

REPLIES TO PRE-BID QUERIES OF RFP092020

Sr. No.	Page #	Point/Clause #	Clarification point as stated in the Tender Document	Comment/ Suggestion/ Deviation	Queries Reply
1	7	Table	Important Dates & Information regarding Bid Collection & Submission:- Price of Tender Copy: Rs. 25,000/- EMD: Rs. 1,00,000/-	As per public procurement policy for MSEs, MSEs are exempted from payment of Tender Document Fees & EMD. This is applicable to all PSUs. Please confirm whether MSEs are exempted in this tender also.	Bidder need to provide Valid MSME certificate.
2	18	3.13 (b)	No price variation relating to increases in customs duty, G.S.T., currency exchange rate fluctuation etc. will be permitted.	Please Clarify:- - We assume that GST is to be quoted extra & will be actual. - What will be the impact if Minimum Wages are changed drastically in coming years? (since, the duration of agreement is 3 years)	-GST is exclusive. -Bidder should quote considering all factors accordingly.
	59	7.2.5 (2)	Change in the Applicable Law related to Taxes and Duties		
	82		Cost should be mentioned Exclusive of Applicable Taxes/GST		
3	19	3.14	The selected Bidder shall be required to furnish a Performance Bank Guarantee of Rs.25000/- per point of Enrollment Center	The Performance Bank Guarantee should be maximum of 10% of the total project cost.	No Change in the RFP Clause

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4	30	Model Enrollment Centre	For the centre, there should be average 6 Enrolment per hour and based on the demand/ load EA should arrange operators/devices on the demand/load. Agency should allocate necessary resources and equipment to meet the work load. There should not be any unreasonable queue or crowd at the EC. In other words, the EC facility should handle large crowds.	Arrangement of additional Hardware/ devices or managing the crowd cannot be done by the selected bidder. Only one enrolment operator/ supervisor will be available at the branch per enrolment station.	No change in the RFP Clause.
5	40	4.3 (1)	Appointment of operator cum supervisors/ supervisor in the Branches/ Aadhaar centre within 15 days of award of contract	The manpower can be finalized & details will be given to bank in the desired time frame. However, UIDAI takes much more time in activation. We also assume that bank will start paying only after the operator has been activated by UIDAI RO. Please confirm.	No change in the RFP Clause. RFP Clause is Self –Explanatory.

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		4.3 (2)	The operator cum supervisor must attend to work every working day of the Bank or agency should make alternate arrangement immediately as per Bank's requirements. If the operator is not available as per work plan than it will be treated as breach of service level agreement.	<p>It is natural for a person to take leave in case of his personal emergencies. He also has right to take few leaves as per the Act.</p> <p>It is also not possible to have a backup person available for every location (UIDAI also doesn't allow), no temporary alternate arrangement is possible.</p> <p>We assume that bank will be only paying for the number of days the operator has come to the office & deduct for the rest. Please confirm if, this deduction of Rs. 100/- per day is above that? Will this be enforced in special conditions or on all leaves?</p>	No change in the RFP Clause. RFP Clause is Self –Explanatory.
		4.3 (4) & (5)	Penalties	<p>The selected bidder cannot be liable in the following cases:</p> <ul style="list-style-type: none"> if the low enrolment is due to low footfall if the enrolment center is non-operational due to issue in the hardware <p>Since, the responsibility of document verification & collection of money will lie with the bank, any penalty levied by UIDAI related to the same should not be imposed on the selected bidder.</p>	<p>No Change in RFP Clause</p> <p>Vendor is expected to take care of target enrollments per center and handle the hardware issues, if any.</p>

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6	43	4.6	Tax deducted at source (TDS)/ Goods & Service tax (G.S.T.)/ or any other taxes as applicable will be recovered from payments to the Bidder.	We assume TDS will be deducted while making the payment & GST will be paid.	Bidder understanding is correct.
7	52	GC 7	Force Majeure	What will be the stand of bank in case like Lockdown? Will the selected bidder be paid for the period?	Payment will be made as per Terms of Contract.

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8	18	3.13 Fixed price	<p>All the employees/ operator deployed by the selected Bidder/ MHA for the Aadhaar Enrolment activity should have in their pay roll and must comply with Minimum Wages Act, Contract Labour Act, Provident Fund & ESIC facility standard and/or any other Laws, Rules, Regulations, Bye laws, Notifications etc. (Proof of compliance and labour license needs to be submitted along with the quotation). No price variation relating to increases in customs duty, G.S.T., currency exchange rate fluctuation etc. will be permitted.</p>	<p>Kindly allow us to provide these Aadhaar operators through our Distributor Network in place.</p>	<p>No Change in RFP Clause</p>

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9	27	3.29 J	Bidder should be earlier empaneled by UIDAI as enrolment Agency and have done satisfactory Enrolment / Updation works and having presence across pan India. If the company does not have presence in any of the states then it will have to give an undertaking that the company will ensure its presence within 45 days of awarding the contract.	As Vendor is already providing Aadhaar operators to quite few Public Sector Banks and their RRB's with State Bank of India, Bank of Baroda, and Canara Bank, to name some of these. For reference please note that it was never mandatory to be empaneled by UIDAI as enrolment Agency to participate in these Banks Bidding/selection process for providing Aadhar.	Should be read as - Bidder should be empaneled by any Bank as an enrolment Agency and have done satisfactory Enrolment/Updation works and having presence across pan India. If the company does not have presence in any of the states then it will have to give an undertaking that the company will ensure its presence within 45 days of awarding the contract.

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10	27	Eligibility/ Pre-qualification Criteria 3.29 J	A Single company/ organization (e.g. Govt./ Semi-Govt./ Private/ PSU/ NGO/ Not-for-Profit/ Microfinance Institution) registered in India and should not be a subsidiary of a foreign company are eligible to submit proposals for carrying out the enrolment work as per this RFP.	Consortium with maximum two partner is allowed. Prime bidder will be responsible for discharging all duties as mentioned in tender document.	No Change in the RFP Clause
			3. Bidder should be earlier empaneled by UIDAI as enrolment Agency and have done satisfactory Enrolment / Updation works and having presence across pan India. If the company does not have presence in any of the states then it will have to give an undertaking that the company will ensure its presence within 45 days of awarding the contract	Bidder should be earlier empaneled by Bank or Govt as Manpower Outsource Agency and have done satisfactory Enrolment/ Updation works and having presence across pan India.	Should be read as – 3. Bidder should be earlier empaneled by UIDAI as enrolment Agency Or have done satisfactory Enrolment/Updation works with minimum 2 lakh success aadhar count as on 31.03.2020 and having presence across pan India. If the company does not have presence in any of the states then it will have to give an undertaking that the company will ensure its presence within 45 days of awarding the contract.

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			4. The Bidder should have had a Net Worth of at least 2 Crore and the Turnover of the company should not be less than Rs. 3 crores as on 31/03/2019	If Bidder is Recognized in Start Up Policy , Bidder Exempted or relaxation in turnover and Net worth	Bidder need to provide Valid Documents/Start Up certificates from Competent authority
11	27	Eligibility/ Pre-qualification Criteria 3.29 J	7. The Bidder should have been empaneled by any Bank(s) in India for Aadhaar Enrolment Agency related work and should have submit a Certificate of satisfactory performance from the Bank.	Please allow Bank or any State Registrar /Consortium with maximum two partner is allowed. Prime bidder will be responsible for discharging all duties as mentioned in tender document.	Should be read as – 7. Bidder should have been engaged by UIDAI / Bank / Govt. Agency as an enrolment Agency and have done satisfactory Enrolment/Updation works with minimum 2 lakh success aadhar count as on 31.03.2020 and should have submit a Certificate of satisfactory performance from the UIDAI / Bank / Govt.
			The Bidder should have had a Net Worth of at least 2 Crore and the Turnover of the company should not be less than Rs. 3 crores as on 31/03/2019	The Bidder should have had a Net Worth of at least 1 Crore and the Turnover of the company should not be less than Rs. 5 crores as on 31/03/2019.	No Change in the RFP Clause.

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12	27	Eligibility/ Pre-qualification Criteria 3.29 J	A Single company/ organization (e.g. Govt./ Semi-Govt./ Private/ PSU/ NGO/ Not-for-Profit/ Microfinance Institution) registered in India and should not be a subsidiary of a foreign company are eligible to submit proposals for carrying out the enrolment work as per this RFP	Consortium with maximum two partner is allowed. Prime bidder will be responsible for discharging all duties as mentioned in tender document.	No Change in the RFP Clause.
13	18	3.13 Fixed Price	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 be not acceptable or we have to follow rate with the Maharashtra minimum wages rate.	Bidder should quote considering all factors accordingly.
14	29	4.1- Functional Scope	Aadhaar Kits	Please clarify all hardware equipment's like laptop/Desktop, Biometric Device and Printers etc.	RFP Clause is Self -Explanatory
15	69	7.4 Appendix C	Cost should be exclusive of Applicable Tax/GST	Means we have to quote rate minimum operator salary without GST. Please clarify A and T.	GST is exclusive. RFP Clause is Self -Explanatory
16	24	3.28 A	Bidders others than agent sole agents in India of the manufacturers must submit a letter of Authority ...	What is this? Please explain it.	Not applicable

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17	27	Eligibility/ Pre qualification Criteria 3.29 J (Point No. 7)	The bidder should have been empaneled by any bank in India for Aadhaar Enrolment Agency related work and should have submit a Certificate of satisfactory performance from the Bank.	We have worked with registrar: NSDL e-Governance Services P Ltd as EA for 4 years and we have completed 12 Lakh Aadhaar enrollments with approx. 10 Lakh Aadhaar Generated. So it is requested to kindly consider working as EA with NSDL e-Governance Services Pvt. Ltd (Registrar approved by UIDAI) for eligibility in the tender.	Should be read as – Bidder should have been engaged by UIDAI / Bank / Govt. Agency as an enrolment Agency and have done satisfactory Enrolment/Updation works with minimum 2 lakh success aadhaar count as on 31.03.2020 and should have submit a Certificate of satisfactory performance from the UIDAI / Bank / Govt.
18	19	3.14 - EMD	Performance Bank Guarantee	Its Rs. 25000/- Per AEC appears to be huge money for 42 months. May reconsider the amount for reducing it for minimum possible	No change in the RFP Clause