

SI No	Page No. Of RFP	Clause No.	RFP Clause	Bidder Query	BGSSL Response
1	8	2	Letter of Association in case of Consortium /certified true copy of the consortium agreement between the Prime Bidder and the other members of the consortium.	Is there any format for consortium ??	There is no prescribed format for consortium agreement. All the relevant conditions must be incorporated in the agreement by the Prime Bidder
2	8	5	The Bidder should have an average turnover/Income of Rs.10 crores or above during the last 2 financial years, viz 2018-19 & 2019-20	If Bidder is in Consortium then please Describe the Rs 10 Cr Turnover to whom in the form of below points:-	Please refer Clause 1.4.3 of RFP Document (Prime bidder must fulfill all the applicable criteria of RFP)
				1- Is this the Turnover of Prime Agency? or	Prime Agency
				2- Is cumulative average Turnover of both Consortium Partner (Like Prime Agency Average Turnover + Consortium Partner Average Turnover = The Final Average Turnover Certified by CA with UDIN) or,	Please refer Clause 1.4.3 of RFP Document (Prime bidder must fulfill all the applicable criteria of RFP)
3	8 & 9	Exemptions of MSME Bidders not mentioned	As per the Government Regulation every Central Government Tender/ PSU Institutions or Bank is compulsory to Provide MSME bidder must be exempted from payment of cost of RFP and EMD if bidder can furnish requisite proof subject to the satisfaction of Bank. Please consider this request and incorporate with RFP	3- Any one of the Consortium Partner Average Turnover either Prime Agency or Consortium Partner Certified by CA with UDIN	Prime Agency
				As per the Government Regulation every Central Government Tender/ PSU Institutions or Bank is compulsory to Provide MSME bidder must be exempted from payment of cost of RFP and EMD if bidder can furnish requisite proof subject to the satisfaction of Bank. Please consider this request and incorporate with RFP	Since incorporated. Please refer website for Amendment in this regard. MSME is exempted upon submission of documents, But PBG will be applicable as per RFP.
4	13	1.14.1	The selected Bidder shall be required to furnish a Security Deposit/Performance Bank Guarantee within 15 days of the acceptance of the purchase order equivalent Rs 25,000/- per Aadhar Enrolment Centre or 10% of total contract value whichever is higher	1- Rs 25,000/- per Aadhar Enrolment Centre or 10% of total contract value whichever is lower must be considered.	No change
				2- Please clearly mention the calculation of the Contract Value.	The contract value will depend on the number of AEC's being taken over by the particular agency at the fixed rate quoted by the prospect bidder
5	30	9	The Bid opening Date and Time is Date: 18.11.2020, 4.00 PM	Please correct Bid Opening Date and Timing.	Since corrected. Please refer website for Amendment in this regard.
6	36		Fixed Charges per centre per month (in Rupees) for the respective Zones	1- Is there any capping for Minimum wages on Fixed Rate; or	The company is looking at Live Aadhar Centre operational for 7 Hours in a day with a minimum productivity of 500 per month subject to compliance with Clause 2(i) of the RFP Document
				2- Is there any compliance to Pay EPF & ESI on Fixed Rate Per Centre?	

				3-Or Fixed rate could be bided with any rate?	
7	36	11	The Invoices will be processed only after release of Sanction Order for that particular month by UIDAI, pertaining to New enrolments made and Mandatory biometric updates done for the corresponding month	1- If Fixed rates is there then Fixed rate invoice must be processed by every month by 10th and updates charges process after getting the sanction order for the corresponding month on the basis of Attendance verified by respective branch manager which make operation smoothly.	Accepted. The invoice raised by the vendor would be paid by 10th of subsequent month subject to receipt of undisputed invoice. However the penalty for the settled invoice would be adjusted in the subsequent invoices raised by the vendor post the reconciliation of data received from UIDAI.
				2- Will fixed rate variable during holidays on holidays related to any Govt Holidays or Bank Holidays?	It is fixed rate per operator per month irrespective of holidays
8	21	1.22.11	The AEC's should be active and operational within 7 days from issuance of PO, else a penalty Rs.5000/- per month per AEC will be levied	1- Instead of mentioning Issuance of PO, Please mention after activation of Manpower from UIDAI for Respective Branch.	Yes, it will be after activation of Operator ID by UIDAI. Operator has to ensure that ID creation file is shared on the date of joining itself. Vendor has to ensure that operators hired are not suspended or blacklisted .
				2- If Manpower is on Leave in that case what is leave sanctioning Process or the same rule will be followed which Government is laid down like CL & Medical Leave	The company is looking at Live Aadhar Centre operational for 7 Hours in a day with a minimum productivity of 500 per month subject to compliance with Clause 2(i) of the RFP Document
9	8	1.3.2	In case of a consortium, one of the members of a consortium should act as the prime agency and shall be solely responsible to BGSSL for executing the enrolment activities and contractual obligations, if selected for carrying out enrolment activities. The prime agency should submit the bid on behalf of the consortium.	Please clarify how many members are allowed other than the Prime Agency in Consortium ?	There is no limit on consortium members. However all the applicable terms and conditions must be fulfilled by the Prime Agency
10	8	1.3.5	The Bidder should have an average turnover/Income of Rs.10 crores or above during the last 2 financial years, viz 2018-19 & 2019-20	In the case of consortium Turnover of any partner will be valid or not ?	Please refer Clause 1.4.3 of RFP Document (Prime bidder must fulfill all the applicable criteria of RFP)
11	12	1.13.1	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.5 lakhs, by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Baroda Global Shared Services Ltd., payable at Mumbai and should be kept along with the Part-A-Technical Proposal.	As per Bid Control sheet the EMD is Rs.10 Lakhs. Please clarify which is correct ?	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.10.00 lakhs, by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Baroda Global Shared Services Ltd., payable at Mumbai and should be kept along with the Part-A-Technical Proposal. Since corrected. Please refer website for Amendment in this regard.
12	21	1.22.11	The AEC's should be active and operational within 7 days from issuance of PO, else a penalty Rs.5000/- per month per AEC will be levied	Request to increase the time from 7 days to 15 days and penalty may be reduce to Rs.100 per day.	No Change. Penalty will be levied after activation of Operator ID by UIDAI. Operator has to ensure that ID creation file is shared on the date of joining itself. Vendor has to ensure that operators hired are not suspended or blacklisted .

13	21	1.22.13	If the AEC is inactive more than one day proportionate charges will be deducted from the Fixed charges payable for the AEC.	Inactive may for so many reason i.e. Suspension of ID from UIDAI, emergency situation of Supervisor. In such cases please clarify what will be the stand ?	Vendor has to ensure that they only hire operators whose IDs have not been suspended .It is expected that the Vendor will have appropriate Backup Plan for such exigencies. In case of the Centre being inactive for reasons which are beyond the control of operators like hardware issue, software issue , system down or GPS issues, there would not be any penalty levied. However it is expected that the operator does not inadvertently damage the physical assets
14	22	1.22.15	Without prejudice to Purchasers right to terminate the agreement, for any defective service or inability to provide the service for any reason or for nonfunctioning of the assigned AEC for any reason, beyond 3 (Three) days continuously, a penalty @ Rs.100/- per day (from the 4th day onwards) will be levied for each of the operator from the supplier apart and proportionate recovery from fixed charges will be made along with all other penalty/disincentives imposed by	Non functioning may for so many reason i.e. Suspension of ID from UIDAI, emergency situation of Supervisor, malfunction of Hardware/ Devices. In such cases please clarify what will be the stand ?	Vendor has to ensure that they only hire operators whose IDs have not been suspended .It is expected that the Vendor will have appropriate Backup Plan for such exigencies. In case of the Centre being inactive for reasons which are beyond the control of operators like hardware issue, software issue , system down or GPS issues, there would not be any penalty levied. However it is expected that the operator does not intentionally damage the physical assets. Vendor needs to ensure that the said inactive / suspension is not caused due to any act of operator intentionally
15	29	Part 2 Data Sheet S. No.3	Technical Proposal & Commercial bid in separate sealed envelopes including EMD, and Tender Fee must be submitted not later than the following date and time: Date: 18.11.2020, 3.00 PM	Please mention the correct date and time.	Since corrected. Please refer website for Amendment in this regard.
16	30	Part 2 Data Sheet S. No.6	Clarifications may be requested not later than 03.11.2020. The address for requesting clarifications is: Mr.Mithun Dasgupta Asstt. Vice President Aadhaar (Financial Inclusion) Department. Baroda Global Shared Services Ltd. C/o Bank of Baroda 21st Floor, GIFT One Tower GIFT City, Gandhinagar, Gujarat-382355 Email:vendormgmt@bgss.in	Please mention the correct date and time.	Since corrected. Please refer website for Amendment in this regard.
17	30	Part 2 Data Sheet S. No.7	As per Annexure XII and bids can be made for more than one Zone in one application/bid	In case of any bidder participating for two zones only then can we write "NO Quote" for rest two zones ?	Vendor has the oppurtunity to select multiple zones
18	30	Part 2 Data Sheet S. No.9	The Bid opening Date and Time is Date: 18.11.2020, 4.00 PM	Please mention the correct date and time.	Since corrected. Please refer website for Amendment in this regard.
19	39	Check Points S.No.6	Printed Aadhaar Enrolment/Correction Forms will be made available in sufficient numbers at AECs.	As we know that AEC will work on Bank Hardware then consumables like paper and cartridge etc will be the responsibility of bank or vendor ?	All stationary and other consumables will be supplied and maintained by the Bank / Branch . However the Operator will be responsible for safekeeping and proper handling of the assets
20	39	Check Points S.No.7	Banners should be displayed at the entrance and posters depicting enrolment process in English and local language in visible places.	Bannners will be supplied by Bank or Vendor ?	Bannners will be supplied by the Bank / Branch

21	41	Scope of Work. ii Technical/Support Personal	The Bidder shall make provision for providing Technical and Operational assistance to the Operators, a minimum of 1 person per 100 AECs should be stationed at our BGSSL's Head Office Gandhinagar or any other prominent place decided by BGSSL / Bank. Since the AECs will function within Bank's network the identified personnel should be stationed at the Bank's place.	The Bidder shall make provision for providing Technical and Operational assistance to the Operators, a minimum of 1 person per Zone should be stationed at our BGSSL's Head Office Gandhinagar or any other prominent place decided by BGSSL / Bank. Since the AECs will function within the Bank's network the identified personnel should be stationed at the Bank's place.	The Vendor may also decide to station the Technical assistance at their own premises, but will be required to visit branches / AECs on need basis.
22	44	Annexure V S.No. 5	On an average, 500 transactions (Aadhaar Enrolment/Updation) per month per AEC, should be processed post 30 days from the date of go live across Zone.	The Footfall of residents or public is beyond the control of the vendor and such target will be undue pressure on Supervisor as well as vendor. Request you to remove the penalty or reduce the target to 250 transactions per AEC per zone on average.	No change
23	2 and 12	BID control Sheet at page no.2 Point no. 4 & 1.13.1 at page no. 12	Rs 10,00,000/- (INR Ten Lacs only) & The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.5 lakhs	EMD amount is different at mentioned pages and clauses. Pls clarify which is correct. Also, pls advice that will Exemption for MSMEs as per Public Procurement Policy will be applicable here or not?	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.10.00 lakhs, by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Baroda Global Shared Services Ltd., payable at Mumbai and should be kept along with the Part-A-Technical Proposal. Since corrected. Please refer website for Amendment in this regard.
24	8	1.3 eligibility criteria point 5	The Bidder should have an average turnover/Income of Rs.10 crores or above during the last 2 financial years (2018-19 & 2019-20)	Pls clarify this in case of consortium. Turnover of consortium members will be jointly considered to meet the turnover eligibility criteria of the RFP.	Please refer Clause 1.4.3. All teh criterias needs to be fulfilled by the Prime Agency Company's Audited Certified Financial Statements (of Single Agency/Prime Agency in case of consortium) for the last 2 financial years i.e., 2018-19 and 2019-20 (please include the sections on P& L, turnover, Assets and Balance Sheet). In the absence of Audited Balance sheet for the year 2019-20, Chartered Accountant certificate with UDIN number should be provided by all types of bidder.
25	11	1.11.4	A weekly average of minimum 7 HRS per day active time on Performance Management tool is considered for identifying if the AEC is active.	Is it for 5 Days or 6 Days a week? And pls elaborate on for holidays and downtime due to unavoidable circumstances.	Holidays are decided state wise as per Negotiable Instrument Act. Vendor to follow State wise Holiday Calender (Currently, It is as per the Branch working days except for 2nd and 4th Saturday, Sundays and other public holidays)
26	2	Point no. 4	EMD Rs1000000/-	We want to submit Bank Guarantee (BG) .Kindly suggest us total amount of BG. Because as per serial no1 and 2 ,It varies amount.	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.10.00 lakhs, by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Baroda Global Shared Services Ltd., payable at Mumbai and should be kept along with the Part-A-Technical Proposal.
27	12	1.13.1	The Bidder shall furnish EMD of Rs.5 Lakhs		
28	14	1.15.4	The Bid shall typed or written in English Language with Font Size of 12 in indelible link and shall be signed by the Bidder to bind to the contract	Shall we have to typed all tender documents and then signed and stamp it. Please suggest it.	No. Document should be printed in English Language with Font Size of 12 in indelible link and shall be signed by the Bidder to bind to the contract

29	27	I.3	The Bidder shall be solely liable an responsible for responsible for compliance of applicable Labor Laws in respect of its employees , agents and representatives	We must comply with Minimum Wages Act, contact 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.	The company is looking at Live Aadhar Centre operational for 7 Hours in a day with a minimum productivity of 500 per month subject to compliance with Clause 2(i) of the RFP Document
30	2	BID Control Sheet	Cost of Tender documents: Rs. 10,000/- Earnest Money Deposit (EMD): Rs. 10,00,000/-	As per government initiative to promote/support MSME/NISC firms, government procurement policy has allowed the relaxation of all the mentioned terms of Exemption. Further, In current situation where all business has impacted due to Covid-19, we request Authority to give relaxation in terms of exemption for tender fee and EMD to MSME registered prospective bidders.	Since incorporated. Please refer website for Amendment in this regard. MSME is exempted upon submission of documents, But PBG will be applicable as per RFP.
31	12	Best Money Depos	Earnest Money Deposit (EMD) of Rs.5 lakhs, by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Baroda Global Shared Services Ltd., payable at Mumbai	It seems, There is typographical error in EMD Amount. In BID Control Sheet on page no. 2 EMD:10 Lacs and on page no. 12 its 5 Lacs. So Please clarify the EMD As per terms, Tender Application Fee DD in favour of Baroda Global Shared Services Ltd., payable at Gandhinagar while DD for EMD in favour of Baroda Global Shared Services Ltd., payable at Mumbai.Please clarify.Please clarify.	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.10.00 lakhs, by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Baroda Tender Application Fee, Earnest Money Deposit (EMD) and Performance bank Guarantee (PBG) may be furnished, inter alia, by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Baroda Global Shared Services Ltd., payable at Mumbai
32	21	of Contract Point	The Hardware required for the Aadhaar work is provided by our client- Bank, it is the duty of the Operators deployed by the Bidders to handle the equipment's carefully.	We understand that Aadhar Kit will be provided by the Bank. Then who (Agency/Bank/Authority) will maintain the equipments and pay the cost for repairing/replacement of faulty part/component/device if any? Please Clarify	All stationary and other consumables will be supplied and maintained by the Bank / Branch . However the Operator will be responsible for safekeeping and proper handling of the assets
33	27	ance with laws: P	The Bidder shall be solely liable & responsible for compliance of applicable Labour Laws in respect of its employees, agents and 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 PFESI shall have a	We understand that bidder must comply with minimum wages, pension, Gratuity, Provident fund, Bonus or other benefits. 1) Do we consider Minimum wages State wise or consider central wages? Please clarify 2) Is EPF contribution is compulsory ? Please clarify	The company is looking at Live Aadhar Centre operational for 7 Hours in a day with a minimum productivity of 500 per month subject to compliance with Clause 2(i) of the RFP Document

34	28	Service Levels (Illustrations)	On an average, 500 transactions (Aadhaar Enrolment/Updating) per month per AEC, should be processed post 30 days from the date of go live across Zone	At some places, it is difficult to get 500 transaction in a month and the enrolment & updation process is fully based on public footfall so how can agency commit for 500 transactions. Hence Request authority to kindly revise as per following: On an average, 100-200 transactions (Aadhaar Enrolment/Updation) per month per AEC, should be processed post 30 days from the date of go live across Zone	No Change.
35	42	Performance Indicators in BGSSL Performance	Minimum 9 hrs login time is considered for a full day attendance.	Due to Current situation most of branches are allowing Aadhaar work for 3 / 4 / 5 hrs. then how will count 9 hrs for full day? Please Clarify.	Such extraordinary situations will be dealt separately in consultation with the Vendor
36	44	Service Levels (Illustrations)	Performance Indicator: All the AECs allocated to the bidder under the Schedule/s location should be active and operational, by a trained and certified operator. Service Level Metric: AEC's should be active and operational within 7 days of PO. Penalty on breach of service level (Imposed monthly): Rs. 20000/- per month per instance of violation (Per AEC).	It seems, there is typographical error. As per Clause no. 1.22.11 (pg. no. 21) "The AEC's should be active and operational within 7 days from issuance of PO, else a penalty Rs.5000/- per month per AEC will be levied" and on Page no. 44, AEC's should be active and operational within 7 days of PO.= Rs. 20000/- per month per instance of violation (Per AEC). Please Clarify	It is Rs.5000 per month per AEC
37	44	Service Levels (Illustrations)	Performance Indicator: AEC should be operational on all the working days of the branch in which the AEC is established Service Level Metric: No AEC should remain nonfunctional more than one day (working days) in a month.	If AEC will non-functional due to hardware issue or some Technical reason then how will be penalty in such circumstances? Please Clarify.	In case of the Centre being inactive for reasons which are beyond the control of operators like hardware issue, software issue , system down or GPS issues, there would not be any penalty levied. However it is expected that the operator does not intentionally damage the physical assets. Vendor needs to ensure that the said inactive / suspension is not caused due to any act of operator intentionally.
38	45	Roles and Responsibilities	All the AEC's shall be active and operational catering the services to the residents of Aadhaar enrolment and updating, in Bank's premises within 7 days from the date of release of PO	How can active AEC within 7 days of PO because UIDAI's operator activation process is too lengthy, its taking much time? Please Clarify	Penalty will be levied after activation of Operator ID by UIDAI. Operator has to ensure that ID creation file is shared on the date of joining itself. Vendor has to ensure that operators hired are not suspended or blacklisted .

39	52	8. FALL CLAUSE	8.1. The BIDDER/SERVICE PROVIDER undertakes that it has not provided similar services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar services was supplied by the BIDDER/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.	Request authority to kindly clarify in details.	Please refer addendum
40	8	Section 1.3 point 3	The Bidder should have been operating a minimum of 150 Aadhaar enrolment centres at any given point of time.	Please ease the clause to The Bidder should have been operating a minimum of 150 centres at any given point of time.	Accepted. Please refer addendum
41	8	Eligibility Criteria	Bidder should be a Registered company/Firm in India and should be in operation for a minimum period of 2 years as on 30.09.2020. The Bidder should not be Banking Company or a Non- Banking Financial Company.	Bidder should be a company! firm/organization (e.g. Govt./ Semi-Govt./ Private/ PSU/NGO/ Not-for-Profit) registered in India. Because Many Trust Or Organisation Already work with UIDAI And empanelled with UIDAI So Please Allowed Organization	Yes...Bidder may be organization (e.g. Govt./ Semi-Govt./ Private/ PSU/NGO/ Not-for-Profit) subject t fulfilment of all terms and conditions mentioned under RFP document (Clause 2(I)). Further the organisation must not be blacklisted or debarred by government authorities.
42	2	4	Earnest Money Deposit (EMD) Rs 10,00,000/- (INR Ten Lacs only)	On Page No.12 Clause NO 1.13.1 The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.5 lakhs, by way of Demand Draft. Earnest Money Deposit Two Different Amount Show	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.10.00 lakhs, by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Baroda Global Shared Services Ltd., payable at Mumbai and should be kept along with the Part-A-Technical Proposal. Since corrected. Please refer website for Amendment in this regard.
43	10	1.5 Only one Bid	1.5 1.5.1 A Bidder shall submit only one Commercial bid only applicable to the zone, however more than 1 zone can be applied.	Not Clarify this Clause 1) One Bidder Can submit only one Commercial for all Zone 2) One Bidder Can submit only one Commercial for only one zone 3) One Bidder Can submit Different Commercial for all Zone	Vendor has the oppurtunity to select multiple zones with different commercials. However number of application shall be only one from each bidder.

44	11	1.11 Payment to Bidders	1.11 Payments shall be made to the Bidder by BGSSL on a monthly basis based on number of days each AEC is active and agreed Fixed charges subject to the outcome of RFP per AEC per month. GST amount on this will be paid separately.	1.11.6 The invoices will be processed only after release of Sanction Order for that particular month by UIDAI, pertaining to New enrolments made and Mandatory biometric updates done for the corresponding month. If RFP Published On Monthly Basis So No need For UIDAI Sanction Order If BGSSL wait for Sanction Order Project Not Run Streamline Because Sanction Order Generate 3 to 4 Month Later	The invoice raised by the vendor would be paid by 10th of subsequent month subject to receipt of undisputed invoice. However the penalty for the settled invoice would be adjusted in the subsequent invoices raised by the vendor post the reconciliation of data received from UIDAI.
45	8	Eligibility Criteria 1.3 (1)	Bidder should be a Registered company/Firm in India and should be in operation for a minimum period of 2 years as on 30.09.2020. The Bidder should not be Banking Company or a Non-Banking Financial Company.	Bidder should be a company/firm/organization (e.g. Govt./Semi-Govt./Private/ PSU/NGO/ Not-for-Profit) registered in India . Because Many Trust Or Organisation Already work with UIDAI And empanelled with UIDAI So Please Allowed Organization	Yes...Bidder may be organization (e.g. Govt./ Semi-Govt./ Private/ PSU/NGO/ Not-for-Profit) subject to fulfilment of all terms and conditions mentioned under RFP document (Clause 2(i)). Further the organisation must not be blacklisted or debarred by government authorities.
46	2	4 Bid Control Sheet	Earnest Money Deposit (EMD) Rs 10,00,000/- (INR Ten Lacs only)	On Page No.12 Clause NO 1.13.1 The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.5 lakhs, by way of Demand Draft. Earnest Money Deposit Two Different Amount Show	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.10.00 lakhs, by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Baroda Global Shared Services Ltd., payable at Mumbai and should be kept along with the Part-A-Technical Proposal. Since corrected. Please refer website for Amendment in this regard.
47	36	Annexure III 4	4. Bid should be quotation of Fixed charges per centre per month basis..	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). Because Many Operators Complaints to Labour Court according to labour laws and Aadhar Operator under Semi-skill category	The company is looking at Live Aadhar Centre operational for 7 Hours in a day with a minimum productivity of 500 per month subject to compliance with Clause 2(i) of the RFP Document
48	11	1.12.1	Tender cost of Rs. 10,000/-	Can it be submitted in Bank transfer or mandatorily in shape of Demand Draft?	No change

49	12	1.13.1	Sr. No. 4 EMD 10,00,000/-	EMD is 10 Lacs or 5 Lacs , as mentioned it 5 lacs in clause 1.13.1 please clarify....	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.10.00 lakhs, by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Baroda Global Shared Services Ltd., payable at Mumbai and should be kept along with the Part-A-Technical Proposal. Since corrected. Please refer website for Amendment in this regard.
				Also confirm EMD will be submitted in only form of BG or DD/FDR/Bank transfer mode will be admissible	No change
50	13	1.14	Security Deposit/ Performance Guarantee	It is apart from EMD of Rs. 10 lacs	The selected Bidder shall be required to furnish a Security Deposit/Performance Bank Guarantee within 15 days of the acceptance of the purchase order equivalent Rs 25,000/- per Aadhar Enrolment Center or 10% of total contract value whichever is higher. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.10.00 lakhs, by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Baroda Global Shared Services Ltd., payable at Mumbai.
51	15	1.15.16	Masked Bill of Material (Commercial Bid) must be attached in Technical Offer and should not contain any price information. Technical Proposal without masked Bill of Materials will be liable for rejection	Both tech and commercial bids should be kept separately or jointly...please clarify	Please refer Clause 1.15.5 of RFP document for clarification.
52	29	Bid submission Date, Time & Address	Technical Proposal & Commercial bid in separate sealed envelopes including EMD, and Tender Fee must be submitted not later than the following date and time: Date: 18.11.2020, 3.00 PM	Date mentioned for submission seems incorrect...	Since corrected. Please refer website for Amendment in this regard.
53	29	point No. 3 Clarifications	Clarifications may be requested not later than 03.11.2020. The address for requesting clarifications is:	Date mentioned for submission seems incorrect...	Since corrected. Please refer website for Amendment in this regard.
54	30	point No. 6 The Bid opening	The Bid opening Date and Time is Date: 18.11.2020, 4.00 PM	Date mentioned for submission seems incorrect...	Since corrected. Please refer website for Amendment in this regard.
55	48	point No. 9 Annexure -VII	Pre-Contract Integrity Pact	Stamp Paper value will be applicable as per concerned state or fix value...please confirm	Understanding is correct

56	Clause 1.13.1	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.5 lakhs, by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Baroda Global Shared Services Ltd., payable at Mumbai and should be kept along with the Part-A-Technical Proposal.	Kindly allow waiver if tender fee and EMD as per Govt. of India's GFR rules for registered MSME & NSIC companies.		Since incorporated. Please refer website for Amendment in this regard. MSME is exempted upon submission of documents, But PBG will be applicable as per RFP.
57	1.19.9 & 1.21	For each zone, the Contract shall be awarded to the lowest bidder L-1 along with three more vendors L-2, L-3 & L-4 subject to their matching L-1 prices. In case L-2, L-3 and L-4 do not agree to match prices, the option will go to L-5, L-6 ... in that order. & Page 19- Awarding of Contract:	Kindly confirm how the distribution of locations be carried out. Will there be any preference to L1 Bidder or equal number of centers be allocated to all qualifying bidders?		There will be no centre wise allocation. Bidders will be awarded on zone wise as mentioned in the RFP document.
58	1.22.9	BGSSL shall have the right to terminate the agreement by issue of notice without assigning reason and also in the case of breach of contractual obligations by the bidder separately.	The definition of "breach of contractual obligations" is nit defined. Kindly specify reasons, situations and actions that may cause "breach of contractual obligations". Allow service provider to present their explanation and reasonable time to correct such breach before terminating the agreement.		Any act which contradict the scope of work as mentioned in Annexure 4 will constitute a Breach of Contractual Obligation No Changes

59	1.22.11	The AEC's should be active and operational within 7 days from issuance of PO, else a penalty Rs.5000/- per month per AEC will be levied	Considering the COVID-19 spread and limited availability of resources atleast 30 days should be given for implementation.		No change
60	1.22.13 & 1.22.15	If the AEC is inactive more than one day proportionate charges will be deducted from the Fixed charges payable for the AEC.	No penalty it should be levied in case closure due to Bank holiday, strike, pandemic and or any other reason beyond control of Service provider.		In case of the Centre being inactive for reasons which are beyond the control of operators like hardware issue, software issue , system down or GPS issues, there would not be any penalty levied. However it is expected that the operator does not intentionally damage the physical assets. Vendor needs to ensure that the said inactive / suspension is not caused due to any act of operator intentionally.
61	1.23	<u>Termination of Contract subject to necessary approvals</u> 1.23.1 Notwithstanding the duration of the contract stated, BGSSL without prejudice or liability, reserves the right to terminate the contract at any point of time during the tenure of contract at its sole discretion.	Since Service Provider will also be investing significantly and also carry obligations of manpower etc. There should be reasonable notice of atleast 90 days before contract is terminated by BGSSL.		No Change
62	1.26	1.26 Right to Alter Scope 1.26.1 In the event of changes in the regulatory guidelines, BGSSL reserves the right to change/alter the Scope of work.	Subject to revision of price as per new scope and change in terms of service.		No Change

63	PART 2 – DATA SHEET	<p>c) BGSSL intends to empanel four vendors per zone for each zone for the project. Accordingly after deciding the L-1, vendor counter offer shall be given to L2, L3, L-4 .. etc. at the rates quoted by L-1 and the technically compliant vendors willing to match L-1 rates will be considered for empanelment. <u>It will be endeavoured to distribute work evenly among all the empanelled vendors.</u> However, the vendor giving better performance may be given</p>	<p>in case the bank intends to distribute work evenly among shortlisted bidders what is the significance of L1 Bidder? Despite becoming L1 and offering most competitive rates from the beginning itself he/she shall be denied majority portion of the contract.</p>		<p>The Bid will be awarded to the L1 bidder and all other bidder will get work only at the rate quoted by L-1 bidder if any. Hence understanding is not correct.</p>
64	Annexure V Service Levels (Illustrative)	<p><u>Operational Performance:</u> <u>targeted average daily productivity per AEC</u> On an average, 500 transactions (Aadhaar Enrolment/Updation) per month per AEC, should be processed post 30 days from the date of go live across Zone.</p>	<p>The minimum benchmark numbers are higher considering post COVID scenario. Beside, Service provider is only responsible for transactions coming to the branch and therefore this criteria must be waived.</p>		<p>No Change</p>

65	1	1. The consortium details mentioned point 2 on 1.3 eligibility criteria.	If the consortium company having experience of running 150AEC centers but the main company Does not have any experience. Then it will be considered??		Prime bidder must fulfill all the applicable criteria of RFP
66	2	1. The consortium details mentioned point 2 on 1.3 eligibility criteria.	If the consortium company having experience of running 150AEC centers but the main company Does not have any experience. Then it will be considered??		Prime bidder must fulfill all the applicable criteria of RFP
67	3	1. The consortium details mentioned point 2 on 1.3 eligibility criteria.	If the company quote Price of INR 7000 or 8000 and got the project but the minimum wages as per the wage act according to state will be 9000 then how company will bear the difference expenses.		The company is looking at Live Aadhar Centre operational for 7 Hours in a day with a minimum productivity of 500 per month subject to compliance with Clause 2(i) of the RFP Document
68	4	1. The consortium details mentioned point 2 on 1.3 eligibility criteria.	How new entrepreneurs will give BG of 10% of project even having experience of more than 3 years working as SUB vendor from different companies.		The selected Bidder shall be required to furnish a Performance Bank Guarantee as mentioned under RFP document
69	5	1. The consortium details mentioned point 2 on 1.3 eligibility criteria.	Requested to kindly provide Opportunity to the new companies who have experience but cannot able to meet eligibility criteria in financials only.		No Change
70	44	5	Annexure V In Enrollment centre branch manager allow to do maximum enrollment and approved all the documents timely then operator will do maximum enrollment. It depends on foot fall because we faced this type of problems in enrollment centres. Don't imposed penalty in this point please consider it.		In case of the Centre being inactive for reasons which are beyond the control of operators like hardware issue, software issue , system down or GPS issues, the same would be dealt seperately in conjunction with the Vendor

71	12	1.13	1.13.1	In RFP on page no 2 for EMD is mentioned 10 lakh rupees and page no 12 clause on 1.13.1 EMD 5 lakh rupees payable at Mumbai. Please clarify this point	Since corrected. Please refer website for Amendment in this regard.
72			Annexure VI	In this point the invoice will be processed only after release of sanction order but we are providing only manpower supply so we don't need to wait sanction order. Kindly clear this point.	The invoice raised by the vendor would be paid by 10th of subsequent month subject to receipt of undisputed invoice. However the penalty for the settled invoice would be adjusted in the subsequent invoices raised by the vendor post the reconciliation of data received from UIDAI.
73	Point Number 4 and 1.13.1	Earnest Money Deposit (EMD)	In page number 3 EMD amount is mentioned is 10 Lacs and in Page number 12 EMD amount is mentioned is 5 Lacs. Please clarify for correct EMD amount.		Since corrected. Please refer website for Amendment in this regard.
74	1.3 and Point	Eligibility Criteria	Kindly clarify 150 operators are provided in a single work order or providing in a particular client or particular year.		Please refer addendum
75	1.11.4	Payment to Bidders	Kindly clarify what kind of support would be provided by BGSSL for average working of 7 Hrs because without support Bank of Baroda and his Branch officials it cannot possible.		All stationary and other consumables will be supplied and maintained by the Bank / Branch . However the Operator will be responsible for safekeeping and proper handling of the assets
76	1.11.6	Payment to Bidders	There is a-Fixed Charges model/ Supply of manpower not revenue sharing, so what is connection between payment and Section order of UIDAI because we have to pay salaries of our operators on time and UIDAI's section order uploads too late. So how can we survive to 90 or120 days without payment?		The invoice raised by the vendor would be paid by 10th of subsequent month subject to receipt of undisputed invoice. However the penalty for the settled invoice would be adjusted in the subsequent invoices raised by the vendor post the reconciliation of data received from UIDAI.
77	Annexure V	Point No. 5	Kindly clarify that for 500 transactions in a month what kind of support would be provided by BGSSL. Like daily working time or no enrolment limit per day and IEC activities.		All stationary and other consumables will be supplied and maintained by the Bank / Branch . However it will be our endeavour to support the vendors in order to achieve the minimum number of transactions as mentioned in the RFP Document.
78	20	1.21.8	Rs 25,000/- per Aadhar Enrolment Center or 10% of total contract value whichever is higher	Is too high, we request for 5% of the total value	No Change
79	21	1.22.11	1.1.1 The AEC's should be active and operational within 7 days from issuance of PO, else a penalty Rs.5000/- per month per AEC will be levied	7 days after operator ID get activated	it will be after activation of Operator ID by UIDAI. Operator has to ensure that ID creation file is shared on the date of joining itself. Vendor has to ensure that operators hired are not suspended or blacklisted .
80	22	1.22.15	any reason or for non- functioning of the assigned AEC for any reason, beyond 3 (Three) days continuously, a penalty @ Rs.100/- per day (from the 4th day onwards) will be levied for each of the operator	If the operator reigned, New operator activation after There is third party dependencies (UIDAI, Bank) should be considered.	Vendor has to ensure that they only hire operators whose IDs have not been suspended .It is expected that the Vendor will have appropriate Backup Plan for such exigencies. In case of the Centre being inactive for reasons which are beyond the control of operators like hardware issue, software issue , system down or GPS issues, there would not be any penalty levied. However it is expected that the operator does not inadvertently damage the physical assets

81	29	3	Bid Submission date 18-11-2020	As per page no 2, 10-12-2020	Since corrected. Please refer website for Amendment in this regard.
82	44	5	On an average, 500 <u>transactions</u> (Aadhaar Enrolment/Updation) per month per AEC, should be processed post 30 days from the date of go live across Zone.	Not possible Request to relax this figure due different factors 1. less number of enrolment remains (zone wise) 2. Depend upon bank's publicity 3. Customer footfalls at Branch 4. Branch Manager should does'nt allow more than 15-20 customer per day	No Change

83	47	Biometric/Demo graphic or Both Update	50.00 (including GST)	As Per circular F. No. 4(4)/57/372/2016/E&U-I Dated : 09th May, 2020 Sub: Charges to be applicable to the Residents for various Aadhaar services at	The charges applicable would be as per UIDAI Circular
				all Aadhaar Enrolment and Update Centers- reg.	
84				BGSS would follow state wise minimum wages for operator (Skilled) – Yes/No	The company is looking at Live Aadhar Centre operational for 7 Hours in a day with a minimum productivity of 500 per month subject to compliance with Clause 2(i) of the RFP Document
85				Require EMD amt clarification (refer page 2 and 12)	Please refer website for Addendum
86				BGSS will provide enrollment/Update form at Brank Branches?	All stationary and other consumables will be supplied and maintained by the Bank / Branch . However the Operator will be responsible for safekeeping and proper handling of the assets
87				BGSS will provide Banner at each branch?	All stationary and other consumables will be supplied and maintained by the Bank / Branch . However the Operator will be responsible for safekeeping and proper handling of the assets
88	7	-	EMD	At point number 4 of Bid Control Sheet , required EMD is for Rs.10,00,000/-, whereas at point no:	Since corrected. Please refer website for Amendment in this regard.
89	12	1.13.1	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.5 lakhs, by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Baroda Global Shared Services Ltd., payable at Mumbai and should be kept along with the Part-A- Technical Proposal.	As per Bid Control sheet the EMD is Rs.10 Lakhs. Please clarify which is correct ?	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.10.00 lakhs, by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Baroda Global Shared Services Ltd., payable at Mumbai and should be kept along with the Part-A- Technical Proposal. Since corrected. Please refer website for Amendment in this regard.
90	13	1.14.1	The selected Bidder shall be required to furnish a Security Deposit/Performance Bank Guarantee within 15 days of the acceptance of the purchase order equivalent Rs 25,000/- per Aadhar Enrolment Centre or 10% of total contract value whichever is higher.	1- Rs 25,000/- per Aadhar Enrolment Centre or 10% of total contract value whichever is lower must be considered.	No change
				2- Please clearly mention the calculation of the Contract Value.	