S.No.	Name of the Firm	Query	Reply Proposed
1.	TCIL/Ibex	Private players may not be in a position to service all PIN codes in the state. Hence the following is suggested:	
		I. Last date for submission of bids. This is kept for 19.01.2013.Since there is requirement of documentation with the consortium partners, who may be in different cities, the time between clarification and bidding is very short. There should be a gap of at least 21 days after the issue of clarifications.	The date of submission of Bids is hereby extended to 30.01.2013 (1500 hrs)
		II. The PIN codes not served by the private players be served by India Post. The assumption here is that the private players will give better rates and superior quality of service in the areas serviced by them thereby meeting UIDAI's expectations.	As per RFP - No Change
		III. The private bidder/ consortium be permitted to quote for the geography serviced by them and be permitted to use India Post Registered Post/ Speed Post service for dispatching the articles they cannot deliver themselves. In such cases, complete responsibility rest with the Bidder/ consortium.	As per RFP - No Change
		IV. Lead Bidder/Bidder could also be a Telecom/ IT company that may or may not be in the business of Delivery, but should be in the related business like Telecommunications, IT and related activities for the last 10 years.	
		V. In case lead bidder is not directly engaged in the business of Delivery, the turnover of the company should be average Rs.250 crores per annum for the last three years.	As per RFP - No Change
		VI. Turn over from similar works from operations within India (Min 10 crores cumulative of all the consortium partners) and in case of lead Bidder a telecom/ IT company turnover	As per RFP - No Change

		of the lead Bidder/Bidder be minimum 250 crores VII. Payment cycle of 45 days be reduced to fortnightly payment cycle as the amount involved is large and may cause difficulty to the bidders.	Bills will be processed on monthly basis.

2.	**Srichakra Transtech Pvt. Ltd., Mumbai**	**I. Bio-metrics** As per the RFP Bio-metrics authenticated deliveries is not compulsory. However during the pre-bid meeting UIDAI consultants seemed to be insisting on the same. This technology and process is yet to be deployed on a large scale on the field and hence considering the technological and social challenges which will be faced, we request UIDAI to retain the same position for the biometrics authentication which the vendor could deploy optionally.	As per RFP - No Change
		II. Connectivity & Reach & Penalty Matrix i) Considering the nature of the industry, 100% deliveries within defined TAT is very difficult to achieve and there would always be a miniscule component of the total volume, which would go beyond the threshold timelines specified. This residual volume is found pending due to multifarious factors on the ground as well as the quality of data and the nature of the process defined to deliver the articles.	In terms of the Para 10 of Scope of Work, the 100 % delivery can be achieved, hence 100 % delivery has to be achieved.
		ii) In many rural and semi-urban and interior areas where the names and addresses are very similar, a case being classified as a critical error in spite of the DDSP following all procedures are very high as two perfectly delivered articles could be swapped across residents in the same vicinity.	Swapping of documents shall be considered as critical error and will definitely attract the penalty.
		iii) The social, political and extraneous pressure factors on the ground at the time of delivery could exert undue pressure on the last mile delivery man which may be very difficult to contain and mitigate. Such instances could also for reasons beyond the control of the DDSP could be classified as critical errors.	No change – As per RFP
		iv) This being a two year contract, with the changing climatic conditions and related extremities and areas getting cut-off or inaccessible due to floods etc. could result in the said locations becoming virtually impossible to deliver within the given TATs and could get factored as critical errors.	Natural calamities beyond the reasonable control shall not be considered critical errors and due weightage shall be given to such events. The final decision in this regard shall be taken by UIDAI on case to case basis.

v) There are approximately 450 + clusters of villages in Maharashtra which have been declared inaccessible tribal areas (refer attachment 4).

No change – As per RFP

vi) Considering all the points above the expectation that the DDSP should deliver 100% of the articles as per the SLA needs to be relooked at. We suggest 10% allowance of the total volume to be not considered in the critical error category for penal consideration due to the above reasons.

No change – As per RFP

III. Penalty Computation

We suggest a modified penalty structure as depicted below**.**

No change – As per RFP. However, 26 Jan, 15 Aug and 2 Oct are excluded from calculation of SLAs.

			Target		Penalty	
	D+Weeks	Days	%	Cum %	%	Cum %
	0	15	60%	60%	3%	3%
	1	22	20%	80%	3%	6%
	2	29	15%	95%	3%	9%
	3	36	3%	98%	3%	12%
	5	50	2%	100%	3%	15%
POD not available / Very Late / Lost	6	50+	0%	100%	25%	
Crtical (additional)			0%		200%	

In the above structure we have requested for higher TAT based on % slabs of the total volumes and defined the threshold limits for the same. Penalty would be levied at the prescribed rate only for such volumes, which have deviated from the corresponding threshold slab. (We are attaching an XLS [attachment 3] giving the comparison between the original UIDAI formula and our suggestion).

The heavy penalty recommended by UIDAI in the RFP is increasing

		the cost to UIDAI very substantially and our submission is that the current structure acts as a deterrent to participate in the RFP. We suggest Sunday and other Public holidays is not to be considered for TAT calculation.	
		IV. Sub-contracting Point 3.7 in page 47 of RFP disallows sub-contracting. However, if the DDSP independently ties up with India Post (with its standard delivery methodology and processes) for remote locations and inaccessible areas and factors this in its price, would this arrangement be permissible by UIDAI?	This arrangement is permissible provided, the DDSP has tie-up with India Post before submission of bid for which documentary evidence is to be submitted. In such event India Post shall be considered as Non-Lead Consortium member. Pricing under such arrangement has to be devised by the bidder.
		V. Assigning Contract to multiple vendors Point 18 on Page 14 of RFP mentions that UIDAI reserves the right to distribute the work in whole or part in any of the states without any liability, but in page 22 of the RFP it envisaged to engage 1 service provider for each state. We would like to know whether the allocation to multiple vendors within a state would happen at the outset or subsequently during the course of the project.	UIDAI envision to select one DDSP in one state. In case of tie between two or more bidders, the work may be distributed. In case the work of a selected DDSP is not found satisfactory at any given time, UIDAI reserves the right to annul the contract and reallocate the remaining work to L2 or L3.
		VI. POD Scanning Point 12, Page 29 Delivery confirmation is to be given to UIDAI by digitizing the delivery records. That means giving a uploadable format of recipient data (Name, Nos, Relationship with Addressee, Date and Time of the delivery etc.). Does this also mean that we have to scan the POD copies and give the POD scanned images to UIDAI?	Yes as per Para 12 of Scope of Work of RFP

		VIII. Volume Point 5, Page 26 (RFP) DDSP is allowed to hold (for max 10 days) the dispatch of documents for a specific pin code and accumulate them to reach a threshold count before being dispatched. The minimum required number of documents per delivery location shall be 500 documents (Page 26 of RFP). What if even after 10 days, number of documents for that pin code does not cross 500? Shall we continue holding these or dispatch them after 10 days?	As per RFP, at the expiry of 10th day all the documents, even if less than 500 documents, have to be dispatched.
		The DDSP is expected to offer services for a period of 2 years to service the 5 Cr. Volume. What is the average monthly volume that UIDAI commits the DDSP for deliveries?	Average monthly volume cannot be committed.
		IX. On-Line Tracking The RFP requires on-line tracking of various stages of the Aadhaar document. We suggest that there should be only 3 stages shown in On-Line Tracking as per industry standards, they could be 1) Delivered 2) RTO and 3) In Transit. This also applies to stage wise Daily MIS report.	On line tracking mechanism shall be devised or suggested by bidders and best suited mechanism of On line Tracking and Daily MIS Report shall be considered by UIDAI.
		X. Price Validity The DDSP is to quote a financial price with validity for 2 years. As the transportation is heavily fuel dependent and considering the volatility of fuel prices the rate should be linked to a bench-mark fuel price index. 40% weightage of the total quoted price is suggested to be considered as the fuel price component. This fuel price revision of the DDSPâ€™s bid should be recalculated once in a quarter during the validity of the contract.	The price once quoted shall not be changed for the entire period of contract on any reason what so ever.
		XI. Return Documents Page 40, Point 13 (RFP) The point says that the DDSP may be allowed to accumulate return documents for 30 days to facilitate bulk delivery of return documents at return address every 30 days. This in effect means that every day	

		as per ageing some quantity of return documents would have to be sent to return address. Our suggestion is to allow consolidation of this process and should be allowed to return the documents to the return address after lapse of 30 days twice or thrice a month in the succeeding month.	May be accepted.
		XII. Charges for Return Documents Point 13 on Page 29 has following RTO reasons ï¿½ Item refused by addressee ï¿½ Deceased ¿½ Insufficient address ï¿½ Addressee cannot be located ï¿½ Unclaimed In all the above 5 scenarios, DDSP would have put all the efforts in reaching to the door step of the resident. As per industry standards for return documents, our understanding is that UIDAI would be paying as per the prescribed discovered rate for the above category of articles.	RFP clearly mentions that the cost of return documents is to be included in the bid price. Refer Para 13 of Scope of Work of RFP.
		XIII. Print & Logistics synergy We suggest that the articles be printed and handed over to DDSP basis certain rules defined between DDSP and UIDAI. This would be aimed towards optimizing the efficiency and also helping in bulk break planning as well as load balancing.	All such suggestions can be included in technical evaluation process and will be considered by UIDAI at the time of the technical evaluation.
		XIV. Constraints on POD 1. There may be cases where there will be old elderly residents who may not know how to read, sign or acknowledge PODs. In such cases how can we get acknowledgements on PODs?	The person making delivery shall record the Name and Tel. No of the person taking the delivery.
		2. If the recipient cannot read or write, can the delivery boy enter the recipient details on the POD and just take thumb impression of the recipient on the POD slip? What if the recipients refuse to give their thumb impression? Can we return these without delivering them, as RTOs?	Such deliveries shall be considered as “Refused by Addressee” and will be considered as “Returned Documents”

		3. What if the Addressee has rented his house to PAYING GUESTS and the Paying Guests or their friends receive the Cards? What if the recipients do not hand over the cards to the Addressee? Will the Supplier (Courier Vendor) be held responsible for such cases? 4. If the addressee has given his office address instead of residence address (donâ€™t know if this is possible), and if the addressee is out of station due to official work.	After recording the Name, Tel No.and relationship of the recipient (if other than Addressee), the document can be delivered. In case the recipient do not hand over the documents to Addressee, the DDSP shall not be held responsible. Addressee giving the office address is rare occurrence and may not be possible, as this is not accepted as Proof of Residence at the time of enrolment.

3.	DTDC	1. Is the Aadhaar Card and this Aadhaar Document same. Would the Document containing the unique number ?	Yes, Aadhaar Card / Document will contain Unique Identification Number.
4	Professional Couriers	1. Whether the consignments containing Aadhaar Cards are to be delivered to Adivasi/Tribal Areas and remote villages which are not accessible by reliable means of transport.	Yes, Area falling under a PIN Code has to be served by DDSP
		2. In case of documents destined to NO SERVICE AREAS whether the same can be returned to its office of origin. Serviceable Pincodes will be provided by us.	Documents destined for all areas under the PIN Code has to be served.
		3. Whether the data containing the addresses with telephone/mobile numbers can be provided to us in advance to enable us to print Consignment Notes and followup for MIS Reports.	As per the RFP, the Documents will be already as per PIN Code wise and Dispatch Manifest is given at Annexure V of RFP.
		4. Whether we have to comply with 100 % delivery of documents.	Yes
		5. In the event of the given area is not accessible whether we can intimate the concerned consignee to collect the same from nearest delivery point.	No, 100 % delivery of documents is required, the consignee shall collect the documents up to ten days after the third attempted delivery by DDSP.
		6. Whether advance payment will be made by you.	NO
		7. Will it be OK to you if we can provide soft copy of MIS Report instead of Hard Copy	NO Change – As per RFP
		8. Page No.68 of Tender Documents – Annexure 5 – of Column 4 – Whether Bar Code heading notifies courier consignment number	Yes, as per Para 5 of Scope of Work of RFP
		9. In case of documents returned due to genuine reasons whether we will be allowed to charge for the same	No – Cost of returned documents has to be included in bid price as per Para 13 of Scope of Work of RFP
		10. A proprietary company operating under license from Pvt Ltd Company not engaged in direct business can be eligible to take part in the bidding process	No – Companies who are in direct business are eligible to take part in the bidding process.