decided on what information, reports, format and media is required to what level, how many departments and groups. (ii) Will this include external agencies/registrars or is it solely for the Ministries use	(i) No (ii) Such information/reports etc will be for the use of UIDAI and/or its authorised/ nominated agencies.
80	4	4.2.8	10	The Business Intelligence and Data Warehousing would need to be developed by MSP with the tools to extract, transform and load, to ensure complete reporting and analysis.	Kindly provide detailed scope of BIDW requirements. (i) Number of reports to be developed. (ii) Number of DB from where data to be extracted. (iii) Any tool preference for ETL, BI & DW.	(i) & (ii) This will be indicated at the RFP stage. (iii) Should be state-of-art tools with field proven technology.
81	4	4.2.8	10	The Business Intelligence and Data Warehousing would need to be developed by MSP with the tools to extract, transform and load, to ensure complete reporting and analysis.	Please elaborate on the "reporting and analysis" requirements that the Respondent need to develop with BI/DW tools ?	Details will be provided at the RFP stage.
82	4	4.2.9	10	The %Logistics Network+ is the %UID letter dispatch centre+. This network provides the ability to print the voluminous UID letters. The logistics centre maybe housed at the third party offices / regional office or head office.	Logistics: (i) Assume that this is an infrastructure and integration requirement; (ii) UIDAI will provide and undertake physical dispatching ?	(i) Yes. (ii) No. Initially, India Post will be responsible for the physical dispatching.
83	4	4.2.9	10	The %Logistics Network+ is the %UID letter dispatch centre+. This network provides the ability to print the voluminous UID letters. The logistics centre maybe housed at the third party offices / regional office or head office.	(i) It seems printing, sorting etc. is part of MSP scope. (ii) Is the logistics provider also part of scope / consortium arrangement? (iii) If not, then there needs to be defined process of responsbilty hand-over.	(i) No (ii) Details will be provided at the RFP Stage (iii) The point made is noted and will be addressed at the RFP stage.
84	4	4.3.2	11	Biometric Solutions Provider (BSP)	Please share details of the service providers	The query is not relavant to the clause.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
85	4	4.3.3	11	Service Providers already on board or to come on board shortly: Data Centre Service Provider (PDC / BCP-DR)	Will the data centre service provider build the data centre? Will they also build the auxillary ones as well?	The query is not relavant to the clause.
86	4	4.3.3	11	Service Providers already on board or to come on board shortly: Data Centre Service Provider (PDC / BCP-DR)	(i) Is the PDC/BCP-DR hosted at the service providers premises? (ii) Which tier of DC-DR facility is this?	(i) Yes, at DCSP's premises. (ii) Tier III compliant.
87	4	4.3.3	11	Service Providers already on board or to come on board shortly: Data Centre Service Provider (PDC / BCP-DR)	PDC/BCP-DR service provider will be on-board or will come on board shortly but in 5.2 Services also include some of the services (such as 5.2.1 , 5.2.9) that may overlap. Does the respondent work with PDC/BCP-DR provider collaboratively or own these services completely?	MSP has to work collaboratively with the PDC/BCP-DR provider, wherever required.
88	4	4.3.4	11	Service Providers already on board to come on board shortly:Technical Support Centre	What scope would be covered under this and who are the target users?	Details will be provided at the RFP Stage.
89	4	4.3.4	11	Service Providers already on board to come on board shortly: Technical Support centre	Request clarification on the scope of services that will be provided by the Technical Support centre	Details will be provided at the RFP Stage.
90	4	4.3.5	11	**Service Providers already on board to come on board shortly:** Logistics Provider	Request clarification on the scope of services that will be provided by the Logistics Provider	Details will be provided at the RFP Stage.
91	5	5.1	12	Overview of Scope of Work	For the various components shown in the chart as per our understanding , some of these components must have been procured as part of other RFP's. Is bidder expected to do management of these components or is bidder expected to fill the gaps and provide the tools also (like EMS tools ,etc) . If yes, detailed information about the current components and components that will come as part of future RPF's will be required so that issues of compatibility, integration , etc can be addressed . Kindly confirm and elaborate	Details will be provided at the RFP Stage.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
92	5	5.2	12	MSP Services - Clause 5.2.6 - Testing and Benchmarking	Is this functional or non-functional testing. Pls elaborate.	Both. Details will be provided at the RFP stage
93	5	5.2	12	MSP Services	Please confirm whether UIDAI expect the selected MSP to Design, Develop, and Implement the CIDR based on the functional and technical requirements of the CIDR ? If so kindly share the technical & functional requirements for CIDR.	Details will be provided at the RFP Stage.
94	5	5.2	12	MSP Services - Clause 5.2.6 - Testing and Benchmarking	Pls elaborate on benchmarking.	Details will be provided at the RFP Stage.
95	5	5.2.1	12	Design, Development, and Implementation of the CIDR based on the functional and technical requirements of the CIDR	Pls explain on design of CIDR. Designing will be done by us to what extent.	Details will be provided at the RFP Stage.
96	5	5.2.3	12	Migration of the IT infrastructure from the interim co-location facilities to the permanent CIDR facilities	(i) Is there an inventory list of the current IT infrastructure and Services, and (ii) where is the interim colocation facility?	(i) Yes. (ii) at Bengaluru
97	5	5.2.3	12	Migration of the IT infrastructure from the interim co-location facilities to the permanent CIDR facilities	Please provide details about Interim & Permanent IT Infrastructure Location	As at present, the IT Infrastructure relating to CIDR are hosted at Bengaluru. In future, the permanent IT Infrastructure is proposed to be located in NCR and Bengaluru.
98	5	5.2.5	12	Monitoring & Evaluation of current UIDAI contracts with respect to supply of deliverables for Biometrics, Applications, Logisitcs, as enumerated in Section 4.2	(i) Whether the mentioned contracts are the same as ASDMSA and other Infrastructure OEMS's and service providers? (ii) Will UIDAI publish the running contracts and their T&C to the bidders for understanding of scope? (iii) Are the respondent expected to consider end to end ownership/SLA for these services including ASDMSA, OEM and other service providers. (Refer 5.3.8 also as this clause needs to be satisfied)	(i) Yes. (ii) Details would be provided at thr RFP stage. (iii) Yes, as per the SLAs in the MSP contract.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
99	5	5.2.5	12	Clause 5.2.5 Monitoring & Evaluation of current UIDAI contracts with respect to supply of deliverables for Biometrics, Applications, Logistics, as enumerated in Section 4.2 and Clause 5.2.11 End-to-end Logistics management of UID numbers	Please explain activities in logistics.	Some of the main activities in logistics include first and last mile activities for collection of enrolment data, print, mail room operations including despatch and tracking of postal articles, etc. More details will be shared at RFP stage.
100	5	5.2.6	12	Testing and Benchmarking	(i) Is the current UID Application benchmarked? (ii) If so, can the benchmark report be shared?	(i) No (ii) In view of above, Not applicable.
101	5	5.2.10	13	Technical Helpdesk and facilitation centres and support services	How many of these are planned to be set up?	This will be decided by UIDAI in consultation with selected MSP based on support services requirements.
102	5	5.2.10	13	Technical Helpdesk and facilitation centres and support services	What services are expected to be provided by this Helpdesk and who are the target users?	Details will be provided at the RFP Stage.
103	5	5.2.11	13	2. a Telecom Company (TC) / ISP, which owns and operates an All-India MPLS based Virtual Private Network for providing network services and for provisioning of bandwidth, subject to the condition that the TC/ISP would not be allowed to partner with more than three Prime Prime Respondents.	End-to-end Logistics management of UID numbers - Can you please explain what all are included in this ? Section 4.3.5 already states that a logistics provider is on board or expected to shortly come on board	Please refer to reply at **S.No. 99.**

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
104	5	5.2.11	13	End-to-end Logistics Management	(Will the logistics provider also be part of MSP scope? In that case do we need to bring them as a consortium partner? If not in scope , then what kind of obligations/contracts will the logistics provider be bound with to ensure end-to-end logistics control?) OR (What will be scope boundry for MSP as far as Logistics activities are concerned ? We understanding from Section 4.2.9 that prinitng and dispatching of letters is in scope, but post-despatch activities such as actual transportation of letters and acknowledgement from end user is part of MSP scope ?)	Please refer to reply at S.No. 99. Also, please refer to Corrigendum I.
105	5	5.2.11	13	End-to-end Logistics Management of UID numbers	Logistics: Assume the logistics element for managing the UID numbers is from a Managed Services and IT perspective, not the physical dispatch and logistics operation (BPO)?	The assumption is wrong. Please refer to Corrigendum I.
106	5	5.2.14	13	IT Systems management of UIDAI regional offices	IT Systems management of UIDAI regional offices - Is this only remote monitoring from CIDR central office, or onsite support as well ?	Both. Details will be provided at the RFP stage
107	5	5.3	13	Scope of Work	We have found several sections (5.3.1, 5.3.2, 5.3.3, 5.3.4, 5.3.6 & 5.3.7) in the Scope of Work (part-5) of the EOI that require specific responses by the bidder but are not covered in the Response Forms (Annexure 6.1, 6.2, 6.3 and 6.4) We are assuming we can provide the information asked in Part-5 of the EoI in a separate document in addition to the Annexures that are part of the response. Please clarify?	Assumption is correct and information provided against each section should be restricted to 10 pages.
108	5	5.3.1	13	Scaling plan	It is suggested that UIDAI share the year-wise plan for achieving the scale given?	Details will be provided at the RFP stage.

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109	5	5.3.1	13	Scaling Plan	Pls explain more on scaling up. We assume this has to be responded in RFP.	Details will be provided at the RFP stage.
110	5	5.3.1	13	**Scaling Plan:** 5.3.1.1 Modeling, Framework and Methodology for Scaling 5.3.1.1.1 Forecasting for scaling up/down 5.3.1.1.2 Decision making process 5.3.1.1.3 Implementation of scaling plan	We request UIDAI to kindly specify period against each scaling plan	Details will be provided at the RFP stage.
111	5	5.3.1	13	UIDAI plans to scale up the enrolment process in a staggered manner as follows: 0-1 Crore ,1-10 Crore, 10-20 Crore, 20-50 Crore, 50-70 Crore ,70-100 Crore, 100 . 110 Crore.	Shall we consider rate of growth (YOY) of Data centre over the period 7 years as per 5.3.1 scaling plan.	Yes
112	5	5.3.2	13	It should also be noted that UIDAI reserves the right to amend the consortium related conditions at the RFP stage.	What is the proposed governance for all the suppliers?	Details will be provided at the RFP stage.
113	5	5.3.3	14	Service Level Agreements	It will be good if high level view of SLA's that will be applied on MSP is provided during EOI stage	Not Accepted.
114	5	5.3.3	14	Service Level Agreements	What will be the back to back SLA commitments with the service providers like BSP / ASDMSA to ensure architecture robustness, proper sizing and technology capability for expected performance and accuracy? Clarity is sought at least at a high level on the scope of work assigned to MSP	Details will be provided at the RFP stage.
115	5	5.3.4	14	Transition Plan	Which liabilities will get transferred?	Contractual liabilities will be provided at the RFP Stage.
116	5	5.3.4	14	Transition Plan	Why is transfer of software licenses necessary? MSP will provide services in an outsourced model	Query is not relevant to the clause.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
117	5	5.3.4	14	Transition Plan: According to the structure given below, detail the proposed transition methodology and processes that you would adopt for successful transition of each of the following to reach the desired goals: 5.3.4.1 Technical Aspects of Transition 5.3.4.1.1 Transition of Data Centre 5.3.4.1.2 Transition of Biometric Solutions 5.3.4.1.3 Transition of UID-APP 5.3.4.1.4 Transition of Managed Services 5.3.4.1.5 Transition of hardware assets and connectivity (ISP) 5.3.4.1.6 Transition of logistics 5.3.4.1.7 Transition of Technical Support Centre 5.3.4.1.8 Transition for BCP-DR 5.3.4.2 Non-Technical Aspects Transition 5.3.4.2.1 Transition of Contracts 5.3.4.2 (Termination/takeover/replacement/extension) 5.3.4.2.2 Transition of SLA 5.3.4.2.3 Transition of Staff 5.3.4.2.4 Transition of Documentation 5.3.4.2.5 Transition of Liabilities	Request UIDAI to specify period for Transition plan	The respondents are expected to indicate the period as part of their proposed transition methodology and processes that they would adopt for successful transition of each of the aspects stated under Clause 5.3.4.1 and 5.3.4.2 to reach the desired goals.
118	5	5.3.4	14	Transition Plan	What is UIDAIợ role in transition? How is smooth transition ensured from earlier service provider?	Please refer to reply at **S.No. 117.**

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
119	5	5.3.4	14	Clause 5.3.4.1 - Technical Aspects of Transition	(i) It will be good if clarity could be provided on whether MSP will necessarily have to transition the ASDSMA, Bio-metric and other applications there may be down the line if not immediately. Clarity on scope of work would come. (ii) At a strategic level, is it envisaged that MSP will be one single player managing the entire UID infrastructure including various hardware and software components.	(i) MSP will have to transition each of the aspects stated under Clause 5.3.4.1 and 5.3.4.2 to reach the desired goals. Further details will be provided at the RFP stage. (ii) Please refer to reply against query at **S.No. 1.**
120	5	5.3.4.2.2	14	5.3 Scope of Work - Clause 5.3.3 (SLA) , Clause 5.3.4.2.2 (Transition of SLA) and Clause 5.3.4.2.5 (Transition of Liabilities)	For existing contracted SLA¢s . is it the UIDAI expectation that the MSP would inherit these, and would there be any MSP commercial liability to those existing SLA¢s?	The MSP will intially collaborate with the respective providers to ensure the SLA, however once the responsibility is transitioned to MSP, the MSP would inherit the same and will have to perform according to those SLA's as per the MSP agreement.
121	5	5.3.4.2.3	14	Clause 5.3.4.2.3 - Transition of Staff	Can you advise how many operational support staff, the roles and their responsibilities are within the current projected SOW that may require Transition	Transition plan of the RFP will cover this aspect.
122	5	5.3.4.2.5	14	Clause 5.3.4.2.5 - Transition of Liabilities	Can you please explain what liabilities are expected to be transitioned outside of standard Service Performance Credits	Contractual liabilities will be provided at the RFP Stage.
123	5	5.3.4.2.5	14	Clause 5.3.4.2.5 - Transition of Liabilities	Please explain transition of liabilities, and what all liabilities will be considered.	Contractual liabilities will be provided at the RFP Stage.
124	5	5.3.5	14	Clause 5.3.5.1 - Application of appropriate Patches, Anti-virus, Firewall, IPS, AAA, AV plug-in	Are there any deviations in the implementation to the ASDSMA Enrollment Client requirements in the respective RFP that the responder need to take care of/enhance?	No.
125	5	5.3.5	14	Clause 5.3.5.3 - Monitoring vulnerabilities and failed attempts to access	Is this internal or external tests.	Both. Details will be provided at the RFP stage

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126	5	5.3.5	14	Clause 5.3.5.1 - Application of appropriate Patches, Anti-virus, Firewall, IPS, AAA, AV plug-in	Since the Applications are provided by different vendors whom MSP does not have direct control on, who will ensure compatibility of a certain patch with the application and whether it should be applied or not?	MSP will be initially responsible for the Quality Assurance (QA) of these applications. Details will be provided at the RFP stage.
127	5	5.3.5	14	Information security The selected MSP would be responsible for protecting information and information systems from unauthorized access, use, disclosure, disruption, modification or destruction, thereby achieving the three-pronged goals of Confidentiality, Integrity and Availability. Among other things, the following also come under the purview of selected MSP: 5.3.5.1 Application of appropriate Patches, Antivirus, Firewall, Intrusion Prevention, Authentication- Authorization-Audit Log(AAA), Anti-virus plug-in 5.3.5.2 Maintaining Access list for network, servers and storage 5.3.5.3 Monitoring vulnerabilities and failed attempts to access 5.3.5.4 Define and update Server hardening procedures 5.3.5.5 Alert Mgmt Co-relation and appropriate authentication systems for DB systems	We request if any confidential material or confidential information to be exchanged between the selected MSP and UIDAI under the CIDR project shall be governed by a separately signed non-disclosure agreement.	Suggestion noted.
128	5	5.3.5	14		What is expected level of compliance required on Data centre Classification.	Tier III compliant.

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129	5	5.3.5	14	Clause 5.3.5.2 - Maintaining Access list for network, servers and storage	Will we manage network also? If not, how will we access network elements.	Yes
130	5	5.3.6	14	Vendor and Technical Management	Pls explain ‚prospectsq Pls explain our activity.	That clause stands modified to read as under: "The MSP would be required to monitor performance and communicate constantly with the various vendors. Also, the selected MSP needs to manage and steer the technical team. The MSP need to share the strategy they envisage for Vendor and Technical Team Management."
131	5	5.3.8	15	Third Party Audit	Please explain what measurements and KPIq that UIDAI are considering within the Third Party Audit scenario.	Details will be provided at the RFP stage.
132	5	5.3.9	15	Design Principles and Solution Architecture	Can we have more visibility of various modules of ASDMSA Application and its integration/workflows with external systems such as Verification System, Enrollment System, De-duplication system etc. How end to end handling of business process is mapped into this application ?	Please refer to the RFP For ASDMSA (Vol I, II & III) in Tenders section of the UIDAI website.
133	5	5.3.9	15	The basic goal of MSP is to setup a robust Information Technology (IT) CIDR system that can cater to the unique and large scale requirements of UIDAI. Accordingly, Prospective Bidders are requested to provide the elemental design principles and architecture for instance, type of storage model(s), deployment architecture for servers, storage and hardware, blade server model, clustered environment server and online update model.	We request UIDAI to provide bidder more flexibility to choose platform and hardware type for the proposed architeture. For example blade / non blade based architecture and grid based storage architecture. We propose that the Hardware platform that will performs best from the application point of view would be allowed.	Suggestion Noted.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
134	5	5.3.9	15	Design Principles and Solution Architecture	What is online update model?	Model has to be suggested by the prospective Respondent as stated in Clause 5.3.9
135	6	Annexure 6.1	16	Points a and m;	Consortium partner should not be decided in EOI stage. We would be able to decide only based on complete SOW which will be at the RFP stage. This is because the platform has to be completely vendor agonistic and not partner strategy driven. So, we will not provide any details consortium asked at this stage.	Please refer to Corrigendum I and revised Annexure 6.1
136	6	Annexure 6.1	16	S.No. 2 - Proof of Bidder having average annual turnover of Rs. 6000 Crore, over a period of last 3 financial years (2007-08, 2008-09, 2009-10). Duly certified statement from their Appointed Statutory auditor or Balance Sheet copies for the relevant period	a) As financial information for IBM for 2009-10 would be available in september 2010 so we request UIDAI to consider the financial information for 2006-07,2007-08 and 2008-09. b) We request UIDAI to also consider allowing either the Documents be duly certified from authorized signatory / company secretary or any other auditor / CA.	Please refer to Corrigendum I and revised Annexure 6.1
137	6	Annexure 6.1	16	General Particulars to be provided by the respondents - Point n, S.Nos. 1,2,3 and 4 requiring statutory auditor to certify the documents	Can the bidder provide a certification from MD/CEO/CFO of the bidding entity in lieu of certification from Statutory auditors	Please refer to Corrigendum I and revised Annexure 6.1
138	6	Annexure 6.1	16	Point a	Kindly elaborate the definition of ─Prime Respondentq . we assume the Prime Respondent includes the Parent Company and all its affiliates and Subsidiaries.	Please refer to Corrigendum I and revised Annexure 6.1
139	6	Annexure 6.1	16	S.No.1 - Enterprise wide System Integration experience of providing Managed Services in multi vendor environment operating in the fields of Application, Hardware, Networking, Data centre, Hosting and preferably Biometrics Application, Logistics and Call centre. Duly certified statement from their appointed statutory auditor.	We request UIDAI to also consider allowing either the Documents be duly certified from authorized signatory / company secretary or any other auditor / CA.	Please refer to Corrigendum I and revised Annexure 6.1

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
140	6	Annexure 6.1	16	prequalification criteria point n S.No. 1	What are the logistical items . these were supposed to be provided by the Contact centre Services provider	Query is not relevant to the clause.
141	6	Annexure 6.1	16	prequalification criteria point n S.No. 2.	Please confirm whether the Annual Report will satisfy this clause as the Annual report itself is a published document certified by Statutory Auditors containing company financial details.	Please refer to Corrigendum I and revised Annexure 6.1
142	6	Annexure 6.1	16	Duly certified statement from their appointed statutory auditor ,Enterprise wide System Integration experience of providing Managed Services in multi vendor environment operating in the fields of Application, Hardware, Networking, Data centre, Hosting and preferably Biometrics Application, Logistics and Call centre	The Auditor would be able to certify that the most of Service Lines exist for the organisations . The annual report which is a auditor certified report of our company and we meet the required criteria, request to confirm if this proof will suffice.	Please refer to Corrigendum I and revised Annexure 6.1
143	6	Annexure 6.1	16	Details of offices in India and number of technical manpower related with IT/ITES for each location.	In our organisation the HR can certify this, we will request HR certificate to be accepted with the relevant details	Not accepted.
144	6	Annexure 6.1	16	Whether the Firm / Company has any widely accepted certification. If yes, furnish details.	We understand that CMMI & ISO27001 are the key accepted certifications for SI & managed services business for IT companies. Please confirm it will be sufficient to provide the proof for the same.	Industry certifications including CMMI & ISO27001 are acceptable for this EoI stage.
145	6	Annexure 6.1	16	pts n.2, n.3	PAT of minimum 10% should be part of eligibility criteria. This will ensure hygienic business of the service provider.	Not Accepted.
146	6	Annexure 6.1	16	Point n S. No. 1, 3 and 4	One of the prospective respondent has stated that their Company Secretary signs the documentary evidences for prequalification criteria 1, 3 & 4. Is it acceptable?	Please refer to Corrigendum I and revised Annexure 6.1

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147	6	Annexure 6.1	17	General particular requirement,Point n Sl. No. 4 - Proof of Prime Bidders networth being equal to at least Rs. 4000 Crore or equivalent USD.	Keeping in view of large Indian companies, there may be very few organizations which would qualify for the same. This also translates to approximately the turnover of around Rs. 20,000 Crore (assuming the margin of 20%). Such a condition will restrain excellent Indian origin IT organization to participate. We request you to change the same to minimum Rs. 1000 Crores.	Please refer to Corrigendum I and revised Annexure 6.1
148	6	Annexure 6.1	17	S.No. 3 - Proof of Bidder (Prime Bidder in case of a consortium) having a minimum average annual turnover of Rs. 500 Crore in each year during the last 3 financial years (2007-08, 2008-09, 2009-10) from System Integration and Managed Services related operations. Duly certified statement from their Appointed Statutory Auditor and Copy of Work Order.	(i) A prospective Respondent has stated that, in their case, financial information for 2009-10 would be available in september 2010. Hence requested UIDAI to consider the financial information for 2006-07,2007-08 and 2008-09. (ii) We request UIDAI to also consider allowing either the Documents be duly certified from authorized signatory / company secretary or any other auditor / CA. (iii) Also we request you to consider the requirement of Copies of Work orders as optional as this will comprise of multiple Work orders across 3 years.	(i) Accepted. (ii) Please refer to Revised Annexure 6.1 in Corrigendum I. (iii) Not Accepted.

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149	6	Annexure 6.1	17	S.No. 4 - Proof of Prime Bidder's Networth being equal to at least Rs. 4000 /-Crore or equivalent USD computed as the Networth based on unconsolidated audited annual accounts of any of the last 3 financial years (2007-08, 2008-09, 2009-10) {Networth = Equity share capital + Reserves - Miscellaneous expenditures to the extent not written off and carry forward losses}. Duly certified statement of Prime Bidder's net worth from their appointed statutory auditor.	(i) A prospective Respondent has stated that, they are a 100% subsidiary of their parent Corporation and therefore Networth of their parent Corporation should be considered for the evaluation of the EOI. (ii) As financial information for their corporation for 2009-10 would be available in september 2010, they have requested UIDAI to consider the financial information for 2006-07,2007-08 and 2008-09. (iii) We request UIDAI to also consider allowing either the Documents be duly certified from authorized signatory / company secretary or any other auditor / CA.	(i), (ii) & (iii) Please refer to Revised Annexure 6.1 in Corrigendum I.
150	6	Annexure 6.1	17	Point n S. No. 5	Prequalification criteria 5 - What does :proof of provision of Managed services and infrastructure management services" means? Can you elaborate your understanding?	Certified copies of work orders related to Managed Services and / or infrastructure management services provided by the respondent organization in the last 3 years.Please refer to Revised Annexure 6.1 in Corrigendum I.
151	6	Annexure 6.1	17	Point n S. No. 7	Prequalification criteria 7 - Should the project gross value of Rs. 100cr be for one year or Can it be Total Contract Value?	Please refer to Revised Annexure 6.1 in Corrigendum I.
152	6	Annexure 6.1	17	Point n S. No. 8	Prequalification criteria 8 - Can we consider a project which is under implementation stage or ongoing for more than 2 years?	Please refer to Revised Annexure 6.1 in Corrigendum I.
153	6	Annexure 6.1	17	S.No. 6 - Prime Bidder should have Technical strength of minimum 4,000 people of which 2,000 should be with ITIL/Database/Application Software/Hardware maintenance qualification and experience. Duly certified statement by the MD/CEO of the prime bidder.	We request UIDAI to also consider allowing either the Documents be duly certified from authorized signatory / company secretary or any other auditor / CA	Please refer to Revised Annexure 6.1 in Corrigendum I.

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154	6	Annexure 6.1	17	S.No. 5 - Proof of provision of Managed Services Provider and infrastructure management services for last 3 years. Duly certified statement from their appointed statutory auditor or self certification by MD/ CEO of the prime bidder.	We request UIDAI to also consider allowing either the Documents be duly certified from authorized signatory / company secretary or any other auditor / CA.	Please refer to Revised Annexure 6.1 in Corrigendum I.
155	6	Annexure 6.1	17	General particular Point n sl. No. 7, 8 and Annexure 6.2 Technical Particulars	Where most of the requirements are pertaining to the Prime bidder be the MSP company. We request if these are applied to the whole consortium rather than the prime bidder alone. That means that in place of prime bidder, the consortium as group to demonstrate the capability.	Please refer to Revised Annexure 6.1 in Corrigendum I.
156	6	Annexure 6.1	17	Proof of Bidder (Prime Bidder in case of a consortium) having a minimum average annual turnover of Rs. 500 Crore in each year during the last 3 financial years (2007-08, 2008-09, 2009-10) from System Integration and Managed Services related operations and requirement of Work order:	(i). How many workorders would be required given the fact that the revenue for MSP accrue over a period of time and many of the contracts would be confidential. Since the Statutory Certificate from Auditor is available Is the work order still required (ii). Please confirm that the Managed Services Related Operations include Infrastructure Management Services as clause 5 has asked for the certification on Infrastucture Mangement Services along with Managed Services.	(i). Please refer to Revised Annexure 6.1 in Corrigendum I. (ii) Yes.

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157	6	Annexure 6.1	17	prequalification criteria point n S.No. 3.	As we are submitting the duly certified statement from the Statutory Auditor on minimum average annual turnover for last 3 FY from System Integration and Managed Services related operations. (i) Question: are purchase/work orders reqd over above the statutory auditorqcertificate? For 500 crs, it may take a lot of WO/POs . we may have to get approvals from too many customerc. Requesting UADAI to drop this reqmt.	Request not accepted. Please refer to Revised Annexure 6.1 in Corrigendum I.
158	6	Annexure 6.1	17	prequalification criteria point n S.No. 5 & 6	Please confirm whether a self certificate from Power of Attorney or from Business Head of Indian Operation will suffice instead of certification from MD/ CEO of the company.	Please refer to Revised Annexure 6.1 in Corrigendum I.
159	6	Annexure 6.1	17	Pre- Qualification Criteria 7 - should have executed at least 2 projects	Can a project under execution also be considered as part of criteria since typically Managed services runs for multi years	Please refer to Revised Annexure 6.1 in Corrigendum I.
160	6	Annexure 6.1	17	Pre- Qualification Criteria 6 - Duly certified statement by the MD/CEO of the prime bidder	In our organisation the HR can certify this, we will request HR certificate to be accepted with the relevant details.	Not accepted.
161	6	Annexure 6.1	17	Pre- Qualification Criteria 8 - reference of completed project in handling managed services successfully for more than 24 months	we understand on going Managed services engagements (since it is a multi year engagement) which are more than 2 years into the contract will qualify for this requirement, please confirm.	Please refer to Revised Annexure 6.1 in Corrigendum I.
162	6	Annexure 6.2	18	near to UIDAI	As UID is one of first initiatives across the Globe, the "Near to UIDAI" should mean a traditional IT application and infrastruture services and the same we provide to our Enterprise customers. We request our assumption is correct	Assumption is correct

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163	6	Annexure 6.2	18	Explain -----past 5 years-----& cosideration crietria ----during last three years----	Consideration criteria requires last three years of expereince and the explanation mentions past 5 years. Please confirm if past 3 years expereince will suffice.	No. Clause remains unchanged.
164	6	Annexure 6.2	18	consideration criteria	Similar requirements should mean a traditional IT application and infrastruture services which we provide to our Enterprise customers. We request our assumption is correct	Assumption is correct
165	6	Annexure 6.2	18	(1) transitioning-in and transitioning-out	Many examples of the Transitioning out is difficult, is it sufficient to consider expereince of Transitioning In only?	No.
166	6	Annexure 6.2	18	(1) policies underlying transition;	Please give details on the expectation of the statement "policies underlying transition".	Annexure 6.2 (1) Consideration Criteria is self explanatory.
167	6	Annexure 6.2	18		Can UIDAI elaborate on the definition of Managed Services?	Services provided, but not limited to, for the management of IT Enabled products / services in general and in the fields of Application, Hardware, Networking, Data centre Operations, Hosting in particular and preferably in the field of Biometrics Application.
168	6	Annexure 6.2	18	Annexure 6.2 (2) - How has your organization used technology to support MSP services delivered?	Please explain point 2	Annexure 6.2 (2) - 'Consideration criteria' elaborates the expected response.
169	6	Annexure 6.2	19	Annexure 6.2 (4) - Regulatory framework	Please elaborate a little bit further on the expected response in providing the description of the regulatory framework governing the administration of services.	Annexure 6.2 (4) - 'Consideration criteria' elaborates the expected response.
170	6	Annexure 6.2	20	S.No. 7 - Demonstrate where you have effected a service delivery and have experience to accommodate unexpected changes in each of the following technology components constituting the MSP services:a) Data Centre build, operate, manage, transition	If Data centre Non-IT infrastructure built is preferred then shall it be green field project.shall it be in scope of work?	Details will be provided at the RFP Stage.

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171	6	Annexure 6.3	22	Clause 6.1.6 - Bid security (EMD)	Please Confirm that the subsequent Tender terms have limitation of liability and is excluding indirect consequential and punitive	Limitations of the liability will be detailed at the RFP stage
172	6	Annexure 6.4	23	EMD form - (b) Fails or refuses to participate in the subsequent tender process after having been short listed in accordance of the EOI Document;	We would request UIDAI to explain the rationale to have this forfieture of EMD under this clause. EOI provides information at high level and an opportunity for UIDAI to assess prospective bidder/s capability. Whereas the actual RFP is expected to provide the detailed scope, T&C, SLA's under which UIDAI wishes to contract the MSP work which will provide the prosepective bidder/s opportunity to qualify this from commercial & business perspective.	To ensure that the EoI is submitted only by the serious respondents.
173				General	As the SLA is not clear at this moment,for Data centre Non-IT part, the minimum availability %(percentage)shall be suggested or to be worked out on overall SLA requirements.	Details will be provided at the RFP Stage.
174					Asset management, Business service management, Application transfer management seem to be missing. Who will carry out these activities?	MSP. Details will be provided at the RFP stage.
175					Can a copy of the UIDAIs standard Contract Terms and Conditions be made available prior to submission date	No. Details will be provided at the RFP stage.
176				General	Can UIDAI share the proposed technical environment?	No. Details will be provided at the RFP stage.
177					Do all services need to be performed onsite, or we can perform some remotely also. If yes, which activities.	Details will be provided at the RFP stage.
178					Do you need all managed services to be provided "onsite" or can the vendor provide services in an "onsite"/ "offsite" model?	Both. Details will be provided at the RFP stage.

S. No	Section	Clause No.	Page No.	Existing Clause in the EoI	Clarification Sought by the Prospective Respondent	Response of UIDAI to the Clarification Sought
179				General Question	Does the MSP have the authority to derive the right SLAs from these identified vendors?	Wherever required / considered necessary, selected MSP shall have to assist the UIDAI in formulating appropriate SLAs with the identified vendors.
180				General Question	Does the scope of MSP includes selection of service providers like ISP, Network Equipments, OEMs etc?	Yes.
181				General Question	For the areas where it is mentioned service providers have been identified, could you please name them and how UID will enable the shortlisted MSP Vendor to work with these identified providers?	Yes, the details would be provided at RFP stage.
182				General	If Data centre hosting is preferred then what shall be the selection criterion of Data centre locations.	Selection criterion of Data centre locations is not in the Scope of MSP and will be decided by UIDAI.
183					If DC Built is in scope, is there any benchmark on efficiency of Data centre Non-IT infrastructure.	DC built is not in the scope of MSP. Data Centre would be built by UIDAI appointed agency. The Data Centre operations relating to IT Systems and IT Services would be the responsibility of the Managed Service Provider.
184					Is sub-contracting permitted beyond the Consortium model?	Please refer to Corrigendum I.
185				General Question	Is the DC location pre-decided? If yes, can you share the # and location of these Data centres, and approximate size per data centre?	Bengaluru has a 2K Data Centre operational. Further details will be shared at the RFP stage.

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186					It is indicated that the Prime Respondent may form a Consortium but the Consortium Members are resticted to 1) OEMs and 2) Telcos. Our postion to date on a such a large project like the MSP is to parther with an Indian SI (who will be the lead respondent) in a consortium or sub-contract agreement. This will enable UIDAI to benefit from the mix of Indian / international experience and price points to ensure maximum leverage to UIDAI. In other words the lead respondent continues to be a SI but haing the flexibility of partnering with one or more specialist (e.g., biometrics) SI companies (you may limit this number) so that UIDAI has the best SI mix. Other consortium members continue to be OEMs or Telcos as indicated and as required. We are in discussion with leading Indian SI on this engagement model. Role of ABIS in MSP. It is understood that the BSP infrastructure will be transistioned to the MSP. Can one assume that the BSP provider of the ABIS component of the BSP will continue to provide de-duplication services to the MSP beyond the 2 years BSP contractual end date on separately negotiated terms?	Please refer to Corrigendum I for consoritum conditions. Further details will be provided at the RFP Stage.
187					It is not clear from the document whether incorporated / registered consortium is required. Pls clarify	Please refer to Corrigendum I.
188					Query optimization will be under whose scope.	Query is not relevant at this stage.
189				General	Shall O&M of each data centre Non-It infrastructure be considered for non-built DC(Hosted DC)	Query is not relevant at this stage.

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190					We request UIDAI to include following clauses in subsequent Contract to be executed between the parties: LIMITATION OF LIABILITY FORCE MAJEURE RISK OF LOSS/TITLE TRANSFER PAYMENT TAXATION WARRANTY AND EXCLUSIONS INTELLECTUAL PROPERTY RIGHTS CONFIDENTIALITY TERMINATION	The suggestion made is noted and will be considered at the RFP stage.
191					What are the timelines for the transition and cut-over phase?	Please refer to reply against query at **S.No. 117**
192				General Question	What is expected out of the MSP as part of the identified 8 areas . will it be more like a vendor management or will it involve the MSP being a single point of service delivery while it has the ability or authority to choose the right services partner?	Query is not clear on the 8 areas referred in the query.
193				General Question	What is the expected support hours coverage?	The query is not relevant in the context of this EoI.
194				General	What shall be the model of meeting Operating expenses of Data centre Non-IT part in terms of energy cost, as cost of energy varies in all locations. Shall it be remitted at actuals or average cost shall be worked out.	The query is not relevant in the context of this EoI.
195				General Question	What will be the # of release or maintenance schedules in a given year with respect to technical support model	This is an ongoing process in any IT setup. Therefore, it is not possible to specify the number of releases or maintenance schedules.
196				General Question	What will be the method of sharing the inputs for scaling, and what lead times are normally envisaged?	Details will be provided in the RFP stage.
197				General Question	What will be the size of the initial setup - # of users/ID, # of DCs, # of vendors?	Query is not clear. However, the details of existing set up will be shared at the RFP stage.

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198				General Query	Will procurement, installation, design of bandwidth for WAN, LAN, networking equipment like (switch, router, etc). security network infrastructure like (Firewall, ips, ids,etc) and LAN cabling be part of this RFP. If yes, which all locations will be covered in the scope?	Yes. The details in this regard as also the locations will be spelt out at the RFP stage.
199				General Question	Will the scope (as defined in the EOI) related to CIDR (PDB and BDC) or shall it include all the enrollment centres, logistics providers as well?	The scope shall be related to CIDR, UIDAI Regional Offices. Changes, if any, would be communicated at the RFP stage.
200				General Question	Will there be multi-environments for Production and Pre/Non-Production? If yes, will this be part of the MSP scope?	Query is not clear.
201				General Question	Will UID be open to offering services from Remote facilities?	No