

S.No	Reference & Query	Reply with reference to RFP
IBex Integrated Business Express Pvt Ltd		
1.	<p>Page 11 P6.</p> <p>Performance Bank Guarantee</p> <p>The performance Bank Guarantee should be based on one years production cycle and should be renewable every year e.g., if the total value of the project is Rs.100 crores to be completed 2 years, the BG should be for 10% of annual production of Rs. 50 crores i.e for Rs.5 crores. This will reduce the burden and the cost of the bidder, which will get reflected in better pricing for the UIDAI, without compromising on the deliverables by the bidder.</p>	As per amendment issued.
2.	<p>Page 17 Table 1 Prequalification Criteria P2</p> <p>“Average overall turnover be reduced to Rs.15 crores from core printing operations within India only</p> <p>Few companies engaged primarily in VDP printing and Post printing automation have not reached Rs.25 crores turnover, though satisfy all other conditions. Some of them can offer better focused solutions to Aadhaar printing, reducing the costs and improving the efficiency. In fact, they may score more on Technical Evaluation Criteria, especially in the area of data management, post print automation etc. Hence, it is suggested that the turnover be reduced to Rs.15 crores from existing 25 crores.</p>	As per RFP
3.	<p>Page 55 P6 Payment to the supplier – a. to d.</p> <p>The procedure prescribed does not cover the actual count of Aadhaar letters, but relies on the actual number of envelopes. The process may kindly be defined to ensure smooth billing process.</p>	As per RFP
CMS INFO SYSTEMS PVT LTD		
1.	<p>Page 27</p> <p>SORTING OF DATA</p> <p>All the residents having the common “Family Identifier” will be grouped together and their documents will be processed and printed together. It is assumed that the family check needs to be done within a given file only & not across multiple files & days. If not , then a detailed expectations & directives on the "Hold until family completion" is sought.</p>	As per RFP
2.	<p>Page 27</p> <p>SORTING OF DATA</p>	As per RFP

	Will the family identifier have a sub numbering to assist identification of a completion of a family. Member 1 of 5, 2 of 5, etc.	
3.	<p>Page 31</p> <p>FIRST CLASS FRANKED MAIL</p> <p>For undertaking the franking activity, the supplier shall be provided a flat fee of 3% of discovered rate</p> <p>fee of 3% of discovered rate will not help cover the digital franking impression cost. It is suggested to increase this to 7.5 % of discovered rate.</p>	As per RFP.
4.	<p>Page 25</p> <p>General</p> <p>Each supplier is expected to have the ability to ramp up to 25% more per day printing capacity than the existing capacity within 4 weeks of intimation</p> <p>It is suggested to extend at least the ramp up time to 8 weeks, as most of the equipments have a lead time of not less than 6 weeks.</p>	As per RFP.
5.	<p>Page 27</p> <p>Sorting of Data</p> <p>The supplier is to ensure the uniqueness of Aadhaar document-barcode relationship. Any non-unique relationships shall be treated as duplicate printing,</p> <p>Is the supplier expected to check for duplicate data over a defined period. Past week, month, quarter. OR is he expected to check with the total records of entire 41 Cr. (wrt L1 volume)</p>	As per RFP.
6.	<p>Page 19 – 2.1</p> <p>Turnover from similar work from operations within India</p> <p>Any documents are required to be submitted to substantiate these points ?</p>	As per RFP.
7.	<p>Page 19 – 2.2</p> <p>Number & Value of similar works executed</p> <p>Any documents are required to be submitted to substantiate these points ?</p>	As per RFP.
8.	<p>Page 19 – 2.3</p> <p>Size in terms of value in INR of single largest domestic customer supported</p> <p>Any documents are required to be submitted to substantiate these points ?</p>	As per RFP.
SAP PRINT SOLUTIONS PVT LTD		

1.	<p><u>PART-III: ELIGIBILITY CRITERIA: TABLE 1. CRITERIA FOR PRE-QUALIFICATION:</u></p> <p>7. Should have an ‘installed capacity’ of not less than 5.00 lakh per day in printing, enveloping and handling of similar Letters and delivery at the designated point/s.</p> <p><u>Our Query:</u></p> <p>As these is the biggest such project in India till date, hence there is very little possibility of any company having capacities (Infrastructure wise) to print and perform auto mail processing of 500,000 cards per day other than limited vendors (presently executing the first project). Hence we would like to request you to firstly empanel set of printers in terms of a) Printers with good financial capabilities to set equipment and start production in 60 days time after awarding the contract b) printers with good past records of executing serious assignment c) printers with rich technical capabilities.</p> <p>After the process UIDAI would ask the empanel printers to quote for the requirement. These will seriously make a professional competition and will minimize the presence of syndicate.</p>	As per the RFP.
MANIPAL TECHNOLOGIES LTD		
1.	<p>Section - II Instructions to Bidders Part-I : General <i>6. Performance Bank Guarantee</i> Page No: 11 The selected Bidder shall be required to furnish a Performance Bank Guarantee equivalent to 10% of the assessed project value of the contract, in the form of an unconditional and irrevocable Bank Guarantee The value of the proposed bank guarantee is huge as bills are raised on a monthly basis and settled on in 45 days. BG in tune of 10% of the project value will force bidder to provide guarantee for the work not executed in the initial months and in the later months, BG will be enforced for the work already settled. Hence request to consider reducing the BG to 10% of the</p>	As per amendment issued.

	annual value of the supplier share.	
2.	<p>Section - II Part III – Eligibility Criteria <i>Pre-Qualification Criteria</i> S. No: 7 Page No: 18 Should have an “installed capacity” of not less than 5.00 lakh per day in printing, enveloping and handling of similar Letters and delivery at the designated point/s RFP demands self certification for installed capacity from the bidder as supporting document.</p> <ol style="list-style-type: none"> 1. Please confirm if this installed capacity should be readily available and in running condition with the supplier before the submission/opening of the bid 2. Whether the automatic inserting machine should have the ready facility to manage the family wise insertion of up to 6 cards? <p>We have attached a format in “Annexure 1” for self certification of “installed capacity”. Please confirm whether this format meets the requirement?</p>	As per RFP.
3.	<p>Section - II Part III – Eligibility Criteria <i>Point No: 8</i> Page No: 18 Experience of Variable Data Printing with Bar Code will be essential</p> <ol style="list-style-type: none"> 1. Since the RFP is for printing of 4/4 color variable data with photograph & bar code on art-paper with all vernacular languages for a minimum of 42.5 crore cards (for L1 vendor), specific experience for color variable data with 2D/1D bar code & photograph on art paper for 4 crore cards in one year for Government need to be the criteria for the experience. <p>We also recommend the need for experience in automated insertion as the defined requirement of RFP</p>	As per RFP.
4.	<p>Section - II Part V – Bid Preparation and Document Checklist <i>1. Financial Bid Forms</i></p>	

	<p>Page No: 23</p> <p>The 'Cost' should also be inclusive of all taxes, such as, but not limited to, VAT, Service tax, duties, fees, levies etc. on amounts payable by the Purchaser under the Contract.</p> <p>Government changes the tax structure every year. Considering the contract period, the extension period (2.4 years) and the Government ownership of the project, we request you to keep the billable taxes outside the price discovery (Bidder is allowed to quote <i>Basic price + tax</i>). This will also enable bidder to quote best possible rates.</p>	As per RFP.
5.	<p>Section – III</p> <p>Scope of Work</p> <p><i>Part I :- Description of Services - General</i></p> <p>Page No: 25</p> <p>UIDAI estimates to print approximately 85 Crore Aadhaar Documents up to 2014 at rate of approximately 12 Lakh documents per day.</p> <p>Printing of 85 crore documents at a rate of 12 lakh per day will takes approximately 2.4 years to complete the project. Please confirm whether the contract will be extended till the projected volume is completed (i.e Aug 2015)</p>	As per RFP.
6.	<p>Section – III</p> <p>Scope of Work</p> <p><i>Part I :- Description of Services</i></p> <p><i>Sorting of Data</i></p> <p>Page No: 27</p> <p>In-addition a unique document tracking barcode shall be provided or specified, as the case may be, by UIDAI to the supplier and which needs to be printed on every individual document printed.</p> <p>Apart from this, adding numeric indicator like 1/7, 2/7,...6/7, 7/7 is required to enable the processing of the rejected documents during the automated insertion and in performing random manual Quality checks and verification at family level (this will help family to understand the total number of documents dispatched with in a envelope or successfully processed)</p>	As per RFP.
7.	Section – III	

	<p>Scope of Work Part I :- Description of Services <i>Lamination, Enveloping & High Speed Scanning</i> Page No: 29</p> <p>The Supplier is to ensure that the full delivery address, dispatch barcode and the tracking barcode are visible through envelope window after document insertion into envelope. <u>No other information shall be visible through the envelope window.</u> As per our experience, there will be some portion of the information would be visible through the envelope window in order to manage the required play during the insertion. The play in the envelope is envisaged as single size envelope is proposed for 1 to 6 document insertion. Vendors can ensure that no complete information of any regard shall be visible through window for decoding or abstraction by unauthorized.</p>	As per RFP.
8.	<p>Section – III Scope of Work Part I :- Description of Services <i>Speed Post</i> Page No: 31</p> <p>The proof of dispatch of documents will be ‘uploading’ of dispatch information on the SpeedNet server of the Department of Posts. The upload on SpeedNet is to be enabled from the nearest speed post location. Since the uploading activity of the dispatch information lies with DoP, the vendor should not be held responsibility for any the lapse from DoP. We request you to change the proof of dispatch by supplier to the acknowledgement issued by DoP official for the handing over of the documents to DoP</p>	As per RFP
9.	<p>Section – III Scope of Work Part I :- Description of Services <i>First Class Franked Mail</i> Page No: 31</p> <p>For undertaking the franking activity, the supplier shall be provided a flat fee of 3% of discovered rate for printing of Aadhaar documents.</p>	

	Since the digital franking charges and the running cost are much higher compared to analog franking machines, we request you to allot 3% of the stamp value other than the discovered rate	As per RFP
10	<p>Section – III Scope of Work Part I :- Description of Services <i>Private Courier Service</i> Page No: 33</p> <p>The proof of hand over of Aadhaar documents to the courier service provider by the supplier for dispatch will be receipt of signed / acknowledged ‘Dispatch Manifest’ from the Department of Posts.</p> <p>Typo, we assume this to be “The proof of hand over of Aadhaar documents to the courier service provider by the supplier for dispatch will be receipt of signed / acknowledged ‘Dispatch Manifest’ from <u>the courier service provider</u>”. Please confirm</p>	As per amendment issued.
11.	<p>Section – III Scope of Work Part I :- Description of Services <i>Private Courier Service</i> Page No: 33</p> <p>The proof of hand over of Aadhaar documents to the courier service provider by the supplier for dispatch will be receipt of signed / acknowledged ‘Dispatch Manifest’ from <u>the courier service provider</u>”.</p> <p>Kindly confirm the action in case the designated courier service provider fails to pick up the ready documents.</p>	As per RFP.
12.	<p>Section – III Scope of Work Part II :- Service Level Agreement B. Key Performance Indicator 2. <i>Penalty for variation from benchmark</i></p>	As per RFP

	<p>Page No: 37</p> <p>From 5.1% to 20% - 25%</p> <p>The penalty above 5% variation is very high compared to the existing slabs of the contract. Request you to consider lower percent penalty slabs from slab number 2 and we recommend the same slabs as per pervious RFP/contract.</p>	
13	<p>Section – III</p> <p>Scope of Work</p> <p>Part II :- Service Level Agreement</p> <p><i>D. Penalties for Critical Errors</i></p> <p>Page No: 38</p> <p>In addition, there shall be a penalty of 25 times of the discovered printing price per document for every document reported with critical error.</p> <p>The proposed penalty very high considering the re-print and the delivery of the document is done by the supplier along with an apology letter. Kindly re-consider the penalty figure and we recommend the same terms as per pervious RFP/contract.</p>	As per RFP
14	<p>Section - IV</p> <p>General & Special Conditions of Contract</p> <p>Part- I</p> <p><i>8. Settlement of Disputes</i></p> <p>Page No: 56</p> <p>8.2 Arbitration</p> <p>(a) the reference shall be to a sole arbitrator, to be appointed by the Director General of UIDAI, acting as an appointing Authority, whose decision shall be final and binding on the parties.</p> <p>The proposed arbitration is one sided and we request for a tri-party arbitration, wherein each party will select one (1) arbitrator and the two selected arbitrators will then select the third, neutral arbitrator.</p>	As per RFP

15.	<p>Section – V</p> <p>Annexures And Appendices</p> <p><i>Annexure II Financial Bid Form</i></p>	
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	<p>Page No: 67</p> <p>Table for Aadhaar Enrollment and Update Documents</p> <ol style="list-style-type: none"> 1. Please confirm whether the column with “Cost” heading is meant for “Unit cost”? 2. Please confirm whether the column with “Value” heading should be derived by multiplying “Volume” with “Unit Cost”? 3. We also recommend on adding an additional row at the bottom for capturing the final total value by summing up all the values for deriving the L1 bidder. <p>Whether “Cost” column (Unit cost) for individual items submitted by the L1 bidder will be considered as the final rate for billing?</p>	As per amendment issued
16.	<p>Section – V</p> <p>Annexures And Appendices</p> <p>Appendix A Specification of Letter & Envelope (A) <i>Aadhaar Enrollment And Update Document</i></p> <p>Page No: 76</p> <p>Specifications of Aadhaar Document</p> <p>During the pre-bid meeting, few vendors suggested for changing the specification. We strongly recommend to retain the same specifications with regard to printing and the stocks as the over 12 crore documents printed using laser printing technology with specification mentioned in the RFP doesn't have any issues with regard to quality. This is a proven printing technology for the requirement of UIDAI and we request to specify the printing technology to be used for printing the Enrollment & Update document <u>as laser printing technology</u>. Other technologies like Inkjet printing will have quality issues related to reading of QR/bar code and print quality of photograph in spite of similar dpi level compared to laser</p>	As per amendment issued.
KL HI TECH SECURE PRINT LTD		
1.	<p>1) Page# 28: On-Request Printing:</p> <p>Please clarify us on the above.</p>	As per RFP

2.	<p>Page# 29: Line# 7: Family Letters:</p> <p>States that in case of family letters, a maximum of six letters will go into one envelope. If a family has more than six letters, the printer has to split them so that the letters more than six will go into another envelope.</p> <p>Query: We request UIDAI to handle this activity (splitting) before providing the data to the printer and provide the "Family Identifier" accordingly in the input data files.</p>	As per RFP
3.	<p>Content of the Linear Barcode on the Letters:</p> <p>Query: We request UIDAI to clarify whether the content of the barcode on each letter can be accommodated with an identifier that can identify the number of letters in an envelope so that the enveloping will be handled in an accurate manner.</p> <p>For example, if an envelope has four (4) letters, the linear barcode on the letters will have an identifier,</p> <p>1/4 2/4 3/4 4/4</p>	As per RFP
4.	<p>Page# 29: Bottom: Dispatch of Letters:</p> <p>States there are three types of dispatch modes.</p> <p>Query: Need to understand whether only one dispatch mode will be maintained for the entire duration of the contract or there will be multiple dispatch modes as there will be slight variation in the printing process, depending on the mode of dispatch.</p>	As per RFP
5.	<p>Page# 31: Line# 19: Franked Letters:</p> <p>States that each document has to be franked with applicable postage rate</p>	As per RFP.

	<p>(Franking Machines).</p> <p>At present, the postage rate is same up to a weight of first 20 gms. The weight of the envelope with maximum number of letters (six) will be less than 40 gms. Hence, there will be two categories of envelopes, viz., below 20 gms & above 20 gms. If, a pin code contains the envelopes of both the types, the franking activity will be slow as both the types of envelopes are to be franked, bundled & bagged separately.</p> <p>Further, if the DoP revises their tariff plans in future and make the minimum weight as 10 gms and thereafter in multiples of 10 gms, then there will be four types of envelopes, viz., upto 10 gms, 10 ~ 20 gms, 20 ~ 30 gms & 30 ~ 40 gms. In such case, the franking activity becomes difficult to manage.</p> <p>Query: We request UIDAI to clarify us on the above.</p>	
6.	<p>Page# 37: Table - 2: Penalty Slabs:</p> <p>We request you to review the penalty slabs and incorporate more slabs for the low output from the benchmark in the range of 5.1% to 20%.</p>	As per RFP.
7.	<p>Page# 38: Clause D. d): Letters with Errors:</p> <p>States that there will be a penalty of 25 times of the printing price per letter in case the letter is printed with errors.</p> <p>Query: We request UIDAI to lower the penalty.</p>	As per RFP.
8.	<p>Digital Printing Technology:</p> <p>Query: We request UIDAI to clarify whether full four color variable printing is to be done on both sides of the letter.</p> <p>We recommend full four color variable printing on both sides as the letters will have uniform printing depth and also the letters can be printed in any language at any given time.</p>	As per RFP

	For example , if a particular pin code contains letters in different languages, they can be printed dynamically and posted simultaneously.	
9.	<p>Laser Printing Technology:</p> <p>Query: We request UIDAI to clarify whether Laser Printing Technology to be selected for printing of Aadhaar Letters or Ink Jet Technology.</p> <p>We strongly recommend use of Laser Printing Technology which produces sharp and clear images and text on the letters. Whereas, the images and text printed on the letters using Ink Jet Technology are dull in quality and there will be likelihood of smudges and thereby the 2D barcode readability will be affected to a great extent.</p>	As per amendment issued.
NAGPUR BUSINESS FORMS PVT LTD., NAGPUR		
1.	<p>Page No: 18 Section - II Part III – Eligibility Criteria</p> <p><i>Pre-Qualification Criteria</i> Average overall annual turnover of at least Rs.25.00 crore (Rupees Twenty five crore only) from the core printing operations within India only, during the previous three financial years (2009-2010, 2010-2011, 2011-2012)</p> <p>As per RFP, L1 bidder need to deliver close to 42.5 crore documents (as per allocated volume of 50% of 85 crore). Considering the national importance and the criticality of the project, the prospective supplier need to be a sound and stable financial partner and we recommend to retain the average overall annual turnover for 3 years at 25.00 crore from the core printing operations within India.</p>	As per RFP.
2.	Page No: 18	

	<p>Section - II Part III – Eligibility Criteria</p> <p><i>Point No: 7</i> Should have an “installed capacity” of not less than 5.00 lakh per day in printing, enveloping and handling of similar Letters and delivery at the designated point/s</p> <p>i) Whether the UIDAI will inspect the running of the automatic inserting machine with the family wise insertion (up to 6 cards) during the technical evaluation?</p> <p>ii) Whether the bidder to have the installed capacity for in-house digital franking with license is necessary during the bid submission?</p> <p>Whether the installed printing capacity of 5 lakh cards per day can be achieved using single installed machine with Inkjet technology? This is because Inkjet solutions are basically high speed with lower print quality (compared to laser) and prone to higher machine breakdown which is risk composition in terms of backup capacity. Our recommendation is to go with laser technology with multiple machines that will ensure quality and continuous production</p>	As per RFP and amendment issued
3.	<p>Experience of Variable Data Printing with Bar Code will be essential As the requirement is for printing of multi-color variable data along with photograph & QR bar code on art-paper in tune of 42.5 crore documents (for L1 vendor), the experience should also recommended for multi-color variable data printing with QR code & photograph on art paper for a minimum of 2 crore documents within one year for Government.</p>	As per RFP
PITNEY BOWES		
1.	<p>Is it Mandatory for the Bidders to provide the MIS report generated by the MRDF file(Generic with all inserter Manufacturers) which could connect with source file and match with the files processed at inserter. This could give clear indications whether all files are processed or not and the report is automatically generated through the inserter?</p>	As per RFP

	This could help in correct reporting in terms of High Volume loads.	
SESHAASAI		
1.	<p>Page 29</p> <p>Lamination, Enveloping and High Speed Scanning</p> <p>Scanning of Articles after Insertion into Envelopes</p> <p>While the Inserting machine is reading every article and clubbing on the basis of family id into 1 envelope, the system would be able to identify no. of articles pertaining to a family that has been inserted into an envelope linked to the unique speed post tracking no. which is linked to an envelope. In the light of the above, kindly clarify if re-scanning (i.e. after insertion of letters into envelope) is required or not?</p>	As per RFP.
2.	<p>Page 55</p> <p>Payment Terms 45 Days</p> <p>We would request if payment term can be changed from 45 days to 30 Days?</p>	As per amendment issued.
3.	<p>Page 67</p> <p>Financial Bid Form</p> <p>L1 Selection Criteria</p> <p>It was specified to be on basis of total cost during the pre-bid conference, we would like to suggest if it can be be on basis of total value based on below example</p>	As per amendment issued.
4.	<p>76</p> <p>Specification of Document and Envelope</p> <p>QR Barcode to be readable by 3.2 MP camera / scanner</p> <p>The vendor shall be printing QR Code which would be a part of xml received as 600 x 600 dpi image quality. Readability of QR Code by 3.2 MP scanner is dependent on various extraneous factors such as camera make, camera lens, software etc. which is beyond vendor's control. Kindly clarify what is expected from the vendor wrt to this parameter.</p>	As per RFP.
5.	<p>Applicable Taxes</p> <p>Can there be a provision of cost / financial bid to be exclusive of applicable taxes as on possible implementation of gst in near future, increase in tax rate will be too steep to be accomodated or adjusted in pricing to be submitted for this rfp.</p>	As per RFP.

6.	<p>Technology</p> <p>RFP document is not specifying technology to be used for color variable data printing, whether it should be laser or inkjet. We would like to clarify that according to oem specifications, most of the industry standard inkjet machines cannot print on paper more than 170 gsm and neither on art paper.</p>	As per amendment issued.
7.	<p>37</p> <p>Penalty for variation from benchmark</p> <p>Penalty Slabs</p> <p>We would request if one more penalty percent slab can be introduced for e.g. 5-10% penalty for 5-10% deviation, then 25% for 10-20% and so on.</p>	As per RFP
8.	<p>27</p> <p>Family Id</p> <p>xml data</p> <p>Will there be an identifier to specify no. of family members under one family id.</p>	As per RFP
9.	<p>27</p> <p>Family Id</p> <p>xml data</p> <p>Data pertaining to one family id (i.e. data of all family members of a family) will be there in a single xml file or could be there in multiple xml files to be consolidated and printed.</p>	As per RFP

Contd

wrt to point no. 3 mentioned above			
Vendor 1			
All activities related to below mentioned service	Volume	Cost	Value
Enrollment/Update Aadhaar Document Printing & Dispatch	830000000	1.55	1286500000
Rejection Aadhaar Document & Dispatch	15000000	1	15000000
Envelopes	350000000	0.8	280000000
		3.35	1581500000
Vendor 2			
All activities related to below mentioned service	Volume	Cost	Value
Enrollment/Update Aadhaar Document Printing & Dispatch	830000000	1.45	1203500000
Rejection Aadhaar Document & Dispatch	15000000	1	15000000
Envelopes	350000000	0.95	332500000
		3.4	1551000000
Conclusion: UIDAI would end-up paying more if Vendor 1 here is considered to be L1.			

contd

FRIENDS COLOR IMAGES		
1.	<p>Refer page number 76 Appendix-A</p> <p>In the RFP the specs of the Document Paper is specified as 200 GSM Art Paper- Glossy Finish Instead of “200 gsm Art Paper – Glossy Finish”. Request you to allow “150 gsm Paper”.</p>	As per RFP
2.	<p>Refer page number 14 Section II - Instruction to Bidders As per Clause number 12 Sub Clause number 12.3 - The bidder are expected to commence the assignment within 30 days of signing of standard Contract To increase the go-live date from 30 days to 90 days.</p>	As per RFP
3.	<p>Refer page number 35 Section - III, Part - II, Service Level Agreement, Point number 6 Is the SLA (for example of L-1 i.e. 5 lacs per day) for the number of cards or number of envelopes per day?</p>	As per RFP.
4.	<p>Refer Page number 67 Annexure - II, Financial Bid Form - Aadhaar Enrollment and Update Documents The volumes estimated are as follows: Enrolment /Update Aadhaar Document printing and Dispatch:83 Crores Envelopes: 35 Crores Making the average number of cards per envelope to be around 2.4 cards per envelope. We would like to know if this ratio of Cards:Envelopes can change, if so with how much percentage of deviation.</p>	As per RFP
5.	<p>Refer Page number 76 Appendix-A 600x600 dpi/true optical resolution. As long as the printing quality specifications provided are met - hope UIDAI does not restrict any type of printing technology to be used: whether "Laser" or "Inkjet". If you can please confirm?</p>	As per amendment issued.

31.01.2013