

**वित्तीय समावेशन विभाग Financial Inclusion Department**  
**यूनियन बैंक ऑफ़ इंडिया Union Bank Of India**  
**केंद्रीय कार्यालय उपभवन, हैदराबाद Central Office, Annexe, Hyderabad**

Date:04.07.2022

Corrigendum to Request for proposal for supply of Aadhaar Enrolment Kits and Manpower  
 - Opex Model at Bank Branches - RFP/Tender No. FID: RFP: 01:2022 dated 13.06.2022

S. No	Page No	Clause No	RFP Clause	Modification / Addition
1	2	7	Last Date of Submission of Bids: 05.07.2022 1530 hours	Last Date of Submission of Bids: 12.07.2022 1530 hours
2	2	8	Date and time of Opening of Part A- Technical Bid: 05.07.2022 1630 hours	Date and time of Opening of Part A- Technical Bid: 12.07.2022 1630 hours
3	2	12	Earnest Money Deposit (EMD - Bidder should deposit EMD of Rs.10,00,000/- in the form of a Bank Guarantee (BG) issued by a Scheduled Commercial Bank other than Union Bank of India favouring Union Bank of India valid for a period of 6 (six) months + claim period of 3 months.	Earnest Money Deposit (EMD - Bidder should deposit EMD of Rs.10,00,000/- in the form of a Bank Guarantee (BG) issued by a Scheduled Commercial Bank other than Union Bank of India favouring Union Bank of India valid for a period of 6 (six) months + claim period of 3 months  OR Fixed Deposit for a minimum period of 9 months issued by only Union Bank of India, favouring Union Bank of India. This Fixed Deposit receipt should be duly discharged before submission.
4	13	7 a)	The Bidder shall submit Bid Security /Earnest Money Deposit in the form of Bank Guarantee valid for a period of 6 months for Rs.10 Lakhs in the favour of Union Bank of India payable at Hyderabad	The Bidder shall submit Bid Security /Earnest Money Deposit in the form of Bank Guarantee valid for a period of 6 months for Rs.10 Lakhs in the favour of Union Bank of India payable at Hyderabad  OR Fixed Deposit for Rs.10.00 Lacs for a minimum period of 9 months issued by only Union Bank of India in favour of Union Bank of India. This Fixed Deposit

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				receipt should be duly discharged before submission.
5	35	40 a	<p>Awarding of contract: Technically qualified Bidder whose commercial bid is accepted and quotes the lowest in commercial bid will be referred to as selected Bidder (L1) and Bank will notify the name of the selected Bidder by displaying in the Notice Board / Official Website of Bank. Bank will follow the internal procedure for necessary approvals and there after proceeding with notification of award of contract.</p> <p>The L1 bidder will be allocated all the locations or not less than 40% of the locations. Bank may at its sole discretion allocate the remaining, if any to L2, L3 etc. subject to their agreeing to match the L1 price. Such allocation of locations shall be entirely at the sole discretion of the purchaser. The bidders will have no option to reject the locations so allocated to them</p>	<p>Awarding of contract - Technically qualified Bidder whose commercial bid is accepted and quotes the lowest in commercial bid will be referred to as selected Bidder (L1) and Bank will notify the name of the selected Bidder by displaying in the Notice Board / Official Website of Bank. Bank will follow the internal procedure for necessary approvals and there after proceeding with notification of award of contract.</p> <p>The L1 bidder will be allocated all the locations or not less than 40% of the locations. MSE's qualified for Reverse Auction, quoting price within price band of L1 + 15% shall be allotted as per Rule 170 of GFR for MSE's subject to their agreeing to match the L1 price.</p> <p>Bank may at its sole discretion allocate the remaining, if any to L2, L3 etc. subject to their agreeing to match the L1 price. Such allocation of locations shall be entirely at the sole discretion of the Bank. The bidders will have no option to reject the locations so allocated to them.</p>
6	84	Annexure XVII	Commercial Bid - Bill of materials: Fix Cost per Aadhaar Enrolment Centre.	Commercial Bid - Bill of materials: Commission per Aadhaar Enrolment Centre

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7	94	Annexure -XXI -14.a	<p>a. The bidders shall be able to bid only at a specified decrement value and not at any other fractions. The Bid decrement value shall be Rs. 7500/- or 0.25% of the Start price of the Reverse Auction, whichever is higher.</p> <p>b. The bid decrement value shall be rounded off to the nearest thousands of rupees.</p> <p>c. For the sake of convenience of bidders, the web portal shall display the next possible decremented value of bid. It is not, however, obligatory on the part of bidders to bid at the next immediate lower level only. (That is, bids can be even at 2 or 3 lower levels than the immediate lower level and should not exceed 2% of start bid price at a time)</p>	<p>a. The bidders shall be able to bid only at a specified decrement value and not at any other fractions. The Bid decrement value shall be 0.25% of the Start price of the Reverse Auction.</p> <p>b. For the sake of convenience of bidders, the web portal shall display the next possible decremented value of bid. It is not, however, obligatory on the part of bidders to bid at the next immediate lower level only. (That is, bids can be even at 2 or 3 lower levels than the immediate lower level and should not exceed 2% of start bid price at a time)</p>
<p>The other contents, terms and conditions of the RFP remains unchanged. This addendum forms the integral part of the RFP.</p> <p>Note: Ensure that all above modifications made will have effect wherever the same context is repeated in RFP</p>				

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Pre-Bid Meeting: 22.06.2022 :: Pre-bid Queries - Replies					
Sl. No	Clause No	Page No	RFP Clause	Query	Bank Response
1	11	2	Bid fee of Rs.10,000/-	to waive for MSEs	Waived for MSE's subject to submission of valid proof of document.
2	12	2	Earnest Money Deposit (EMD)	i. Exemption for MSME, ii. Kindly release EMD amount after tender awarding iii. Having BG limits with Union Bank and do not have limits any other Bank, in such case do you consider DD instead of BG?	(i, ii) No change as per RFP. (iii) The bidder shall submit Bid security /Earnest Money Deposit in the form of Bank Guarantee valid for a period of 6 months for Rs.10.00 lakhs in favour of Union Bank of India Payable at Hyderabad OR Fixed Deposit for a minimum period of 9 months issued by only Union Bank of India, favouring Union Bank of India. The fixed deposit receipt should be duly discharged before

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					submission. Demand Draft (DD) are not considered.
3	5.2	11	Minimum 150 AEC Centres	1. Request for relaxation for start-ups 2. Request to Reduce the Number 3. Request to Increase the Number 4. Request to consider experience	No Change. As per RFP
4	5.3	11	Bidder should have positive Net worth of a minimum Rs.10 crores in each of the last three year and as per the latest audited balance sheet - 31.03.2021/2022	1. Request for Relaxation for start- ups 2. Requested to reduce to Rs.2 crores 3. Request to allow consortium	No Change. As per RFP
5	5.4	11	Bidder should have earned Net Profit in last three financial years i.e. 2018- 19, 2019-20, 2020- 21/2021-22.	Can bank allow to participate the tender with Positive Net Worth for last 3 FY	No Change. As per RFP
6	5.5	11	Bidder should have minimum annual turnover of Rs.25 crores in each of the last three financial years i.e. 2018-19, 2019-20, 2020- 21/2021-22	1. Request to reduce the annual turnover to 4, 14, 15 crores 2. For MSME reduce to 5 crores 3. Request to increase the turnover to 50 crores to 60 crores 4. Request for waiver to start ups	No Change. As per RFP
7	6.e	13	The Allotment of AEC centres within will be done by the Bank and it would be final & conclusive and binding upon the successful bidders.	All the AEC should be grouped region wise and bidder should be allowed to choose any region / groups	No Change. As per RFP

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8	7.a	13	Bidder should submit Bid Security / Earnest Money Deposit in the form of a Bank Guarantee (BG) valid for a period of 6 months for Rs.10.00 lakhs in favour of UBI, Payable at Hyderabad	Consider EMD amount under MSME	The bidder shall submit Bid security /Earnest Money Deposit in the form of Bank Guarantee valid for a period of 6 months for Rs.10.00 lakhs in favour of Union Bank of India Payable at Hyderabad OR Fixed Deposit for a minimum period of 9 months issued by only Union Bank of India, favouring Union Bank of India. The fixed deposit receipt should be duly discharged before submission.
9	9.d	14	The bidders should have proven capability with PSB/RRB to provide robust and scalable hardware technology to provide services mentioned in this RFP. Successful implementation of a related project (such as delivery, operation, maintenance of AEC related hardware and peripheral software	.....Hence, we request to allow Consortium with equipment suppliers for this RFP.	No Change. As per RFP

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			along with Manpower management etc.) with PSBs/RRBs.		
10	11.b	16	The Bidders shall be required to provide training and operational support for the front end infrastructure supporting the AEC 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	..... Hence, we request to allow Consortium with equipment suppliers for this RFP.	No Change. As per RFP
11	11.c	16	Bidders shall own and operate entire Hardware including the front-end systems and all hardware applications, network connectivity, consumables, Stationery etc. at the AEC would be to the cost of the Bidder	.....Hence, we request to allow Consortium with equipment suppliers for this RFP.	No Change. As per RFP

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12	11.f	16	Bidders shall ensure that faulty front-end equipment is repaired or replaced within a maximum period 72 hours of reporting. A penalty of Rs.500/- 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 AEC location is functional	Please Decrease the penalty in rural areas; we will try to deploy the items in given time however due to unavailability of items it may get delayed.	No Change. As per RFP
13	11.g	17	Adequate number of spare machines, etc. should be maintained by Bidder for immediate replacement.	Request to allow Consortium with equipment suppliers for this RFP.	No Change. As per RFP



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14	11.i	17	<p>The successful bidder (L1) shall provide an Android application which will be used by all the Operators on boarded by the Bank. The android app shall have the following features:</p> <p>I. Capture latitude and Longitude of the branch location                      II. Address of the branch                      III. Onboarding details of the Operator                      IV. Operator details (User ID, Certificate No., Gender, Mobile No., etc.,)                      V. No of Enrolments done                      VI. No of Demographic updates done                      VII. Attendance of the Operator                      VIII. Leave of Absence                      IX. Login and Logout time                      X. Complaints if any                      XI. UIDAI Surprise Visit details                      XII. Alert mechanism if the AEC Kit moves out of the Branch premises</p>	<p>Development of new mobile app incurs cost hence request for more payment.</p>	<p>No Change. As per RFP.</p> <p>Bidders must arrive the commission to be quoted in the Reverse Auction (RA) considering the cost factor for Android mobile App and Web-portal for hosting AEC Solution as per the RFP.</p>
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15	11.j	17	<p>Web- Portal to monitor real time operations of the Operator such as Operator Certificate Details, reports, Invoice generation, Data Analysis, Error reports etc. Bank would provide the requisite hardware for hosting the Portal at Bank's DC/DR location.</p>	<p>As this clause said the application will be hosted at Banks DC/DR locations since the AEC machine is isolated from the Bank network. How the operator / Vendor can view the reports and update the reports.</p>	<p>No Change. As per RFP.</p> <p>As per the RFP, bidder must provide an Android App and Web-portal for real time monitoring of the AEC operations.</p> <p>The data captured/ entered by the AEC operator in the Android app will be pushed to the server hosted at Bank's DC/DR on real time basis.</p> <p>The Web-portal would be made accessible to the empanelled vendors for monitoring of the AEC operations as mentioned in the RFP.</p>
16	11.l	17	<p>The Technology will include providing and maintaining devices for AEC, internet connection / consumables etc., by the vendor.</p>	<p>Some of the Locations GSM network signals are weak kindly provide Internet from the bank network.</p>	<p>No Change. As per RFP</p>

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17	11.y	18	As a part of facility management the Successful Bidder (L1) shall have minimum THREE technically competent resource for at Financial Inclusion Department, CO Annexe, Hyderabad 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.	Instead of 3 persons can we deploy 1 person at our corporate office so that we can closely monitor the technical team in our office. Kindly consider our request	No Change. As per RFP
18	11.x & Y	18	The Successful Bidder shall provide a help desk with at least 3 of phone lines for incident management. On finding an equipment to be not functioning, the Operator would contact on the pre-designated number of help desk regarding the same. The Help Desk representative would then issue a ticket number to the operator which he will quote in all subsequent communications till resolution of the issue. The defective part of the equipment would be replaced by a representative of the Successful Bidder under a sign off (See Point No.14 d) from the equipment operator.	We respectfully request you to confirm the bidder will provide the persons for both (x) and (y) or can be used for same persons. Kindly clarify and confirm.	No Change. As per RFP.

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			y) As a part of facility management the Successful Bidder (L1) shall have minimum THREE technically competent resource for at Financial Inclusion Department, CO Annexe, Hyderabad 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.		
19	11.bb	18	Security audit should be carried out for the technology, process and people through a competent and Bank advised third party.	Kindly clarify the security audit details.	No Change. As per RFP
20	12.b	18	Supply of Aadhaar enrolment kits conforming to UIDAI specifications along with Bidders' own arrangement of independent Internet Connectivity in the identified branches by the bank.	Some of the Locations GSM network signals are weak kindly provide Internet from the bank network.	No Change. As per RFP
21	14.a	19	Operators to create awareness about the AECs located in Bank branches.	It should be the responsibility bank branch in which machine is installed.	No Change. As per RFP

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22	14.t	20	<p>Legal Requirement:</p> <p>Vendor shall not assign to anyone, in whole or in part, its obligations to perform under the RFP/ contract. Under no circumstances the bidder shall sub-contract the work entrusted to them.</p>	<p>In clause 63(h), assignment with prior approval of the Bank is allowed. Hence, please modify the clause as follows:</p> <p>"The vendors may assign, in whole or in part, its obligations to perform under the RFP/contract with prior approval of the Bank. Also, the bidder may Sub - contract the work entrusted to them."</p>	No Change. As per RFP
23	14.n	20	<p>AMC for all devices deployed at the AECs.</p>	<p>Request for Consortium with AEC kit agency who supplied kits to banks.</p>	No Change. As per RFP
24	14.o	20	<p>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. 500/- 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 AEC location is functional.</p>	<p>Request to provide 10 days we have to adhere to Pin code and 50% female Operators. Also request reduce penalty to Rs 100 Per day and maximum of 1000/-</p>	No Change. As per RFP

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25	14.v	20	The Hardware in transit and inside Bank branch are to be insured by the bidder against all risks of loss or damages.	As kit movement is based on letter from FI department request to kindly assign to Branch officials for the custody. As Further bank kits will come it will be at Branch knowledge to safe keep the kit As and when required as per UIDAI Guidelines.	No Change. As per RFP
26	15c	21	In case of Rural/Semi Urban locations, Operators shall be appointed from same pin code.	Kindly provide flexibility to deploy operators from same district instead of Same pin code	No Change. As per RFP
27	15d	21	In case of Metro/Urban locations, all Operators shall be appointed from same Corporation/Municipal limit and shall on-board at least 50% female operators.	Please minimize this criterion as it is very difficult to find out 50 % female UIDAI certified operators engaged in AEC activities.	No Change. As per RFP
28	15.h	21	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	Request to provide At least 7 days to identify better Operator. It is our understanding that the liquidated damages will be at the rate of 500 INR per day, subject to maximum of 5000 INR per month. Please confirm.	No Change. As per RFP

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			also be liable for the penalties that may be levied by UIDAI.		
29	16 a	22	Payment will be made by the Bank on monthly basis in arrears on aggregated basis within 20 days on submission of original invoices by the Service Provider duly countersigned by authorized signatory after deducting applicable penalties and TDS, if any	Request you to release the demographic and Other Biometric payments as per PL account and payments for the new enrolment and mandatory biometric as per UIDAI sanction order.	No Change. As per RFP
30	15.k	22	.....below the Minimum wages fixed by appropriate Government	1. Which Category of Minimum Wages " Semiskilled / skilled ? 2. Which Government - Central or Respective State Govt?	No Change. As per RFP. The bidder should follow the Minimum Wages fixed by the appropriate government from time to time as per the

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					provisions of Minimum Wages Act 1948.
31	15(l)	22	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.	<p>1. Please modify the clause as follows: "For reasons solely attributable to the vendor/bidder/SP, 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."</p> <p>2. Since the UIDAI Release the sanction order &amp; remuneration after 3 months from the actual month. So, the share which will quote amount per enrolment will be there with the bank why the interest will be imposed.</p>	No Change. As per RFP
32	15.m	22	All infrastructure items including Laptop/Desktop, Iris scanner, Finger Scanner, GPS device, Camera, Printer cum scanner, table light etc. will be owned by the bidder	Request for Consortium with AEC kit agency who supplied kits to banks.	No Change. As per RFP



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33	16 b	22	The successful Bidder is eligible for commission quoted in the Reverse Auction	<p>If possible kindly remove reverse auction process and set a min percentage to quote a commercial tender to full fill the basic pay norms to operators in every state otherwise it may lead to malpractices it caused to registrars and organizations reputation ??</p> <p>We request the evaluation system to be QCBS and Reverse Auction to be excluded considering the sensitivity of this project</p>	No Change. As per RFP
34	19 a	23	Pre-Bid Meeting at Hyderabad	Request to make provision for on-line participation	No Change. As per RFP
35	22.i	25	The relevant product information, brand, and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.	Request for Consortium with AEC kit agency who supplied kits to banks.	No Change. As per RFP

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36	32.i	30	Bidders should score minimum 75% marks out of 100 marks as per scoring matrix to become eligible for participating in the commercial Bid. In other words, commercial bid of these bidders who secured minimum 75% marks in technical evaluation criteria only will be opened.	Request to reduces the minimum marks score to 55%	No Change. As per RFP
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37	35.1	32	Net worth - Maximum marks for Rs.200 cr and above	<ol style="list-style-type: none"> <li>1) Requests for relaxation for start-ups</li> <li>2) Request you to please consider 100 Cr for obtaining maximum marks</li> <li>3) Max. marks for Rs.51 crores</li> <li>4) In the technical evaluation scoring criteria, the asked net worth is not in line as per the GFR (general Finance Rules). We request the authority to keep the Net worth requirement Min. 10 cr for scoring minimum to Max 20 crores for scoring maximum.</li> <li>5) Net worth parameter is on very high side. This must be revised. It looks as if Bank has main or only criteria of Net worth only. Nothing else needed.</li> <li>6) Request to change the marks pattern</li> <li>7) If Bidder Net-worth less than 10 cr then Bidder will be disqualified or only marks will be deducted.</li> </ol>	No Change. As per RFP
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38	35.2	32	Technical Evaluation Matrix - Marks for Marks for No. of AEC locations Above 300 (08 marks) 201 to 300 (06 marks) 150 to 200 (03 marks)	Request to include the Govt.Dept. letter. Request for Relaxation for start-ups Request to revise the marks for no. of locations	Documents to be submitted may be Letter from Bank PSB/RRB or Govt. Dept. Letter. Others No Change. As per RFP
39	35.3	32	Experience / Tie up with PSBs/RRBs/Govt Depts in India	Request to include the Govt.Dept. letter Request for Relaxation for start-ups Request to consider experience with State Govt. Institutions. Request to take this as standard since banks Mandate of 10% has started i.e. from 2017 Dec. To award max. marks for lesser no. of years i.e. instead of max.marks for 7 years - max marks to 5 years of 4 years. Kindly clarify the experience should be in Aadhaar or any other ITES services will be accepted.	Documents to be submitted may be Letter from Bank PSB/RRB or Govt. Dept. Letter. Others No Change. As per RFP
40	35.4	32	States & Union Territories Covered in PSB / RRB in India In the column Documents Required Bank letter from PSB / RRB	Request to include the Govt.Dept. letter Request for Relaxation for start- ups Request for more marks for lesser years	Documents to be submitted may be Letter from Bank PSB/RRB or Govt. Dept. Letter.

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					Others No Change. As per RFP
41	35.5	32	<p>Percentage of Active AEC Locations allotted to Bidder in PSB/RRB in India. (Active AECs during Dec'21, Jan'22 &amp; Feb'22)/3/Total allotted AEC* 100</p> <p>§ Above - 96.00% (08 Marks)</p> <p>§ 92.01% - 96.00% (06 Marks)</p> <p>§ 88.01 % - 92.00% (05 Marks)</p> <p>§ 84.01% - 88.00% (04 Marks)</p> <p>§ Less than 84.00% (03 Marks)</p>	<p>Percentage of Active AEC Locations allotted to Bidder in PSB/RRB in India. (Active AECs during Dec'21, Jan'22 &amp; Feb'22)/3/Total allotted AEC* 100</p> <p>§ Above - 80.00% (08 Marks)</p> <p>§ 75.01% - 80.00% (06 Marks)</p> <p>§ 70.01 % - 75.00% (05 Marks)</p> <p>§ 65.01% - 70.00% (04 Marks)</p> <p>§ Less than 65.00% (03 Marks)</p> <p>Request to include the Govt.Dept. letter</p> <p>Request for Relaxation for start ups</p> <p>Maximum marks for above 150 locations</p> <p>How allotted AEC location can be measure where it's not defined in the work order/agreement.</p>	<p>Documents to be submitted may be Letter from Bank PSB/RRB or Govt. Dept. Letter.</p> <p>Others No Change. As per RFP</p>

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42	35.6	33	<p>Percentage of Operators backlisted per month to the bidder during Oct.21, Nov'21 &amp; Dec'21 on total allotted locations (No. of operator blacklisted in Oct21+Nov 21+ Dec 21)/3/Total AECs allotted</p> <p>§ 0-5 % (08 Marks)  § 5.01 % -15.00 % (07 Marks)  § 15.01 % - 25.00% (06 Marks)  § 25.01 % - 35.00% (03 Marks)  § Above 35.00 % (00 Marks)  * NIL marks If not submitted</p>	<p>1. Such in-depth information Banks may not give; hence, such information should be taken by the bidder on letter Head.  2. Request to include the Govt.Dept. letter  3. Request for Relaxation for start-ups  4. Request to revise maximum marks  5. Request bank can directly confirm this data from our clients.</p>	<p>Documents to be submitted may be Letter from Bank PSB/RRB or Govt. Dept. Letter.  Others No Change. As per RFP</p>
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43	35.7	33	<p>Penalty Imposed per AEC per Month (in Rs)by UIDAI for deficiencies during on Oct'21, Nov'21 &amp; Dec'21 total AEC allotted locations.(Total Penalty imposed during Oct'21, Nov'21 &amp; Dec'21)/3/Total AEC allotted)</p> <p>Rs 0-150 (08 Marks)  Rs 151-300 (06 Marks)  Rs 301-450 (04 Marks)  Rs 451-600 (02 Marks)  Rs Above 600 (00 marks)  * NIL marks If not submitted</p>	<ol style="list-style-type: none"> <li>1. We request you that change the marking pattern for the penalty imposed. Also request you to consider the penalty imposed during Jan'22, Feb'22 and Mar 22.</li> <li>2. Request to include the Govt.Dept. letter</li> <li>3. Request for Relaxation for start ups</li> <li>4.Requesting to change as in % as below:  0.5% - (08 Marks)  5% to 10% (06 marks)  10% to 15% (04 Marks)  15% to 20% (02 Marks)  above 20% (00 Marks)</li> <li>5. Request to remove this in evaluation matrix</li> <li>6. with Latest UIDAI penalties all agencies are getting @ 10% Minimum on the total AEC as standard. Hence there will be no agency falling in any of these categories. Hence all agencies have 0 Marks.</li> <li>7.Such in-depth information Banks may not give, hence, such information should be taken by the bidder on letter Head.</li> <li>8.Usually Banks and other Govt.Dept.,</li> </ol>	<p>Documents to be submitted may be Letter from Bank PSB/RRB or Govt. Dept. Letter.</p>
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				<p>s where we are providing similar kind of services, do not issue certificate as per requirement of this criteria. Therefore, your bank can directly confirm this data from our clients.</p> <p>9. To change the marking pattern as below:</p> <p>Rs 400 (08 Marks)</p> <p>Rs 351-400 (06 Marks)</p> <p>Rs 401-450 (04 Marks)</p> <p>Rs 501-600 (02 Marks)</p> <p>Rs Above 600 (00 marks)</p> <p>* NIL marks If not submitted.</p>	
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44	35.8	33	<p>Average Enrolments Volume: Per day average no of enrolments/ updatons per centre during (Dec'21, Jan'22 &amp; Feb'22) § Above 15 (08 Marks) § 10-15 (06 Marks) § 8- 10 (04 Marks) * NIL marks If not submitted</p>	<p>1. Is applicable for Govt.letter for bidder score because it is mentioned only Bank Letter from PSB / RRB 2. Request for Relaxation for start-ups 3.Such in-depth information Banks may not give; hence, such information should be taken by the bidder on letter Head. 4. Request for max marks for above 11 Average Enrolments Volume: 5. Request to change the marking pattern as below: § Above 8 (08 Marks) § 7-8 (06 Marks) § 6-7 (04 Marks) * NIL marks If not submitted</p>	<p>Documents to be submitted may be Letter from Bank PSB/RRB or Govt. Dept. Letter.</p>
45	35.Note. 2	34	<p>Bidders should score minimum 75% 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 75% marks in technical evaluation criteria only will be opened.</p>	<p>Request to modify as below: 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.</p>	<p>No Change. As per RFP</p>

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46	40 a	35	<p>The L1 bidder will be allocated all the locations or not less than 40% of the locations. Bank may at its sole discretion allocate the remaining, if any to L2, L3 etc. subject to their agreeing to match the L1 price. Such allocation of locations shall be entirely at the sole discretion of the purchaser. The bidders will have no option to reject the locations so allocated to them</p>	<p>1) Kindly specify that 40% locations shall be selected by the service provider or Registrars.</p> <p>2) According to Rule 170 of GFR, there is an EMD exemption on tenders for MSME business. In tender, Micro and Small Enterprises quoting within the price band of L1+15% shall be allowed to supply the requirement up to 25% of the tender quantity subject to condition that such enterprises bring down their price to L1 price where L1 price is from other than a Micro and Small Enterprise" Request you to Amend the Clause accordingly for MSME &amp; MSEs.</p>	Issued Addendum.
47	44 c	38	<p>the Bidder agrees that the Bidder shall not be entitled to assign / sub lease/sub-contract any or all of its rights and/or obligations under this tender and subsequent Agreement to any entity including Bidder's affiliate during the contract period.</p>	<p>In clause 63(h), assignment with prior approval of the Bank is allowed. Hence, please modify the clause as follows:</p> <p>"The Bidder may assign/sublease/ subcontract any or all its rights and/or obligations under this tender and subsequent Agreement to any entity including Bidder's affiliate during the</p>	No Change. As per RFP

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				contract period with prior approval of the Bank."	
48	51.o	42	The successful bidder/s must implement the solutions in the AECs in all identified locations within 45 days of issuance of work order/intimation. 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 AEC location is functional	Request Bank to penalize only if UIDAI penalises Bank as most of the times delay occurs due to UIDAI server issue, delay in generation of user credentials	No Change. As per RFP
49	54.a	44	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 AEC/ or Rs.5.00 lacs whichever is higher	Requested to please amend this clause and allow the selected vendor to submit Performance Security of Rs.5,000/- per AEC Location to make the project viable	No Change. As per RFP

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50	57(c )	46	<p>Force Majeure - c) In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of 180 days, the Bank and the Service Provider/Bidder shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the Service Provider.</p>	<p>Please modify the clause as follows: "In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of 180 days, either Party may decide to terminate the Contract."</p>	<p>No Change. As per RFP</p>
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51	Annexure XVII	84	<p>Commercial Bid - Bill of materials</p> <p>i. Fix Cost per Aadhaar Enrolment Centre</p> <p>Percentage of commission that the Bidder is willing to receive from the Bank on total fees collected from Residents directly at the Bank branch for providing ASK services and income received from UIDAI for Aadhaar Generation and Mandatory Biometric Updates</p>	<p>1. In the header part of Commercial bid you are mentioned Fixed Price and the content part you are mention for commission. The bidder will quote the commercial for fixed cost per Aadhaar enrolment centre or Percentage of commission basis. Kindly clarify and confirm</p> <p>2. Request to fix minimum salary and reverse auction for variable charges, as service provider has to follow the multiple compliances such as minimum wages Rental of kits, AMC etc.,.</p> <p>3. You are asking to pay Minimum Wages and other contribution for operators. Then how we quote the competitor price. Kindly clarify.</p>	<p>1. Issued Addendum</p> <p>2 &amp; 3: The bidder should follow the Minimum Wages fixed by the appropriate government from time to time as per the provisions of Minimum Wages Act 1948.</p> <p>Bidder to consider the complete scope of the RFP and quote the price in RA.</p>
52	Annexure -XXI - 14.a	94	<p>1) The bidders shall be able to bid only at a specified decrement value and not at any other fractions. The Bid decrement value shall be Rs. 7500/- or 0.25% of the Start price of the Reverse Auction, whichever is higher.</p>	<p>Request to clarify the clause</p>	<p>1) The bidders shall be able to bid only at a specified decrement value and not at any other fractions. The Bid decrement value shall be 0.25% of the Start price of the Reverse Auction.</p>

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			<p>2) The bid decrement value shall be rounded off to the nearest thousands of rupees.</p> <p>3) For the sake of convenience of bidders, the web portal shall display the next possible decremented value of bid. It is not, however, obligatory on the part of bidders to bid at the next immediate lower level only. (That is, bids can be even at 2 or 3 lower levels than the immediate lower level and should not exceed 2% of start bid price at a time).</p>		<p>2) For the sake of convenience of bidders, the web portal shall display the next possible decremented value of bid. It is not, however, obligatory on the part of bidders to bid at the next immediate lower level only. (That is, bids can be even at 2 or 3 lower levels than the immediate lower level and should not exceed 2% of start bid price at a time)</p>
53	Annexure -XXI - 16.a	94	<p>If any RFP specifically authorizes splitting of orders for the sake of reducing dependency on single source of supply or provision of service, Bank is entitled to split the order in the order and as provided in RFP.</p>	<p>Request to Divide in multiple Zone to reduce dependency.</p>	<p>No Change. As per RFP.</p>

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54		General Query Request	<ol style="list-style-type: none"> <li>1) What is the Minimum and maximum quote (Rate) for this tender.</li> <li>2) Requesting the authority to allow Consortium Bids.</li> <li>3) Would request the Tendering authority to kindly provide details of the following to help us provide a competitive quote: <ol style="list-style-type: none"> <li>1. No of people visiting Annually each UBI branch for Biometric Update with or without Demographic update</li> <li>2. No of people visiting Annually each UBI branch for Demographic update</li> <li>3. No of people visiting Annually each UBI branch for e- AADHAR colour printing</li> </ol> </li> <li>4) Kindly allow start up Co.,</li> <li>5) Kindly extend the bid submission date for 1 month</li> <li>6) We are suggesting providing 937 Zone X 4 zones like South, East, West, North, it would be better for easy understanding and effective implementation of this project.</li> </ol>	<ol style="list-style-type: none"> <li>1. Max quote is mentioned in the commercial bid and minimum quote to be arrived by the bidders considering the scope of the RFP.</li> <li>2. No Change. As per RFP</li> <li>3. No. of people visiting each UBI branches per day for new enrolment/ biometric update/ with or without demographic update/ e-Aadhaar printout: 12 minimum</li> <li>4. No Change as per RFP</li> <li>5. No Change as per RFP</li> <li>6. No Change as per RFP</li> </ol>
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55			New clause / request to add	<p>1. Allocate some marks on the existing relationship with UBI.</p> <p>2. Minimum quoted rate capping so that bidder should not go below certain logical price / rate</p> <p>3. Requested to insert new clause Authority Event of Default in the following manner:              "Authority shall be considered to be in Authority Event of Default if any and more following event(s) occur:              a) Authority fails to fulfil the Authority's condition precedents in the given timelines;              b) Authority fails to maintain the minimum balance in the escrow account;              c) Authority fails to make good the shortfall in the escrow account within the given timeline'              d) authority fails to certify the operator's invoice within given / agreed timeline's and/or              e) authority fails to make the payment to the operator with given / agreed timelines</p> <p>4. "For any of the Authority Event of Default as per clause 34A, the Operator</p>	No Change. As per RFP
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				<p>shall have the option to terminate the contract by giving fifteen (15) days final notice, provided that, the Authority fails to cure/rectify the notified Authority Event Default within fifteen (15) days cure notice period provided by the operator before the final termination notice of fifteen (15) days"</p> <p>5. The operator shall have the option to terminate the contract any time by giving thirty (30) days written notice to the Authority.</p> <p>6. "Alternatively, the dispute may be referred to the arbitration proceedings as per the procedure hereinafter. Before referring the dispute to arbitration, the Parties shall try to amicably resolve the issue. If the Parties fail to amicably resolve the issue within forty-five (45) days from the first reference, the dispute may be referred to the arbitration in terms of rules of Arbitration and Conciliation Act, 1996 as amended from time to time ("Rules"). The arbitration shall be adjudicated by a sole arbitrator to be appointed in accordance with Rules.</p>	
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				<p>Arbitration shall be conducted in English language and place of arbitration shall be Cuttack, Odisha."</p> <p>7. Please add a new clause as follows:          "If the Bank fails to or is unable to make payment within the agreed timelines in Contract, the bidder/vendor may terminate the contract by giving fifteen (15) days final notice, provided that, the Bank has failed to cure/rectify such default within thirty (30) days defect cure period from the date of receipt of notice to cure issued by the vendor/bidder."</p> <p>8. Please add a new clause as follows:          "Notwithstanding anything to the contrary contained, neither Party shall be liable to the other Party for any loss of use of any works, loss of profit, loss of contract or for any other indirect or consequential loss or damage which may be suffered by the other Party in connection with the Contract. The total liability of the vendor/bidder to the Bank, under or in connection with the Contract, shall not exceed the total Contract value payable by the Bank to the bidder/vendor under the</p>	
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				Contract." 9. Bidder should have been an Aadhar enrolment agency and have completed at least 50 lakh Aadhar enrolments as agency as on date of RFP.	
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