

**Response to Queries on RFE for empanelment of Seeding Agencies**

No	RFE Document Reference(s) (section number/page)	Content of RFE that requires clarification	Points of clarification required	Response
1	-	-	Who is funding the scheme? For enrolments Registrar was paid 50-40 rupees by UIDAI. Is there a similar mechanism? If so provide the indicative price being paid to Registrars.If not funded by UIDAI then what is the role of UIDAI with SA ?	UIDAI is facilitating Seeding Registrars by providing a pool of empanelled seeding Agencies. The Seeding Registrar will pay for the seeding activity based on rate discovered using Request for Quotation tender process.
2	4.1 General Eligibility Criteria. Sl. no 3	Experience of 25000 data entry within 24 months	Why to restrict 24 months. Request is to make it at least 5 years.	No Change.
3	4.2.1 Technical Capability. Point A	Completion Certificate from client	We are an enrolment Agency with more than 10 Lakh enrolments. Who will provide certificate? UIDAI or Registrars? Please take internal feedback from UIDAI instead of asking for certificate from UIDAI.	Enrollment Agencies that are currently empanelled with UIDAI should provide a certificate signed by their Authorized signatory mentioning the name, EA code and the number of Enrolments which have resulted in successful Aadhaar generation as proof of their experience for Aadhaar enrolments for the Seeding Agency technical tier 2 requirement of 2 lakh Aadhaar enrolments as well as for the 25000 consumers data processing requirement in general eligibility criteria number 3. UIDAI shall verify these details with the information generated by the Management Information System (MIS). On successful verification, the Enrolment Agency's relevant experience would be considered for empanelment at T1 or T2 level of Seeding Agency.
4			Is there any Penalty being envisaged for mistakes? If so please clarify the amount/ percentage etc.	The penalties would be levied by the Seeding Registrar as per the terms defined in the RFQ while selecting the Seeding Agency. UIDAI may debar operators or agency based on inputs/complaints of the Seeding Registrars based on nature of deviant behavior of the operator/Agency.
5	General	General	Sir, It appears that the requirement of the empanelment is much in lines of the Enrollment Agency (EA) empanelment with respect to the credentials of the company sought.If an EA has done over 5 lakh enrolments in the last 24 Months and has the required ISO 27001 certification – can the EA be directly considered for an Empanelment as a Seeding Agency on submission of the ISO certificate?	The EA has to follow the process listed in the RFE. However for experience certificate on Aadhaar enrolments please see response to question no 3. Also please see the eligibility criteria for getting empanelled at T1.. T2 and T3 levels in the RFE.
6	Page No 17, Section 6	Role of Seeding Agencies,Point 1	Sir, the supervisors and technical Personnel requires certification with the UIDAI empanelled certifying agency.Is there a different certification process for the seeding operators envisaged by UIDAI – or will it be the EA operator/ Supervisor/ TSE certifications that will be used for the same?	Certification for Seeding operator would be different from EA operator/ Supervisor/ TSE certification.
7	Page No 17,Section 6	Role of Seeding Agencies,Point 4 Use the seeding framework provided by seeding registrar to perform the Aadhaar seeding in the Seeding Registrar's database	Sir the registrar mentioned here - will it be the analogous to the registrar in the UIDAI enrolment ecosystem? Will the existing Registrars in the enrollment ecosystem by default qualify as Seeding Registrars (SRs) ? We envisage there are other agencies like Private Banks and Utility service providers who might be desirous of using Aadhaar seeding (who at present may not be Seeding Registrars (SRs)); in this case - is there a process of empanelling them as Seeding Registrars (SRs)?	Please see definition of Seeding Registrar on page 3 of the RFE

8	Page No 13, Table 1: Capture Channels	Capture Channels :- Document Collection at touch points SMS, Operator assisted update @ touch points ,Email , Post/ Courier IVR , Self-service Web Portal	Aadhaar Authentication itself may be used as the most authentic, information for seeding , since the seeding operation envisaged under this empanelment is a filed, operator intensive exercise. Conventional methods mentioned in the referred table are all manual effort intensive - and are prone to Typo Graphical errors, Transposition Errors etc It will be advisable to UIDAI to mandate an authenticated seeding - to registrars ; which shall ensure sanctity of their respective service delivery databases.Further this shall also ensure – utilization of the authentication services of the UIDAI..	Choice would be exercised by Seeding Registrar as per the project requirements
9	Page No 15,Verification of Request	Following UIDAI services can be leveraged to perform validation of a seeding request: E-KYC, Demographic Authentication Bio-metric AuthenticationDetails of these services are available on UIDAI web site.	Sir – the objective of seeding as envisaged by UIDAI is to ensure -Availability and quality of beneficiary data in Service Delivery databases. With this as an objective – an authenticated data seeding should be mandated by UIDAI or have some preference over the traditional manual input methods	Choice would be exercised by Seeding Registrar as per the project requirements
10	Page No 16 Link Aadhaar Para 3	The tools/ framework provided by UIDAI will enforce that operators are authenticated online and to check that they are certified to do the seeding activities. The tools will also maintain the audit trail of all the activities done using the seeding framework.	Sir this section makes us believe that UIDAI is going to provision the seeding software .Is that the case?Should the answer be “yes”– does the software incorporate all the seeding methods , including validated/ authenticated seeding ?	UIDAI will provide a facility to enable online verification of operator certification. The Seeding Registrar would provide mechanism to capture audit trail of all the activities done for seeding.
11	Section 4.2.1 page 9	“ISO 27001 Certified AND 2 lakhs successful Aadhaar seeding”	We request the condition as “ISO 27001 Certified OR 2 lakhs successful Aadhaar seeding”	No Change
12	Section 4.2.1 / Page 8	Technical Capability will be at 3 levels Level-T1 , Level-T2 , Level-T3	How does the Technical Capability whether at Level-T1 or Level-T2 or Level-T3 impact the “award of work” allotted in future to any successfully empanelled Seeding Agency.	Seeding Registrar would choose while floating the RFQ tender based on their project requirements.
13	Section 4.2.1/Point III	All organizations (single agency/consortium) interested in undertaking seeding activities shall be empanelled under Level T3, provided they meet the general eligibility criteria given in Section 4.1 above and following criteria :a) Collection and processing of 2 Lakh seeding requests in the last 24 months which has resulted in successful seeding of Aadhaar numbers in Service Provider databases b) ISO 270001 certification	Request you to amend this criteria to “either have completed Collection and processing of 2 Lakh seeding requests in the last 24 months or ISO 270001 certified	No Change
14	Reference No. 6.Point Number 2 & 3/Page No. 21	1.)Set up and provide the required user end IT infrastructure which includes - computers, peripherals, biometric device, Connectivity, Power backup etc. 2.)Setup and provide Non-IT infrastructure E.g. Office space and related Infrastructure required to perform seeding	1.) Can we use same Biometric Devices used in Aaadhaar Enrollment process? Example – Cogent Finger print Device (10 finger capture) 2.)What is Connectivity required and power backup? 3.) Where we need to setup IT and NON IT infrastructure.	1. No. STQC certified devices for authentication scheme have to be used. 2. Based on seeding requirements of the Seeding Registrar, geography and profile of the target population, Seeding Registrar would provide the specification

15	Reference No.4.1 Point Number 3	Should have experience of direct execution of project(s) involving data collection and electronic processing of data of at least 25000 consumers using one or more channels such as mobile, IVRS, QR/Bar code, web based applications, paper forms processing and data entry during the last 24 months.	Can we submit overseas clients work order or certifying certificates? Can we submit Aadhaar Project work order?	Yes, provided the work order and completion certificate can be verified by UIDAI. Overseas certificates are to be in English only.
16	Reference No.4.1.1 Point Number III /Page No 8	Level T3 – Experienced - ISO 27001 Certified AND 2 lakh successful Aadhaar seeding	We have not done Seeding work however we have ISO 27001 Certification, We have done 21 lakhs aadhaar enrollments and 20 lakhs aadhaar has been generated. Can we apply for Level T3?	No. Aadhaar seeding experience of 2 lakh is required for T3 tier empanelment
17	Reference No.5.4 Page No 13	Seeding mechanism could be of many types referred to here as 'channels' which provide the source of seeding of consenting UID holders such as Physical (e)Aadhaar Letters, Secure Channels such as IVRS, Registered Mobile Numbers, SMS or web based self-seeding / assisted seeding, manual seeding at point of service etc.	Should SA use all the Channels for seeding or it will be specific?	No. Seeding Registrar would specify the channels to be used based on project requirements.
18	Reference No.5.5/point No.2 Page No.14	Many service delivery databases in States are in the local language. However the software tools that compare the UIDAI KYR data to beneficiary KYR data are usable only for data in English language.	Is UIDAI providing Language Converter Tools and Software?Where there is no possible Translation match .Should we do the Manual Entry or do fresh seeding?	With reference to framework mentioned in section 5.7, UIDAI will provide tools such as Demographic/Biometric Authentication tool, eKYC tool, bulk demographic authentican tool. Seeding Registrar may download source code, customize, configure and use it as per their requirements. The tools under the seeding framework are in English language only .
19			1. Seeding Registrar will decide the rate for this work or UIDAI has fixed the rates to be given to SA for this work.	Please see response to Query no 1
20			2. We are Public Limited Company also operating CSC as SCA, we need a confirmation that we can use our CSCs for this work as we are using them for enrolment for Aadhaar.	May be used subject to approval of Seeding Registrar as per their project requirments
21			3. Payment shall be made by SR or UIDAI.	SR
22			4. SA will get the access from UIDAI for check on real time basis the KYR and Biometric and is there will be online check for Biometric to know that we are seeding the correct person? and for this what level of connectivity and hardware we need to arrange at centre.	This will be as per the requirements of Seeding Registrar which will be specified in RFQ to be floated by Seeding Registrar.
23			Iso certification requirement should be removed for T3 requirement.	No Change
24			Operator certification is not a useful process and must be removed.	No change

25			Since UIDAI is just a facilitator to registrar and not playing any controlling role then the submission of 2 lac BG should also be removed as Registrar is anyway collecting sufficient BG.	Para 4 of section 7.4 may now be read as <b>"The selected applicants shall be required to furnish an unconditional and irrevocable bank guarantee equivalent to INR.20,000/-(Twenty Thousand only) for empanelment in F1 Category , Rs.50,000/- (Fifty Thousand only) for empanelment in F2 Category, Rs.1,00,000/-(One lakh only) for empanelment in F3 Category and INR 2,00,000 (Rupees two lakh only) for empanelment in F4 Category, from a scheduled commercial bank in India valid for the entire period of empanelment. This requirement can also be met by submitting a FDR for the amount specified in the respective Category for a term equal to the duration of the empanelment. The interest on FDR will accrue to the account of the empanelled Agency. The Bank Guarantee/FDR shall be drawn in favour of PAO, UIDAI, New Delhi. The Bank Guarantee/FDR should be submitted within 30 days of the date of communication of the award and acceptance of the empanelment as Seeding Agency with UIDAI."</b>
26	4.2.1 Technical Capability	(II) Level T2- Skilled Organizations (single agency/ consortium) meeting general eligibility criteria in addition to one of the following criteria (A or B) shall be empanelled under Level T2.	Is it A or B OR A& B	A or B
27			If we qualify for T2 & F3 then what will be the ceiling point of Seeding Data.	The Seeding Registrar will decide depending on project requirements.
28	5.5 Challenges in Seeding	Software & Hardware Infrastructure, Page	1- Who will provide the software? 2- Will it be free or chargeable? 3- If it is free then how soon will we get a technical Demo? 4- Will it be centralized or customized as per the client requirement? 5- Will it be in Local Language or in English?	1. The RFQ will specify requirements, including software, to be provided by the SA. 2. The RFQ will specify commercials, if any, for the software. 3. Sample tools available on UIDAI website which are part of Seeding Framework. 4. The RFQ will specify requirements, including software customisation if any to be provided by the SA. 5. Mostly in English though it may vary as per Seeding Registrar requirements
29	6- 6.1-6.1.1 Hiring Manpower, i- Team Members; 4; Page no. 17	Certification Process	1- Who will be the Certification agency? 2- Will it be available locally ? 3- Why is it necessary & will it not possible with Current UIDAI certified manpower?	(1) UIDAI will empanel certifying agencies for certifying seeding operators (2) These Certifying Agencies have about 220 centers all over the country (3) Enrollment and seeding are different type of activities and hence the requirement of different certification for seeding operators. However, certification agencies empanelled for enrolment would also handle seeding operator certification.
30			Will RFP floated by UIDAI?	RFP will be floated by the Seeding Registrar.
31			Who are the Seeding registrars?	Please see definition of Seeding Registrar on page 3 of the RFE
32			Is there any MOU between UIDAI & Seeding Registrar? If Not signed then why UIDAI is asking EMD ?	Seeding Registrar would sign a MoU with UIDAI for using the Seeding Framework.
33			1-After Empanelment is there any possibility that any other company can bid for the seeding work without empanelment? 2- If yes then what is the use to get empanelled with UIDAI?	1. A Seeding Registrar is free to choose any Agency for Seeding activities. 2. UIDAI is facilitating Seeding Registrars by providing a pool of empanelled Seeding Agencies categorized based on their technical and financial capability. This empanelment will give confidence to the Seeding Registrars to procure services from the empanelled Seeding Agencies through a RFQ/ limited tender reducing procurement cycle as they know that UIDAI has exercised due diligence during the empanelment process

34			<p>Who will sanction Agencies Payment</p> <p>a)- UIDAI or Seeding Registrar</p> <p>b)- What will be the UIDAI role and responsibility for the Payment Processing?</p>	<p>(a) The Seeding Registrar</p> <p>(b) The Seeding Registrar would engage the services of the Seeding Agency and pay for it as per the terms of the RFQ. Hence, UIDAI will not have any role to play in the payment processing</p>
35			<p>What are the technical support will be provided by UIDAI during the seeding work?</p>	<p>UIDAI will provide the seeding framework as mentioned in section 5.7 of RFE. Also see response to query no 18</p>
36			<p>Is capture of Aadhaar number as part of KYR+ application or electoral roll project processing be counted as seeding experience for empanelment in T3 category</p>	<p>The seeding experience requirement for Category T3 empanelment criteria refers to Aadhaar Seeding experience. Please refer to 5.6 for understanding Seeding process. The capture of Aadhaar number by Agencies for Enrolment registrars under KYR+ application as part of enrolment activity does not qualify towards Aadhaar seeding experience.</p>
37			<p>Procedure for application</p>	<p>Please see RFE section 7.1 for instructions on how to apply. Please adhere to the instructions.</p>