

Sr. No	Agency Name	Clarification Sought	Responses
1	NSDL	Will the project be awarded to a single successful bidder /Consortium or to more than one bidder?	Project will be awarded to a single successful bidder.UIDAI may invoke section II, clause 21 c , in special circumstances.
2	NSDL	In case the project is awarded to more than one bidder, how the registrars / enrollment agencies will be assigned to bidder from where the documents need to be collected?	N.A.
3	NSDL	In case of consortium, does all members have to fulfil all the pre qualification criteria individually?	Please refer Annexure I , point 12.
4	NSDL	Securities and Exchange Board of India (Depositories and Participants) Regulations, 1996, regulation 7 states - <i>“Provided that a depository may carry out such activity not incidental to its activities as a depository, as may be assigned to the depository by the Central Government or by a regulator in the financial sector, through the establishment of Strategic Business Unit(s) specific to each activity with the prior approval of the Board and subject to such conditions as may be prescribed by the Board, including transfer of such activity to a separate company within such time as may be specified by the Board, having regard to the matters which are relevant to the efficient and orderly function of the Depository as mentioned in regulation 13.”</i> In view of the said regulation can a consortium be formed between 100% subsidiary of depository and depository, with subsidiary being the prime bidder and depository be the member of the consortium and eligible to get 40 category points as per the evaluation criteria.	Depository should be the prime bidder. If subsidiary is the prime bidder then they will not be eligible for 40 points.
5	NSDL	Will technical demonstration be part of bid presentation? When will be the list of key features published by UIDAI? Is bidder required to demonstrate the working system or only screen prototypes will suffice?	Yes. UIDAI will intimate the vendors who qualify the pre-qualification criteria the feature to be demonstrated. The vendors will have to present the live demonstrations of the intimated features either using web based services or the desktop version of the application.
6	NSDL	Since the depositories are not required to fulfil evaluation criteria related to experience of five or more national / international clients, are depository bidders required to submit Form 3 - Work Experience Certificate.	The depositories are not required to submit Form 3.
7	NSDL	Will Enrollment ID (EID) be mentioned on all the documents (proof of Identity / Proof of Address) submitted with Enrollment form or only on the Enrollment form?	No. EID will be on the enrollment form or on acknowledgement slip.
8	NSDL	Kindly specify number of index fields that will be required to capture per form.	28 digit EID , Name , Date of Birth, Date of enrolment & place of enrolment.
9	NSDL	What is the policy defined by UIDAI for the movement of records?	Currently the policy is that the Registrars are responsible for the collection and storage of records. UIDAI does not specify how the records are to be stored.

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10	NSDL	What will be the final format of the delivery of scanned images i.e. TIFF, JPEG, PDF, PDF/A, etc.	Mostly TIFF , occasionaly PDF. Bidder should be able to provide both.
11	NSDL	Who will bear the expenses for conducting 3rd party audit.	Please see Annexure I , point 14.
12	NSDL	Kindly elaborate on the handover procedure after the expiry of contract. Who will bear the handover expenses.	Agency will make over the physical documents, Stored digital images along with database for indexing. Cost of makeover will be borne by the the agency taking over the records.
13	NSDL	What will be the procedure of issuing authenticated copies.	Authentication will be done by authorized representative of UIDAI. The procedure will be defined in due course by the UIDAI in consultation with the agency.
14	NSDL	Who will have access to audit trails? How the request for viewing the trail records will be initiated by the user ? Is every request supposed to be approved by Senior management personnel from UIDAI?	The request to access the records will come to the agency through UIDAI authorized point of interface.
15	NSDL	Does it refer to MIS reports?	Yes.
16	NSDL	Does any data backup needs to be given to UIDAI also on periodic basis.	UIDAI may require data on need basis.
17	NSDL	In case of shift of electronic storage devices and application servers at UIDAI premises, the cost of the shifting would be born by UIDAI or bidder?	Cost of shifting of Hardware will be borne by UIDAI. However bidder will bear cost for Migration of soft Data and Applications.
18	NSDL	Kindly consider the provision of revision in prices quoted due to change in the tax structure	Please see Annexure I , point 1.
19	NSDL	Expected number of retrival requests in a year	Can not be mentioned at present. A trend will emerge after one year when sufficient No. of residents get enrolled.
20	NSDL	It is mentioned that "the price quoted should be exclusive of service tax" which is contradictory to point 16 mentioned in section IV which states that all rates should be inclusive of all taxes. Kindly clarify.	Section IV ,Para 16 may be read as " The rates quoted shall be in Indian Rupees and shall be exclusive of all taxes , duties as applicable up to the completion of job. Increase in rates if Taxes/duties rates changed will be allowed. "
21	NSDL	Penalty % are calculated on which cost?	" A penalty of 0.25% of the cost of collection, transportation and storage of physical document, conversion of physical document into electronic document , storage of electronic document , destruction of physical /electronic document after prescribed preservation period per page (Form 8 , Page 35), shall be charged per day of delay on pro rata basis.
22	Datamatics Global Services	We require the name of all location from where Document is to be collected.	Successful bidder will be required to collect documents from District Headquarters of every State/UT of India. Bidder will have to keep track of enrolment taking place across the country.

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23	Datamatics Global Services	Is there any de-stapling or toning require for document	This may be required during initial phase. As the enrolment progresses, process will get streamlined.
24	Datamatics Global Services	We require page-wise and document wise break up with paper size	Paper Size will normally be A-4 or legal. In few cases size may differ.
25	Datamatics Global Services	Can physical storage be taken care in partnership with other vendor	Yes. But Partner should be part of consortium.
26	Datamatics Global Services	Please mention the number of fields with name for indexing	28 digit EID , Name , Date of Birth, Date of enrolment & place of enrolment.
27	Datamatics Global Services	Please share the monthly/Daily volumes so we can reach to the effort and load require	An estimate can be worked out as per Enrolment targets mentioned at Page 35.
28	Datamatics Global Services	We have a system for archival, retrieval and tracking the document, which we provide on user license basis. Let us know how many user license you require for this system.	We just require service as per bid document. Bidders have to workout license requirement themselves.
29	Hewlett Packard India (HP)	Existing Clause: Bidder should have at least three live implementation site in India with more than 3 crores documents archived (physical as well as electronic). The bidder shall provide valid work orders/certification of completion to this extent. Suggested Change: Bidder should have at least three live implementation site in India with more than 3 crores documents archived or one site with 9 crore documents archived (physical as well as electronic) preferably for a government/Public Sector organization. The bidder shall provide valid work orders/certification of completion to this extent. Reason for Suggestion: A bidder with large experience of handling 9 crore document archiving offers equal or much higher credibility & confidence to UIDAI. Hence in interest of success of the project, we suggest modification of the clause. Please confirm	Please see Annexure I , point 18.
30	Hewlett Packard India (HP)	Existing Clause: The consortium and each of its members shall be jointly and severally responsible for the execution of the scope of work. Suggested Change: The partners in the consortium shall be responsible for the execution of their specific scope of work. Reason of Suggestion: Since the overall scope has multiple independent tasks, the partners can not take responsibility of tasks to be done by other partners. However the lead bidder shall be responsible for the complete delivery as per the tender requirements. Please confirm	Relevant Clause is clear. Prime bidder of the consortium will have to address this issue.

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31	Hewlett Packard India (HP)	<p>Existing Clause: Bidder should have at least three live implementation site in India with more than 3 crores documents archived (physical as well as electronic). The bidder shall provide valid work orders/certification of completion to this extent. Suggested Change: Bidder should have at least three live implementation site in India with more than 3 crores documents archived (physical as well as electronic). The bidder shall provide valid work orders/certification of completion /Alternate Documentation to this extent. (declaration from CEO/MD).</p> <p>Reason for Suggestion: Projects used as reference may be governed by confidentiality. In such situation, The details of work order cannot be shared. This may hinder bidders. Hence in interest of UIDAI, request you to please allow modification suggested.</p>	There should be valid reason for this. UIDAI reserves right to verify such declaration with concerned clients.
32	Hewlett Packard India (HP)	<p>Enrolment form collection -</p> <p>1) Please confirm the number of locations where collection needs to be done.</p> <p>2) Is there any existing process of intimation for pickup, or it is expected from bidder to define and implement the process?</p> <p>3) In what form the documents will be handed over to bidder ? eg. Loose Stapled forms, files, forms packed in individual folders, or in boxes?</p> <p>4) Is there any existing handover process defined ? or is it expected from bidder to define the process ? eg. can we assume that a index is provided along with documents before handover, and the ownership of index is with Registrars?</p>	Replies at S.No. 22,24,25,26 may be seen. Detailed Handover mechanism will be finalized in consultation with the successful bidder.
33	Hewlett Packard India (HP)	Request you to please provide information on disposal process envisaged by UIDAI.	The process will be finalized in consultation with the vendor after awarding the contract.
34	Hewlett Packard India (HP)	<p>Suggested Change: The scanned document should have at least 200 dpi. Scanning facility of forms and documents will..... Reason of Suggestion: Basis our experience 200-300dpi resolution yields very good results for text oriented data and reducing the need for storage capacity. Thus saving on effect of Power/Space and Cooling requirement hence making environmentally friendly setup. Please confirm.</p>	Please see Annexure I , Point 4.
35	Hewlett Packard India (HP)	Please confirm if the scanned image should be color scan or B&W scan. Basis our experience, B&W scan offers the necessary quality (based on the quality of documents submitted). B&W scans reduce the need for storage capacity. Thus saving on effect of Power/Space and Cooling requirement hence making environmentally friendly setup. Please confirm.	Please see Annexure I , Point 4.
36	Hewlett Packard India (HP)	Can DR site also be used for retrieval activities along with primary site for faster retrieval ? This helps in faster retrieval of records.	Bidders are free to deploy practices for further betterment of service.

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37	Hewlett Packard India (HP)	Please confirm the periodicity of 3rd party audits.	Third party audits will be required to be conducted half yearly.
38	Hewlett Packard India (HP)	1) As Stated on page 35 of commercial bid, each enrolment is expected to have three A4 size docuemnts, but we believe that there might be a enrolment receipt in addition with resident declaration which is bar-coded and with photograph. Do we need to consider this receipt in scanning as well ? 2) Is Aadhaar Enrolment form Standardized ? 3) Can you please share expected GSM of paper we will be getting for scanning ?	1.Paper size normally will be A-4.In few cases paper may also be of legal size. Enrolment receipt will not be required to be stored. However it does not matter much to the bidder as they will be paid per page basis. 2. Aadhaar Enrolment form is not standardized .It varies from Registrar to registrar depending on KYR(Know your resident)+ fields.
39	Hewlett Packard India (HP)	Existing Clause: Within 15 days after receipt of notification of award of the Contract from UIDAI, the successful Bidder shall furnish Performance guarantee bond to UIDAI, which shall be equal to 10 percent of the value of the contract (for 10 crores residents) and shall be in the form of a bank guarantee bond from a Nationalized/scheduled Bank in the Proforma given in Form-9, Section V. Suggested Change: Within 15 days after receipt of signing of the Contract with UIDAI, the successful Bidder shall furnish Performance guarantee bond to UIDAI, which shall be equal to 10 percent of the value of the contract (for 10 crores residents) and shall be in the form of a bank guarantee bond from a Nationalized/scheduled Bank in the Proforma given in Form-9, Section V. Reason of Change: The basis for this request is that the performance obligations will commence once the agreement is signed and the purpose of a PBG is to protect against project delivery risks.	Not acceptable. Contract will be signed only after receipt of PBG.
40	Hewlett Packard India (HP)	Please clarify if such inspection/audit will be limited to documents required to verify the service levels of the agency.	Inspection/audit will be limited to documents which establish bidder credential for eligibility , experience and capability to carry out work in reference to RFP.

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41	Hewlett Packard India (HP)	<p>Suggested Change: We propose the following clause which details the manner and extent of indemnification for IP claims:</p> <ul style="list-style-type: none"> - "The agency shall indemnify the Tendering Authority against any claims by third party alleging IP infringement by agency Branded or developed Products by defending or settling such claim, or by paying the court awarded damages and defense cost. - In the event of the Tendering Authority being aware of any such claim, a) the Purchaser shall promptly notify agency of the claim in writing; b) cooperate with agency in the defense of the claim; and c) grant agency sole control of the defense or settlement of the claim. <p>The above indemnity obligation shall be subject to the following exclusions:</p> <ol style="list-style-type: none"> 1. Agency's compliance with Tendering Authority or third party designs, specifications, instructions, or technical information; 2. modifications made by the Agency or a third party; 3. Agency's non-compliance with the Specifications, or 4. Tendering Authority's use of the Agency deliverables with products, software, or services that are not Agency Branded." 	Not acceptable.
42	Hewlett Packard India (HP)	It is submitted that in case of any unexcused delay, UIDAI should exercise only one of the remedies available as per the clauses providing for such remedies.	Not acceptable.

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43	Hewlett Packard India (HP)	<p>Suggested Change: We propose the following modified clause. "Termination for Default The Tendering Authority may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Agency, terminate the Contract in whole or part.: i. If the agency fails to deliver any or all of the Software within the period(s) specified in the Contract. ii. If the agency fails to perform as per the Performance standards. iii. If the agency, in the judgment of The Tendering Authority has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. The Tendering Authority shall however prior to termination of the contract provide the agency a 30 day notice to cure the default or if the default is non-curable, provide the agency a reasonable opportunity to show cause against the termination proceedings".</p> <p>Reason of Change: The termination clause does not provide the bidder an opportunity to cure a breach. The bidder should be given a fair chance of being heard or being able to cure a breach</p>	Please see Annexure I , Point 6.
44	Hewlett Packard India (HP)	While the prices quoted will be inclusive of present taxes, please confirm that increase in future taxes will be borne by UIDAI.	Please see Annexure I , point 1.
45	Hewlett Packard India (HP)	Please confirm that the source code in this clause 20 refers to source code of customisations done specifically for UIDAI and not pre-existing product of the vendor.	Yes.
46	Hewlett Packard India (HP)	<p>Please consider the following modified clause providing for more detailed limits on liability and also the necessary exclusions: "The Agency's aggregate liability for all direct losses and damages suffered by Tendering Authority under this Agreement shall in no event exceed six (6) months fees paid by the Tendering Authority. Neither Party shall be liable for indirect, incidental, special, punitive or consequential damages or lost profits and loss of business, even if advised of such loss by the other party."</p>	Please see Annexure I , Point 13.
47	Hewlett Packard India (HP)	Please provide detailed specifications for warehouse to avoid ambiguity	Please see Annexure I , Point 15
48	Hewlett Packard India (HP)	Normally for each resident, there will be three A-4 size papers (enrolment form , proof of identity and proof of address. Please define the number of A-4 scans per EID. (The Enrollment form, ID proof and Address may be double sided. In such a case the Electronic storage size increases accordingly)	The agency will be paid per page basis as mentioned in the RFP.

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49	Hewlett Packard India (HP)	Suggested Change: The Intellectual Property Right (IPR) of the source code and documentation and design created specifically for DMS UID will be with the Tendering Authority. The agency will have to submit source code and required..... Reason of Change: This is to ensure that UID specific development are available to UIDAI. However Source code of COTS like document management can not be shared.	Please see Annexure I , Point 7.
50	Hewlett Packard India (HP)	Please provide the number and addresses of the UIDAI registrars.	The current position is available on UIDAI's Website and is subject to change from time to time.
51	Hewlett Packard India (HP)	Please define as who will appoint and pay for the 3rd party Auditors	UIDAI will appoint 3rd Pary auditors and will make payment to them.
52	Hewlett Packard India (HP)	Please define the coverage of the Audit - Sample Set or Complete Set	It may be be both sample or complete.
53	Hewlett Packard India (HP)	Aadhaar Document management system should be interoperable to facilitate smooth takeover by any other vendor after 5 years. Post completion of 5 years, in case there is change of service provider, what is the arrangement for acquisition of equipment (Servers/Storage/Network etc).	Please see Annexure I , Point 17.
54	Hewlett Packard India (HP)	Please provide the list of Key features to be demonstrated by the lead bidders.	Key features will be pertaining to functional requirement detailed in RFP.
55	Hewlett Packard India (HP)	While takeover/handover of documents by scanning agency from registrar, what would be handed over by registrar along with the documents ?(meaning thereby , whether it would be soft/hard copy of details mentioning the total number of pages/forms mapped with EID or something else) .	Normally Registrars will hand over enrolment form along with accompaying documents. Enrolment ID is mentioned in the acknowledgement slip , it is also barcoded. UIDAI will come out with detailed process of handover in consultation with agency after award of work.
56	Hewlett Packard India (HP)	We undrstand that the Registrat will handover sets of documents to the scanning agency. What would be minimum or maximum no of forms/papers would be considered as 1 set and what is ,the minimum/maximum no of such batches would be considered for one pick up by Scanning agency from Registrar.	While UIDAI reserves the right to determine the size and periodicity of batches , it will do so in consultation with the Registrars and the Aadhaar DMS agency.
57	Hewlett Packard India (HP)	While scanning , Photograph would be scanned in original colour or in grey scale?	Photograph will have to be scanned in grey scale with minimum 200 dpi.

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58	Hewlett Packard India (HP)	We understand that the enrolment form will have subject's photograph pasted on it. Do we need to scan the Photograph pasted on forms along with the form only as a single scan or also as an independent scan image separately additionally.	Enrolment form do not have photograph. Documents having photograph have to be scanned along with the document.
59	Hewlett Packard India (HP)	UID must spell out about the sample QC norms which would be followed for quality check after scanning and before upload/storage to the main database	QC form will list of quality parameters as per RFP , Section III , Clause 2.
60	Hewlett Packard India (HP)	We understand that the IT setup and the DR setup can be hosted in an IDC. (Independent Third Party Service Provider). Please confirm	Yes.
61	Hewlett Packard India (HP)	The current evaluation for selection is based on cost only. However in order to select a reliable and dependable bidder, we propose UIDAI to use QCBS based selection criteria. In interest if UIDAI, we request UIDAI to use QCBS. Please confirm	Evaluation is not cost based only. Bidders has to score minimum 70 points to qualify for opening of their commercial bid.
62	Hewlett Packard India (HP)	In case of fore closure of the contract, what will be the payment mechanism for the equipment (servers/storage/network etc)	Please see Annexure I , Point 11.
63	Hewlett Packard India (HP)	There can be multiple options for software and equipment for storage of electronic data. We suggest UID to accept multiple options from bidders. These options will have separate commercial proposals. The most appropriate technology suitable to UID can be finalized during the technical solution presentation and evaluation stage.	Not acceptable.
64	Hewlett Packard India (HP)	The table gives tentative number of Enrolment for each year. We request UIDAI to define the minimum enrollment volume for each year separately.	Only tentative estimate can be given as already mentioned in RFP.
65	Hewlett Packard India (HP)	Existing Clause: It may be noted that one or more penalties may be imposed concurrently subject to maximum of 10% of contract price. Once the maximum has reached, UIDAI at its discretion may consider termination of the contract and forfeit Performance Security. Suggested Change: It may be noted that one or more penalties may be imposed concurrently subject to maximum of 10% of the annual contract Value. Once the maximum has reached, UIDAI at its discretion may consider termination of the contract and forfeit Performance Security.	No change required.
66	HCL	Can we show 3 sites where total volume of records is 9 crore pages i.e. putting all the 3 sites / projects together total volume of 9 crores or can we show single project of more than 9 crore pages.	PI see Annexure I , point 18
67	HCL	As per industry practice such type of enrollment forms along with supporting document gets scanned at 200 dpi. Especially when supporting documents are submitted in black and white form (photocopies). Please clarify if there is any special requirement due to which scanning is required at 600 dpi or we can scan it at 200 dpi.	PI see Annexure I , Point 4.

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68	HCL	Please provide the pickup points in each state. This is one of the primary criteria for arriving at cost of the project. Based on this input only logistics activity can be planned.	Pickup points will have to be at every District Headquarter of States/UT.
69	HCL	If EMD can be submitted in form of Bank Guarantee of Rs. 50 Lacs. If so then please provide the format of Bank Guarantee.	Please see Annexure I , point 8.
70	HCL	Who'll bear the cost of third party Audit of Records storage?	UIDAI will appoint 3rd Pary auditors and will make payment to them.
71	HCL	Incase if applicable taxes increase in future then UIDAI will pay taxes as per actual. Please clarify.	Please refer Annexure I , point 1.
72	HCL	Scope of work can vary while awarding project. Please clarify what type of variation is expected and incase if such variation increases the costing then prices will be revised accordingly.	Variation in scope of work will mainly be in terms of volume which will not affect cost to bidder. Price variation will not be allowed.
73	Goldstone Technologies Ltd	Forms collected from the registrars needs to be compared with the EID list provided by registrars and keyed at bidder's facility while doing the inward. The report generated has to be emailed or submitted to the registrar and UID Area office with 18 hrs after the inward entry at bidder site or after 24 hrs from the collection place.	The detailed policy will be finalized in consultation with Registrars and Aadhaar DMS agency.
74	Goldstone Technologies Ltd	Please Confirm the image format like it should be jpg or tiff or pdf or color Suggestion: the images should be pdf files with grey scale scanned in 150-200 dpi. In this case the maximum file size will be 200-300kb which is feasible for storage. 600 dpi will yield a file size of around 10-50Mb. Please suggest.	Image should be in TIFF format , in gray scale and with minimum 200 dpi..
75	Goldstone Technologies Ltd	The fields to be indexed has to be decided by the bidder or will be predefined? Vurnacular language keying mixed with English. Please confirm.	28 digit EID , Name , Date of Birth, Date of enrolment & place of enrolment.
76	Goldstone Technologies Ltd	Incase of Storage of forms : - Maximum forms are stored for 5 years therefore such forms need to be kept in moist free, pest controlled rooms packed in numbered boxes on racks in RCC roofing warehouse. In India RCC warehouse is preferred as in monsoon there is high chances of flood or heavy pouring. Only the exceptional forms which need to be stored in multiple of 5 years need a true precautionary storage system as mentioned in RFP. Can I assume this way of storage?	Please see Annexure I , Point 15.
77	Goldstone Technologies Ltd	Server with password protected access can be provided to fasten the delivery of attested spot retrieval forms. The front party can download and take a printout of the same. Will this process be acceptable or we need to courier the forms? Please confirm.	This model is acceptable for electronic retrieval. Bidder will have to create facility at their own cost.
78	Goldstone Technologies Ltd	The fields for spot retrieval can be multiple like EID, pancard number or area. Please confirm.	28 digit EID , Name , Date of Birth, Date of enrolment & place of enrolment.
79	Goldstone Technologies Ltd	Is the size of facility and adjacently placed preferred for scanning and storage. Please confirm	No. Bidder is free to choose location as per his choice .

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80	Goldstone Technologies Ltd	Takeover after 5 years happens only if the service is not satisfactory and the job is again awarded to a bidder with a better knowhow. So the new bidder will not be interested in taking the outdated software and hardware. The new bidder will only be interested in the Images and the indexed Database, which can be easily imported into the new system. Please confirm if I am correct.	Contract will be for Five years. Contract may be extended if UIDAI desires. New bidder will take over documents in Physical as well as electronic format along with Indexed database. New bidder should be able to search physical as well electronic documents.
81	IL & FS Trust Company Ltd	Tender Document fee on which mode have to submitted weather the DD or postal order	It should be DD.
82	IL & FS Trust Company Ltd	Provide the list of location from where the application forms collected.	Please refer to Sr No 68.
83	IL & FS Trust Company Ltd	Weather the enrollment forms will be bar-coded?	Yes , Acknowledgement slip will, attached with enrolment form will have bar coded EID. Bidder at later stage may make arrangement at own cost with Registrars to improve service delivery.
84	IL & FS Trust Company Ltd	will we get any space at UIDAI Registrars for packing and inventories forms	Space will be provided for packing. No storage facility will be provided after handover.
85	IndiaTimes	It should to be clarified that 3cor doc. should be in 3 live implementation sites separately or it should be clubbed together and total be mentioned.	No. Please see Annexure I , Point 18.
86	IndiaTimes	The live implementation site as mentioned is to be of electronic as well as physical (3cor. Documents)	Yes
87	IndiaTimes	It is to be highlighted that the storage of physical records is separate from storage of electronic records of 3 cors	Yes. These are two separate activities.
88	IndiaTimes	A single customer for storage for electronic & Physical records is mostly not carried out by same service provider. The physical records are stored by record management company & electronic storage of record is done by depository & data centers	The same could be achieved in a consortium model that is allowed and specified in the RFP.
89	IndiaTimes	It is further advice that in India such volume of records are not out sourced and hence the volume should be reconsider to a lower no.	See Aneexure I , point 18.
90	IndiaTimes	The RFP should insured follow the quality slandered i.e. ISO 9001, CMM-level III, ISO 27001 (very imp for data security & storage)	Please see Annexure I , point 15.
91	IndiaTimes	The scanning parameter should be 300dpi gray scale as per industry norms.The facility must be RCC structure since it is long term storage site no compromises in structure parameters	Please see Annexure I , Point 4.
92	OEC Record Management Company Pvt Ltd	Earnest Money Deposit is Rupees 50 Lacs.	Yes. See Annexure I Point 8.
93	OEC Record Management Company Pvt Ltd	Retention Period of Physical Documents with the Service Provider	Normally the retention period will be 5 years. UIDAI may ask to extend retention in future.

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94	OEC Record Management Company Pvt Ltd	Please consider diluting Prequalification criteria 1.2.b) to annual turnover of Rs.20 crores.	Not Acceptable.
95	OEC Record Management Company Pvt Ltd	Under Payment Term ii) to keep physical and digital records secure and safe for five years. Payment for physical and digital storage of documents will be made after every one year based on actual number of records. Q.1 What will be the year for consideration Jan to Dec or April to March? Q.2 Will this mean that documents received on the first day of the year and last day of the year attract the same fees? <u>Please consider Monthly Billing instead of Annual Billing.</u>	Payment will be made on pro rata basis.I
96	OEC Record Management Company Pvt Ltd	Under Project Scope & Objectives 2.I) When the enrolment forms are collected from the Registrars: Q.1 What sort of Acknowledgement is required to be given by the Service Provider to the Registrars? Q.2 Will the Registrar be able to provide soft data to the Service Provider at the time of collection of enrolment forms? Q.3 When and who will provide EID data mapped with UID after receipt of enrolment forms?	A.1 : UIDAI will intimate detaile process at the time of award of work. A.2 : Registrars will provide only physical records. A.3 UIDAI will not share mapping of EID with UID.
97	OEC Record Management Company Pvt Ltd	Under Project Scope & Objectives 2.II.1 & 6) Warehouses having Specialized environmental controls including temperature and humidity are not necessary for storage of paper documents. This will unnecessarily hike the cost of storage. Please consider deleting these conditions.	Please see Annexure I , point 15.
98	OEC Record Management Company Pvt Ltd	Under Services to be delivered III & IV) What are Certified copies of stored documents and who certifies them before they are delivered to the concerned authority, duly authorized by UIDAI?	Please refer to Sr No 13.
99	OEC Record Management Company Pvt Ltd	In Commercial Bid Format S. No. 1 - Cost of conversion of physical document into electronic document is generally charged on Per Image basis and cost of storage of physical documents is charged on Cubic Feet basis. Please amend this suitably.	Change not acceptable.

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100	OEC Record Management Company Pvt Ltd	In Commercial Bid Format S. No. 2 - Cost of Preservation of physical and electronic document per page per year. Q.1 Will this mean that documents received on the first day of the year and last day of the year attract the same fees? Q.2 You have also asked the bidder to include cost of storage of physical as well as electronic documents in S. No. 1. THESE COSTS ARE DUPLICATED. <i>Please amend this suitably</i>	A.1 : No. Payment will be made on pro rata basis. A.2 : Costs are not duplicated. Cost at S.No. 1 is for first time storage, while cost at S.No. 2 are for preservation. .
101	Iron Mountain India Pvt Ltd	Please clarify if activities such as pick-up / courier etc can be sub-contracted to a vendor who is not a consortium partner and is not jointly and severally liable.	Please see Annexure I , Point 10.
102	Iron Mountain India Pvt Ltd	1) Please clarify if Rs.100 crore turnover is inclusive of prime bidder and consortium partners together or for each of them individually? 2) Please clarify if the experience (in 3 projects) required should be in India only or could be internationally also? Suggestion: We suggest that the turnover criteria be for the consortium and not record storage companies in India alone as 99 pct of the record storage companies on a standalone basis will not meet this criteria OR the total turnover of the company should include global parent turnover to assist in Healthy competition.	1) The prime bidder should have the 100 crore turnover and the inclusion of consortium member turnover will not be considered. 2) Both India and International experience will be considered.
103	Iron Mountain India Pvt Ltd	1) 3 crore documents on each site or all 3 sites collectively? 2) Definition of "Documents" not clear.Does one document mean 1 paper or set of papers. Suggestion: We suggest that one of the criteria for Record storage companies should also include having experience in executing similar projects in atleast 3 countries to bring in the best global practices in execution of this project.	Not acceptable.
104	Iron Mountain India Pvt Ltd	1) Please provide List of Locations or average number of registrar offices / pick up locations per state. 2) Where does the bidder's responsibility start? 3) What will be the check list against which the agency will re-confirm the receipt of the documents from the registrars at the pick up point? 4) Please confirm if the registrar will provide a hard copy or a soft copy of the list of EID enrolment forms being handed over? 5) Please confirm that the EID number is unique and is duplicated across India 6) Is the unique EID number handwritten or printed on the enrolment form	1) Please refer to Sr No 22. 2) The bidder's responsibility starts after picking up the documents from the Registrar's Locations. 3) The Registrars will notify the agency regarding the documents (Total Number of documents, Pick-up Location, Number of successful enrolments with EID numbers, etc). 4) The registrars will provide either hard copy or soft copy of the list of Enrolment forms to be picked up from the specified location. 5) EID number is unique. 6) It is printed on the part of the acknowledgement slip retained while enrolment and attached with the enrolment form alongwith the POI and POA docs.

Sr. No	Agency Name	Clarification Sought	Responses
105	Iron Mountain India Pvt Ltd	<p>1) Point1 - Is temprature / humidity control really required since it is generally a norm only if records need to be stored for more than 20 years? If yes, level of temp / humidity not mentioned.</p> <p>2) Point 4 - Is Heat Resistant RCC roofing mandatory. As globally it is not a norm. Instead pre-fab insulated roof widely utilized. Please confirm the acceptability of same</p> <p>3) Point 6 - Exact level and standards of humidity and air exchange not mentioned.</p> <p>Suggestion: 1. Temperature and humidity controls (Generally Humidity < 50 % and Temperature < 20 C) increase the cost of storage by 8-10 times. If the documents are to be stored for 5 -10 years, we suggest that these parameters are removed as these controls are not required with such storage time limits.</p> <p>2.Globally RCC roofing is not a requirement for storage of documents except in the case of fire rated Vaults for data tape and storage of vital records. Again the cost of storage in vaults is approx 10 times the normal storage . Iron mountain stores close to 100 crore cu.ft of documents in approx 1800 buildings globally and 99% of these buildings do not have RCC roofing. This practice is also applicable for most of the global and local players.We recommend that these are replaced by Appropriate water proof roofing. eg. Prefabricated steel roofing.</p>	Please see Annexure I , Point 15.
106	Iron Mountain India Pvt Ltd	<p>1) What is the preservation period?</p> <p>2) What is the course of action for records after completion of preservation period - do they need to be destroyed or handed back to UIDAI?</p>	<p>1) The preservation period will be initially for 5 years.</p> <p>2) After the completion of preservation period, UIDAI may ask the agency to either destroy or retain the records as per the retention policy shared with the agency at the time of awarding the contract.</p>
107	Iron Mountain India Pvt Ltd	Is scanning for all locations expected to be done from certain centralised locations?	The scanning centres may be decided be decided by the selected agency as per their convenience.
108	Iron Mountain India Pvt Ltd	<p>Please confirm scanning Specifications:</p> <p>1)Colour or B/W</p> <p>2) Format required. Eg. Tiff/jpeg/pdf etc</p>	Format TIFF , Gray Scale with minimum 200 dpi.

Sr. No	Agency Name	Clarification Sought	Responses
109	Iron Mountain India Pvt Ltd	1) Please Clarify if quote has to be inclusive or exclusive of service tax - since in the commercial bid (form 8) it is mentioned Price quoted should be exclusive of service tax. 2) Please clarify if rates can later be revised in case of revision of taxes as currently the contract proposed does not permit revision of rates.	Please refer to Annexure I , Point 1 for both 1 & 2.
110	Iron Mountain India Pvt Ltd	Both points refer to storage cost. Please confirm that Point 1 refers to one time cost and Point 2 means recurring storage cost.	Yes.
111	Iron Mountain India Pvt Ltd	1) What is the number of pages per document? What is the expected mechanism of delivery - courier or personally?	1) it is mentioned in RFP 2) Courier or personally with time frame as per SLA.
112	Iron Mountain India Pvt Ltd	Please clearly indicate process UIDAI expects bidder to follow in such a scenerio	PI refer clarification at S.No. 111.
113	CDSL	In Para 1 it is mentioned that "the Prime Bidder shall be responsible to UIDAI for discharging of all responsibility related to the bid" where as in Sec. 1.1 (d), it is mentioned that "the consortium and each of its members shall be jointly and severaly resopnsible for execution of scope of work". We request clarification on the same.	These two are to ensure that prime bidder as well as consortium members own responsibility.
114	CDSL	Can the consortium or Bidder further outsource any work? If Yes, do we need to seek prior approval of UIDAI and what type of work can be outsourced?	only courier services may be outsourced. Prime bidder will be responsible for any lapse in performance.
115	CDSL	Does the prime bidder have to meet all the qulaification criteria as mentined in Section 2, Clause 1.2 or the consortium together can meet the qualification criterias.	PI refer Annexure I Point 12.
116	CDSL	Is the Pre-Qualification criteria mentioned on Page 7 applicable to Depositories?	1.2 a , b , c & d are applicable.
117	CDSL	Can the consortium set up a separate company to carry out this project?	No.
118	CDSL	The entity should have at least 3 live installations with more than 3 Cr. Documents. Is this for all locations or per location? Is 3Cr documents of the Prime Bidder alone or with its agents included? How can certificate of Completion be issued if it is an ongoing project.	Not applicable for depositories.
119	CDSL	For making payments on completion of work will UID calculate a quarter from the start of the project or calendar date?	Payment will be made from start of project.
120	CDSL	Yearly payment would be from date of Start or Calendar Year? Would payment for total no of pages in storage at the end of the year be made?	Payment will be made from date of start of project for first year on prorata basis. For later period , Payment cycle will start from start of financial year.
121	CDSL	Are Forms 3 (Work Experience Certificate) & Form 8 (Commercial Bid Format) applicable to depositories?	Form 3 not applicable for depositories. Form 8 is applicable.
122	CDSL	Is Point no. 1 (Form 3) applicable to depositories?	No.
123	CDSL	Kindly provide the format of Form 7 as the same is not available in the RFP.	Form 7 is now proforma of Bank guarantee for EMD.

Sr. No	Agency Name	Clarification Sought	Responses
124	CDSL	Time for start of operations is only 15 days. As it may not be possible to set up all centers in such short time so can bidder start with a few centers?	This para means that within 15 days of intimation , the successful bidder shall furnish PBG for signing of contract for award of work.
125	CDSL	Are Environmental Controls required for electronic storage i.e. tapes, disks or are enviornmental controls required only for physical storage? As the bidder would be able to work his cost on this requirement.	Environment control are also required as per standard practice for electronic storage also.
126	CDSL	Storage facility - temperature & humidity controlled - can RCC be with AC or without AC. Further Is RCC applicable to Electronic Storage or also to Physical Documents storage? Kindly specify the climate control parameters that needs to be maintained in the storage facility and tolerance levels.	please refer Annexure I , Point 15.
127	CDSL	Is RCC Roofing necessary or can fibre glass / galvanised roofs with insulation against heat / water be used for storage of physical documents.	please refer Annexure I , Point 15.
128	CDSL	The RFP mentions preservation period /retention period of five years. From which date does the prescribed preservation / retention period of five years begin.	From the date the document is stored ininitially.
129	CDSL	Will the transfer of records to National Storage be treated as Retrieval. Request clarification on what is meant by "Archival Locally".	Yes.
130	CDSL	600 dpi is a very high resolution image as this will increase the size of the image to 2-3 MB. Please provide clarification on scale and image type. Will 150 dpi in gray scale be acceptable, as it would bring the image size down to 150 kb, without compromising on clarity and quality of the image.	Please refer Annexure I , point 4..
131	CDSL	Please specify on the maximum number of concurrent users for DMS?	N.A. as we require delivery of service which meets SLA in RFP.
132	CDSL	Kindly clarify what is the meaning of "Application software should comply with Open Standard Requirement"?	Application software should comply with open standard to facilitate smooth make to new bidder after contract period.
133	CDSL	What does Interoperable mean does it mean operation by more than one vendor and not take over by other vendor, as takeover by another vendor will depend on the Technical capabilities of that vendor.	Interoperability means that the after the contract period or otherwise the new vendor should be able to take over operation without any service interruption.
134	CDSL	Please state how frequently should the vendor collect the documents?	Frequency can not be mentioned in advance. It will vary from Registrar to Registrar as per progress of enrollment.
135	CDSL	Are the documents to be stored at central or de-centralised warehousing facilities?	It is upto the bidder.
136	CDSL	Will the pick up points be a single location or Multiple locations per Registrar?	Please refer to Sr No 22.
137	CDSL	For Delivery of Certified copies of forms - who will certify the copies of the form?	Authentication will be done by authorized representative of UIDAI. The procedure will be defined in due course by the UIDAI in consultation with the agency.

Sr. No	Agency Name	Clarification Sought	Responses
138	CDSL	The time specified for document collection is 7 days. Kindly specify the minimum volume of the documents to be accumulated by Registrar, for collection.	While UIDAI reserves the right to determine the size and periodicity of batches , it will do so in consultation with the Registrars and the Aadhaar DMS agency.
139	CDSL	What is the process to be adopted for documents lost in transit after pick up from the Registrar?	The process will be shared with the vendor after awarding the contract.
140	CDSL	How and who will certify electronic copies/images?	Electronic copies will need to be certified generally by vendor.
141	CDSL	Will concurrent audit be on a 100% or on sample basis? Will audit be only for scope of work done for UIDAI or for the entire organization? Will third party audit be related to system and operation or will cover financial audit of the bidder?	It may be 100 % or on sample basis. The audit will cover only the scope of work as defined in the RFP.
142	CDSL	Audit :: please clarify on the audit Policy defined by UIDAI.	The policy will be shared with the selected vendor after awarding the contract.
143	CDSL	Will Cost of Third Party Audit be borne by Bidder or UIDAI?	UIDAI will bear the cost.
144	CDSL	Will the servers housing the database be owned by UIDAI or the bidder? Kindly clarify if the cost of the servers will be reimbursed by UIDAI if it takes over the servers.	Bidder will own the servers. However.
145	CDSL	Can a draft copy of Contract Form be given at this stage?	No.
146	CDSL	How will UIDAI take over the servers.	UIDAI , if desires , will take over Soft data pertaining to images and indexes.
147	CDSL	Shift electronic storage device to UIDAI - if within contract term, then how does bidder recover investment and unamortised interest..?	If such situation ever arises , it will be on mutually agreed terms & condition..
148	CDSL	Point 16 on page 26 of the RFP for Taxes and Duties states that "the rates quoted shall be in INR and shall be inclusive of all taxes, duties as applicable upto the completion of the job. Any increase in the rates will not be allowed." However, in page 35 it is stated that the Price quoted should be exclusive of Service Tax. Please clarify the same.	Please refer Annexure1 point 1.
149	CDSL	Would the bidder have to give UIDAI the source code of DMS only or also of Record Management System software also?	Both the software as well as the source code have to be provided to UIDAI.
150	CDSL	How will the source code be handed over if a DMS specific product is used?	If the specified product is OEM, then only the source code pertaining to specific customization for the purpose will be provided.
151	CDSL	Does storage of physical & electronic documents and cost of preservation mean the same. If not, please clarify the difference?	No. Cost are different as clarified in Form 8 , Part 1 , S. No. 1 & 2 of RFP.
152	CDSL	Courier of documents - locations of recipients authorized by UIDAI would have to be specified to arrive at best pricing.	The locations can not be identified at this moment.
153	CDSL	Tentative enrolment targets for 2014-15 is 60 crores - Why is the contract for 10 crores?	Contract is not for 10 crores. Only for contract value for 10 crores resident has to be deposited initially.
154	CDSL	Would UIDAI want the warehouses to be owned by the entity or can it be rented / leased ?	Yes , it can be rented or leased.

Sr. No	Agency Name	Clarification Sought	Responses
155	CDSL	Should the entire warehouse of the bidder be allocated for the UIDAI Aadhar document management project or can it be utilised for projects other than UIDAI?	It can be utilized for other projects also. Security of UIDAI documents should not be compromised.
156	CDSL	Can we get a region wise breakup for the documents to be stored?	It cant to be mentioned. It is a continuous activity.
157	CDSL	Would the bidder have to scan and store the existing UID documents? Or only those documents which are received after the contract has been executed?	No. Bidder will have to scan and store already available documents for which enrolment have been completed.
158	CDSL	Does UIDAI specify any particular method / material for pick up of documents?	Yes.
159	CDSL	Is the bidder permitted to store the documents anywhere?	The bidder may decide on the same as per the defined SLAs.
160	CDSL	Scanning will have to be done prior to storage?	The bidder may decide on the same as per the defined SLAs.
161	CDSL	Is the scanning activity to be done centrally or can it be decentralised?	The bidder is free to decide.
162	CDSL	Are the documents to be tracked using electronic mechanism e.g.. GPS or manually?	UIDAI does not require GPS based tracking. Bidder is free to deploy such feature if it improves their service delivery.
163	CDSL	What are the current number of registrars and their locations?	UIDAI website may be checked for details.
164	CDSL	Since the tenure of the contract is for a period of 5 years, can we know the likely number of registrars that are likely to be appointed by UIDAI in the next five years?	No
165	CDSL	Will subsequent major change in constitution (shareholding) of the bidder have any impact on this project. Should the bidder seek prior approval of UIDAI before carrying out such changes.	Yes.
166	Sify Technologies Ltd	Please provision for a board of Arbitration in case the parties do not agree to a sole Arbitrator.	Not acceptable.
167	Sify Technologies Ltd	Please modify -For travel of any Bidder expert outside their respective base location(s), UIDAI will bear all expenses	Not acceptable.
168	Sify Technologies Ltd	IPR clause may be suitably amended by including default exceptions. The bidder cannot hand-over the IPR of a product which is its proprietary.	Please refer Annexure I , Point 7.
169	Sify Technologies Ltd	Termination of the Contract under various clauses is one sided.Request amendment with a suitable prior notice of not less than a month.In case of Tendering Authority 's default, the Tendering Agency may be allowed too to terminate the contract.	Please refer Annexure I , Point 6.

Sr. No	Agency Name	Clarification Sought	Responses
170	Sify Technologies Ltd	BG Submission be allowed & necessary BG Format may please be provided	Please see Annexure I , Point 8.
171	Sify Technologies Ltd	Penalty shall be levied only if the delay or failure is entirely attributable to the Tendering Agency and not due to the acts or omissions of Tendering Authority .Also explain the Penalties of 0.25% & 0.5% (agianst S.No. 1,2 & 3) are being levied against which costs by giving a reference of Price Columns of the Commercial Bid Format on Page 35?	Please see Annexure I , Point 2.
172	Sify Technologies Ltd	Please confirm if the Prices to be quoted in the Commercial Bid Format have to be all inclusive including SERVICE TAX? There are contradictory statements pertaining to SERVICE TAX in the RFP document	Please refer Annexure I , Point 1.
173	Sify Technologies Ltd	Each Bidder should meet all of the PQ Criteria- In a consortium if one of the partners meets a particular criteria , will the same be considered as a qualifying factor for that consortium?	Please see Annexure I , Point 12.
174	Sify Technologies Ltd	Clause 1.2.e should be re-worded as follows " Bidder should have at least three live implementation site in India with more than 1.5 crores documents archived (physical OR electronic). The bidder shall provide valid work orders/certification of completion to this extent."	Please see Annexure I , Point 18.
175	Sify Technologies Ltd	Please explain 5-ii with an example.Payment for physical & electronic storage is quarterly as in 5-i.What is different about clause 5-ii?	5 -I is for first time storage while 5-ii is for preservation.
176	Sify Technologies Ltd	Please confirm CheckList Referred herein? There is no reference of Check List in BPS on page 28	The checklist herein referred to as the points (1-6) in the Bid Proposal sheet.
177	Sify Technologies Ltd	Please remove Clause 21 (d) or else indicate varied scope before BID SUBMISSION	Not acceptable
178	Sify Technologies Ltd	Why PBG value is being calculated for 10 Crore residents when the First Year envisaged enrolment is not more than 5 Crores? Request suitable amendment	Not acceptable.
179	Sify Technologies Ltd	UIDAI should freeze the number of Registrars per state and hence the number of locations in a state that the agency has to pick up the documents from. This list should be confirmed prior to submission on bids as this affects the commercials of the bids.Please also mentioned Pilot location as well.	The number of registrsrs per state could not be predicted at this stage. However, the pick-up points will be the District Headquarters (PAN India) of the Registrars.
180	Sify Technologies Ltd	Clause 3.c. Please clarify UIDAI's right to have the agency's book's inspected / audited.	If any point of time the authority came to know about any misleading information provided by the vendors pertaining to the said tender, the authority will have the right to inspect/audit to get clarification for the same.

Sr. No	Agency Name	Clarification Sought	Responses
181	Sify Technologies Ltd	Clause 16. Price revisions for changes in the taxation structure should be allowed.	Please refer Annexure I , Point 1.
182	Sify Technologies Ltd	Resolution should be reduced to 200 dpi.Please mentioned the mode scanning & format of image	Please refer Annexure I , point 4..
183	Sify Technologies Ltd	Please what is the policy of transferring infrastrucrture after 5 years.	This will be on mutually agreed terms and condition.
184	Sify Technologies Ltd	Please clarify "Indexing should be computerized with proper labeling".Also define cateloping & indexing paramter	28 digit EID , Name , Date of Birth, Date of enrolment & place of enrolment.
185	Sify Technologies Ltd	Please claify " Authenticted copies"	Please refer clarification at Sr No 13.
186	Sify Technologies Ltd	Please clarify "Interoperable"	Interoperable means the system should be maintained in such a way that if authority decides to acquire the entire operations of the project after 5 years, the transition would be smooth & without any service disruption.
187	Sify Technologies Ltd	Please clarify Certified records.Please mentioned who will Certify them & process of certification	Please refer to Sr No 13.
188	Sify Technologies Ltd	Please clarify will take per page as one single side of page or both side of page	Per page (Both sides) in case of physical storage and Per page (Single side) in case of digital storage.
189	Sify Technologies Ltd	UIDAI should publish the list of features for the DMS prior to bidding.	The features are detailed in RFP.
190	Computer Age Management Services Pvt Ltd	Gap in time is too short between award and commencement for the operation. Request a substantial increase in gap, so as enough time is available for creation of infrastructure & rollout after award of bid.	please see Annexure I , Point 20.
191	Computer Age Management Services Pvt Ltd	Can sub-contracting be firmed up post award of tender OR such arrangements of sub-contracting have to be disclosed in tender bid itself?	only the courier services may be sub contracted later..
192	Computer Age Management Services Pvt Ltd	Will the qualifications of all consortium partners added up for eligibility OR each of the consortium partners has to individually meet the criteria?	Please see Annexure I , Point 12.

Sr. No	Agency Name	Clarification Sought	Responses
193	Computer Age Management Services Pvt Ltd	Request clarification as to whether it is 10% of contract value calculated for 10 crore residents (i.e. value equivalent to cover 1 crore residents)	It is 10% of contract value pertaining to 10 crores residents.
194	Computer Age Management Services Pvt Ltd	Request clarification: a) Whether it will be a centralized pick up from central pick up point of each registrar? (Pickups from decentralized locations, if required, at many/ micro level locations, will upset costing) b) Whether any minimum lot will be prescribed for handover to vendor? c) Whether any pick up call frequency will be prescribed to registrars? d) Whether transportation through reputed couriers allowed between point of pick up and vendor's storage / scan points? e) Whether the vendor will be liable for any loss of forms for reasons beyond his control while they are in transit?	PL see clarification at S.No. 56.
195	Computer Age Management Services Pvt Ltd	Request clarifications a) Whether EID tagging will be in all sheets handed over to vendor? b) Whether bar-coded tagging is being proposed by UIDAI for being uniformly followed by all registrars? c) Whether EID written or tagged on the forms will be English numerals or local language numerals?	a) The EID tagging will be in the acknowledgement slip attached with the enrolment form alongwith the POA/POI docs. b) The acknowledgement slip is tagged with the EID number alongwith the barcode. c) EID number is a number is an english numeral (28 fields)
196	Computer Age Management Services Pvt Ltd	Whether leasing out warehouse is permitted instead of owning them?	Yes.
197	Computer Age Management Services Pvt Ltd	Specialised humidity controls for documents storage may jack up the cost of storage. Specialized humidity management may not be needed for preservation of paper documents well over 10 years. Request suitable clarification to facilitate factoring in suitable cost element while bidding.	Please see Annexure I point 15.
198	Computer Age Management Services Pvt Ltd	The scanned document should have at least 600 dpi. Having such strict requirement may jack up cost of image storage as the size of scanned image will increase. Unless the enrolment form / other documents have very rich contents / features to be scanned, this criteria may be relaxed considerably.	please see Annexure I , Point 4.

Sr. No	Agency Name	Clarification Sought	Responses
199	Computer Age Management Services Pvt Ltd	Would the UIDAI ensure that EID number is always unique (like UID)? (Then only indexing and retrieval may be based on unique key field of EID. If the EID may get repeated, then retrieval may require 'not unique fields' search, needing design changes) Will the UIDAI pass on respective UID for each EID to the vendor for later point updation to make indexing and retrieval easier?	besides 28 digit EID Name , Date of Birth, Date of enrolment & place of enrolment may be other indexing fields. UID will not be provided.
200	Computer Age Management Services Pvt Ltd	Request clarification as to whether UIDAI expects the vendor agency or consortium to create separate entity for this venture to achieve this clause adherence.	No.
201	Computer Age Management Services Pvt Ltd	Clarifications requested as to: a) Whether associated assets include electronic storage devices, application servers, solutions deployed (proprietary or acquired) software application, etc? b) If includes the above, whether suitable compensation will be arranged for when taken over?	Please see Annexure I , point 22.
202	Computer Age Management Services Pvt Ltd	This clause differs in Form 8 prescribed for Commercial Bid- which states that *Price quoted should be exclusive of service tax. May please be clarified suitably.	please see Annexure I , Point 1.
203	Computer Age Management Services Pvt Ltd	Clarifications requested are: a) Whether enrolment form will have photograph pasted in them? b) Whether enrolment form will have data in both sides of the form? c) Whether KYR+ documents will also need to be stored by this vendor OR they will be detached by the respective registrars?	a) The enrolment form will not have the photograph of the resident. B) Some of the registrars collect KYR+ fields as per their specifications and may exceed upto two to three pages in both sides of the form. C) Yes, the vendor has to store the e set of documents pertaining to each EID as delivered by respective Registrars.
204	Manipal Press Ltd	Can the Prime bidder tie-up with organizations incorporated outside India, as Consortium partners?	Not acceptable.
205	Manipal Press Ltd	Would 3 projects of similar nature as required in RFP, executed outside India qualify for this? Please clarify	Not acceptable.
206	Manipal Press Ltd	Would projects installed outside India qualify for this? Please clarify	Not acceptable.
207	Manipal Press Ltd	We request UIDAI to modify this clause to, We request UIDAI to modify this clause to, " Bidder should have at least 3 live implementation side in India/ or outside India..."	Please see Annexure I point 18.
208	Manipal Press Ltd	We request UIDAI to modify the documents archived to one crore.	Please see Annexure I point 18.

Sr. No	Agency Name	Clarification Sought	Responses
209	Manipal Press Ltd	Please clarify if the enrollment forms/docs should be collected ONLY from UIDAI Registrars' Head Offices or their other branches also?	Please refer to Sr No 22.
210	Manipal Press Ltd	Please specify if UIDAI expects storage & preservation of documents even after the contract period of 5 years	Yes. Please see Annexure I , Point 15.
211	Steria	Requesting you to please consider Bank Guarantee instead of Demand Draft as requested in RFP.	Please see Annexure I , Point 8.
212	Steria	Location of Registrars has not been specified in the RFP. Requesting you to please specify the state / city details based on which transportation cost can be estimated.	Please refer to Sr No 22.
213	Steria	Please advise whether EID will be unique or we need to add state code to EID for indexing the records.	Yes. EID will be Unique.
214	Steria	There is no mention of process for disposing the records. Please provide disposal policy details. Who will provide details of records that need to be sent to National Archive ?	The policy will be shared with the selected vendor after awarding the contract. However, UIDAI will provide details of the records that need to be sent to National Archives.
215	Steria	Please specify resolution details as simple photo can be scanned in 200 dpi also.	Please refer Annexure I , point 4..
216	Steria	Please specify the required items that need to be transferred to new vendor i.e. - Hardware - Software (License only or IPR) - Any other items	All the records (Physical & Digital) alongwith the software license. UIDAI may ask for transferring the hardware as well.
217	Steria	Who will bear the cost of third party audit ?	UIDAI will bear the cost.
218	Steria	The said clause is contra to the text mentioned on Page 35 "*** Price quoted should be exclusive of service tax".	please see Annexure I , Point 1
219	Newgen	Basis the enrollment estimates provided by UIDAI amounting to 60 cr. enrollments by 2014-15, close to 180 cr. of images needs to be stored in the DMS Repository. We request, that adequate specifications of Enterprise Class DMS in terms of proper storage, speed of retrieval, image encryption(for data security) should be provided. Also, similar DMS Large Scale Implementations should be considered PAN India for technical evaluation.	UIDAI's Requirement will not change. We require retrieval of records in physical or electronic format occasionally.
220	Newgen	Can one of the consortium partners show the live implementation of physical records and the other shows for electronic records in an Enterprise Class Document Management System	please see Annexure I , point 14.
221	Newgen	Since the need to store documents in Enterprise Class DMS, we request UIDAI to provide us the list of key features which the Department is looking at, so that the same can become the term of reference and demonstration would be shown on these features itself. Request you to share the key features required in the Enterprise Class DMS before the final submission as this would help bidders in choosing the right kind of product.	The bidders will make a choice as per the guidelines defined in the RFP. However, the DMS chosen should be scalable enough to handle such a large volume of storage and retrieval.

Sr. No	Agency Name	Clarification Sought	Responses
222	Newgen	Request UIDAI to define the indexing fields. Also, whether use of barcode needs to be provided for computerised/automated indexing. Please elaborate and confirm this requirement.	besides 28 digit EID Name , Date of Birth, Date of enrolment & place of enrolment may be other indexing fields. UID will not be provided. EID will be bar coded.
223	Newgen	Basis this requirement, it seems that UIDAI is looking at a Record Management Module also which should form an integral part of the Enterprise Class DMS which can track the movement of the physical records in terms of issuance and return. Also, through the electronic image, the physical storage location of the enrollment forms with supporting documents can be tracked. Please confirm this requirement.	Bidder is free to deploy such module.
224	Newgen	Also, there should be a facility in the Document Management System for retention policy and electronic documents can be archived or purged basis the policies defined. Please confirm this requirement.	UIDAI requires delivery of services as per RFP.
225	Newgen	It is observed that in a mass scanning project, 100% manual quality control of the images is not possible. Standard is a random qc of 20% of the sample scanned which leads to 80% of the documents scanned not qc'd. This can result in the documents not clear and other issues pointed out. We recommend an auto detection of images failing the quality parameters mentioned for an automated document quality analysis. This would ensure that all documents scanned are proper and readable. Also, the automatic document analysis tool should have provision of auto correction of the images on some parameters, so that rescanning to be done is to bare minimum.	The vendors are free to chose any feature to ensure the quality of documents to be as per standards.
226	Newgen	We recommend an online replication of images and indexed data to the DR Site through an Enterprise Class DMS.	The vendors are free to chose any technology to ensure this.
227	Newgen	Apart from the physical storage, Bidders are required to store Citizens documents in the digitized in the Document Management System. Since these documents are government properties and for UIDAI to have a strategic control on these documents, documents must be stored in the highly secure and scalable system. We recommend UIDAI should specify minimum specification and criteria for selecting the DMS. Bidder will be then free to choose any product meeting these criteria or specification.	The bidders can chose any software product that have the capability of retaining the digital records of the specified volume with retrieving facility as per RFP.
228	Newgen	We understand that after project period, UIDAI may decide to operate on its own or may select a different vendor to manage the DMS infrastructure. We suggest that DMS system must be interoperable, expose web services & API's and platform independent to support windows and linux and unix operating system	Yes .Agreed.
229	Vertex	Should one of the members of the Consortium necessarily be a Depository?	Not necessarily.
230	Vertex	Do these criteria have to be met by each of the consortium members of can they be met collectively?	please refer Annexure I , point 12.
231	Vertex	Is the performance guarantee required for 1 Crore residents?	No. It is required for 10 crores residents.

Sr. No	Agency Name	Clarification Sought	Responses
232	Vertex	1. Is there a step-wise process flow document available for reference? 2. Is there a list of locations readily available from where the forms will have to be picked up? 3. Can this activity of form collection be outsourced or the bidder has to do by itself? 4. Are all forms to be picked up in one go or at a particular frequency from time to time? If yes, please share the approximate time lines / frequency and volumes. 5. Are the enrolment forms maintained in a specific order / sequence? 6. What is the process for taking a handover / acknowledgment from the Registrars while collecting the forms so as to ensure that a particular document/s has been picked up by a particular vendor? 7. Is there a document check required to be done by the vendor prior to picking up the forms to ensure that the each form has the required documents / photos? 8. What is defined as a secured environment – please provide a checklist if any	1) The step-wise process will be shared with the vendor at the time of awarding work. 2) Please refer to Sr No 22. 3) Courier services can be outsourced. But bidder will be responsible for lapse in service 4) The registrars will notify the agency regarding the same. 5) The enrolment forms are maintained region-wise. 6) The process will be shared with the agency during award of work. 7) Yes. 8) The documents will be stored and retained till the time of preservation period and any loss will be the responsibility of the agency. The agency can choose all the means to secure the documents till the specified retention period.
233	Vertex	Should the bidder have his own / rented warehouses or can he avail services of a third party for warehousing (outsourcing)?	Warehouses can be rented/leased but can not be outsourced.
234	Vertex	Should all warehouses be in one location or can be in geographically separate locations?	The bidders are free to take the decision on this.
235	Vertex	1. Should the forms be indexed as per the UID (like in case of electronic documents)? 2. Is there a time frame to complete the indexing activity after pickup from the registrars? 3. What kind of labeling is expected from the vendor? Please share specifications if any.	1) besides 28 digit EID Name , Date of Birth, Date of enrolment & place of enrolment may be other indexing fields for both electronic as well as physical storage. 2) Please refer to the SLAs in the RFP document. 3) The vendors are free to specify any technology to ensure easy retrieval if needed.
236	Vertex	1. Please share the Policy on movement of records 2. Please share any specific parameters that need to be covered in the audit 3. Is there any specified audit frequency or is it up to the bidder to decide the frequency?	1) While UIDAI reserves the right to determine the size and periodicity of batches , it will do so in consultation with the Registrars and the Aadhaar DMS agency 2) Audit may cover the records stored, quality, easy retention based on indexing/ labelling, etc. 3) UIDAI reserves the right to perform audit at any point of time.
237	Vertex	Please share the prescribed time frame to preserve the paper enrolment documents	The retention policy will be shared with the agency during award of work

Sr. No	Agency Name	Clarification Sought	Responses
238	Vertex	1. Is there any specific prescribed method of disposal of records? 2. How much in advance will the bidder be intimated about archiving certain records?	1) & 2) will be finalized in consultation with Aadhaar DMS agency after award of work.
239	Vertex	1. Should the digitization facility be necessarily owned by the bidder or it can also be that of an outsourced partner? 2. Can the activity be outsourced to a partner specializing in digitization or it has to be carried by the bidder itself? 3. Can there be multiple digitization locations or only a single facility? Are there any specific requirements defined for a digitization facility that it should necessarily meet? 4. What are all the types of documents that need to be digitized? e.g forms / proof of address / identity / photos / ID cards etc 5. What are all the sizes of documents that need to be scanned – A3 / A4 etc?	1) This will be applicable within the limits of the consortium formed before bid submission. 2) This will be applicable within the limits of the consortium formed before bid submission. 3) The bidders are free to decide on the same. 4) Enrolment form, POA/POI, acknowledgement slip. 5) Please refer to Sr No 24.

Sr. No	Agency Name	Clarification Sought	Responses
240	Vertex	<p>1. What are the detailed specifications for scanning</p> <p>a. Scale – B&W / Color / Gray scale</p> <p>b. DPI – 150 / 200 (It is mentioned that the dpi should be 600 dpi but this will increase the file size immensely)</p> <p>c. Format of the scanned image – TIFF / JPEG etc</p> <p>d. Compression – sequential JPEG / any others please specify</p> <p>2. What will be the maximum number of documents along with the main form (form + 2 / form + 3 etc)? List the types of documents which are likely to be with application forms</p> <p>3. Are there any specifications / defined process / parameters for the Quality checks of the scanned images? If yes please share the complete requirement</p> <p>4. Is the Quality Check required for 100% of the documents scanned or a sample check would be sufficient?</p> <p>5. Are there any penalties levied if the scanned image quality is not as per the required specifications?</p> <p>6. What is the process to be followed for applications found by the bidder which do not have required documents / photos along with the application forms?</p> <p>7. Is there any software application which will be provided to the bidder or is the bidder free to develop / use the applications of his choice for indexing the scanned images?</p> <p>8. Is there a standard format for the EID?</p> <p>9. Will the EID be duplicated pan India?</p> <p>10. Will the EID be machine inked / bar coded and thus amenable to capture by technology or will it be manually entered by hand</p> <p>11. Will all the accompanying forms / proofs also be having EID numbers on them?</p> <p>12. Will there be a standard format / coding convention for the EID?</p>	<p>1) Please refer to Annexure I , Point 4. Format to be TIFF. 2) There will be two or three pages attached with the form alongwith the acknowledgement slip on which the EID number alongwith the barcode is printed.</p> <p>3) The specifications are already given in the RFP.</p> <p>4) A random sample check will be required to ensure quality. 5) Yes and as per the SLAs.</p> <p>6) The complete policy will be shared with the agency while awarding the work.</p> <p>7) The bidders are free to propose any scalable application that is capable of handling such a huge amount of records. 8) Yes, it is 28 digit unique no.</p> <p>9) No.</p> <p>10) It will be manual.</p> <p>11) No.</p> <p>12) Yes</p>
241	Vertex	Is the digitized facility being only at 1 location or can it be spread across multiple locations in a city or country?	The bidders are free to take the decision on this.
242	Vertex	<p>1. Is there a preferred list of locations for storage facility and the DR facility or is it up to the bidder?</p> <p>2. Can the storage facility be that of a professional partner or has to be owned / rented by the bidder?</p> <p>3. Are there any specific requirements of the DR facility?</p> <p>4. Should the DR facility be the replica of the original site or it can differ in size / capacity etc?</p>	<p>1) The bidders are free to take the decision on this.</p> <p>2) As per the specified consortium agreement specified in the RFP. 3) The bidders are free to take the decision on this. 4) Should the DR facility be the replica of the original site and in different seismic zone..</p>

Sr. No	Agency Name	Clarification Sought	Responses
243	Vertex	<p>1. Can the physical storage facility and the digital storage facility be in different geographical locations?</p> <p>2. Can both these facilities be outsourced by the bidder or he needs to own / rent all the facilities?</p> <p>3. What is the frequency of retrieval requests – once / twice a month or random basis?</p> <p>4. Is the volume of requested documents a specific % of total volume with the bidder or is it a random figure?</p> <p>5. What is the time frame required for handing over the requested applications / electronic copies?</p> <p>6. Authenticated copies mean original documents handed over to the bidder. Do physical copies mean printing the digitized copies and handing over?</p> <p>7. Will the recipients of the requested copies be spread across the country (from perspective of time involved in reaching the documents within specified time frames)</p> <p>8. Are there any penalties levied if the images & documents are not handed over to the recipients within specified time frame?</p> <p>9. What is the specified time period for preservation of electronic as well as physical documents by the bidder?</p> <p>10. Do we receive the retrieval request from a single / multiple departments?</p> <p>11. After scanning, do the images have to be uploaded on any web-site of the UIDAI or locally stored by the bidder? If uploaded to UIDAI site / application, please specify.</p>	<p>1) The bidders are free to take the decision on this.</p> <p>2) As per the specified consortium agreement specified in the RFP. 3) This could not be specified at this time. 4) It will be a random figure.</p> <p>5) 24 hours for the certified electronic copy and 15 days for the physical document delivery.</p> <p>6) Please refer to Sr No 13.</p> <p>7) Yes. The request may come either from the registrars end or UIDAI end.</p> <p>8) Yes. Please see the SLAs in the RFP.</p> <p>9) The complete retention policy will be shared with the agency during award of work.</p> <p>10) Request may come from multiple departments.</p> <p>11) Images have to be stored at bidder's facility.</p>
244	Vertex	Please share the storage & preservation standards	The high level standards are specified in the RFP.
245	Vertex	Please specify the SLA's / TAT's for each activity	SLA's are given in RFP at Page 39. .
246	Vertex	<p>1. What is the frequency of these audits?</p> <p>2. Will the bidder be given any advance time-table / notice for these audits?</p> <p>3. What are the parameters on which the audits will be conducted & bidder will be evaluated on?</p>	<p>1) The audit will performed on sample records and the frequency will be specified by the UIDAI.</p> <p>2) UIDAI will either performed the audit with an advance notice or even a surprise audit will be performed. 3) The complete policy and the process will be shared with the agency during te award of work</p>

Sr. No	Agency Name	Clarification Sought	Responses
247	Vertex	1. Please share the billing process – is it online or submission of hardcopies? 2. What are the payment terms? 3. What are different approval authorities / departments from whom the approval is required at the time of submission of bills? 4. How can the bidder track the status of his payments? 5. Are there any reward / penalty metrics	The complete policy and the process will be shared with the agency during the award of work. However, the payment terms are specified in the RFP.
248	Vertex	1. Please share the open standard requirements if any 2. Do we have to work on online / offline / both applications?	1) The open standards requirement is meant to be for any API integration required in future with the application. 2) Yes. Both Applications.
249	Vertex	Please share specific Report requirements along with the frequency, formats and parameters if readily available.	The complete process will be shared with the vendor during the award of work.
250	Vertex	Aadhaar Document management system should be interoperable to facilitate smooth takeover by any other vendor after 5 years. Please share specific requirements if any	Contract will be for Five years. Contract may be extended if UIDAI desires. New bidder will take over documents in Physical as well as electronic format along with Indexed database. New bidder should be able to search physical as well as electronic documents.
251	Vertex	For Government tenders, any increase in taxes, duties and other Government levies subsequent to winning the tender are payable by the concerned Government department on showing documentary proof of such increases eg Sales Tax, Octroi, Prof Taxes etc. Therefore, please clarify that subsequent increases will be paid for by UIDAI (Page 26, Point 16 and Page 28, Point 2.)	Please see Annexure I, Point 1.
252	Vertex	Can you please put up some of the sample of the actual forms and their annexures from different States on your website for the information of all the bidders?	A sample enrolment form is attached.
253	Navbharat Archive Xpress Pvt Ltd	Can the consortium or Bidder further outsource any work..? RFP states that consortium members cannot be more than 3	Within the limits of the consortium only. But the services like courier, etc could be outsourced to reputed players.
254	Navbharat Archive Xpress Pvt Ltd	Execution of 3 projects of similar nature - does Bidder mean the prime bidder or all its partner put together ?	please see Annexure I, Point 12.
255	Navbharat Archive Xpress Pvt Ltd	3 live implementation site in India with more than 3 crore documents archived - does this mean 3 cr put together or each site to have 3 cr docs each	please see Annexure I, Point 18.
256	Navbharat Archive Xpress Pvt Ltd	Payment terms - quarterly or yearly :: the two sub-para are contradictory.	First is for Successful collection, transportation, physical storage, electronic storage of enrolment forms and the second is for the preservation of records on annual basis.

Sr. No	Agency Name	Clarification Sought	Responses
257	Navbharat Archive Xpress Pvt Ltd	Proposal Format - Form 7 missing	Form 7 is now proforma of Bank guarantee for EMD.
258	Navbharat Archive Xpress Pvt Ltd	Will the EID be a bar code, sticker or will it be handwritten. Also will the EID be in regional Languages	EID will be printed alongwith the barcode on the acknowledgement slip attached with the enrolment form and its english numeric.
260	Navbharat Archive Xpress Pvt Ltd	Collection points have not been stated	Please refer to Sr No 22.
261	Navbharat Archive Xpress Pvt Ltd	Frequency of collection have not been stated.	While UIDAI reserves the right to determine the size and periodicity of batches , it will do so in consultation with the Registrars and the Aadhaar DMS agency.
262	Navbharat Archive Xpress Pvt Ltd	Storage location will be single or multiple	The agency will be free to decide on the same.
263	Navbharat Archive Xpress Pvt Ltd	Storage facility - temperature & humidity controlled - can RC be with AC or without AC	Please see Annexure I , point 15.
264	Navbharat Archive Xpress Pvt Ltd	Is it mandatory to have RCC roofing ...? Will Galvanium metal sheet with insulation suffice ...?	Please see Annexure I , point 15.
265	Navbharat Archive Xpress Pvt Ltd	what is prescribed preservation period - retention period ? Is it 5 years from start of the project or 5 years from receipt of the application	Preservation period will normally be 5 years. For a document preservation period starts from date of it's receipt.
266	Navbharat Archive Xpress Pvt Ltd	Storage in National Archive - when can that happen and how will the cost be factored, if the movement happen for part records or during the tenure...?	That will be notified to the agency well in advance after the preservation period is over. Only a few records need to be shifted to National Archive.
267	Navbharat Archive Xpress Pvt Ltd	For scanning - 600 DPI is too high - can that be tones down..? The image has to be in grey scale / colour / B&W	Please see Annexure I , Point 4.
268	Navbharat Archive Xpress Pvt Ltd	Number of concurrent users for DMS ..?	N.A.
269	Navbharat Archive Xpress Pvt Ltd	Delivery of Certified copies of forms - who will certify..?	Please refer to Sr No 13.
270	Navbharat Archive Xpress Pvt Ltd	How and who will certify electronic copies/images ...?	Please refer to Sr No 137.

Sr. No	Agency Name	Clarification Sought	Responses
271	Navbharat Archive Xpress Pvt Ltd	Audit :: please clarify "Policy defined by UIDAI	The policy will be shared with the agency during the award of work.
272	Navbharat Archive Xpress Pvt Ltd	Cost of Third Party Audit be borne by Bidder or UIDAI ..?	UIDAI will bear the cost.
273	Navbharat Archive Xpress Pvt Ltd	Can a draft copy of Contract Form be given at this stage ...?	No.
274	Navbharat Archive Xpress Pvt Ltd	Shift electronic storage devise to UIDAI - if within contract term, then how does bidder recover investment and unamortised interest..?	please see Annexure I , Point 11.
275	Navbharat Archive Xpress Pvt Ltd	Price to be exclusive of Service Tax ... and the tax element should as per government norms. However, in page 35 it is clarified... it is contradictory.	Please see Annexure I , Point 1.
276	Navbharat Archive Xpress Pvt Ltd	Source code of DMS only or also of RMS software...?	Only the source code of the DMS alongwith , Indexing databases of the records will be acquired.
277	Navbharat Archive Xpress Pvt Ltd	Storage of physical & electronic docs and Cost of preservation means the same ... please clarify the difference, if any ..?	No. They are different.
278	Navbharat Archive Xpress Pvt Ltd	Courier of documents - locations needs to be specified for ease of pricing.	The locations can-not be specified at this stage. However, the documents will be requested either by the respective registrars or UIDAI.
279	Navbharat Archive Xpress Pvt Ltd	Tentative enrolment targets for 2014-15 is 60 crores - why is the contract for 10 crores ..?	Contract is not for 10 crores. Only for contract value for 10 crores resident has to be deposited initially.
280	Navbharat Archive Xpress Pvt Ltd	Clarity required on total no of pages and supporting documents statewide to factor the storage costs	3-4 pages including enrolment form, POA/POI docs and acknowledgement slip containing the respective EID number.
281	Navbharat Archive Xpress Pvt Ltd	Clarity required on destruction of documents - how will the date be calculated	The policy and the process for the same will be shared with the vendor during award of work
282	Writer Information Management Services Ltd	List and address of locations from where documents are to be picked up for location mapping to WIMS storage centers in India.	Please refer to Sr No 22.
283	Writer Information Management Services Ltd	What will be the pick up schedule/frequency for cities outside city limit?	While UIDAI reserves the right to determine the size and periodicity of batches , it will do so in consultation with the Registrars and the Aadhaar DMS agency.

Sr. No	Agency Name	Clarification Sought	Responses
284	Writer Information Management Services Ltd	What will be the Scanning Specifications – (a) Image Format----- Tiff/PDF/JPG (b) Image Type -----B/W/Colour/Grey Scale	please refer Annexure 1 , point 4.
285	Writer Information Management Services Ltd	What is the expected volume of pages to be converted per delivery/pickup?	Depends on pace of enrolment taking place with various Registrars.
286	Writer Information Management Services Ltd	Can we get sample form for our evaluation?	Sample enrolment form is attached.
287	Writer Information Management Services Ltd	When will the indexing fields be shard	28 digit EID , Name , Date of Birth, Date of enrolment & place of enrolment.
288	Writer Information Management Services Ltd	What will be the average number of characters in each indexing field?	The average number of characters in indexing fields could not be identified and may vary like for example Name field could vary from 5 to 30 characters or even more.
289	Writer Information Management Services Ltd	Will the indexing fields be alpha numeric?	Yes.
290	Writer Information Management Services Ltd	Whether UID number will be in Barcode format?	It will be a number .
291	Writer Information Management Services Ltd	Will there be any sequence we will receive pages in a file which will have to be maintained throughout?	There might not be any sequence of pages as different registrars are maintaining the records differently. However, the agency will accept the records after proper checking of the records.
292	Writer Information Management Services Ltd	What will be the overall condition of documents?	As the enrolment began just 4 months back, so the condition of documents will be generally in good condition.
293	Writer Information Management Services Ltd	Tentative number of users who will access images from WIMS Server. Access rights to be assigned to each user.	Access will be via the requests for the retrieval of records

Sr. No	Agency Name	Clarification Sought	Responses
294	Writer Information Management Services Ltd	IT Security policies and minimum requirements	Please see Annexure I , Point 21.
295	Writer Information Management Services Ltd	Is it alright if we share Records Storage commercials per carton basis or it also needs to be per page basis	It needs to be per page basis only as the size of the carton could not be identified at this stage.
296	Writer Information Management Services Ltd	The indexing field will be in local language or it will be standard Nationally.	It will be standard as to ensure the easy retrieval.
297	CMC	Consortium partner allowed for the bid is 3. Will you consider the joint experience of Partner or it should only be achieved by Prime bidder.	Please see Annexure I , point 12.
298	CMC	Consortium partner allowed for the bid is 3. Will you consider the joint experience of Partner or it should only be achieved by Prime bidder.	Please see Annexure I , point 12.
299	CMC	We request that payment terms may kindly relaxed to monthly in place of Quarterly	Not acceptable.
300	CMC	We request that EMD may kindly be allowed to be submitted in form of BG and a format for the same may kindly be provided.	please see Annexure I , point 8.
301	CMC	Is there a need to verify each & every enrolment form & its attachment at the time of collection or this can be done at the time of scanning?	While detailed procedure will be evolved in due course, broadly the UIDAI will require each Registrar to follow standards for packing and dispatch of consignment of documents to the Aadhaar DMS Agency along with a manifest of contents through DMS's courier agency. Any discrepancy between the contents and the manifest will require to be brought to the notice of the UIDAI and the Registrar by the Aadhaar DMS Agency within 12 hrs of receipt of the package at it's designated facility. Failing which the liability of missing records shall be that of the Aadhaar DMS Agency.
302	CMC	If the enrolment form gets damaged / misplaced during transit or processing, what is the process of rebuilding / getting it again? What will be liability of service provider in such a case?	The agency will be liable for any of the damaged/missing form after the pick-up from the registrars location . The process of rebuilding it again is not feasible as the enrolment can-not happen again after the UID number of the same has been generated. The liability in such a case will be with the bidder.

Sr. No	Agency Name	Clarification Sought	Responses
303	CMC	Logistics: Are you looking at electronic tracking of document or physical using GPS etc. Pls clarify	The same could be used for easy retrieval of documents when required. End to end online electronic tracking is required.
304	CMC	As per RFP, enrolment ID will be the key field for searching any document. Pls confirm if the enrolment ID is going to be a unique number across all registrars	Yes. 28 digit EID will be unique. Name , Date of Birth, Date of enrolment & place of enrolment may also be used for indexing for easy retrieval in future.
305	CMC	UIDAI may ask for an electronic / physical copy of an enrolment form & its attachments. Pls clarify: How many such requests may be there in a year? Will these requests to the service provider be from one point in UIDAI or multiple locations / people? Are there any reports / outputs to be provided by service provider periodically to UIDAI?	The number of requests could not be indicated at this stage. These requests will be either from the Registrars or UIDAI and may be from any location in India. The MIS report of such requests will be maintained by the vendor and the same can be provided by the agency to UIDAI when required.
306	CMC	Please specify the file format required like jpg, pdf etc. Is UIDAI also looking for colour scanning? Kindly confirm. Kindly confirm why there is a need to scan the documents with 600 dpi resolution as the same may need very high storage requirement. We recommend scanning at 200 DPI	1) Format should be TIFF. 2) See Annexure I , Point 4.
307	CMC	The SP has to collect the document in 7 days time from the registrar. Can we have minimum volume also linked with the same? Pls provide the list & locations of Registrars from where we need to collect the forms. Pls provide estimated number of registrars & their locations which may be added by the end of 5 year	1)While UIDAI reserves the right to determine the size and periodicity of batches , it will do so in consultation with the Registrars and the Aadhaar DMS agency. 2) UIDAI website may be referred on regular basis.
308	CMC	Kindly Provide the draft contract agreement so that we can have review the same and have input from our legal department	This can-not be shared at this stage.
309	CMC	Total penalties along with LD cumulatively may account to more than 10% of Contract Value. Kindly clarify that the total LD and penalties together are capped at 10% of the total contract value.	Yes.

Sr. No	Agency Name	Clarification Sought	Responses
310	CMC	As the duration of project is 5 year and the taxes and duties might change during this period. If there is an increase in any applicable tax/duty or levy or if new tax/duty or levy is introduced by the govt. during the contract period, the same shall be paid or reimbursed to the bidder and if there is any decrease in tax/duty during the contract period, the benefit shall be passed to UIDAI.	Please see Annexure I , point 1.
311	CMC	Kindly clarify whether UIDAI requires the source code of the complete DMS software or the source code of the customization done for UIDAI and any application software specifically developed for UIDAI for data entry, storage etc. as per their requirement.	The IPR of any OEM will not be considered as the property of UIDAI. However, the source code as well as the other customization done specifically for this project would be handed over to UIDAI at the transition time.
312	CMC	The Following Clause may kindly be included in the PBG format Notwithstanding anything contained herein above, our liability under this Guarantee is limited to Indian Rs. _____ (Indian Rupees (in words) _____) and our guarantee shall remain in force until _____. (Indicate the date of expiry of bank guarantee) Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us by the said date, the rights of UIDAI under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the rights of UIDAI under this Guarantee shall be valid and shall not cease until we have satisfied that claim.	Not acceptable.
313	CMC	At the end of 5 years, what all items need to be transferred to UIDAI / New Service provider? Will it include transfer of stored physical documents also?	Agency will make over the physical documents, Stored digital images along with database for indexing to the new agency. Cost of makeover will be borne by the the agency taking over the records.
314	CMC	Are you looking for centralized or decentralized scanning centre?	The agency is free to decide on the same.
315	CMC	Are you looking for centralized or decentralized Record management facility?	The agency is free to decide on the same.
316	CMC	Indemnity Each Party to this Agreement shall defend, indemnify and hold the other party harmless from and against any and all direct losses, claims, liabilities, judgments including but limited to, reasonable attorney fees arising out of or incurred in connection with a breach of any representation, warranty or covenant of such party under this agreement.	Not acceptable.

Sr. No	Agency Name	Clarification Sought	Responses
317	CMC	Limitation of Liability Notwithstanding anything to the contrary in the Agreement, in no event shall either Party be liable, whether in contract, tort, or otherwise, for special, punitive, indirect or consequential damages, including, without limitation, loss of profits or revenues arising under or in connection with this Agreement even if such Party has been advised in advance of their possibility.	Para has been modified. Please refer Annexure I , point 13.
318	CMC	Amendment No amendment to this agreement is valid unless signed by a persons duly authorized by the parties	Not acceptable.
319	CMC	Notice All notices required under this agreement will be in writing and will only be considered given upon personal delivery of a written notice to the designated representative of the parties Or by Courier, fax, registered under acknowledgement due at the following addresses: FOR Company : Give the local address With a copy to: Company Secretary & Head Legal E-mail- For the other Party- as mentioned under tender.	UIDAI will ensure that all Notices are served properly and are duly acknowledged.
320	CMC	Severability: If any one provision of this Agreement or part thereof is rendered void, illegal, or unenforceable by any legislation to which it is subject, it shall be rendered void, illegal or unenforceable to that extent only and it shall not affect the entire Agreement. Provided that if the commercial basis of this Agreement is thereby substantially affected or altered then the Parties shall negotiate in good faith to amend and modify the provisions and terms of this Agreement as may be necessary or desirable in the circumstances.	Not acceptable.
321	CMC	Waiver No failure or delay by any Party in exercising any right, power or discretion hereunder shall impair such right, power or discretion or operate as a waiver thereof, nor shall any single or partial exercise of any right, power or discretion preclude any further exercise thereof or the exercise of any other right, power or discretion and remedy provided herein.	Not acceptable.

Sr. No	Agency Name	Clarification Sought	Responses
322	CMC	Deemed Acceptance- The deliverables installed shall be deemed as accepted after the seven days of its Installation. In case of any Acceptance test, the procedure shall be mutually agreed at the time of award and the test shall carry out within seven days of the Installation. In case of failure to conduct the test within stipulated time period, the deliverables shall be deemed as accepted. The certificate of acceptance shall be released within seven days of the acceptance. In case of failure to release the acceptance certificate within stipulated time period, the acceptance certificate shall be deemed as released and payment thereafter shall be made in accordance with payment terms.	Not acceptable.