

PRE BID QUERY REPLIES TO RFP ASK:RFP:01:2022 dated 05.01.2022 Request for proposal for SUPPLY OF ASK(AADHAR SEVA KENDRAS) KITS AND MANPOWER -OPEX MODEL AT BANK BRANCHES.					
Sl NO	PAGE NO OF RFP	CLAUSE NO	RFP CLAUSE	BIDDER'S QUESRY	BANKS REPLY
1	7	Clause No 2 Point No 2.7	"OPEX MODEL" is a ASK set up at Bank branches where in the ASK kit and Manpower deployed by service provider shall work during branch business hours.	We suggest ot follow the "Index Model" where the bank gas to do the agreement for the kit with the bidder separately for the rent of the kit, and fixed the nominal rent for the kit.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
2	7	Clause No 2 Point No 2.7	"OPEX MODEL" is a ASK set up at Bank branches where in the ASK kit and Manpower deployed by Service Provider shall work during branch business hours	Please consider a Remuneration - Since UIDAI kit and maintenance is being taken care of by the bidder. We request to provide some daily rent or maintenance cost per kit	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
3	9	Clause No 3 Point No 3.2	Interested Bidders, who will provide the ASK kit and Manpower for one or more (Maximum TWO) of Four zones in the Bank and meeting the Eligibility Criterias as below may respond.	We suggest to allow the bidder to apply for all four zones.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
4	9	Clause No 3 Point No 3.2	Interested Bidders, who will provide the ASK kit and Manpower for one or more (Maximum TWO) of FOUR zones	Interested Bidders, who will provide the ASK kit and Manpower for All FOUR ZONES of FOUR zones.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
5	9	Clause No 3.2 Point No 3	The Bidder should have positive Net worth as on 31.03.2021	As a newly registered company we are requesting to amend this clause because our company was registered on august 2021, kindly consider our start up certificate.	Refer to Amendment -1 to this RFP
6	10	Clause 3.2 Point No 3	The Bidder should have Positive Net Worth as on 31/03/2021.	Bidders Net worth. If Bidder is new MSE, then it will exempt or not.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
7	10	Clause 3.2 Point No 6	Neither the bidder nor its promoters and Directors should be defaulters to any financial institution in India. The bidder should not have been reported against by any Public Sector Bank to Indian Banks' Association for any malpractice, fraud, poor service, etc.	CA is difficulty in to issue the Certificate of each Promoter and Director regarding PAN India PSU Banks and last line of said clause which includes etc. So the Clause has to be relax. The Self Declaration of each Director/Promoter/ other can be applicable.	Refer to Amendment -1 to this RFP
8	10	Clause No 3.2 point No 3	The Bidder should have Positive Net Worth as on 31/03/2021.	Our company audit is not completed for the 2021-2022. Government has also extended due date. We request you to accept last 5 year net worth and Financial turnover upto financial year 2019- 2020	RFP clause is self explanatory. Bidder shall comply with RFP terms.
9	10	Clause No 3.2 point No 7	Bidder company should not be owned or controlled by any Director or employee (or relatives) of CANARA BANK	Bidder company should not be owned AND controlled by any Director or employee (or relatives) of CANARA BANK	Refer to Amendment -1 to this RFP
10	12	Clause No 4 Point No 4.3	The human resources and infrastructure (support services, facility, hardware and connectivity) required for end-to-end solution would belong to be maintained, managed and operated by the successful Bidder	The human resources and infrastructure (support services, facility, hardware and connectivity) required for end-to-end solution would belong to OR HAVE TIE UP WITH SERVICE PROVIDERS OR MADE AVAILABLE ON RENT OR ARRANGED FROM VENDORS be maintained/ managed and operated by the successful Bidder. THE SUCCESSFUL BIDDER WILL BE RESPONSIBLE FOR UNINTERRUPTED OPERATION OF THE SOLUTION.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
11	12	Clause No 5 point No 5.1.1	Earnest Money Deposit (EMD)/Bank Guarantee in Lieu of EMD	Please confirm that 1. Bidder can submit EMD in form of Demand draft or FDR or NEFT rather than Bank Guarantee Form. 2. If Bidder apply for two zones, EMD will be submitted separately Zone wise or it can be consolidated Rs. 25 Lacs in form of FDR/Draft/NEFT/BG.	Refer to Amendment -1 to this RFP
12	12	Clause No 5 Point No 5.1.3	Submission of Bid Security/Earnest Money Deposit is waived for MSE & Start Up Bidders only upon production of appropriate certificates, issued prior to RFP date, from competent authority as mentioned in Clause 16 & 17 of this RFP	We have MSME registration certificate "UDYAM Certificate" and type of Enterprise is small. Please confirm whether EMD is waived off?	RFP clause is self explanatory. Bidder shall comply with RFP terms.
13	12	Clause No 5 Point No 5.1.3	Submission of Bid Security/Earnest Money Deposit is waived for MSE & Start Up Bidders only upon production of appropriate certificates, issued prior to RFP date, from competent authority as mentioned in Clause 16 & 17 of this RFP	We have MSME udyam registration certificaet , pls confirm if we are eligible for Bid security with the said registration certificate and wil we be eligible for EMD wave off. Kindly confirm .	RFP clause is self explanatory. Bidder shall comply with RFP terms.
14	13	Clasue No 7 point No 7.8	The successful bidder/s shall also be required to also man and manage all the incidental activities related to the scope of the RFP	ALL THE INCIDENTAL ACTIVITIES RELATED TO THE SCOPE OF THE RFP TO BE DESCRIBED IN DETAIL.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
15	14	Clause No 7 Point No 7.10	The Bidders shall exercise due diligence and only engage persons having established identity, integrity, requisite qualifications & skills and deployment experience for all critical activities only from same pin code/City limit of the ASK	The Bidders shall engage persons as RECOMMENDED BY THE BANK BRANCH /RO/CO/HO AND CONFIRMED BY HO FI WING. Having established identity, integrity, requisite qualifications & skills and deployment experience for all critical activities only from same pin code/City limit of the ASK	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
16	14	Clasue No 8 Point No 8.4	The successful bidder shall indemnify the Bank from transaction risk (from hardware error, human error, negligence and mismanagement) and fraud risk (loss to earnings or capital or penalties due to intentional deception by its employees, customers, agents, external entities, etc	Adequate compensation for bearing of Transaction Risk and Fraud Risk to be incorporated in Payment structure.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.



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17	14	Clause No 7 point No 7.12	Before engagement of New operators, the successful bidder/s should submit Reference from two respectable persons of that area known to the bank.	We request to consider relaxation/waive off in this norms	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
18	15	Clause No 8 Point No 8.7	The successful bidder shall maintain adequate documentation, records, audit trails, etc and cooperate with UIDAI, RBI/Bank's internal audit teams, regulatory authorities and third-party external auditors for conducting periodical audit and arrange for necessary access to relevant information / assets under the control of the bidder	The specified document formats, authority to maintain and frequency of backup and audit to be clearly stipulated.	As per terms and coditions of RFP. Bidder to comply with RFP terms and conditions.
19	15	Clause No 9 Point No 9.5	Bidders shall ensure that faulty front-end equipment is repaired or replaced within a maximum period 72 hours of reporting. A penalty of Rs. 1000/- per day for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 5,000/- per month till the ASK location is functional	We request you to please decrease the penalty amount.	Refer to Amendment -1 to this RFP
20	15	Clause 9 Point No 9.1	9.1. The Bidders shall be required to ensure that the ASK is located within the Banks branches Geographical area allotted. The Bidders shall be required to provide training and operational support for the front end infrastructure supporting the ASK services - Opex model including the Laptop/Desktop, IRIS Scanner, Slap Scanner & Printer cum Scanners, Digital cameras, GPS Devices, as per the specifications given by UIDAI (STQC) mentioned in ANNEXURE-VII	What is the duration and frequency of the training expected ?	As per UIDAI guidelines
21	15	Clause 9 Point No 9.6	9.6. Adequate number of spare machines, etc should be maintained by Bidder for immediate replacement.	What is the expected percentage ?	As per terms and coditions of RFP. Bidder to comply with RFP terms and conditions.
22	15	Clause No 9 point No 9.2	Bidders shall own and operate entire Hardware including the front-end systems and all hardware applications, network connectivity, consumables, Stationery etc at the ASK would be to the cost of the Bidder	Bidders shall own OR HAVE TIE UP WITH SERVICE PROVIDERS OR MADE AVAILABLE ON RENT OR ARRANGED FROM VENDORS and operate entire Hardware including the front-end systems and all hardware applications, network connectivity, consumables, Stationery etc at the ASK would be to the cost of the Bidder	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
23	15	Clause No 9 Point No 9.5	Bidders shall ensure that faulty front-end equipment is repaired or replaced within a maximum period 72 hours of reporting. A penalty of Rs. 1000/- per day for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 5,000/- per month till the ASK location is functional.	Request for 3 working days to equipment is repaired or replaced of reporting	Refer to Amendment -1 to this RFP
24	15	Clause No 9 Point No 9.6	Adequate number of spare machines, etc should be maintained by Bidder for immediate replacement.	Request for 3 working days to equipment is repaired or replaced of reporting	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
25	15	Clause No 9 Point No 9.7	Network security between UIDAI server and ASK station will be at the sole responsibility of the bidder	Network security between UIDAI server and ASK station will be at the sole responsibility of the bidder AND FOR UNIFORMITY OF SECURITY PROTOCOLS, THE REQUIRED APPLICATION SOFTWARE WILL BE PROVIDED BY THE BANK.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
26	16	Clause No 9 point No 9.10.2	As a part of facility management the Successful Bidder shall have minimum THREE technically competent resource for each of the zones at places stipulated by the Bank at the vendor's cost, who shall be available as per Bank's working hours for attending any troubleshooting/updates/modifications in concurrence with the bank	We will deploy One resource at each of the Zones, intially, based on the requirements of the Zones, we will increase the resource to Two or Three, kindly consider our request.	As per terms and coditions of RFP. Bidder to comply with RFP terms and conditions.
27	16	Clause 9 Point No 9.8	9.8.2 The device deployed should have STQC certification.	What is the frequency of these certificates ?	As per UIDAI guidelines
28	16	Clause No 9 point No 9.8.7	The successful bidder/s shall be required to supply hardware relating to any new services to be enabled at ASK locations / any other new process mandated in future by UIDAI.	The successful bidder/s shall be required to supply hardware relating to any new services to be enabled at ASK locations / any other new process mandated in future by UIDAI AT MUTUALLY AGREED COST.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
29	17	Clause No 10 Point No 10.1.2	Supply of Aadhaar enrolment kits conforming to UIDAI specifications along with Bidders' own arrangement of independent Internet Connectivity in the 1000 identified branches by the bank.	It will be provided by the bank branches due to security reason.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
30	18	Clause No 12.3 Point No 12.3.8	Arranging insurance for all devices deployed at the ASKs.	Please mention which type of Insurance require.	The deployed devices to be insured appropriately to cover all risks.
31	18	Clause No 12.3 Point No 12.3.9	In case of temporary / permanent termination of operator at any outlet, Successful Bidders to make alternate arrangement to ensure continuity of UIDAI services to the customers/residents within 7 days. A penalty of Rs. 1000/- per day for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 5,000/- per month till the ASK location is functional.	Due to this activity Operator will be activated from RO UIDAI/Tech support and we have no control on this, May you are requested kindly remove this penalty clause.	As per terms and coditions of RFP. Bidder to comply with RFP terms and conditions. Refer to Amendment -1 to this RFP
32	18	Clause 12 Point No 12.3.4	12.3.4 Successful Bidder shall ensure regular payment of remunerations to the Operators.	What is the frequency of this ? And How much ?	Frequency- Monthly. As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.



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33	18	Clause No 1 Point No 11.1.2	The successful bidder shall assist the bank in defining exceptional transactions and monitor all such exceptional transactions and report to Bank as and when found	The specified document formats, authority for exceptional transactions to maintain and frequency of backup and audit etc to be clearly stipulated.	As per terms and conditions of RFP. Bidder shall comply with RFP terms and conditions.
34	19	Clause No 12 Point No 12.2.1	Safe upkeep of front end device viz. Desktop /laptop, IRIS scanner, SLAP/finger scanner, GPS device, printer cum scanner, monitor etc. Under no circumstances the KIT should be taken outside branch premises without written permission of CANARA BANK HEAD OFFICE FI WING ASK SECTION	To keep devices safe in Bank premises adequate lock and key wardrobe shall be provided by BANK at each location.	Standard operating Procedure shall be provided to successful bidders after executing Service Level Agreement.
35	19	Clause No 13 point No 13.3.1	In case of Rural/Semi Urban locations, Operators shall be appointed from same pin code.	We request to consider relaxation/waive off in this norms	Refer to Amendment -1 to this RFP
36	19	Clause No 13 point No 13.3.2	In case of Metro/Urban locations, all Operators shall be appointed from same Corporation/Municipal limit and shall on-board at least 80% female operators	We request to consider relaxation/waive off in this norms	Refer to Amendment -1 to this RFP
37	19	Clause No 12 Point No 12.4.5	The Hardware in transit and inside Bank branch are to be insured by the bidder against all risks of loss or damages.	We inquired and found that no insurance company is accepting insurance requests for Aadhaar Kit or Machinery, in such a case what shall a service provider do?Also, who shall be responsible if the Aadhaar Kit or Machinery is stolen due to any theft that happened in the branch or if it gets damaged or broken by the mob?	As per terms and conditions of RFP. Bidder shall comply with RFP terms and conditions.
38	19	Clause No 13 Point No 13.2	In case of Rural/Semi Urban locations, Operators shall be appointed from same pin code	It will be our best efforts to appoint the Operators from same pin code, however, in rare events if we have to appoint Operators from different pin code kindly allow us to do the same.	Refer to Amendment -1 to this RFP
39	19	Clause No 13 point No 13.3.1	In case of Rural/Semi Urban locations, Operators shall be appointed from same pin code.	This type of guidelines not applicable from UIDAI. We have requested kindly consider our request for remove this clause.	Refer to Amendment -1 to this RFP
40	19	Clause No 13 Point No 13.3.1	In case of Rural/Semi Urban locations, Operators shall be appointed from same pin code.	What shall be the solution in case if no operators are available to work as ASK operators on the exact Pin Code or if no one wants to work in that particular pin code.	Refer to Amendment -1 to this RFP
41	19	Clause No 13 Point No 13.3.2	In case of Metro/Urban locations, all Operators shall be appointed from same Corporation/Municipal limit and shall on board atleast 80% female operators.	We suggest to waive out 80 % criteria of female operator.	Refer to Amendment -1 to this RFP
42	19	Clause No 13 Point No 13.3.2	13. Human Resource requirement	80% female operators at Metro/ Urban locations from same corporations /Municipal is not feasible.	Refer to Amendment -1 to this RFP
43	19	Clause No 13 point No 13.3.2	In case of Metro/Urban locations, all Operators shall be appointed from same Corporation/Municipal limit and shall on-board atleast 80% female operators.	This type of guidelines not applicable from UIDAI. We have requested kindly consider our request for remove this clause.	Refer to Amendment -1 to this RFP
44	19	Clause No 13 Point No 13.3.2	In case of Metro/Urban locations, all Operators shall be appointed from same Corporation/Municipal limit and shall on-board atleast 80% female operators.	In case of Metro/Urban locations, all Operators shall be appointed from same Corporation/Municipal limit AND SHALL ON-BOARD 100% FEMALE OPERATORS	Refer to Amendment -1 to this RFP
45	19	Clause No 13 Point No 13.3.2	In case of Metro/Urban locations, all Operators shall be appointed from same Corporation/Municipal limit and shall on-board atleast 80% female operators.	We request the authority to kindly amend the clause mentioned in the RFP as finding Operators in the same Corporation/Municipal limit as well as appointing 80% women operators is a difficult and time taking task at the ground level and this shall hamper bank as well as Service Provider operations and revenue by delaying the appointment of operators. Also what shall be the solution to the issues in case of women operator have her marriage or gets pregnant, will she be given leave without penalty to the Service Provider? We request the authority to remove the women operator clause.	Refer to Amendment -1 to this RFP
46	19	Clause No 13 Point No 13.3.3	While on-boarding, Bank shall check the Aadhar of the new operator and on-board such operator who fulfill the above mentioned criteria.	Please look at our requests in the above two points, it is not feasible and cannot be fulfilled at ground level hence we request the authority to amend these clauses.	As per terms and conditions of RFP. Bidder shall comply with RFP terms and conditions.
47	20	Clause No 13 Point No 13.10	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.	Since the profit of the ASK Project is been shared with the Service Provider, we request the authority to also share the penalty imposed with the Service Provider in the same manner.	As per terms and conditions of RFP. Bidder shall comply with RFP terms and conditions.
48	20	Clause No 13 Point No 13.11	13. Human Resource requirement	SP need to pay for the default of his operators then why not SP ask operators to pay security.	As per terms and conditions of RFP. Bidder shall comply with RFP terms and conditions.
49	20	Clause No 13 point No 13.11	Human Resource Requirement: The Service Provider should not collect security deposits from Operators in any form	As you mentioned the service provider should not collect security deposits from Operators in any form. Then how the Service Provider will recover the penalty imposed on the operators by UIDAI.	As per terms and conditions of RFP. Bidder shall comply with RFP terms and conditions.

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50	20	Clause No 13 Point No 13.11	The Service Provider should not collect security deposits from Operators in any form.	The Service Provider should not collect security deposits from Operators in any form, HOWEVER A FINANCIAL BOND MAY BE ACCEPTED FOR CONTINUOUS OPERATION ASSURANCE.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
51	20	Clause No 13 Point No 13.11	The Service Provider should not collect security deposits from Operators in any form.	Service Providers are providing Aadhar Kits/Machinery to the Operator if there is any hardware/software issue, theft, or damage to it because of operator's carelessness or mistake; and/or if the operator takes the machine outside the branch for enrolment, overcharge in the branch or do data error while enrolment. The bank shall be recovering the penalty from the Service Provider but the Service Provider have no means to recover that from the operator except going for the legal case under the court of law, which is a very lengthy and long process.Hence, I request the authority to please allow the Service Provider to collect security deposit against the Aadhaar Kit/Machinery and Security deposit against penalty from the Operators so that they do the work efficiently, be obedient towards UIDAI rules for enrolment and if any penalty is imposed from UIDAI on the operator it can be easily recovered and given to the Bank.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
52	20	Clause No 13 Point No 13.4	Bidder shall confirm that every person deployed by them on the project have 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 60 days from the date of Acknowledgement slip. Bank shall have the right to remove such deployed person where Police verification certificate is not submitted within stipulated time.	Getting PCCs at some areas (such as in the District of Assam & Jammu & Kashmir) is very difficult or is not given by the Police Station until a request letter from the bank is given, what shall be the solution if such circumstances arise.Will the bank branch provide the request letter to the operator to help them to get the PCC?	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
53	20	Clause No 13 point No 13.5	In case the performance of the Bidder/their operators/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, the Bidder shall have to replace the said person within the time limit stipulated by the Bank. Non adherence to such communication will be treated as "non-satisfactory" performance. Insucn cases bank will have the right to terminate the contract with the SP when the performance of the SP is non-satisfactory.	As we already mention that due to this activity Operator will be activated from RO UIDAI/Tech support and we have no control on this, May you are requested kindly remove this penalty clause.	As per terms and coditions of RFP. Bidder to comply with RFP terms and conditions.
54	20	Clause No 13 Point No 13.6	The vendor shall immediately take cognizance of such request and provide the replacement sought. Bank reserves the right to entry into its premises for such persons whose replacement is sought and delay in providing the replacement beyond 3 days' time would entail appropriate liquidated damages/penalties as detailed elsewhere in this document. Further, the bidders will also be liable for the penalties that may be levied by UIDAI.	As per clause 13.5 how can an operator will be replaced in 3 working days as there are a lot of clauses that need to be checked also the UIDAI TAT for activation is 15 working days. Hence, we request the authorities to kindly increase the replacement time to 15 days.	Refer to Amendment -1 to this RFP
55	20	Clause No 13 Point No 13.8	SP shall be solely liable & responsible for compliance of applicable Labour Laws in respect of its employees, agents& representatives and in particular Laws relating to terminal benefits such as minimum wages, Pension, Gratuity, Provident Fund, Bonus or other benefits to which they may be entitled and the Bank shall have no liability in this regard	SP shall be liable for Labour Laws like minimum wages. In order the SP to comply with minimum wages to the employee, there should be a minimum fixed wages payment by Bank.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
56	20	Clause No 13 Point No 13.9	The Bidder shall extend all of the outsources UIDAIs enrolment/updation services by deploying such personal who has high integrity and meet the qualification and other criteria stipulated by UIDAI, Government or the Bank from time to time and agrees 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.	According to the minimum wages Act 1848, we suggest to fixed minimum payout for the ASK apart from the vairable payout.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
57	20	Clause No 13 Point No 13.9	13. Human Resoure requirment	No salary being paid by Bank. Only commision is offerred then why minimum wage act need to follow. SP will also offer commision to operators.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
58	20	Clause No 13 Point No 13.9	The Bidder shall extend all of the outsourced UIDAI's Enrolment/Updation services by deploying such personal who has high integrity and meet the qualifications & other criteria stipulated by the UIDAI, Government or the Bank from time to time and agrees 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.	Will the Minimum Wages be decided state-wise? We request you to please share the Minimum Wages rate as per cluster to avoid any confusion.	Bidder shall comply with minimum wages notified by the respective state.



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59	20	Clause No 14 Point No 14.2	Payment Terms	Please consider the payment and Penalties - Since Bank is not paying for any new enrolment but imposing all the penalties in that case operator will not attempt any new enrolment as there is risk of error and may result into penalty. We propose Bank to share commission on new enrolments as well.	Refer to Amendment -1 to this RFP
60	21	Clause No 13 point No 13.5	Each operator must perform minimum 100 Enrolment/Updates per month. If non-performance continues for 3 months, Bank may ask to change the Operator without any cost to Bank.	Please consider operator's minimum performance because UIDAI Locations are increasing day by day and enrollment and updation proportionately need be minimize accordingly. We propose relaxation in this criteria.	As per terms and conditions of RFP. Bidder shall comply with RFP terms and conditions.
61	21	Clause No 14 Point No 14.2	PAYMENT TERMS	The rate/charges should be fixed in the mode of fixed and variable charges by the bank itself for the purpose of sustainability of the AEC operators and the system.	Refer to Amendment -1 to this RFP
62	21	Clause No 13 point No 13.12	All infrastructure item including Laptop/Desktop, Iris scanner, Finger Scanner, GPS device, Camera, Printer cum scanner, table light etc. will be owned by the bidder.	We can understand all items will be owned by the bidder, but sometimes these Opex will take on the rented.	As per terms and conditions of RFP. Bidder shall comply with RFP terms and conditions.
63	21	Clause No 13 point No 13.12	Human Resource Requirement: All infrastructure item including Laptop/ Desktop, Iris scanner, Finger Scanner, GPS device, Camera, Printer cum scanner, table light etc. will be owned by the bidder.	As you said all Infrastructure items used for Aadhaar enrollment work at AEC Branches will be owned by the bidder. Is it applicable, If the Service Provider will hire the Aadhaar operators with his/ her own Infrastructure items Laptop/Desktop, Iris scanner, Finger Scanner, GPS device, Camera, Printer cum scanner, table light, etc. used for Aadhaar enrollment work at AEC Branches?	As per terms and conditions of RFP. Bidder shall comply with RFP terms and conditions.
64	21	Clause No 13 Point No 13.15	Each operator must perform minimum 100 Enrolment/Updates per month. If non-performance continues for 3 months, Bank may ask to change the Operator without any cost to Bank.	In the event the operator is unable to perform the minimum enrolments/updates, can we change the center location for better reach.	Bank at its sole discretion may change location after complying UIDAI guidelines in this regards.
65	21	Clause No 14 Point No 14.2	The Bank will only share the fees collected from residents for Aadhar updates done at ASK center in branches. Under no circumstance, Bank will pay any money in any way apart from the above mentioned condition.	1. What about the payment or commission of New and Mandatory Payment that is received by UIDAI to the bank? 2. Is there no fixed charges or salary that shall be paid by the Bank to the Operators? 3. We also request the authority to bifurcate and inform us of the update rate so that we know at what rate, that shall be collected in the bank branch, we shall be bidding in the tender.	Refer to Amendment -1 to this RFP
66	21	Clause No 14 Point No 14.2	The Bank will only share the fees collected from residents for Aadhar updates done at ASK center in branches. Under no circumstance, Bank will pay any money in any way apart from the above mentioned condition.	Please clarify how to pay the amount mentioned in commercial if bank pay only the fee collected from residents. Also please clarify which min wages is applicable (State or Central Min Wages) Rate (in %) quoted includes supply of ASK hardware as specified in annexure VII of this RFP, maintenance of such supplied hardware and remuneration to Operators including terminal benefits such as minimum wages, Pension, Gratuity, Provident Fund, Bonus or other benefits to which operators may be entitled, stationary and all expenses incidental to the operation at the ASK, connectivity charges, cost of consumables (printer paper, ribbons, cells) and any other charges mentioned in this RFP.	Refer to Amendment -1 to this RFP
67	21	Clause No 14 Point No 14.2	The Bank will only share the fees collected from residents for Aadhar updates done at ASK center in branches. Under no circumstances, Bank will pay any money in any way apart from the above mentioned conditions.	According to UIDAI norms they pay for mandate update and new enrolment so I will suggest to pay also apart from fee collected from residence for Aadhar Updates.	Refer to Amendment -1 to this RFP
68	21	Clause No 14 Point No 14.2	14. Payment Terms	SI 1 Bank will only share the fee collected of Aadhar Updates but no sharing of Enrolments	Refer to Amendment -1 to this RFP
69	21	Clause No 14 Point No 14.2	PAYMENT TERMS: Commission Sharing: The Bank will only share the fees collected from residents for Aadhaar updates done at ASK center in branches. Under no circumstance, Bank will pay any money in any way apart from the above mentioned condition.	Apart from your mentioned fees sharing structure, UIDAI also pays the fees of New enrollment and Mandatory enrollment to the Bank. But As per the UIDAI Guidelines, the operator will not collect that fee from residents. Is it possible, If the Bank will share the New enrollment and Mandatory enrollment fees, which UIDAI is paying for free-of-cost enrollment with the service provider?	Refer to Amendment -1 to this RFP



SI NO	PAGE NO OF RFP	CLAUSE NO	RFP CLAUSE	BIDDER'S QUESRY	BANKS REPLY
70	21	Clause No 14 Point No 14.2	The Bank will only share the fees collected from residents for Aadhar updates done at ASK center in branches. Under no circumstance, Bank will pay any money in any way apart from the above mentioned condition.	The Bank will only share the fees collected from residents for Aadhar updates done at ASK center in branches. Under no circumstance, Bank will pay any money in any way apart from the above mentioned condition. THE MONEY RECEIVED FROM UIDAI AFTER THREE MONTHS FOR ENROLMENT AND MANDATORY UPDATION SHALL BE PAID IN SAME SHARE PERCENTAGE AS SPECIFIED FOR UPDATION IN BRANCHES AFTER COMPLETION OF FOUR MONTHS.	Refer to Amendment -1 to this RFP
71	21	Clause No 14 Point No 14.2	14. PAYMENT TERMS: Commission Sharing: o The Bank will only share the fees collected from residents for Aadhar updates done at ASK center in branches. Under no circumstance, Bank will pay any money in any way apart from the above mentioned condition.	1. Commisson Sharing is only for Amount collected from Residents for Aadhaar Updates(Biometric & Demographic Updates) as ASK? Or For New Enrolments, Mandatory Updates, Child Enrolments? UIDAI Was sharing amount to Registrars for this Enrolments? Kindly Clarify which are the Commision sharing to Bidders?	Refer to Amendment -1 to this RFP
72	25	Clause 17 Point No 17.3	17. Start-up: 17.3. For availing the relaxations, bidder is required to submit requisite certificate towards Start-up enterprise registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant (not being an employee or a Director or not having any interest in the bidder's company/firm) and notary public with legible stamp.	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 The Certificate having Unique Number and it can be Easily verified Through Startup Portal. 1. Again Certificate Should be Certified by CA? 2. Again need to do Notary Public with legible stamp? (If Required means what should be Cost of Stamp?)	As per terms and coditions of RFP. Bidder to comply with RFP terms and conditions. Appropriate stamp duty as applicable for the respective state.
73	25	Clause 18 Point No 18.1	18. Procurement through Local Suppliers (Make in India): 18.1 All the relevant documents/information regarding claim for preferential treatment under this policy must be submitted along with offer by the tenderers. Post tender submission of these information/documents shall not be considered. Further firms seeking these considerations shall be completely responsible for the truthfulness and authenticity of their claim for these benefits.	1. What Kind of Documents/Information Required to claim this? Any Particular formats availble ? Any Certificates Required ?	Please refer to RFP Annexure IX A and IX B. 'Local Content' means the amount of value added in India which shall, unless otherwise prescribed by the Nodal ministry, be the total value of item procured (excluding domestic indirect taxes) minus the value of imported content in the items (included all customs duties) as a proportion of the total value, in percentage. The 'local content' requirement to categorize a supplier as 'Class-I Local supplier' is minimum 50%. For 'Class-II local supplier' the 'local content' requirement is minimum 20% In case of procurement for a value of Rs.10 Crores, the 'Class-I local supplier'/'Class-II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content. Bidders have to refer https://dplit.gov.in/public-procurements for complete guidelines and submit relevant certificate in compliance to Public Procurement (Preference to Make in India) order 2017. Bank intends to buy only Operator services from the bidders and hardwares procured by the bidder is supplementary for the functioning of ASK services.
74	29	Clause No24 Point No 24.2.1	24.Organisation of Bids	Bill of Material along with the cost -Annexure XVII along with Undertaking letter.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
75	36	Clause 34 Point No 34.9	34. Evaluation of Technical bids: 34.9. Bidders should score minimum 60% marks out of 100 marks as per scoring matrix to become eligible for participating in the Commercial Bid. In other words, Commercial bid of those bidders who secured minimum 60% marks in technical evaluation criteria only will be opened	How marks allotted to Startups, MSEs Companies	Marks to all Bidders will be allotted as per RFP Clause 36.2

PRE BID QUERY REPLIES TO RFP ASK:RFP:01:2022 dated 05.01.2022 Request for proposal for SUPPLY OF ASK(AADHAR SEVA KENDRAS) KITS AND MANPOWER -OPEX MODEL AT BANK BRANCHES.					
SI NO	PAGE NO OF RFP	CLAUSE NO	RFP CLAUSE	BIDDER'S QUESRY	BANKS REPLY
76	37	Clause 35 Point No 35.5	35. Bidders Presentation /Site Visits / Product Demonstration/POC 35.5. Bidders should arrange for visits to the reference sites wherein the product is successfully implemented by them. The bidder shall take necessary permission from the site owner and demonstrate the features & performance to Bank at their own cost.	1. How Newly Startups can make Arrangements for this Any Relaxation for STARTUPS and MSEs	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
77	38	Clause No 36.2 Point No 1	Net-worth as on 31.03.2020 • Above 20.00 Cr (10 Marks) • 15.01 Cr to 20.00 Cr (08 marks)	Requesting the authority to please clarify that Net-worth as on 31.03.2020 or as on 31.03.2021?	Net worth as on 31.03.2020 as per Audited balance sheet.
78	38	Clause No 36.2 Point No 1	Net-worth as on 31.03.2020 • Above 20.00 Cr (10 Marks) • 15.01 Cr to 20.00 Cr (08 marks) • 10.01 Cr to 15.00 Cr (06 Marks) • 05.01 Cr to 10.00 Cr (04 Marks) • 0.00Cr to 05.00 Cr (02 Marks)	Requesting the authorities the reduce the Net Worth or amend the marks allotted, as the Net Worth considered by the Bank is of FY 2019-20 and Net Worth of the companies have changed in the last two financial years.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
79	38	Clause No 36.2 Point No 1	Net-worth as on 31.03.2020 • Above 20.00 Cr (10 Marks) • 15.01 Cr to 20.00 Cr (08 marks) • 10.01 Cr to 15.00 Cr (06 Marks) • 05.01 Cr to 10.00 Cr (04 Marks) • 0.00Cr to 05.00 Cr (02 Marks)	As a newly registered company we are requesting to amend this clause because our company was registered on august 2021, kindly consider our start up and MSE certificate.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
80	38	Clause No 36.2 Point No 1	Net-worth as on 31.03.2020 • Above 20.00 Cr (10 Marks) • 15.01 Cr to 20.00 Cr (08 marks) • 10.01 Cr to 15.00 Cr (06 Marks) • 05.01 Cr to 10.00 Cr (04 Marks) • 0.00Cr to 05.00 Cr (02 Marks)	Net worth is exempted for NEW MSE entrepreneur	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
81	38	Clause No 36.2 Point No 1 to 6	36.2. Technical Evaluation Matrix S.NO.1 - Net-worth as on 31.03.2020 S.N.2- Empanelment letter from UIDAI as Enrolment Agency and having done satisfactory Enrolment/updatons S.N.3 - Total ASK locations in PSB/RRB in India S.N.4- Tie up with PSBs/RRBs in India S.N.5- States & Union Territories Covered in PSB/RRB in India S.N.6- Percentage of Active ASK Locations allotted to Bidder in PSB/RRB in India S.N.7, S.N.8 , S.N.9, S.N.10	From S.N.1 to S.N.10 How marks allotted to STARTUPS and MSME Companies. How Evaluation Matrix applicable to STARTUPS and MSMEs Kindly Clarify What is the Total Minimum Marks to be obtained to be qualified in Technical Bid for STARTUPS & MSMEs	Marks to all Bidders will be allotted as per RFP Clause 36.2
82	38	Clause No 36.2 Point No 2	Empanelment letter from UIDAI as Enrolment Agency and having done satisfactory Enrolment/updatons • Letter from UIDAI (04 Marks) • No Empanelment from UIDAI (01 Marks)	UIDAI had stopped the empanelment of private Enrolment Agency under them from the year 2017 after that only PSUs, Banks, and State Government Institution\$ are only appointed as enrolment agencies and impaneled in UIDAI. Hence, I request the authority to amend the clause.	Refer to Amendment -1 to this RFP
83	38	Clause No 36.2 Point No 2	Empanelment letter from UIDAI as Enrolment Agency and having done satisfactory Enrolment/updatons • Letter from UIDAI (04 Marks) • No Empanelment from UIDAI (01 Marks)	Earlier UIDAI was giving empanelment letter for there emanpelled agencies now only banks are the empannedled agencies for UIDAI. Kindly amend this point and permit the MSEs and statups.	Refer to Amendment -1 to this RFP
84	38	Clause No 36.2 Point No 2	Empanelment letter from UIDAI as Enrolment Agency and having done satisfactory Enrolment/updatons • Letter from UIDAI (04 Marks) • No Empanelment from UIDAI (01 Marks)	UIDAI certificate for MSE is exempted or not	Refer to Amendment -1 to this RFP



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85	38	Clause No 36.2 Point No 2	Empanelment letter from UIDAI as Enrolment Agency and having done satisfactory Enrolment/Updation ◻ Letter from UIDAI (04 Marks) ◻ No Empanelment from UIDAI (01 Marks)	Please consider this evaluation criteria Bank certificates or satisfactory letter and Service Agreement with Various Banks and RRBs in this category because UIDAI doesn't issue certificate as enrollment Agency to Service Provider Also consider that: 1. Recently, Banks issued certificates in Kerala Gramin Bank and Karnataka Vikas Gramina Bank's RFPs for AEC Services on similar parameters. 2. Some Banks issue the certificates in their own format revealing minimum information.	Refer to Amendment-1 to this RFP Bidder can also submit Bankletter not as per annexure XI. But, It shall be the responsibility of the bidder to submit required Documentary proofs which are necessarily unambiguous and shall be capable of establishing beyond any doubt that bidder is satisfying the particular criteria/clause for which the document is submitted. Decision of the Bank on evaluation of technical bids shall be final and binding on all bidders and Bank won't accept/consider any kind of claims whatsoever from the bidders.
86	38	Clause No 36.2 Point No 2	Empanelment letter from UIDAI as Enrolment Agency and having done satisfactory Enrolment/updatons 5 Letter from UIDAI (04 Marks) No Empanelment from UIDAI (01 Marks)	MSEs and start ups will most likely have no such history of working with UIDAI. So we request to remove this criteria from TQ for MSEs. For more than 2 years now there is no empanelment with UIDAI. UIDAI has not empanelled companies for supply of manpower/kits. Companies that supply manpower or have carried aadhar enrolment in large numbers will not recieve any marks under the defined TQs because the RFP is base of Enrolment Agency which is not valid.	Refer to Amendment -1 to this RFP
87	38	Clause No 36.2 Point No 2	Empanelment letter from UIDAI as Enrolment Agency and having done satisfactory Enrolment/updatons 5 Letter from UIDAI (04 Marks) 5 No Empanelment from UIDAI (01 Marks)	Empanelment of Enrolment Agencies is no longer required and as a process is not relevant any more 5 UIDAI has not empanelled companies for supply of manpower. 5 manpower agencies and/or companies that performed aadhaar enrolment will virtually no marks even though they have tremendous competence to address this RFP	Refer to Amendment -1 to this RFP
88	38	Clause No 36.2 Point No 2	Empanelment letter from UIDAI as Enrolment Agency and having done satisfactory Enrolment/updatons ◻ Letter from UIDAI (04 Marks) ◻ No Empanelment from UIDAI (01 Marks)	Empanelment of Enrolment Agencies is no longer required and as a process is not relevant any more ◻ UIDAI has not empanelled companies for supply of manpower. ◻ manpower agencies and/or companies that performed aadhaar enrolment will virtually no marks even though they have tremendous competence to address this RFP	Refer to Amendment -1 to this RFP
89	38	Clause No 36.2 Point No 2	Empanelment letter from UIDAI as Enrolment Agency and having done satisfactory Enrolment/ updations	As per guidelines floated in 2017 by UIDAI that all the empanelment of Private companies are canceled only by the government dept. are authorized to act as registrar and empanelled with UIDAI. In this case could we submit our old empanelment letter?	Refer to Amendment -1 to this RFP
90	38	Clause No 36.2 Point No 2	Empanelment letter from UIDAI as Enrolment Agency and having done satisfactory Enrolment/updatons ◻ Letter from UIDAI (04 Marks) ◻ No Empanelment from UIDAI (01 Marks)	◻ Empanelment of Enrolment Agencies is no longer required and as a process is not relevant any more ◻ UIDAI has not empanelled companies for supply of manpower. ◻ manpower agencies and/or companies that performed aadhaar enrolment will virtually no marks even though they have tremendous competence to address this RFP	Refer to Amendment -1 to this RFP
91	38	Clause No 36.2 Point No 3	Total ASK locations in PSB/RRB in India 5 Above 300 (15 Marks) 5 201 to 300 (12 Marks) 5 100 to 200 (09 Marks) Less than 100 (06 Marks)	As and aadhar EA we have carried out more than 60 lac Aadhar enrolment. No marks are allotted to this experience.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
92	38	Clause No 36.2 Point No 3	Total ASK locations in PSB/RRB in India ◻ Above 300 (15 Marks) ◻ 201 to 300 (12 Marks) ◻ 100 to 200 (09 Marks) ◻ Less than 100 (06 Marks)	As a newly registered company we are requesting to amend this clause because our company was registered on august 2021, kindly consider our start up and MSE certificate.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.



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SI NO	PAGE NO OF RFP	CLAUSE NO	RFP CLAUSE	BIDDER'S QUESRY	BANKS REPLY
93	38	Clause No 36.2 Point No 4	Tie up with PSBs/RRBs in India □ Above 3 (10 marks) □ 3 (08 marks) □ 2 (06 marks) □ Less than 2 (04 Marks)	As a newly registered company we are requesting to amend this clause because our company was registered on august 2021, kindly consider our start up and MSE certificate.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
94	38	Clause No 36.2 Point No 5	States & Union Territories Covered in PSB/RRB in India □ Above 11 (10 marks) □ 9 to 11 (08 marks) □ 6 to 8 (06 marks) □ 3 to 5 (04 marks) □ Less than 3 (02 Marks)	As a newly registered company we are requesting to amend this clause because our company was registered on august 2021, kindly consider our start up and MSE certificate.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
95	38	Clause No 36.2 Point No 6	Percentage of Active ASK Locations allotted to Bidder in PSB/RRB in India (Active ASKs during June '21+July'21+August'21)/3/Total allotted ASK *100 \$ Above 96.00% (12 Marks) \$ 92.01% - 96.00% (10 Marks) \$ 88.01% - 92.00% (08 Marks) \$ 84.01% - 88.00% (06 Marks) \$ Less than 84.00% (03 Mark) Active ASK = ASK location Eligible for payment for the month from PSB/RRB	We were empanelled by UIDAI and have carried out Aadhar enrolment experience in past.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
96	38	Clause No 36.2 Point No 6	Percentage of Active ASK Locations allotted to Bidder in PSB/RRB in India (Active ASKs during June '21+July'21+August'21)/3/Total allotted ASK *100 □ Above 96.00% (12 Marks) □ 92.01% - 96.00% (10 Marks) □ 88.01% - 92.00% (08 Marks) □ 84.01% - 88.00% (06 Marks)	We suggest to waive off the month of June 21 to August 21 and consider the month from Oct 21 to Dec 21 and also reduce the 96 % of marks to 80%.As for the information during this time covid was on high status which reduce the presence of the operators in branches of Banks and also the UIDAI tech support team were get changed which cause the delay in Kit registration process.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
97	38	Clause No 36.2 Point No 6	Percentage of Active ASK Locations allotted to Bidder in PSB/RRB in India (Active ASKs during June '21+July'21+August'21)/3/Total allotted ASK *100 □ Above 96.00% (12 Marks) □ 92.01% - 96.00% (10 Marks) □ 88.01% - 92.00% (08 Marks) □ 84.01% - 88.00% (06 Marks) □ Less than 84.00% (03 Mark) Active ASK = ASK location Eligible for payment for the month from PSB/RRB.	As a newly registered company we are requesting to amend this clause because our company was registered on august 2021, kindly consider our start up and MSE certificate.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
98	39	Clause No 36.2 point No 7	%tage of Operators Blacklisted per Month to the Bidder during Oct-21, Nov 21 and Dec 21 on total ASK allotted locations. Bank Letter from PSB / RRB	We are providing aadhaar services to almost 10 banks with around 1000 ASK centres PAN INDIA. This report is available with UIDAI. It may be difficult by bank to give this kind of letter. They will require UIDAI intervention which will be time consuming. We request to consider satisfactory letter and work orders.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
99	39	Clause No 36.2 Point No 7	%tage of Operators Blacklisted per Month to the Bidder during Oct-21, Nov 21 and Dec 21 on total ASK allotted locations. (No. of operator blacklisted in Oct21+Nov 21+ Dec 21)/3/Total ASKs allotted \$ 0-5 % (12 Marks) \$ 5.01% -15.00% (09 Marks) \$ 15.01% - 25.00% (06 Marks) \$ 25.01% - 35.00% (03 Marks) \$ Above 35.00 % (00 Marks)	We were empanelled by UIDAI and have carried out Aadhar enrolment experience in past.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
100	39	Clause No 36.2 Point No 7	%tage of Operators Blacklisted per Month to the Bidder during Oct-21, Nov 21 and Dec 21 on total ASK allotted locations. (No. of operator blacklisted in Oct21+Nov 21+ Dec 21)/3/Total ASKs allotted □ 0-5 % (12 Marks) □ 5.01% -15.00% (09 Marks) □ 15.01% - 25.00% (06 Marks) □ 25.01% - 35.00% (03 Marks) □ Above 35.00 % (00 Marks)	As a newly registered company we are requesting to amend this clause because our company was registered on august 2021, kindly consider our start up and MSE certificate.	As per terms and coditions of RFP. Bidder to comply with RFP terms and conditions.



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101	39	Clause No 36.2 Point No 8	Penalty Imposed per ASK per Month (in Rs) by UIDAI for deficiencies during June 21, July 21 & August 2021 on total ASK allotted locations. (Total Penalty imposed during June '21+July'21+August'21)/3/Total ASK allotted) \$ Rs 0-150 (14 Marks) \$ Rs 151-300 (11 Marks) \$ Rs 301-450 (08 Marks) \$ Rs 451-600 (04 Marks) \$ Rs Above 600 (00 marks)	We were empanelled by UIDAI and have carried out Aadhar enrolment experience in past.	As per terms and coditions of RFP. Bidder to comply with RFP terms and conditions.
102	39	Clause No 36.2 Point No 8	Penalty Imposed per ASK per Month (in Rs) by UIDAI for deficiencies during June 21, July 21 & August 2021 on total ASK allotted locations. (Total Penalty imposed during June '21+July'21+August'21)/3/Total ASK allotted) □ Rs 0-150 (14 Marks) □ Rs 151-300 (11 Marks) □ Rs 301-450 (08 Marks) □ Rs 451-600 (04 Marks) □ Rs Above 600 (00 marks)	As a newly registered company we are requesting to amend this clause because our company was registered on august 2021, kindly consider our start up and MSE certificate.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
103	39	Clause No 36.2 Point No 9	%tage EPF Remittance per Month during June 21, July 21 & Aug 21 on total ASKs allotted (Number of EPF subscribers of the bidder during June '21+July'21+August'21)/3/Total ASKs allotted locations. \$ Above 50 % (03 Marks) \$ 30.01 % - 50.00% (02 Marks) \$ 10.00% - 30.00% (01 Marks) Less than 10% (00 Marks)	We were empanelled by UIDAI and have carried out Aadhar enrolment experience in past.	As per terms and coditions of RFP. Bidder to comply with RFP terms and conditions.
104	39	Clause No 36.2 Point No 9	%tage EPF Remittance per Month during June 21, July 21 & Aug 21 on total ASKs allotted (Number of EPF subscribers of the bidder during June'21+ July'21 + August'21)/3/Total ASKs allotted locations.	Our Aadhaar enrolment operators are working as Agent in different parts of the country with banks so in this case EPF is not applicable, so please delete this clause or could we submit our employees EPF receipt working under FI project with different banks.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
105	39	Clause No 36.2 Point No 9	%tage EPF Remittance per Month during June 21, July 21 & Aug 21 on total ASKs allotted (Number of EPF subscribers of the bidder during June '21+July'21+August'21)/3/Total ASKs allotted locations. • Above 50 % (03 Marks) • 30.01 % - 50.00% (02 Marks) • 10.00% - 30.00% (01 Marks) • Less than 10% (00 Marks)	Service Provider companies providing ASK Operators are working with PSU and Government Bank on Opex Model or on a commission sharing basis, where the companies do not pay any EPF for ASK Operators, as in the present RFP also there is commission sharing between the Bank and Service Provider. Hence, we request the authority to please amend this clause keeping companies working on the OPEX model in mind.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
106	40	Clause No 36.2	Note : 2. Bidders should score minimum 60% marks out of 100 marks as per scoring matrix to become eligible for participating in the Commercial Bid. In other words, Commercial bid of those bidders who secured minimum 60% marks in technical evaluation criteria only will be opened.	How consider for STARTUPS and MSMEs	Marks to all Bidders will be allotted as per RFP Clause 36.2
107	43	Clasue 44 Point No 44.2	44.2. However, before terminating the contract, the bank will give a written notice specifying the defects in services to Service Provider and seek rectification of the defects within a period of 7 days. In case the rectified defects If any is not up to the satisfactory level of the Banks, the contract will be terminated.	Should be more than 2 weeks.	As per terms and coditions of RFP. Bidder to comply with RFP terms and conditions.
108	46	Clause 50 point No 50.5	All Employees/ operators engaged by the Bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc.	All Employees/ operators engaged by the Bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. THE EMPLOYEES /OPERATORS MAY BE ON CONTRACTUAL BASIS AS WELL.	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.
109	50	Clause No 54	The period of contract shall initially be for a period of 3 (three) years	THE SUCCESSFUL BIDDER CAN APPOINT EMPLOYEES /OPERATORS ON CONTRACTUAL BASIS FOR 3 YEARS AS WELL	As per terms and coditions of RFP. Bidder shall comply with RFP terms and conditions.

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110	50	Clause No 55 Point No 55.1	The successful bidder shall provide Irrevocable and unconditional Performance Bank guarantee in the form and manner prescribed by the Bank equivalent to Rs 10,000/- (Rupees Ten Thousand only) per allotted ASK.	We Suggest to reduce the BG to less than INR 5000 per ASK.	As per terms and conditions of RFP. Bidder shall comply with RFP terms and conditions.
111	57	Annexure I	Locations Covered/Zone Details	1. If the Successful Bidder for Particular Zone having any Option to Select No. of AECs? Ex: South Zone having Tentative 250No.s L1 Bidder can select option to Select 200AECs and left Remaining 50 for L2?????	Allocation of locations is on the sole discretion of Bank and will binding on the successful bidder.
112	60	Annexure IV	REFERENCE LETTER Technical Bid Form	For Startups and MSMEs? What they need to mention?	As per terms and conditions of RFP. Bidder to comply with RFP terms and conditions.
113	61	Annexure IV	FINANCIAL POSITION OF THE BIDDER Technical Bid Form	For Startups and MSMEs? What they need to mention? For Newly Started Companies?	As per terms and conditions of RFP. Bidder to comply with RFP terms and conditions.
114	62	Annexure VI	STATEMENT OF TIE-UPS/ AGREEMENTS ENTERED FOR ASK PROJECTS.	For Startups and MSMEs? What they need to mention? For Newly Started Companies? For the Companies who are working as Vendor for agencies?	As per terms and conditions of RFP. Bidder shall comply with RFP terms and conditions.
115	73	Annexure IX B	Annexure IX B	Offer No and Minimum LC percentage required is not mentioned any where.	Please refer to RFP Annexure IX A and IX B. 'Local Content' means the amount of value added in India which shall, unless otherwise prescribed by the Nodal ministry, be the total value of item procured (excluding domestic indirect taxes) minus the value of imported content in the items (included all customs duties) as a proportion of the total value, in percentage. supplier' is minimum 50%. For 'Class-II local supplier' the 'local content' requirement is minimum 20% In case of procurement for a value of Rs.10 Crores, the 'Class-I local supplier' / 'Class-II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content. Bidders have to refer https://dpiit.gov.in/public-procurements for complete guidelines and submit relevant certificate in compliance to Public Procurement (Preference to Make in India) order 2017. Bank intends to buy only Operator services from the bidders and hardwares procured by the bidder is supplementary for the functioning of ASK services.
116	75	Annexure XI	M/s..... Have been associated with our Bank as ASK (Aadhar Seva Kendra) Services Provider since.....(Date) and they have been allotted.....number of ASKs of which the active ASKs locations eligible for payment as per contract for the month of June 21, July 21 & Aug, August 21 are, & Aug, respectively.	We request bank consider change in the clause instated of asking for the month of June, July and August 2021, we request Bank to consider overall experience of the agency which has UIDAI EA code.	As per terms and conditions of RFP. Bidder shall comply with RFP terms and conditions.
117	75	Annexure XI	Format of certificate from Public Sector Banks / Regional Rural Banks in letter head.	For Startups and MSMEs? What they need to mention/Submit? For Newly Started Companies? For the Companies who are working as Vendor for agencies?	As per terms and conditions of RFP. Bidder shall comply with RFP terms and conditions.
118	77	Annexure XIII	Pre Integrity Pact	Integrity t Pact is applicable for filing or after Successful bidder has to submit	All Bidders to submit the Integrity Pact along with technical Bid documents.
119	88	Annexure XVII	Commercial BID - Bill of Material	Please consider as since UIDAI kit and maintenance is being taken care of by the bidder we request to provide some daily rent or maintenance cost per kit, Since kit belongs to the bidder and it will installed in the Bank branch in that case who will take care of the security of the hardware in case of any damage, lost or theft - we propose Bank to provide some daily fixed cost per kit to mitigate the risk of damage/lost/theft of hardware	Refer to Amendment -1 to this RFP



PRE BID QUERY REPLIES TO RFP ASK:RFP:01:2022 dated 05.01.2022 Request for proposal for SUPPLY OF ASK(AADHAR SEVA KENDRAS) KITS AND MANPOWER -OPEX MODEL AT BANK BRANCHES.

SI NO	PAGE NO OF RFP	CLAUSE NO	RFP CLAUSE	BIDDER'S QUESRY	BANKS REPLY
120	88	Annexure XVII	*Rate (in %) quoted includes supply of ASK hardware as specified in annexure VII of this RFP, maintenance of such supplied hardware and remuneration to Operators including terminal benefits such as minimum wages, Pension, Gratuity, Provident Fund, Bonus or other benefits to which operators may be entitled, stationary and all expenses incidental to the operation at the ASK, connectivity charges, cost of consumables (printer paper, ribbons, cells) and any other charges mentioned in this RFP.	How can we match the minimum wages act state wise without any fixed pay ? Further, we request you to kindly share the New enrolments and mandatory amounts also.	Refer to Amendment -1 to this RFP
121	89	Annexure XVII	Annexure XVII- B	Please clarify whether the amount is including all the mandatory mentioned in commercial and same is taken from residents for update of Aadhaar and also clarify the breakup of the fee that full fill the all mandatory compliances mention in commercial.	Refer to Amendment -1 to this RFP
122	18-19	Clasue 12 Point No 12.3.9	In case of temporary/permanent termination of operator at any outlet, successful Bidders to make alternate arrangement to ensure continuity of UIDAI services to the customers/residents within 7 days. A penalty of Rs. 1000/- per day for the period beyond the permitted timeline will be levied subject to a maximum penalty of Rs 5,000/- per month till the ASK location is functional.	As per the terms & conditions set by the authority to identify and appoint an operator, we request the authority to extend to 15 working days from 7 days, within 15 days the service provider can submit the form to the bank. The activation of the operator from UIDAI is done by the bank, please confirm if the penalty will still be imposed on the Service Provider if there is a delay in activation from UIDAI's end.	Refer to Amendment -1 to this RFP
123	38-39	Clause No 36.2 Point No 3 to10	3 to 10	If new entrepreneur MSE exemption is given or not. If not so then the giving exemption and giving opportunity to participate under MSE clause is not serve.	Marks to all Bidders will be allotted as per RFP Clause 36.2
124		General		What shall be the solution in case if the rates collected from the Residents against their update are revised by UIDAI, will the Service provider be paid in the newly revised rate collected or as per the old rate which was there as on the date of RFP.	Percentage quoted by the successful Bidder of the fees collected will be shared as per RFP
125		General		What shall be the solution in case if the Operator is approached by any employee directly or indirectly appointed by the branch for any type of compensation, gift, or bribe. What action will be taken if we produce the proof for the same?	Action will be initiated as per Banks policies if proved.

DATE 19.01.2022
PLACE BENGALURU


DEPUTY GENERAL MANAGER
