

PRE BID QUERIES AND REPLY TO RFP No. FIW/02/2021 dated 28.05.2021 (Supply of UIDAI certified manpower, hardware maintenance support & software related support for aadhaar seva kendras (ASKs).)

Sl no	Pg No RFP	Clause No	RFP Clause	BIDDER QUERY	BANK REPLY
1	9	1.3	1.3. Eligibility Criteria S.No.3 The Bidder should have an average turnover of Rs.2 crore or above during the immediate 2 last financial years	Seeking 50% Relaxation to Startup Entrepreneurs. That is Bidder average turnover of Rs.1 crore or above during the immediate 2 last financial years. Those Company which is recognized as a STARTUP INDIA by the "Department for Promotion of Industry and Internal Trade". and Having STARTUP CERTIFICATE Issued From STARTUP INDIA Scheme https://www.startupindia.gov.in .	Please Refer Amendment -1 To This RFP
2	10	1.3	1.3. Eligibility Criteria		Please Refer Amendment -1 To This RFP
3			Currently, the bidder should have been empanelled by any Scheduled Commercial Bank/RRBs/Central or State Government agencies/Registrars of UIDAI in India for Aadhaar Enrolment Agency related work for at least 50 ASKs	Served as Sub Vendor or Franchisee to Vendors/ Aadhaar Enrolment Agency related work for at least 50 ASKs. Those Company which is recognized as a STARTUP INDIA by the "Department for Promotion of Industry and Internal Trade". and Having STARTUP CERTIFICATE Issued From STARTUP INDIA Scheme https://www.startupindia.gov.in	Please Refer Amendment -1 To This RFP
4	10	1.3	1.3. Eligibility Criteria S.No.7 Currently, the bidder should have been empanelled by any Scheduled Commercial Bank/RRBs/Central or State Government agencies/Registrars of UIDAI in India for Aadhaar Enrolment Agency related work	Seeking Relaxation to Startup Entrepreneurs. Those Bidders having Work Experience Letter Issued from Vendors /Agency / Franchisee under Scheduled Commercial Bank / RRBs / Central or State Government agencies /Registrars of UIDAI in India. Those Company which is recognized as a STARTUP INDIA by the "Department for Promotion of Industry and Internal Trade". and Having STARTUP CERTIFICATE Issued From STARTUP INDIA Scheme	Please Refer Amendment -1 To This RFP
5	9	1.3	1.3. Eligibility Criteria S.No.3 The Bidder should have an average turnover of Rs.2 crore or above during the immediate 2	Any Relaxation in Turnover for those having MSME Certificate.	As Per RFP
6	10	1.3	1.3. Eligibility Criteria S.No.7 Currently, the bidder should have been empanelled by any Scheduled Commercial Bank/RRBs/Central or State Government agencies/Registrars of UIDAI in India for Aadhaar Enrolment Agency related work for at least 50 ASKs	Any Relaxation in Work Experience for those having MSME Certificate.	As Per RFP
7	23	7.3	7.3 Technical and Commercial Bid 7.3.2 The bidder would be paid fixed charges specified in Appendix-IV for the services mentioned therein. The bidder would be required to offer the commercial bid for variable charges for updations/enrolments done at ASKs by an operator in a month. The rate quoted by the Bidder should be inclusive of all taxes, duties and levies whatsoever applicable (except GST which will be reimbursed by the banks on actual basis) for the services	1. Fixed Charges Specified as 7500 Appendix-IV for the services mentioned was This is inclusive of GST Taxes or not.? 2 Count of Txns Amount in Rupees per Txn 1-150 L1 BID PRICE 151-300 Rs 15 per Txn 301-450 Rs 20 per Txn Above 450 Rs 25 per Txn The above Specified Amount in Rupees Per TXN is of including GST or Not? 3. The Bidder would be required to offer the commercial bid for variable charges should be Specify with INCLUDES GST or NOT??	Refer RFP Doc Clause 7.3.2 & Amendment-1 To This RFP
8	3	d (viii)	Exit and Stolen Machines Policy	What is this policy ? Need clarification	The Policy is Updated By Uidai And To Be Referred From Time To Time
9	3		Similarly UIDAI also imposes penalties for delay in upload of Resident Data Packets	What is this frequency of uploading data packets and how is delay defined.	The Policy is Updated By Uidai And To Be Referred From Time To Time
10	4	ii	Bidder shall confirm that every person deployed by them (including Technical Executives) on the project to submit Police verification certificate/Police verification acknowledgement copy prior to their engagement. Wherever police verification acknowledgement copy is taken, the police verification certificate should be submitted within 45 days from the date of Acknowledgement slip.	Is this verification to be done by the local police ? What may be the frequency/Duration.	Police Verification Should Be Obtained From The Local Police Station Under Whose Jurisdiction The Operator/Technical Executive Is Residing.



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11			The proposed RFP is for supply of Manpower for handling hardware issues and providing technical support relating to ASKs. The Aadhaar Seva Kendras are divided in 15 Clusters (group of states) across the country. Each bidder is permitted to Bid for any THREE clusters only	Kindly allow bidder to participate in all the 15 clusters and based on the final evaluation, bidder can choose 3 clusters out of the 15 Clusters.	As Per RFP
12	8		Each bidder is permitted to Bid for any THREE clusters only	Do we need to submit separate bid for every cluster or we can submit one Bid for all clusters. Kindly give clarification on this.	Integrated Single Commercial Bid To Be Submitted
13	7		Hardware maintenance support of Bank owned hardware at ASKs	The said Hardware provided by the Bank in ASKs center are fully working condition and under warranty or not if so period of warranty left, if not aging of the Hardware. Kindly give clarification on this.	Upon Completion Of The Bid Ageing Of The Kits Will Be Provided, Given That It Will Not Exceed 5 Years
14	10	Appendix IV,	Fixed Charges- Rs. 7500/-	As per the Document, Payment sharing between operator and service provider will be 80% and 20% for all charges. 1.	Please Refer Amendment -1 To This RFP
15		Appendix IV,	Fixed Charges- Rs. 7500/-	Is the fixed Charges to be given directly to operator or can be shared accordingly between operator and service Provider as per the Given Ratio. Kindly Give the Clarification on this.	Please Refer Amendment -1 To This RFP and Clause 32.3 in RFP
16		Appendix IV,	Fixed Charges- Rs. 7500/-	2. ESI, PF, Gratuity etc is Included in the fixed charges or Based on the amount to be given to Operator as per the sharing Ratio between Operator and service Provider. Kindly Give the Clarification on this.	Monthly Final Amount To Taken Into Consideration. Bidder Should be Responsible for ESI,PF etc as per the fixed and variable charges.
17		Appendix IV,	Fixed Charges- Rs. 7500/-	3. The minimum Wages is different in different states ranging from 11,500 to 15,000. The Fixed Charges and the Variable charges given to Operator put together do we have to abide the minimum wages, ESI, PF etc. Kindly Give the Clarification on this.	Please Refer Amendment -1(Total Variable Charges Will Be Passed To Bidder.) & Refer RFP Doc Clause 26.8,32.2 & 32.3
18	11	Appendix IV,	Payment sharing between operator and service provider will be 80% and 20% for all charges.	Is the sharing between Operator and service Provider is on both the Fixed Charges and Variable Charges. Kindly Give the Clarification on this.	Please Refer Amendment -1 To This RFP
19	38	REVIEW OF	Payment will be made by the Bank on monthly basis in arrears on aggregated basis within 20 days on submission of original invoices by the Service provider duly countersigned by authorized signatory. Payment will be made for fixed and variable charges for the updation/enrolments done at ASKs.	The Fixed Payment will be paid on monthly basis or it will be paid after. If it will be paid on monthly basis, it will be very helpful for regular field Operations. (Operators day to day expenditures like Travel, food, etc. it's required monthly basis). The sanction order will take a minimum of 3 months, so please look into reconsidering to pay the fixed charges monthly basis based on the Branch manager's approved monthly attendance.	Monthly Basis Based On Criterias Decided By Bank
20	38	REVIEW OF SERVICES Clause 32.3	The service provider will submit the invoices for every month during the subsequent month after verifying the transactions. The service provider will also submit the list of accounts of the operators along with the eligible amounts to be credited to their individual accounts, as per the format required by the Bank. The service provider will have to open current account with Canara Bank and has to give authorization to Bank for debiting for the total amount payable to the operators as per the list submitted along with invoices. The Bank will credit the individual accounts of the operators as per the service providers authorization, once the payment is effected by the Bank.	The Operators are coming under the Service Provider Payroll. How the Bank will process their Salary directly to their Account. Also, will you provide ESI, PF, accidental benefits, Salary Advance, and covid insurance policy?	Please Refer Amendment -1(Total Variable Charges Will Be Passed To Bidder.) & Refer RFP Doc Clause 26.8,32.2 & 32.3
21	Page No. 8 in	Appendix-III	Any damage/loss of Bank Hardware in transit for the purpose of repairing should be borne by the service provider.	It was mentioned that in Appendix II Scope of Work, clause No.1. Functional Scope "Resolution of hardware issues by coordinating with AMC vendors wherever applicable at ASKs". When AMC Vendor is responsible for Hardware repairing, then how Service Provider will be responsible for the damage during the Transit of the Hardware.	Applicable Where Ever Amc Vendor Is Not Available
22	Page No. 9 in	Appendix IV Roles and Responsibilities B. Payment to Bidders	Outcome based payments shall be made to the Bidder by the Bank on a monthly basis based on the number of enrolments completed, mandatory biometric updates, and charges for the updations done will be paid at, along with the Fixed charges, if any.	The Payment will be made for Total Enrolment/Updation done by the Operator or on a Successful Aadhaar Generation Basis.	The Invoices Will Be Processed Only After Release Of Sanction Order By Uidai Or Any Other Mode Of Confirmation, As Decided By Bank For That Particular Month, Pertaining To New Enrolments Made And Mandatory Biometric Updates Done For The Month.
23	Page No. 11 in Appendix and Annexures to RFP	Appendix IV Roles and Responsibilities B. Payment to Bidders.	Payment sharing between operator and service provider will be 80% and 20% for all charges.	The ratio specified of 80:20 is applicable for only BCs process, not appropriate to Aadhaar Operations. Because we are appointing operators in our company payroll.	Please Refer Amendment -1 To This RFP



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24	Page No. 31 in Appendix and to Annexures	Annexure XII(B) COMMERCIAL BID - Bill of Material, Note: 7	The prices will be inclusive of all taxes, duties, levies, insurance, installation charges, etc applicable applicable will be paid extra	The Price we need to quote inclusive of GST or Excluding	Refer RFP Doc Clause 7.3.2
25	Page No. 31 in Appendix and to Annexures	Annexure XII(B) COMMERCIAL BID - Bill of Material, Note: 7	The prices will be inclusive of all taxes, duties, levies, insurance, installation charges, etc applicable applicable will be paid extra	Is the Bank will pay the GST extra for Fixed and Variable Charges?	Refer RFP Doc Clause 7.3.2
26	Page No. 35 in Appendix and to Annexures	Annexure-XV Business Rules and Terms & Conditions of Reverse Auction B) Eligibility of Bidders to participate in Reverse Auction Sl. No. 3	The Indicative price quoted should be reasonable and realistic. Bank reserves the right to disqualify such bidders, whose Indicative prices is more than of 3 times of the successful bid price, in participating in future RFPs of the Bank.	If the bidder is Technically qualified, they have the right to participate in future RFP's of the Bank.	As Per RFP ,Amendment-I
27	Page No. 31 in Appendix and to Annexures to RFP	Annexure XII(B) COMMERCIAL BID - Bill of Material.	Commercial Bid Format	As per the Commercial Bid, have to quote cluster wise various amount or to be the same amount.	Cluster Wise Bid Amount As Per Bidders Choice
28	Page No. 38 in Appendix and to Annexures to RFP	Annexure-XV Business Rules and Terms & Conditions of Reverse Auction I) Reverse Auction Process: Poin No. 7	In case Bank decides not to go for Reverse Auction related to the procurement for which RFP is floated and price bids if any already submitted and available with Bank shall be opened as per Bank's standard practice	If Possible, the bank can cancel the Reverse auction process and finalize the bidder based on the Quoted price in the commercial bid.	Explained In RFP Clause 3.8.3.5
29	10	B	Payment to Bidders	Can we raise two separate Invoices - One for fixed charges before 5th of every month and another for new enrollments & updates.	Will Be Explained In The Final Agreement
30	13	1.12.1	Performance guarantee	Is there any exemption/reduction in performance guarantee amount for MSME organizations	As Per RFP
31	38	32.3	Payment terms	1.will bank provide the count of enrollments / updations of the previous working month by 5th of present month or Service provider to raise invoices based on EOD reports.	As Per RFP
32		32.3	Payment terms	2.Can bank release the due amount to operators from fixed charges for the month based on authorization given by service provider before UIDAI sanction order is released as there is a delay of 2 to 3 months from UIDAI.	Please Refer Appendix -Iv B. Payment To Bidders
33		32.3	Payment terms	3.Bank has not mentioned about minimum and maximum enrollments per day will be provided or maximum no. of token will be issued per day.	As Stipulated And Revised By Uidai Time To Time
34	12	1.10.1	Taxes and Duties	The variable income is less than tax payable what is the source for tax payment	As Per RFP
35	20	3.4	Bidder Presentation/Site Visits//Product Demonstration/POC	Bidder Presentation means in the way of Powerpoint Presentation?	Any Electronic/Printed Mode Of Communication



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36		3.4	Bidder Presentation/Site Visits//Product Demonstration/POC	Who responsible for gathering the public towards to reach the minimum target.	Bank Has Made Available List of All ASKs in Banks Website. All ASK Bank Branches have displayed ASK services Advertisements Adequately.
37		3.4	Bidder Presentation/Site Visits//Product Demonstration/POC	Who paid the Salaries to Technical Executives, if there any salaries released by Bank.	Bank Will Not Pay Any Charges Other That Amount Quoted In The Frp, Please Refer Appendix Iv
38				Any possibility for combining the cluster 11 and 15	As Per RFP
39	11	Annexure-4	B	Clarity required on payment sharing between operator and bidder 80% & 20% for all charges and whether bank will take any role/responsibility in it.	Please Refer Amendment -1 To This RFP & Refer RFP Doc Clause 26.8,32.2 &32.3
40				Since bank working hours are reduced due to covid lockdowns, is there any incentive for achieving more no. of enrollments per hour as the work needs to be completed within the reduced time period.	As Per RFP
41	1 of APPENDIX & ANNEXURES	Appendix 1		Please share number of branches state wise.	Please Refer Amendment -1
42	7 & 8 of RFP	About rfp	Each bidder is permitted to Bid for any THREE clusters only	Kindly increase minimum Cluster to 5 instead of 3	As Per RFP
43	23 of APPENDIX & ANNEXURES	Annexure -IX , 1 - 1.2	WHEREAS the BUYER proposes to engage services of the bidder for business corresponden services - hybrid opex model (kiosk & mobile) using Tablets and the BIDDER/SERVICE PROVIDER is willing to offer/has offered the services and	Please clarify	Please Refer Amendment -1
44			WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to provide business correspondent services-hybrid opex model (kiosk & mobile) using Tablet to Canara Bank, having its Head Office at 112, J C Road Bengaluru - 560002 hereinafter referred to as the BANK and,	Please clarify	Please Refer Amendment -1
45	11 of APPENDIX & ANNEXURES	Appendix IV	Payment sharing between operator and service provider will be 80% and 20% for all charges.	If 80% will be paid directly & it will not fulfill the minimum wage then how service provider will fulfill compliance and how penalty & damaged will be recovered if resource not available.	Please Refer Amendment -1(Total Variable Charges Will Be Passed To Bidder.) & Refer RFP Doc Clause 26.8,32.2 &32.3
46	9	1.3	1.3. Eligibility Criteria	Eligibility Criteria participating to average turnover may be considered as waived for startups.	Please Refer Amendment -1
47			S.No.3 Tentative Number of Locations Cluster wise to be covered by the Service Provider in India	Start up certificate issued by the competent authority valid as on the date of BID submission is to be submitted for availing relaxation available to startup.	Please Refer Amendment -1
48	13	1.12	Performance Guarantee	Revise of PBG as per new guidelines.	Pbg Fixed As Per New Guidelines, As Per RFP
49		Appendix III	Service Levels	Penalty on breach of service level should be reduced.	As Per RFP
50		Appendix III	Point 8	Penalty of 2% not defined (Is it per day or Per Month).	Per Month



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51	Appendix	Appendix IV B: Payment to Bidders	The Bidder has to submit his Bill/ Invoice with comprehensive statement of enrollment/ UID issued, biometric updates, Aadhaar updations done etc. details as per Bank's requirement to respective controlling offices, as identified by Bank	Who will provide comprehensive statement of enrollment/ UID issued, biometric updates, Aadhaar updations done etc. to the bidders? The same has to be provided by Bank as UIDAI share such monthly report to Registrar or Enrollment Agency only.	Bank Will Provide Upon Receipt From Uidai
52	RFP	2.7 Submission of Documents	2.7.1 Pre-Contract Integrity Pact as per Annexure- IX. (By Email or Hard copy). 2.7.2 Acknowledgement issued by e-tendering system for having received the bid through e-tendering system (By Email or Hard copy).	Do we need to submit this document along with Technical Bid? ii) Please confirm whether hard copy submission is required or we may send the documents through email.	Please Refer RFP Clause 2.7.1 & 2.7.2
53	RFP	7. Overview of evaluation process 7.1 Submission of Bids:	7.1. A The proposal in original (hard copy) will be accepted. No photocopy/email of the proposal will be accepted.	Kindly clarify 'the proposal' and also provide the prescribed format if any. In RFP Online submission is mentioned. Please confirm.	Please Refer Amendment -1
54	RFP	26. Human Resource Requirement	26.9 Further in case of any penalty or punitive action by UIDAI or any other statutory authority in the matter will be the responsibility of the SP and any claim by the Bank in this regard will have to be compensated by the SP within 1 month. For delay in compensation interest @ 1% per month or part thereof will be payable.	Instead of upfront payment out of any punitive actions any penalty charges are deducted from the payable bills of the bidder by the Registrars or EA at the time of releasing the payment. Kindly consider the same practice. Else it will put on extra financial burden on the bidder.	Recovery Will Be Made As And When Imposed By Uidai
55	RFP Page 37	29. Time Schedule	29.1 Bidder/s have to implement the solutions in the clusters in all identified locations within 45 days of issuance of work order/intimation including setting up of software/hardware support at locations specified by Bank along with back up hardware devices.	The bank is providing the mentioned services. Providing backup hardware is also at the part of the bank.	Please Refer Amendment -1
56	RFP	29. Time Schedule	29.6 Without prejudice to the bank's right to terminate the agreement, for any defective service or inability to provide the service for any reason or for non functioning of the ASK for any reason, beyond 3 (Three) working days continuously, a penalty @ Rs.250/- per day (from the 4th day onwards) may be levied for each of the ASK outlet per month per centre. The penalty will come into force after three month from the date of activation of ASK and will be levied on service provider.	Does it include the cases for Non-functioning of service beyond the control of the bidder? Specially the reason which doesn't arise out of negligence at the clarify. Most of the technical solutions are dependent on response of UIDAI Tech Support & subsequent support from Registrar. Would request to consider the lead time of such responses prior to impose penalty on the bidder, provided that proper documentation with regards to such communications are submitted to the bank and intimated well in advance by the bidder. Further, in case of hardware failure the lead time to resolve the issues by AMC vendor of Bank should be taken into account prior to imposition of penalty on the bidder. Please clarify and confirm.	Issues Pertaining With Uidai Will Be Dealt On Case To Case Basis. Issues Pertaining To Hardware Failure Will Be Dealt On Case To Case Basis
57	Appendix Page 3	Appendix II Scope of Work 1. Functional Scope	V. Bidder is responsible to ensure all issues arising at ASK due to manpower/software/hardware issues are resolved well within timelines prescribed by Bank to avoid penalty.	In order to ensure the timeliness of the SLA it is requested to allow the bidder to keep sufficient buffer of activated manpower, provide the bidder with buffer hardware backup and most importantly prompt solution from UIDAI and Registrar with regards to all the issues addressed herein as without an agile supportive mechanism from Registrar and UIDAI the problems mentioned can't be solved at the part of the agency. A fair system in this regard is solicited to safeguard unnecessary financial losses of the bidder.	Please Refer Amendment -1
58	Appendix Page 7	Appendix-III Service Level Agreement	Penalty on breach of service level (Imposed monthly)	Would request to ensure and consider our queries as per point 7.	As Per RFP
59	Appendix Page 31	Annexure XII(B) Commercial Bid		For each cluster shall we submit 3 different commercial bid or shall it be done through one commercial bid as per the format given?	Integrated Single Commercial Bid To Be Submitted
60	9	1.3 (1)	Bidder should not be NBFC. (Non Banking Financial Company)	Please allow the NBFC	As Per RFP
61	9	1.3 (1)	Consortium of members is not allowed to participate in BID process.	Please allow the Consortium for better performance of the awarded job.	As Per RFP



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62	10	1.3 (7)	Service Level Agreement and Letter from Bank	Both or any one document required.	As Per RFP
63	35	26.8	The Bidder shall extend all of the outsourced banking & financial services by deploying such personal who has high integrity and meet the qualifications & other criteria stipulated by the Reserve Bank of India, Government or the Bank from time to time and agrees and undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act 1948.	The fixed and Commission offered by bank will not meet the Minimum Wages Act criteria. What action will bank take to comply the Minimum Wages Act.	Please Refer Amendment -1 To This RFP & Refer RFP Doc Clause 26.8, 32.2 & 32.3
64	37	29 (2) & (6)	In the case of failure on the part of the SP to open ASK at any allotted centers a penalty of Rs. 250/- per day for the period beyond the permitted time line will be levied till the establishment of the centers.	Minimum per day penalty may be increased to Rs.500/- per day in all cases for better performance.	As Per RFP
65	8	RFP	Each bidder is permitted to Bid for any THREE clusters only.	Please consider each Bidder may apply for minimum SEVEN (7) Clusters considering the viability and infrastructure cost involved.	As Per RFP
66	10	1.3 Eligibility Criteria:	Point No. 4 & 5	Please confirm do we need one Notarized Affidavit for point 4 & 5 or separate and also Value of the stamp paper Affidavit to be executed.	Separate Affidavits To Be Submitted
67	10	1.3 Eligibility Criteria:	Point 7: Letter from existing SCB/RRB/Govt. Agency which covers the following Details:	Please confirm is there any prescribed format for Bank Letter/certificate.	As Issued By The Issuing Authority, Containing The Details Mentioned In RFP Clause 1.3 Point No 7
68	14	Clause 2.2 and sub clause (2.2.2) of Preparation of Bids:	All the pages of Bid including Brochures should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. / cutting without authentication may be liable for rejection.	Please confirm if Bid will be submitted online then relevancy of this clause.	Please Refer Amendment -1
69	15	Clause 2.4 and sub clause (2.4.2) of Part B Commercial Bid (Indicative):	2.1.1. Under no circumstances the Bill of Material should be kept in Part A (i.e. Technical Proposal) Cover. The placement of Bill of Material in Part A (i.e. Technical Proposal) cover will make bid liable for rejection.	Please clarify the relevancy of this clause. During Online submission Technical and Commercial Bid will be submitted separately. Commercial Bill we submitted online only completion of technical Bid.	Proposal To Be Submitted Through Online E-Tendering Process
70	15	Clause 2.5.1 Submission of Bids through E-Tendering Portal	This Tender will follow Etendering process [e-bids] which will be conducted by Banks' authorized Etendering Vendor M/s e-Procurement Technologies Ltd., [abc Procure]	Please confirm any subscription Vendor enable to complete registration formalities and thereafter Bidder may submit RFP ? If yes then what will be amount and subscription validity,	No Charges To Be Paid
71	18	2.7 Submission of Documents	In addition to uploading the documents in the e-tendering portal, Bidder should also submit the following in a sealed cover to the address notified in the Bid Schedule on or before the due date mentioned in Bid Schedule. Pre-Contract Integrity Pact as per Annexure- IX. (By Email or Hard copy). Acknowledgement issued by e-tendering system for having received the bid through e-tendering system (By Email or Hard copy).	Please confirm also Bid documents will be submitted in hardcopies or via e-mail within time line. If document get delay will be ground of rejection?	As Per RFP
72	26	Clause 10.1.1 of General Clause	The Commercial bid (Indicative) should be enclosed in a separate sealed envelope. Cost figures should be presented separately for each of the bill of materials mentioned as per Annexure- Clause 11: Organization of XII(B).	Please confirm that will commercial bid (Indicative) to be submitted in hard copies apart from online submission or password protected encrypted documents.	To Be Submitted Through Online E-Tendering Process
73	28	Clause 11 (1 & 2)	bid:	Please review this clause as seems the Bid to be submitted in offline mode as contained in Sealed Envelope.	Please Refer Amendment -1



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74	30	Clause 14.5 Representation and warranties	The Bidder represents that the submission of responses to the RFP execution, delivery and performance under an Agreement entered in case the Bidder is selected	Please confirm any undertaking to be furnished by Bidder as additional undertaking.	Participating In The Bidding Process Binds The Bidder With The RFP Clause 14.5
75			Compliance With Statutory And Regulatory Provisions:	Please confirm that every state has different Minimum Wages Act. Seek increase in minimum wages to avoid the violation of Act.	Please Refer Amendment -1(Total Variable Charges Will Be Passed To Bidder.) & Refer RFP Doc Clause 26.8,32.2 &32.3
76	3	Appendix II	The Bidder must provide with the following additional services- (Point 1 to 4)	AMC vendors are third party and affiliated with bank. SP will follow with Vendor for timely solutions. In what capacity SP will insist for resolution? If Bank AMC vendor don't resolve the issue within time frame in that case the SP should not be penalized for the delay in the service?	As Per RFP, (Issues Pertaining To Hardware Failure Will Be Dealt On Case To Case Basis) SP will follow up with AMC Vendor as the user of the hardware. SP should ensure timely resolution of hardware issues.
77	7	Appendix-III Service Levels (Illustrative)	Point No. 3: Service Level Metric: One day leave can be permitted per month, in case of more than one day leave is taken, an alternative operator should be deployed to the ASK. No ASK should remain non-functional more than one day (working days) in a month.	If an Operator remain absent for more than one day due to unforeseen circumstances keeping Pandemic in view or future eventualities. It will not be viable to back up 2 operators for each. However, our replacement will be quick and timely.	Please Refer Amendment -1
78	10	1.3	Currently, the bidder should have been empanelled by any Scheduled Commercial Bank/RRBs/Central or State Government agencies/Registrars of UIDAI in India for Aadhaar Enrolment Agency related work for at least 50 ASKs	According to this point of eligibility criteria bidder require currently running 50 ASK's, with this many experienced Enrolment Agencies who have done extreme well in UID project were unable to participate in the tender, hence we request with competent authority to remove the eligibility clause of currently running ASK's to consider past experience of the agencies and give us opportunity to participate in this tender.	Refer RFP Clause 1.3
79	35	26.8	The Bidder shall extend all of the outsourced banking & financial services by deploying such personal who has high integrity and meet the qualifications & other	Query.1 - Do we need to provide only operators for UIDAI or BC for both Banking and financial services as well as UIDAI	Please Refer Amendment -1,(Only Operator For UIDAI Services To Be Provided)
80			criteria stipulated by the Reserve Bank of India, Government or the Bank from time to time and agrees and undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act 1948.	Query.2:- Fixed Payout mentioned in this RFP is lesser than the minimum wage payment, meeting the provisions of Minimum wages Act is difficult, request to relook into revision of Fixed payout	Please Refer Amendment -1(Total Variable Charges Will Be Passed To Bidder.) & Refer RFP Doc Clause 26.8,32.2 &32.3
81	36	28.9	The Service Provider shall indemnify, protect & save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of all hardware and software used by them.	Query.1-- Hardware & Software is being provided by bank then copyright or trademark etc will be responsibility of bank, correct our understanding Query.2-- As per RFP hardware will be provided by bank and maintenance will be managed by SP then in case of software and hardware licences who will bear the cost bank	In Case Of Violation Of Banks It (Information Technology) Policy Any Damages Arised Will Be Passed On To The Bidder. Where Ever Amc Is Available For Hardware, Cost Will Be Borne By Bank. Bidder Has To Absorb The Cost In Other Cases.
82	9	1.3 Eligibility Criteria	The Bidder Company should have made positive Net worth in at least two financial years.	We request to consider last 3 Years of Net worth	Please Refer Amendment -1
83	9	1.3 Eligibility Criteria Point No.3	The Bidder should have an average turnover of Rs.2 crore or above during the immediate 2 last financial years	We request to consider last 3 Years of turnover	Please Refer Amendment -1
84	9	1.3 Eligibility Criteria Point No.7	Currently, the bidder should have been empanelled by any Scheduled Commercial Bank/RRBs/Central or State Government agencies/Registrars of UIDAI in India for Aadhaar Enrolment Agency related work for at least 50 ASKs	Those are empanelled with UIDAI, will they are participated with this RFP. Due to Covid-19 pandemic situation most of EA was not operational.	As Per RFP



PRE BID QUERIES AND REPLY TO RFP No. FIW/02/2021 dated 28.05.2021 (Supply of UIDAI certified manpower, hardware maintenance support & software related support for aadhaar seva kendras (ASKs).)					
85	21	3.8 Determination of L1 Bidder Point No.3.8.3.1	Bidders, whose Commercial Bids (Indicative) has been opened by the Bank will be called for the Reverse Auction.	Any Capping Price for Reverse auction	Please Refer To RFP Clause 3.8.3.4
86	7	3	a) The Operator should work in the ASK on all the working days of the branch in which the ASK is established.	How we can appoint an alternate Aadhaar agent at one ASK branch, because as per UID norms only one Aadhaar agent ID is created for one ASK Branch. If we deploy the Aadhaar agent and He/she is suffering from any type of issues like health or personal issues and the ASK remains non-functional more than one day then the charges will be deducted for the number of days not worked, from the Fixed charges or it will consider?	Please Refer Amendment -1
87			b) One day leave can be permitted per month, in case of more than one day leave is taken, an alternative operator should be deployed to the ASK. No ASK should remain non-functional more than one day (working days) in a month.		
88			c) Proportionate charges will be deducted for the number of days not worked, from the Fixed charges agreed for the ASK, besides penal provisions.		
89	10	1.3	Eligibility Criteria- Serial no 7	Section 1.3.7 in pg no 10 do not allow us to participate in the bidding as we are recurrently not empanelled by any Bank/PSUs	AS PER RFP
90	15 APPENDIX IV	2.4 ROLE AND RESPONSIBILITIES	Annexure XII B (Commercial bid) To be submitted along with bid documents without any amounts. Price /commercial to be quoted in this format during on-line indicative sealed bid. Fixed Charges -Rs 7500/-	We have to quote rate not lower than this fixed charges. Please clarify it.	PLEASE REFER AMENDMENT -1
91	APPENDIX IV	ROLE AND RESPONSIBILITIES	Variable Charges	Is it fixed like 1-150- L1 BID PRICE 151-300- Rs 15 per Txn 301-450-Rs 20 Per Txn Above 450- Rs 25 per Txn Please clarify it or it also quote in financial bid.	BIDDING TO BE DONE ONLY FOR VARIABLE CHARGES FROM TXN 1-150
92	30	15 (COMPLIANCE WITH LAWS)	Labour Law (Minimum Wages)	We must comply with Minimum Wages Act, contract labor Act, PF and ESIC. Suppose we may quote rate less than minimum wages then it will not be acceptable and we have to follow the guidelines of minimum wages in respective zone. Please clarify it.	PLEASE REFER AMENDMENT -1(TOTAL VARIABLE CHARGES WILL BE PASSED TO BIDDER.) & REFER RFP DOC CLAUSE 26.8,32.2 &32.3
93	13	1.13 (Documentation)	Technical information in the form of Brochures/Manuals/CD etc	Is it submitted all technical document in hard copy or submitted online. Please clarify it.	REFER RFP CLAUSE 2.5.1
94	10	1.3	Currently, the bidder should have been empanelled by any Scheduled Commercial Bank/RRBs/Central or State Government agencies/Registrars of UIDAI in India for Aadhaar Enrolment Agency related work for at least 50 ASKs	We are corporate BC in SBI since 2016, we have expertise in sourcing UIDAI certified manpower As per UIDAI guidelines the CBS of PSB are eligible consider 5 years experience in corporate BC	AS PER RFP
95				In the event of being company pvt ltd formed as a result of demerger, amalgamation the service rendered by its predecessor in accordance shall be reckoned and considered	PLEASE REFER RFP CLAUSE 1.3 POINT NO 7
96	Page 7 & 8	About RFP	As per RFP one bidder can bid for 3 clusters only.	Can we choose any 3 clusters from 1 to 11 clusters or it is mandatory to choose one from the affiliated banks too means cluster 12 to 14	MAXIMUM 3 CLUSTERS TO BE OPTED FROM OUT OF 15
97	Page 7 & 8	About RFP	Agreement has to be signed for the contract period of 3 years subject to renewal for further period.	Will this agreement cover the SLAs or for SLAs separate agreement needs to be signed?	SEPARATE SLA TO BE EXECUTED
98	13	1.12	PBG has been fixed @ Rs. 10,000/- per ASK. PBG has to be in the form of Irrevocable and unconditional BG from a bank for the period of 3 plus 1 i.e., 4 years	Here, a huge amount remains blocked for a long period. Can this PBG be reduced to a lesser amount viz. Rs. 5,000/- per ASK?	PBG IS KEPT TO 3% OF TOTAL CONTRACT VALUE AS PER NEW GUIDELINES



PRE BID QUERIES AND REPLY TO RFP No. FIW/02/2021 dated 28.05.2021 (Supply of UIDAI certified manpower, hardware maintenance support & software related support for aadhaar seva kendras (ASKs).)					
99	7	Appendix-III Service Levels (Illustrative)	The Operator should work in the ASK on all the working days of the branch in which the ASK is established - One day leave can be permitted per month, in case of more than one day leave is taken, an alternative operator should be deployed to the ASK. No ASK should remain non-functional more than one day (working days) in a month.	Please clarify, will the Bank get the substitute operator activated from UIDAI in such a short time or have some other provision. It is important because bank will deduct payment from fixed charges proportionately for dysfunctional days besides penal provisions. What are those penal provisions?	PLEASE REFER AMENDMENT -1
100	7	Appendix-III Service Levels (Illustrative)	All the ASKs in the cluster/s allotted to the bidder should be active - For inactiveness of the ASKs, UIDAI is proposing to levy penalty (presently of Rs.20,000/-) per centre per month.	It seems to be very heavy penalty. Can't it be made a reasonable amount because no single ASK can earn this much amount in a month.	IT WILL BE IMPOSED AS AND WHEN RECOVERED FROM BANK BY UIDAI
101	8	Appendix-III Service Levels (Illustrative)	Any damage/loss of Bank Hardware in transit for the purpose of repairing should be borne by the service provider - Bidder should ensure no damage/loss to Bank hardware	Please define the damage. Because if some hardware requires repair due to wear and tear caused by usage or accidently damaged by some enrolling resident or theft from the EC means bank branch, in such case how the Service Provider be held liable? Who will handle transit damage?	BIDDERS REPRESENTATIVE AT EC/BRANCH IS THE CUSTODIAN OF THE ASK KIT HENCE LAIBLE FOR ANY DAMAGES.
102	10	Payment to Bidders	Fixed charges are Rs. 7,500/- P. M.	Keeping in view low footfall at many locations, can the bank raise Fixed charges little more like Rs. 9,000/- P.M means assured income?	PLEASE REFER AMENDMENT -1
103		Clause 1.3 (3)		Average Turnover of 2 Crores during immediate 2 years to be changed to Turnover of 2 Crores during any of the last three Financial year. (FY 18-19, 19-20, 20-21) from similar work	PLEASE REFER AMENDMENT -1
104		Clause 1.3(7)		Currently bidder to be empanelled for at least 50 ASKs to be changed to More than 50 ASKs during last three Financial Years.	AS PER RFP



