

**Queries and Replies for the Pre-Bid meeting held on 03.02.2024 – RFP for selection of Agency to provide Operators cum Supervisors and Aadhar Kits on Opex Model under UCL Model(Cat-III) of UIDAI**

| Sr. No. | RF P Page No | RFP Clause Name & No.        | RFP Clause  | Bidder's Query/ Suggestion/Remarks  | Clarification/ Reply From Bank     |
|---------|--------------|------------------------------|---|---|------------------------------------|
| 1       | 19           | ELIGIBILITY SR No-1          | Company should be incorporated or registered in India under the Indian Companies Act, 1956 (Including Section-25 of the Act)/ the Partnership Act 1932 in the respective states OR Proprietorship entities having a PAN number. | Organizations registered under the Societies Registration Act should also be provided an opportunity in this RFP.   | Pl. be guided as per Corrigendum 1 |
| 2       | 73           | Annexure-XIII Commercial Bid | Maximum % age of commission that the Bank is ready to offer : 80% (Inclusive of GST and other taxes)  | <p>(1) Suggestion number-1: Our suggestion is that the Bank should avoid the bidding of commission rate and should fix the rate of commission itself, as per the industry standards and that should be enforced to the selected bidders.</p> <p>OR</p> <p>(2) Suggestion number-2: Our suggestion is that the Bank should fix minimum % age of commission that the Bank is ready to offer: 80% (Inclusive of GST and other taxes). And, we are sure; no bidder will go beyond this 80% mark.</p> <p>BECAUSE,</p> <p>As per the existing clause, the rate of commission will go down to any low level, which will finally result in poor performance in the Aadhaar Enrolment / Updation services due to lack of competent</p> | Pl. be guided as per RFP           |

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|   |                        |  |   | manpower in a below standard commission payment ecosystem.   |   |
| 3 | 11<br>1                | Annexure-<br>XV Integrity<br>Pact                    | To be signed by the bidder and same signatory competent / authorized to sign the relevant contract on behalf of Punjab National Bank.   | This Annexure to be submitted on company letter head or on non-judicial stamp paper?   | This Annexure is to be submitted on non-judicial stamp paper of Rs.100/-  |
| 4 | 11<br>2                | Annexure-<br>XV Integrity<br>Pact                    | No proper instruction about submission on letter head or on non-judicial stamp paper  | This Annexure to be submitted on company letter head or on non-judicial stamp paper?   | This Annexure is to be submitted on non-judicial stamp paper of Rs. 100/- |
| 5 | 38                     | DURATION OF<br>CONTRACT                              | Bank will enter into contract initially for a period of 2 year with option of further extension of contract, for another two terms of 1 year each, at the same rate and same terms & conditions, provided services of the bidder is satisfactory and at Bank's sole discretion. | Please mention here also that if any changes (Increase or decrease) in rate and terms and condition from UIDAI will be incorporated in same ratio.   | Pl. be guided as per RFP.   |
| 6 | 73                     | Annexure XIII  | Reverse auction will be conducted separately. Base price/percentage will be decided by bank.  | Please let us know that how will you calculate the base price in Reverse Auction.  | Base price/percentage will be decided by bank.                            |
| 7 | 75                     | Annexure-<br>XIII                                    | Calculation for Performance Bank Guarantee  | You are asking mentioned BG Amount in RFP is based on ECMP Business Model for the financial year April 22 to March 2023, not on the base of UCL Model. Kindly revise BG up to 5% because full Aadhaar services is not running. | Pl. be guided as per Corrigendum 1  |
| 8 | Page<br>No<br>.-<br>19 | Instruction Of<br>Bidder's<br>Eligibility &<br>No.-1 | Bidder must have similar work experience (completed work) during last three years ending Dec.2023 of "Aadhaar Enrolment/updation Vendor" with at-least two Scheduled  | Kindly allow for MSME/STARTUP Recognized firms the bidder must have similar work experience during last three years ending Dec. 2023 of Aadhaar enrolment / Updation Vendors with at least                                     | Pl. be guided as per Corrigendum 1  |

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|    |         |   |  |  |                                    |
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|    |         |   | Commercial Bank/ RRB/Central or State Government agencies in at least 15 States and/or UT and should submit a certificate of satisfactory performance from bank/ Central or State Government agencies as per Annexure- XVI *Similar Work- Aadhar Enrolment/Updation activity | 1 (one) schedule/Commercial bank /RRB/Central or State gov. Agency in at least 2 (Two) states work experience Certificate of satisfactory performance from bank/central or state gov. agency as per annexure 16 * similar work Aadhaar enrolment / Updation Activity |                                    |
| 9  | 19      | Instruction Of Bidder's Eligibility & No.-1 | Bidder Should have minimum Aadhaar Enrolment / Updation of 25 Lakh in last 3 years as on 31 <sup>st</sup> Dec.2023   | Kindly Allow for STARTUP/MSME minimum Aadhaar Enrolment Updation of 1.5 Lakh in last three years as on 31 <sup>st</sup> Dec 2023   | Pl. be guided as per Corrigendum 1 |
| 10 | 60      | 9   | Bidder must have similar work experience (completed work) during last three years ending Dec.2023 of "Aadhar Enrolment/updation vendor" with at-least two Scheduled Commercial Bank/RRB/Central or State Govt. Agencies in at least 15 States and/or UT                      | Work Experience should be in 12 state.   | Pl. be guided as per Corrigendum 1 |
| 11 |         | 10  | Bidder should have minimum Aadhaar Enrolment/updation of 25 lakh in last 3 years as on 31.12.2023  | Updation should be 12 laks in last 3 years.  | Pl. be guided as per Corrigendum 1 |
| 12 | 1       | 1   | across India on the basis of single bidder selection process   | Request for to create 4 zone across India.   | Pl. be guided as per RFP.          |
| 13 | 11 & 12 | 5. Functional scope                         | <b>1. Procure Biometric Devices as per UIDAI Specifications</b><br>The agency should themselves procure/deploy Aadhaar Kits including biometric device (for  | Under the Clause, ' <b>Procure Biometric Devices as per UIDAI Specifications</b> ', it is mentioned that the agency has to procure Aadhaar kits while under the Clause, ' <b>Any Other conditions</b> ', it is mentioned that the                                    | Pl. be guided as per RFP.          |

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|    |    |                     | <p>fingerprint and iris capture), used for capture of biometric data at the Aadhaar centre, which confirm to UIDAI specifications and certified by UIDAI appointed agencies.</p> <p><b>Other conditions:</b> -</p> <p><b>1. Any other conditions:</b></p> <p>i) The premises of the Aadhaar centre and PC (CPU, Monitor, Keyboard &amp; Mouse) will be provided by the Bank in their branches.</p> | <p>PC will be provided by the Bank. Please confirm whether the PC has to be procured by the selected agency or will be provided by the Bank. Please confirm for other items of Aadhaar kits also.</p>  |   |
| 14 | 12 | 5. Functional scope | <p>Other conditions: -</p> <p><b>1. Any other conditions:</b></p> <p>i) The premises of the Aadhaar centre and PC (CPU, Monitor, Keyboard &amp; Mouse) will be provided by the Bank in their branches.</p>   | <p>We understand that the internet connectivity will also be provided by the Bank. &amp; that the selected agency will not be charged for electricity usage.</p>   | <p>Internet connectivity will have provided by selected Agency. (Annexure XIII)</p> |
| 15 | 19 | ELIGIBILITY         | <p>Bidder must have similar work* experience (completed work) during last three years ending Dec.2023 of “Aadhaar Enrolment/updation Vendor” with at-least two Scheduled Commercial Bank/ RRB/ Central or State Government agencies in at least 15 States and/or UT and should submit a certificate of satisfactory performance from bank/ Central or State</p>                                    | <p>1) It is requested that experience of companies which have experience of capturing demographic and biometric details of citizens in other areas like VISA processing may also be considered as 'Similar Work' along with Aadhaar Enrolment/ Updation experience.</p> <p>2) It is requested that global experience of organisations working with foreign governments in the field of citizen services, demographic and biometric capture be considered alongside experience of working</p> | <p>Pl. be guided as per RFP</p>   |

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|    |    |                     | Government agencies as per Annexure- XVI<br>*Similar Work- Aadhar Enrolment/Updation activity   | with Indian banks/ Central or State Government agencies.<br>3) This clause is restrictive and prohibits participation of companies with 'Similar Work' experience in this tender.   |                                    |
| 16 | 19 | ELIGIBILITY         | J. Currently (On going works), the bidder should have been empanelled/engaged as Aadhar Enrolment/Updation agency by any scheduled commercial Bank/RRBs/Central or State Government agencies/ Registrar of UIDAI in India with at least 100 functional Aadhar centres all over India. | It is requested that this clause be amended and should include experience of operations, management & maintenance of other citizen service centres providing similar services like demographic & biometric updates to citizens on behalf of Indian/ Foreign governments. This clause restricts is restrictive and prohibits participation of bidders with 'Similar work' experience in this tender. | Pl. be guided as per RFP           |
| 17 | 20 | ELIGIBILITY         | K. Bidder should have minimum Aadhaar Enrolment/updation of 25 lakhs in last 3 years as on 31st Dec.2023  | It is requested that this clause be amended and should include transactions of other similar demographic and biometric update services like VISA services. This clause is restrictive and prohibits participation of companies with 'Similar Work' experience in this tender.   | Pl. be guided as per Corrigendum 1 |
| 18 | 32 | 32. CONFIDENTIALITY | The Bank expects a single bidder having in-house capabilities to deliver the scope as per the Terms of Reference. Sub-contracting of services in whole or part with other firms shall not be permitted. In case the Bidder is found to not possess the                                | It is requested that consortium be allowed. It is requested that outsourcing of manpower be allowed to enable selected agency to focus on Project management and let its manpower outsourced agency to take care of its manpower and compliances related to it.   | Pl. be guided as per RFP           |

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|    |         |                        | requisite capabilities, they will be summarily disqualified from the process for this assignment.   |   |                                    |
| 19 | Page 19 | Eligibility Clause (I) | Bidder must have similar work* experience (completed work) during last three years ending Dec.2023 of “Aadhaar Enrolment/updation Vendor” with at-least two Scheduled Commercial Bank/ RRB/ Central or State Government agencies in at least 15 States and/or UT and should submit a certificate of satisfactory performance from bank/ Central or State Government agencies as per Annexure- XVI | Please modify the requirement from "working experience in the last 3 years" to "working experience in the last 10 years." Additionally, kindly exclude the stipulation regarding "working in at least 15 states." As an empanelled agency with UIDAI, we have successfully operated in various states, and imposing a minimum requirement of 15 states may hinder our flexibility and progress. | Pl. be guided as per Corrigendum 1 |
| 20 | Page 19 | Eligibility Clause (J) | J. Currently (On going works), the bidder should have been empanelled/engaged as Aadhaar Enrolment/Updation agency by any scheduled commercial Bank/RRBs/Central or State Government agencies/ Registrar of UIDAI in India with at least 100 functional Aadhar centres all over India.  | Please decrease the number of operational kits in the ongoing project to 50. This adjustment will be beneficial for us as we are currently in the implementation process.   | Pl. be guided as per               |

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| 21 | Page 20 | Eligibility Clause (K) | K. Bidder should have minimum Aadhaar Enrolment/updation of 25 lakhs in last 3 years as on 31st Dec.2023.   | Pl. update the clause to last 10 years.  | Pl. be guided as per Corrigendum 1  |
| 22 | Page 20 | Point 2                | 2. POWER OF ATTORNEY/ AUTHORIZATION LETTER OR RESOLUTION COPY In case of company, Board Resolution in favour of Authorized Person and Power of Attorney/Authorization letter (from authorized person executed on stamp paper of appropriate value), in case the authorized person delegates authority to another person of the company to sign the Bid documents (specifically provided in Board Resolution), is to be submitted with bid documents | Any one of the document Power of Attorney OR Board Resolution should be accepted   | Board resolution has to be provided in case of company. Power of attorney can be submitted by entities other than company or it can be submitted in cases where the powers provided by board resolution is delegated further. |
| 23 | Page 19 | Eligibility Clause (H) | For MSE bidders & Start-up Firms- Asper Govt. Guidelines, Firms recognized as Start-ups by Department of Industrial Policy & Promotion (DIPP) are exempted from submitting Earnest Money Deposit (EMD) and Tender Fee/Cost. Further, full relaxation to be given to registered Start Ups in procurement of goods &  | Please provide clarification on whether the relaxation will exclusively apply to Start-ups or if MSMEs with valid Udyam Registration Certificates will also be taken into consideration. | Pl. be guided as per RFP  |

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|    |    |   | <p>services on prior experience i.e., No. of years &amp; financial turnover however, no relaxation to be given on the past experience criteria of execution of similar Goods/Services.</p> <p>These relaxations shall only be given to the Start-ups recognized by DIPP and MSE'S having valid Udhyaam registration Certificate.</p>  |  |                                    |
| 24 | 76 | Annexure – XIII C- Calculation for Performance Bank Guarantee - Point F | <p>PBG will be calculated as below:<br/> A= Unit Rate (%), finalized after Reverse Auction<br/> B=Number of Aadhaar Demographic updation during FY-2022-23= 1200000(Approx.)<br/> C= Charges for Aadhar Updation (As on date Rs. 50/- per Demographic/Document update)<br/> D= Total Charges collected=B*C<br/> E= Fee paid to vendor= D*A<br/> F=Performance Bank Guarantee = 10% of E</p> | Pl. reconsider to reduce the PBG Percentage to 5%  | Pl. be guided as per Corrigendum 1 |
| 25 | 19 | 1 & Sub Clause H  | Further, full relaxation to be given to registered Start Ups in procurement of goods & services on prior experience i.e., No. of years & financial turnover however, no relaxation to be given on the past  | This clause shows contradiction as in first line Bank giving full relaxation on prior experience and turnover and again in same sentence denying the relaxation. For fair opportunity to participate of start-up companies in tender we request you to | Pl. be guided as per RFP           |



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|    |    |                    |  |  |                                    |
|----|----|--------------------|--|--|------------------------------------|
|    |    |                    | experience criteria of execution of similar Goods/Services.  | please allow full relaxation i.e. prior experience and financial turnover. The Bank may award 20-25% of total job to start up as a promotion if they allow to participate in tender.   |                                    |
| 26 | 76 | Annexure – XIII ©  | As per PBG Calculation Bank has targeted 1200000 enrolments which is too high in respect of UCL  | We request Bank to calculate the targeted enrolment maximum 600000 during one financial year. The current calculation of PBG is absurd high and need your consideration.   | Pl. be guided as per RFP           |
| 27 | 16 | 4.1.9 Sub Clause 2 | Bank has requested to deploy operator cum supervisor in the branches within 7 days of awarded contract   | We request Bank to consider the operator cum supervisor in branch within 15 days of award contract.  | Pl. be guided as per RFP           |
| 28 | 19 | Clause 1.1         | Bidder must have similar work experience (completed work) during last three years ending Dec.2023 of "Aadhar Enrolment/updation vendor" with at-least two Scheduled Commercial Bank/RRB/ Central or State Govt. Agencies in at least 15 States and/or UT | <p>We request you to please consider experience in any of the state or UT in India. The clause itself is contradictory with other PQs as only agencies working with Banks may have experience of carrying out work in 15 states. State Governments/Departments engage agencies to work in particular state only.</p> <p>We also request you to kindly consider experience within the group companies/SPV/wholly owned subsidiary. We request you to amend the clause as</p> <p>"Bidder( at its own or Subsidiary) must have similar work experience (completed/Ongoing work) during last three</p> | Pl. be guided as per Corrigendum 1 |

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|    |    |                                 |   | years ending Dec.2023 of "Aadhar Enrolment/updation vendor" with at-least two Scheduled Commercial Bank/RRB/Central or State Govt. Agencies in at least any State and/or UT"   |                                    |
| 29 | 20 | Clause 1.K                      | Bidder should have minimum Aadhaar Enrolment/ updation of 25 lakhs in last 3 years as on 31st Dec.2023  | This clause is very restrictive in nature and weeds out competent agencies from participating. We request you to kindly remove this clause or pl. consider overall experience of the Bidder. So request you to pl. amend the clause as<br><br>"Bidder should have minimum Aadhaar Enrolment/updation of 25 lakhs in last 10 years as on 31st Dec.2023"   | Pl. be guided as per Corrigendum 1 |
| 30 | 19 | Eligibility Criteria Point No I | Bidder must have similar work* experience (completed work) during last three years ending Dec.2023 of "Aadhaar Enrolment/updation Vendor" with at-least two Scheduled Commercial Bank/ RRB/ Central or State Government agencies in at least 15 States and/or UT and should submit a certificate of satisfactory performance from bank/ Central or State Government agencies as per Annexure- XVI | We request you to modify this Clause as below:<br><br>Bidder must have similar work experience (completed work) in past of "Aadhaar Enrolment/updation Vendor" with at-least two Scheduled Commercial Bank/ RRB/ Central or State Government agencies in at least 03 States and/or UT and should submit a certificate of satisfactory performance from bank/ Central or State Government agencies as per Annexure- XVI | Pl. be guided as per Corrigendum 1 |

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| 31 | 20 | Eligibility Criteria<br>Point No K | Bidder should have minimum Aadhaar Enrolment/updation of 25 lakhs in last 3 years as on 31st Dec.2023  | We request you to modify this Clause as below:<br><br>Bidder should have minimum Aadhaar Enrolment/updation of 25 lakhs in past | Pl. be guided as per Corrigendum 1 |
| 32 | 19 | 1.<br>ELIGIBILITY                  | Bidder must have similar work* experience (completed work) during last three years ending Dec.2023 of "Aadhaar Enrolment/updation Vendor" with at-least two Scheduled Commercial Bank/ RRB/ Central or State Government agencies in at least 15 States and/or UT and should submit a certificate of satisfactory performance from bank/ Central or State Government agencies as per Annexure- XVI<br>*Similar Work- Aadhar Enrolment/Updation activity | Kindly give full relaxation to registered Start Ups company   | Pl. be guided as per Corrigendum 1 |
| 33 | 19 | 1.<br>ELIGIBILITY                  | J. Currently (On going works), the bidder should have been empanelled/engaged as Aadhar Enrolment/Updation agency by any scheduled commercial Bank/RRBs/Central or State Government agencies/ Registrar of UIDAI in India with at least 100 functional Aadhar centres all over India.  | Kindly give full relaxation to registered Start Ups company   | Pl. be guided as per RFP           |

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|----|----|--|--|---|--------------------------------------|
| 34 | 19 | 1. ELIGIBILITY                               | Bidder should have minimum Aadhaar Enrolment/updation of 25 lakhs in last 3 years as on 31st Dec.2023.   | Kindly give full relaxation to registered Start Ups company   | Pl. be guided as per RFP/Corrigendum |
| 35 | 59 | Annexure – IV ELIGIBILITY CRITERIA S. No 05. | The Average turnover of the company in each of the last three financial years, (i.e. FY 2020-21, 2021-22 and 2022-23) should not be less than Rs. 5.00 crore from their Indian operations. | We kindly request you to enhance requirement the turnover from 5 crores to 50 crores for this clause from last three financial years, (i.e. 2020-21, 2021-22 and 2022-23) for allowing financially capable companies and smooth operation of the project and soundness of the company may be captured from the net worth. | Pl. be guided as per RFP             |
| 36 | 60 | Annexure – IV ELIGIBILITY CRITERIA S.No 10.  | Bidder should have minimum Aadhaar Enrolment/updation of 25 lakh in last 3 years as on 31.12.2023.   | We kindly request you to consider minimum Aadhaar Enrolment/ Updation of 15 lakhs in the last 3 years as on 31.12.2023 for wider participation.   | Pl. be guided as per Corrigendum 1   |
| 37 |    |  | Add New Clause   | We kindly request you to add the ISO certification of such as ISO 9001:2015, ISO 27001:2022, ISO 45001: 2018, and CMMI Level III. For such type of important works having national impact.  | Pl. be guided as per RFP             |
| 38 | 11 |  | Setting up of Aadhar Centres at Branches of PNB and its sponsored RRBs   | Requesting you to allow setting up Aadhar Centres outside the bank branches to utilize maximum resources such as CSC is doing   | Pl. be guided as per RFP             |
| 39 | 26 | 25   | Evaluation and award criteria  | Requesting you to do evaluation process with QCBS and highest technical score   | Pl. be guided as per RFP             |

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|----|----|------------|--|--|------------------------------------|
| 40 | 29 | 26         | Reverse auction  | Kindly set a minimum amount for the company, so that the company can be able to pay the operators as per the UIDAI guidelines.   | Pl. be guided as per RFP           |
| 41 | 39 | 6          | Payment to agency  | AGR are not being shared by UIDAI from long time to banks in past few months, so requesting you to process whatever amount is being submitted to BGL account.  | Pl. be guided as per RFP           |
| 42 | 40 | 8          | Financial/Commercial Proposal forms  | Requesting you to please explain.  | Pl. be guided as per RFP           |
| 43 | 19 | Clause 1.I | Bidder must have similar work experience (completed work) during last three years ending Dec.2023 of “Aadhar Enrolment/updation vendor” with at-least two Scheduled Commercial Bank/RRB/Central or State Govt. Agencies in at least 15 States and/or UT                            | Due to the halt in Aadhaar and other e-Govt. operations during the COVID-19 pandemic, and the lack of certainty, there were hardly any Aadhaar operations during the said period. Therefore, we suggest considering the work experience from the previous seven as valid and including it in the total years of experience. Our proposal is to include the work experience from the last ten financial years (2014-15 to 2022-23). | Pl. be guided as per Corrigendum 1 |
| 44 | 19 | Clause 1.J | Currently (On going works), the bidder should have been empanelled/engaged as Aadhar Enrolment/Updation agency by any scheduled commercial Bank/RRBs/Central or State Government agencies/ Registrar of UIDAI in India with at least 100 functional Aadhar centres all over India. | Taking into account that the most recent financial year (2022-23) has also concluded, it should be considered as a valid year of work experience and must be included in this clause for evaluation.   | Pl. be guided as per RFP           |

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|----|----|--|--|---|---|
| 45 | 20 | Clause 1.K   | Bidder should have minimum Aadhaar Enrolment/updation of 25 lakhs in last 3 years as on 31st Dec.2023  | we have to advice please consider 25 lac enrolments/Updation in last 5 years as on 31. Dec.2023   | Pl. be guided as per Corrigendum 1  |
| 46 | 20 | 2. Power of attorney/ authorization letter or resolution copy. | In case of company, Board Resolution in favour of Authorized Person and Power of Attorney/Authorization letter (from authorized person executed on stamp paper of appropriate value), in case the authorized person delegates authority to another person of the company to sign the Bid documents (specifically provided in Board Resolution), is to be submitted with bid documents. | As this tender is giving an opportunity for bid, will request to allow bidder to provide either Power of Attorney or Board Resolution for the authorized person to sign the tender documents. | Board resolution has to be provided in case of company. Power of attorney can be submitted by entities other than company or it can be submitted in cases where the powers provided by board resolution is delegated further. |
| 47 | 19 | i Eligibility  | Bidders should have similar work experience(completed works)during last three years in at least 15 state   | Consideration of similar work experience in the past 10 years in at least 10 states for MSE or exemption from this clause to MSE  | Pl. be guided as per Corrigendum 1  |
| 48 | 19 | j Eligibility  | Bidder should have at least 100 functional Aadhar centre   | Bidder should have at least 100 working/functional Aadhar kits in India   | Pl. be guided as per RFP  |
| 49 | 20 | k Eligibility  | Bidder should have minimum 25 lakh Aadhar enrolment/updation in last three years   | Due to covid-19 most of the Aadhar centres did not work due to Govt. restrictions during 2020 and 2021. Request to consider 10 lakh enrolments/updation                                       | Pl. be guided as per Corrigendum 1  |
| 50 | 6  | General Tender Details   | 5. Last date and time for Hash submission - 17/02/2024 up to 1600 Hrs  | What does HASH Submission mean? How this Hash Submission has to be done?  | Kindly refer Bidder Manual on Bank's E-Procurement portal: <a href="http://etender.pnbnet.in">http://etender.pnbnet.in</a>  |

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|----|----|---|---|---|---|
| 51 | 16 | 4.1.9 Service Levels  | <p>Service Level Metric of operator cum supervisor :</p> <p>1. The operator cum supervisor must attend to work every working day of the Bank or agency should make alternate arrangement immediately as per Bank's requirements. If system is down for more than 3 hours during a day it will be treated as breach of service level Agreement.</p> <p>Penalty : Rs. 50/- per day for violation in a particular branch/centre.</p> | <p>In case of Hardware failure, it will take at least 1-day time for resolving the issue.</p> <p>Similarly, in case of the Software issues like UIDAI Server issues, it completely depends on the UIDAI server. So we request to provide consideration on this clause.</p>  | Pl. be guided as per RFP  |
| 52 | 20 | 2. Power of Attorney/ Authorization Letter Or Resolution Copy | General Query   | Is Power of Attorney Mandatory or Only Board Resolution and the Annexure - III (in company's Letter head sufficient)  | Board resolution has to be provided in case of company. Power of attorney can be submitted by entities other than company or it can be submitted in cases where the powers provided by board resolution is delegated further. |
| 53 | 39 | 6. Payment to the Agency                                      | Payments shall be made to the Agency by the Registrar/EA on a monthly basis within 15 days of receiving the MIS (AGR/Sanction order) from UIDAI on the number of successful updation completed less penalties if any as per UIDAI requirements and coverage of the scope of work.   | As only the Updates and Document upload service is provided, the charges for these services will be paid by the Residents in the respective branches. So we request you to change this clause as "Payment will be released based on the MIS shared by Service Provider on Monthly basis after the verification by Bank" | Pl. be guided as per RFP  |

**Queries and Replies for the Pre-Bid meeting held on 03.02.2024 – RFP for selection of Agency to provide Operators cum Supervisors and Aadhar Kits on Opex Model under UCL Model(Cat-III) of UIDAI**

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| 54 | 39 | 6. Payment to the Agency                 | General Query   | The entire payment shall be received from the PNB with one Invoice or the selected bidder has to raise invoices separately to PNB and each RRB's?   | Separate invoices are to be generated to PNB and their RRBs. |
| 55 | 40 | 8. Financial / Commercial Proposal Forms | The total cost (%) quoted shall be inclusive of all expenses like travel and lodging, cost of setting up centres/ Aadhaar Kits with operator cum supervisor and mobile units, taxes and duties.   | Is the location of Aadhaar Centre Permanent or will there be any changes in the location of the Aadhaar Centre (Camp Mode)?   | As per Bank requirement and UIDAI guidelines                 |
| 56 | 41 | 12. Penalty and Liquidated Damages       | 1) If the selected Bidder fails to complete the due performance of the contract in accordance with the specifications and conditions agreed during the final contract negotiation and for breach of any of term of RFP/ agreement, the Bank reserves the right to recovery penalty @ 0.5% of the contract value per week or part thereof maximum up to 10% of contract price as Penalty for non-performance/ delayed performance. | The 0.5% of the contract value is for that particular branch or from the entire contract value of this project.   | Pl. be guided as per RFP.                                    |
| 57 | 73 | Annexure XIII - Commercial Bid Format    | General Query: Percentage of share the Bidder has to quote  | Its mentioned that the Maximum Percentage of share the bidders shall quote is 80%. Similarly, is there any Minimum Percentage of share a bidder should quote?   | Pl. be guided as per RFP.                                    |
| 58 | 73 | Annexure XIII - Commercial Bid Format    | f. A minimum average of 12 (updatation per day)/ or any target given by UIDAI, whichever is higher should be achieved by the Aadhaar Centres to be eligible for the commission.   | As the RFP is only for the UCL services of Aadhaar, it will be difficult to achieve average of 12 Updatation per day per centre in many locations. So we request you to provide consideration on this clause. | Pl. be guided as per RFP.                                    |



**Queries and Replies for the Pre-Bid meeting held on 03.02.2024 – RFP for selection of Agency to provide Operators cum Supervisors and Aadhar Kits on Opex Model under UCL Model(Cat-III) of UIDAI**

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| 59 | 74 | Annexure – XIII (A) | General Query | Please share the list of RRB's where the Aadhaar Centre has to be established for this RFP.  | Pl. be guided as per RFP.                    |
| 60 | -  | General Query       | -             | If any branch is found non performing after operating for certain period of time, is it possible for relocation of those non performing branches to other potential areas if the agency requests for it. | As per Bank requirement and UIDAI guidelines |