



UCO BANK

Financial Inclusion Department

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s) : Request for Proposal (RFP) For Empanelment of Aadhaar Enrolment Agency for deployment of Operator in Enrolment Centers under Bank Premises RFP REF NO: HO/FI/03/2017-18 Date: 08/12/2017)

SL. No.	Pg No / Clause No	Terms & Conditions as per RFP	Queries/Suggestions by the Bidder (s)	Bank's Response
1	Pg No 8 Clause 3 Eligibility Criteria Pt 5.	The bidder should have been empanelled by any PSUs Bank(s) in India for Aadhaar Enrolment Agency related work.	For this point we would like request you for remove this clause because due to this clause maximum Enrollment agency cannot participate, so I think you cannot get the competitive rates	No Change in RFP Clause
2	Pg No 8 Clause 3 Eligibility Criteria Pt 5.	The bidder should have been empanelled by any PSUs Bank(s) in India for Aadhaar Enrolment Agency related work.	Whether it is a pre requisite to have experience of Aadhaar related work in Banks or BFSI or any central Govt PSU. For example if an Enrolment Agency has experience of Aadhaar enrolment with a PSU or Central Government / State Government department (with centre based enrolment work) - can that enrolment agency qualify (assuming other criteria being met up satisfactorily)? Aadhaar enrolment work done in Permanent Enrolment Centres are independent of the nature of work of the Registrar / Customer. Enrolment Agency having experience of aadhaar enrolment / auxillary services like modification / printing etc in fixed centres is competent to do such work in	No Change in RFP Clause

			Bank Enrolment Centres also. The process is same irrespective of the nature of business, function of the Registrar / Customer.	
3	Pg No 8 Clause 3 Eligibility Criteria Pt 5.	The bidder should have been empanelled by any PSUs Bank(s) in India for Aadhaar Enrolment Agency related work.	Suggestion: Bidder should be Empanelled (EA)with UIDAI	No Change in RFP Clause
4	Pg No 14 Clause 22 Submission of Offer – Two Bid system	Separate Technical and Commercial Bids along with the soft copies duly sealed and super scribed as “Technical Bid” and “Commercial Bid” respectively should be put in a single sealed outer cover duly sealed and super-scribed “Empanelment of Aadhaar Enrolment Agency for deployment of Operator in Enrolment Centers under Bank Premises– (Technical Bid)” and “Empanelment of Aadhaar Enrolment Agency for deployment of Operator in Enrolment Centers under Bank Premises– (Commercial Bid)” shall be submitted as per bid details given in the RFP.	Two bid system separate technical & Commercial Bid along with soft copies duly signed - Please specify who is the meaning of soft Copy in this context?	Soft Copies comprises of electronic copies of documents submitted in the bid that can be readable in common computers, common formats are PDF, Word Files, Excel Sheets, JPEGs etc.
5	Pg No 22 Clause 9 Performance Bank Guarantee	The successful bidder shall be required to provide a Bank Guarantee for 10% of the Total Order Value issued by any scheduled commercial bank (other than UCO Bank) valid for 60 months plus 3 months claim period indemnifying the Bank from any loss, damages, etc. as per the format of Annexure – J The bank guarantee shall be provided to the bank either	Performance Bank Guarantee 10% of the total work order value – Please confirm how the value of the Work Order will be decided?	Upon completion of RFP process eligible (lowest) bidder(s) shall emerge which shall be allotted with the empanelment services thus desired. Total Cost of Ownership calculatd for 5 years will be

		before or at the time of execution of the Service Level Agreement (SLA). Upon furnishing the Performance Bank Guarantee, the EMD of the selected bidder shall be returned. The Performance Bank Guarantee shall act as a security deposit and Bank has the right to invoke the PBG for any non-compliance of the terms & conditions of this RFP or the Service Level Agreement (SLA) to be executed between the selected bidder and the Bank at any point of time without prejudice to its other rights and remedies available under the Service Level Agreement (SLA) and/or the Law (s) for the time being in force. In case the contract period is extended by the Bank, the selected bidder shall be responsible to extend the validity period and claim period of the Performance Bank Guarantee.		calculated based on the lowest price discovered as mentioned in RFP. The said selected bidder(s) shall have to furnish the aforesaid Performance Bank Guarantee equals to 10% of Total Cost of Ownership based on allotment.
6	Pg No 20 Clause No 3 Compliance with all Applicable Laws	The selected bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/personnel/representatives/agents	Proof of compliance & Labour License – 1. Please specify both the document name and significance.	Bidder has to submit undertaking of compliance with all Laws. Selected Bidder shall be apprised about relevant documents, as applicable during execution of Agreement. Other terms and conditions are self
7			Proof of compliance & Labour License – 2. Labour license is given once the on-roll employees are beyond 50 at a given time and in case, if the employee size of a bidder is less than 50, what document that bidder may submit?	

		<p>from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.</p> <p>Compliance in obtaining approvals/permissions/licenses: The selected bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.</p> <p>All the employees/operator deployed by the selected bidder for the Aadhaar Enrolment activity</p>		<p>explanatory in the RFP Document.</p>
--	--	--	--	---

		<p>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).</p> <p>This indemnification is only a remedy for the Bank. The vendor is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities.</p>		
8	-	-	Is there any variable component in the commercial part, apart from the fixed payment component?	No. Relevant details are mentioned in RFP.
9	-	-	As F2 & T1 as per UIDAI EA RFE is desired in this UCO Bank RFP, we hope that the consortium is allowed as its allowed in UIDAI?	No. Relevant details are mentioned in RFP.
10	-	-	We are manpower services provider and we have labour license for such specific work. Shall we share labour license after signing off contract agreement? But till the time can we submit affidavit/declaration for the same in bid document?	Please refer response to SI No 6/7

11	-	-	What minimum wages would be comply, state or center Government?	Compliance of all statutory bodies.
12	-	-	What percentage (%) would be TDS in this service?	As per prevailing norms of statutory bodies.
13	-	-	In RFP, contact period is for 5 years and bidder has to comply minimum wages under minimum wages act as per Govt. of India for the period of 5 years. Is L1 price would also be increase according to minimum wages act as per Govt. of India for time to time or It would be fixed for 5 years?	Lowest Price emerged through the commercial evaluation process shall remain unchanged throughout contract period. Tax component as applicable will be applied.
14	Pg 20 Clause 2 Schedule of Implementation	The selected bidder to Empanelment of Aadhaar Enrolment Agency for deployment of Aadhaar Enrolment Operator to work in Aadhaar Enrolment Centers being set up in identified branches of UCO Bank as per the 'Broad Scope of Work' mentioned herein above within 2 weeks from the date of issuance of Purchase Order.	As per RFQ it is mentioned that the successful bidder has to deploy the Aadhaar enrolment operators within two weeks from the date of issue of Purchase Oder in identified branches of Bank. In this regard we would like to submit that we have to deploy local operators where these operators should have UIDAI credentials and to get the same we have to coordinate with UIDAI for activation of operators credentials in UIDAI portal and after getting the same we have to map these operators in the bank's EA code. Normally it takes more than 3 weeks and this is as per UIDAI ECO System. Hence we request you to modify the same to 4 weeks instead of two weeks.	No change in RFP Clause.