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| 1 | Page 10 | Part-III Eligibility Criteria. | Table-1 (a).2 | The Bidder should have been in operation for a period of at least five(5) years as of 31-03-2014, as evidenced by the Certificate of Incorporation and Certificate of Commencement of Business issued by the Registrar of Companies; | We were a Proprietary Concern from 05-11-1998 to 04-03-2010. We have the SSI Registration Certificate to establish this. Later on 04-03-2010 it has been converted in to a PVT LTD Company with the same business title & the Proprietor having 93% shares in the New PVT LTD Company. So are we eligible under the 5 Years Eligibility Clause?? | It will be considered if the total operation period is more than five years as of 31.03.2014. |
| 2 | Page 10 | Part-III Eligibility Criteria. | Table-1(a).3 & 4. | <p>3.The eligibility for the bidders for the each category is as follows C1- The bidder should have 50 employees on its rolls C2- The bidder should have 100 employees on its rolls C3- The bidder should have 500 employees on its rolls The cut-off date for the same is taken as on 31-03-2014</p> <p>4.Average overall annual turnover of at least during the previous three financial years (2011-2012, 2012-2013 & 2013-2014) C1- Rs.1 Crore C2- Rs.5 Crores C3- Rs.20 Crores</p> | We have the Average annual Turnover of Rs 8 Crore in the last 3 financial years and we have 220+ Skilled IT Manpower as on 31-03-2014. To establish this, we can submit the PF-ESI ECR Challan Copies of MAR-2014 and Annual Audit Reports. But we don't have the "Similar Experience" of process evaluation. So can we submit our bid for the NORTH EASTERN ZONE, Under the "C2-CATEGORY"???? | <p>Please refer clause Table 1(a). 9 of part III of Section II of the RFE document at page 11 " Previous experience: The experience requirement for various categories is as follows: C1- The Bidder/ must have completed one assignment in the last three financial years of a similar nature in evaluation of operations and processes C2- The Bidder/ must have completed atleast 1 assignment in the last three financial years of a similar nature in evaluation of operations and processes in a large Enterprise/ Government environment with a project value (cost of assignment) of atleast Rs. 2 lakhs. C3- The Bidder/ must have completed atleast three assignments in the last 3 financial years of a similar nature in evaluation of operations and processes in a large Enterprise/ Government environment with a project value (cost of assignment) of atleast Rs. 15 Lakh each. North-Eastern states The criteria of experience may be waived if the bidder is opting for any of the north-eastern states.</p> |
| 3 | | | | | We were an Empanelled Enrollment Agency for UIDAI for the Year 2010-11 only. Later we have not renewed it and we have not taken UIDAI EA work at any point of time till today. So now are we eligible to participate in this empanelment process??? | Yes, if firm is not empaneled now and haven't carried any enrolment work in past. |

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| 4 | Page 10 | TABLE 1(a). Eligibility criteria for companies/firms | Part III, Table 1(a), Point No 1 | Company registered in India under the Companies Act, 1956 | As per the recent change in law and regulations, our organisation has been converted from a private limited company to a Limited Liability Partnership firm under the Limited Liability partnership Act 2008. So request you to modify this clause to "The bidder should be a Company registered in India under the Companies Act 1956 or a Limited Liability Partnership firm registered under the LLP Act 2008 with their registered office in India+ Reference: http://www.mca.gov.in/LLP/pdf/LLP_Act_2008_15jan2009.pdf | The clause has been revised as "The bidder should be a legal entity registered in India under any Government of India/ State Government Act for such purpose". Please refer corrigendum. |
| 5 | Page 10 | TABLE 1(a). Eligibility criteria for companies/firms | Part III, Table 1(a), Point No 4 | Audited/ Certified financial statements & annual report for (2011-2012, 2012-2013 & 2013-2014*. If audited statement is not available for year 2013-14, then a certificate from company secretary is required. | Audit state 2013 14 not available at this stage CA certificate with provisional details of turnover can be provided Please allow us to submit the same | The clause has been revised as "Audited/ Certified financial statements & annual report for (2011-2012, 2012-2013 & 2013-2014*. If audited statement is not available for year 2013-14, then a certificate from company secretary/CA is required. Please refer corrigendum. |
| 6 | Page 12 | TABLE 2 Technical Evaluation Criteria | Table 2, point 4 | Experience of the staff in the sample CVs in similar assignments | How many CVs to be proposed and what should be the minimum qualification criteria for the same | CVs to be provided are having similar assignment experience. These are only sample CVs and are required to check the capability of the firm to handle such assignments. There is no limit on the number of CVs. Bidder may submit minimum one CV for each type of resource proposed in their sample work plan as per their understanding of the scope of work. |
| 7 | Page 15 | 3.2 Overview of Work | Clause: 3.2.a | Concurrent Evaluation of Process/Operation at Enrolment Centers (both Permanent Enrolment Center or temporary), and /or | Request to please share details of enrolment centres, i.e. centre name, state, district, city, population catered too, number of people enrolled till date etc | Details of centres are available at https://appointments.uidai.gov.in/easearch.aspx Please refer clause 3.3 coverage of work of Section III of RFE document at Page 17 |

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| 8 | Page 16 | 3.2 Overview of Work | Clause: 3.2 | The CEA shall decide on the exact enrolment centers to be evaluation in association with UIDAI/ Registrar/ RO. The field visits are expected to be completed within seven (7) working days and the evaluation report is expected to be delivered within four (4) weeks from the commencement of the evaluation activities. | While we understand exact number of enrolment centres shall be evaluation in association with UIDAI/Registrar/RO, request to please share the estimated number of enrolment centres that are expected to be covered within 7 working days | After the empanelment of agencies, the respective RO/Registrar may seek the services of the empanelled Agencies for the work in the state by the issuance of a limited RFP detailing the scope of work. The detailed scope of work or number of enrolment centres shall be discussed in accordance with the respective RO/Registrar as per the requirement and will be provided in the limited RFP to be floated by respective RO/Registrar. |
| 9 | Page 16 | 3.2 Overview of Work | Clause: 3.2 | Currently UIDAI has a Performance Monitoring Scheme for making an on-field assessment of the EAs by the Performance Monitors deployed by it. The bidders may review this checklist to have a general idea of the assessment to be carried in the field | Request to please share the checklist | Details are available at http://uidai.gov.in/registrar-enrolments.html under tab "Performance Monitoring Details" |
| 10 | Page 17 | 3.2 Overview of Work, Survey | Clause: 3.2 | UIDAI has always sought the feedback from various stakeholders to improve the systems and processes. The resident is an important stakeholder in the process. UIDAI plans to use the services of the CEA to conduct a survey of the residents. | Request to share further details on the surveys to be conducted in regards to: Number of surveys to be conducted Location of the surveys Population to be covered within each survey Estimated timeline for completing the survey Any particular skill set requirement for the survey etc | After the empanelment of agencies, the respective RO/Registrar may seek the services of the empanelled Agencies for the work in the state by the issuance of a limited RFP detailing the scope of work. The detailed scope of work shall be discussed in accordance with the respective RO/Registrar as per the requirement and will be provided in the limited RFP to be floated by respective RO/Registrar. |
| 11 | | | | Clause to be added in the General Condition of contract | Limitation of Liability: Client (and any others for whom Services are provided) may not recover from agency, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. Client (and any others for whom Services are provided) may not recover from agency, in contract or tort, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services. | This RFE is only for empanelment of agencies. General condition of contract will be provided when repsective RO/Registrar will float the limited RFP for selection of Agency for actual allocation of work |

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| 12 | | | | Clause to be added in the General Condition of contract | Report: Any information, advice, recommendations or other content of any reports, presentations or other communications we provide under this Agreement (Reports), other than Client Information, are for Client's internal use only (consistent with the purpose of the particular Services) including Client's board of directors, its audit committee, or its statutory auditors. Client may not rely on any draft Report and agency shall not be required to update its Final Report. | This RFE is only for empanelment of agencies. General condition of contract will be provided when repsective RO/Registrar will float the limited RFP for selection of Agency for actual allocation of work |
| 13 | | | | Clause to be added in the General Condition of contract | Governing Law: This Agreement shall be governed as per the Laws of India. | There will not be any agreement as this RFE is only for empanelment of agencies. General condition of contract will be provided when repsective RO/Registrar will float the limited RFP for selection of Agency for actual allocation of work |
| | | | | Clause to be added in the General Condition of contract | Dispute Resolution: Any unresolved disputes under this Agreement shall be subject to the exclusive jurisdiction of Indian Courts.. | There will not be any agreement as this RFE is only for empanelment of agencies. General condition of contract will be provided when repsective RO/Registrar will float the limited RFP for selection of Agency for actual allocation of work |
| 14 | | | | Clause to be added in the General Condition of contract | Termination: Either Party may terminate this Agreement by serving 15 days notice to the other party. Upon termination agency shall be entitled to receive payments of the Services performed, work in progress and expenses incurred by it, till the date of such termination. | There will not be any agreement as this RFE is only for empanelment of agencies. Empaneled Agency may or may not further participate in the limited tender to be floated by repsective RO/Registrar for selection of Agency for actual allocation of work |
| 15 | Page 12 | II | TABLE 2 Technical Evaluation Criteria | Experience of Staff in the sample CVs in similar assignments | The details of key resources is not given in the RFP, like what kind of profiles are required, how much experience is required, if there is some other specific requirement. Request you to please provide the details | CVs to be provided are having similar assignment experience. These are only sample CVs and are required to check the capability of the firm to handle such assignments. There is no limit on the number of CVs. Bidder may submit minimum one CV for each type of resource proposed in their sample work plan as per their understanding of the scope of work. |
| 16 | Page 10 | II | Eligibility Criteria for companies/ firms | Company registered in India under Companies Act,1956 | Request you to please allow partnership firms for bidding. | Please refer response of query no. 4 |

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| 17 | Page 6 | II | Preparation of Proposal | A detailed description of the approach, methodology and work plan for performing the assignment covering the following subjects: understanding of the scope of work, technical approach and methodology, sample work plan and staffing shall be submitted with the technical proposal | Request you to please provide the details on type of assignments, size of assignments, average/ approximate tenure of the assignment so that the sample work plan and detailed approach and methodology can be prepared | Please refer section III , Scheme of Empanelment of the RFE document. Bidder has to submit the requisite details as per their understanding of scope of work and their experience in similar assignments. Actual details will be mentioned in the Limited RFP to be floated by respective Registrars/RO as per the requirements. |