

Pre-Bid Conference

08/09/2011



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QUERIES RECEIVED

S. No	Query	Reply
1	If we form a consortium with one of the Enrollment agencies of UIDAI, do we qualify for executing the project?	Those Consortia which are empanelled by UIDAI are only eligible.
2	Does it mean the present MSP has nothing to do with Biometric enrolment?	The MSP would ensure the presence of its representative for data handling at Biometric camp as and when required.
3	LRUR Corrections: This is going to be 18 months after the commencement of the project and the process will take another 6 months. Is it correct.	It may be done within the contract period. However, it may be much earlier and lesser infrastructure will be required for LRUR corrections.
4	Who will ensure that the scanned copies of schedules completely filled or not. Whose responsibility if some of the fields are missing in original record.	Entry has to be done as per the scanned Copy. However, quality check has to be ensured by the MSP. If any error/mistakes are found, SLA will be enforced.

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5	If the Biometric is undertaken in more than one camp, is it necessary to keep more than one representative. Are the schedules going to be made available in time?	The MSP would ensure the presence of its representative for data handling at Biometric camp, as and when required. Yes the schedules would be made available in time
6	Whether the MSP shall be doing field biometric enrolment?	Out of Scope Separate RFQ for selection of MSP for Biometric capturing
7	Whether MSP will be doing the LRUR Print?	No, Biometric MSP will do LRUR Printing
8	Who will ensure that the scanned copies are completely filled or not. Whose responsibility if some of the fields are missing in original record.	Data Entry has to be performed as per the scanned Copy. However, quality check has to be ensured by the MSP. If any error/mistakes are found, SLA will be enforced.

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9	Whether the 'cost per person' means the cost per resident/ citizen?	It is the cost per record in the scanned image
10	Data Digitization project is for Six months, what is the meaning of two years, should we wait for 30% for two years, Kindly explain how many manpower will required for two years	Infrastructure Setup for the LRUR corrections is also required, after the data digitisation LRUR corrections will require much less manpower
11	Space will be provided by the Purchaser/ Govt. or we have to arrange the space at our own, whether one office per zone is required or at every district we have to create office etc.	The bidder has to arrange for space for setting up of Data Entry Centre in Urban Areas at each Zone and for rural areas, at village level.
12	How the purchaser will provide the Scanned images, quantity etc, pls clarify in details. What about the writing in scanned images? Is it clear or it cannot be?	It would be the responsibility of the bidder to obtain scanned images from purchaser. The scanned images provided would be readable.

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13	Whether the purchaser provide the language conversion software from English to local language or vice versa or we have to make double entry at our end, one in English, other in local language?	MSP will have to undertake manual data entry in English and regional language.
14	How the test for certification will be conducted, what is the criteria for passing the test,	Online or CD based, criteria would be communicated subsequently.
15	what is the periodical duration of data handover and to whom	Periodicity shall be worked out. However, data handover would done to DOEACC/CSC SPV representative
16	Per Family one image is there or it can be more than one image	A Family may be covered in more than one Schedule. Each Schedule can have max. 8 members.

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17	What is the possibility and percentage of deviation of the population data given in Annexure 5.	The actual number of records would be as per the scan schedules
18	SLA terms are very strict and heavy financial implications are there, pls relax the same for the circumstance which are beyond the control of agency and at least half the penalty clauses.	SLAs are as per the RFQ terms
19	EMD amount what is the basis for arrival of EMD amount, applicant who is targeting to apply for full bid capacity will have to pay huge EMD amount, interest costs will get loaded into pricing, request to relook at EMD amount.	As per RFQ terms
20	EMD refund to unsuccessful bidders to be done within 15 days of finalization of bidder not be linked to successful bidder contract submission	Would be done at the earliest but can't be limited.

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21	Self Declaration for blacklisting Performa to be provided?	Clearly mentioned in RFQ
22	Supervisor requirement 1:10 (does the software support maker-checker based entry and operator wise dash boards for supervisor to have view on operator performance and take corrective action immediately.	Provisions for the supervisory work are in the Software.
23	Please provide the criterion for selection of master trainer to be identified by MSP, since the deployment period is limited to 30 days these kinds of resources identification will take time, advance information on qualification will help us to action early.	The nominated need to have good understanding of Computer operations and should be capable to train the operators.

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24	Operator/supervisor training and certification procedure to be clearly outlined, whether this training and certification will be provided by DOEACC at zonal level if so for how many days, what is the duration of training program and testing methodology, what is the previous experience in terms of % operators qualifying this certification process.	DOEACC coordinating Centres would provide up to 3 days Master's Training to 5 Master Trainers of each MSP who would then take online / CD based test for certification and then train MSP's DEOs at the MSP's premises. But each DEO in turn has also to qualify this test.
25	Please clarify on frequency, method of back to be taken and whether back to be stored even after the data is handed over to DOEACC representative.	Daily incremental backup along with full weekly backup is required. Data has to be kept until instructions from DOEACC

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26	Bidders risk: Please provide clarity on image received and affected by virus at source, how to handle the situation as MSP performance will get impacted, leading to idling of operators. Clear image hand over plan to be detailed with responsibilities and time lines for both authority handover of images and MSP, DOAECC to tightly bind this process, as any gap will lead to leakage for MSP	Point has been noted, due care would be taken; however, the MSP has to ensure virus free environment at Data Entry points
27	Scheme of allocation	Work allocation will be done strictly as per the RFQ terms
28	Payment terms	Payment would be strictly released as per the terms and conditions of RFQ
29	Penalty	As per RFQ terms only

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30	PBG period	As per RFQ terms
31	Can digitization be carried out at choice of bidder location as the process is image based the same can be done from anywhere, as long as the bidder meets the dual language requirement, eg: if a bidder has ready facility at Hyderabad to run a process with 500 seats. Please confirm whether this is permitted	No
32	Can a SCA bid for any zone in any State, even if the SCA has not been chosen as the SCA for that particular zone under the CSC scheme?	yes
33	Is the MSP required to play any role at the de-duplication stage of UIDAI?	No

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34	If an objection is received at the LRUR stage for change in data of a particular field of any record, whereby the data entered is correct as per the scanned form received by the MSP, will such a change be entertained at that level? If yes, the re-entry of changed data to be done by MSP should not be counted under penalty clauses of the RFQ	Penalty would be imposed only when data entered do not match the scanned schedule.
35	Can you please elaborate on the role of CSC e-GOVERNACE Company in monitoring and supervising of the Project? Will some portion of supervisory role of the "Purchaser" be transferred to the company?	For rural area, CSC-SPV is responsible for overall monitoring and supervision task
36	If the data is not legible in a particular scanned form obtained from Purchaser or if a particular field in the scanned form is left blank, what will be the procedure of data entry in such cases?	Enter whatever is filled in the schedule

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37	Data Entry Operator Certification from any valid University/ Govt. recognized Institution should also be considered as a completely valid option to DOEACC Certification. In this manner, all the data entry operators, who have already been trained and certified by a completely valid entity, need not go for an additional certification.	NO
38	What if the SCA Model of CSCs itself is a Franchisee-based model and VLEs are the franchisees of SCA? In this case, the work should not be considered as "outsourced" to third party. Also, if any MSP has a network of centres in a particular Zone, they should be allowed for utilization under the project after the requisite training and certification. This will ensure adherence to the tight time-schedule of the project.	In case of SCAs, the work performed by VLEs will not be considered as 'outsources to 3rd party'. MSPs are welcomed to use their already setup arrangement to meet the contract requirements

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39	Hiring of thousands of permanent employees for only the duration of this project might not be feasible. Instead, contractual employment should also be allowed to be engaged for providing the services.	RFQ does not demands any permanent staff but govt.'s statutory norms to be followed for hiring manpower on contract basis.
40	Will the MSP get the Data Digitisation Software before the contract for conducting trials and estimating time required per record for data digitisation?	Can be given after the acceptance of LOI
41	If we download the tender document and at the time of submitting the final tender with the price bid can we deposit the Cost of RFQ is Rs. 25,000.00 in DD? Or we have to inform you that we are participating as we are the qualifying agency because we have registered with the UI as enrolment agency then we have to send the DD first and then you will send / collect us the tender document.	RFQ fee can be send with Bid

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42	Is it possible to know that where (State and Zone) the CSC are presently active. If so then please provide the list.	Available on the CSC SPV website www.csc-india.org
43	Please provide the data entry operators estimated (your) per day entry. In one shift (One shift = 8 hours)	Ranging from 120 to 250. In some cases, it is upto 500.
44	Who will provide the place, electricity, furniture for the digitization setup? (page no 17 of Rural RFQ is not clear)	By the MSP
45	The checking after digitization will be done through computer or through hard copy. If hard copy then the selected vendor will print (Dmp of laser) the same. Please explain.	On Computer

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46	Kindly also allow to submit the EMD in the form of Bank Guarantee from a nationalized bank which is as credible as DD.	DD as per RFQ
47	Will External media be provided by the purchaser?	No
48	Kindly confirm if the space for data entry will be provided by DIT?	NO
49	In some states SCA has formed SPV specific to operation in that state. In such case can we bid in SPV Form for specific state in that state and also in other state	SCA with whom state govt. / agency has signed the agreement are eligible to apply
50	In consortium bid where UID approved vendor is lead financial partner and SCA is minor partner can consortium still get first right of refusal of 100% or 50% of work in the Zone where SCA is operating as SCA? Also whether the 50% work clause is valid in the zone where SCA has given bid but not operating as SCA	No

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51	Time provided for starting the work of 30 days is less. Can it be extended to 90?	No
52	Who would be single point of contact for SCA in the state, if NPR project is to be implemented and what would be the role of SDA in the State?	No role of SDA For all practical purposes, DOEACC Society or its duly nominated entities (CSC SPV) shall be point of contact
53	Is any relaxation possible for SCA for penalty clause?	No
54	Would the software be a licensed single user version or a portable executable file?	No license fee Portable executable
55	Would the purchaser pay extra for setting up this facility, as setting up of such centres would have substantial cost implications?	Responsibility of selected MSP

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56	How you will check Data entry operator has qualified DOEACC test or not.	A list of DEO's put on the job by MSP has to be provided by MSP and updated at every change
57	Would the payment for such corrections be separate from the previous normal data entry payment.	No
58	Would the LRUR correction data get priority over normal data? What is the time line for both kinds of data?	LRUR correction would have priority, time line within contract period
59	Will the SCA be given any preference in a district where he is already working in case there is a division of districts in a zone.	As per RFQ
60	Chances of 100% accurate data is also dependent upon the accuracy of the NPR scanned data provided. This clause is too stringent and should be a little flexible.	As per RFQ terms

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61	Bid document must be numbered, signed, stamped. This should include, LOI, Demand Draft, EMD, Financial Bid, Power of attorney and Project Implementation plan or it means only the financial bid?	All documents
62	Please clarify, whether it is expected from bidder to submit different bids for different zones or there shall be only one financial bid as per Annexure 2 containing all bidding zones ?	Single Bid per Annexure-2
63	Whether the bid of 50 crores / 10 Crores work capacity for NW4 will depend on Zones population of 2001 or 1.2 X Population of 2001.	1.2 X Population of 2001

- In addition, there were queries regarding GFR and CVC guidelines which have duly taken care of.
- All other queries raised during the Pre Bid Conference were replied with diligence.