

S No	Page No. of RFP	Clause No.	RFP Clause	Bidder's Query	Bank's Reply
1	General	General	General	As per UIDAI Circular dated 14.10.2022 the registrar will run the ECMP machine only in In-House Model with own infrastructure and Hardware so kindly clear that RFP is for ECMP or UCL.	Presently, Bank is running Aadhaar Enrolment centres by providing all the services (i.e., New enrolment(NE), Mandatory Bio Update(MBU), Biometric Update & Demographic Update) and accordingly assistance @ Rs.50/- per NE or MBU is being received from UIDAI.
2	10	5. b.2	Waived for Start-up Bidders only upon production of appropriate certificates, issued prior to RFP date, from competent authority as mentioned in clause 73 & 74 of This RFP.	If Startup will not submit the appropriate certificates then will he allow to participate in Tender Bid. So Please clear point table grading system for Startups	Relaxation will not be provided. Existing criteria in the tender document holds good
3	11	5. b.3	Waived for start-up Bidders only upon production of appropriate certificates, issued prior to RFP date, from competent authority as mentioned in Clause 68 of this RFP.	As you know that UIDAI has stop empanelling any agency since march 2017 then why you have incorporate it in selection criteria in Tender Bid and those companies who are working as a Aadhaar agency since march 2017 with banks/PSUs and State government are they allowed to participate in Tender Bid.	Refer Corrigendum
4	20	15.n	A Minimum average of 15 (enrolments/ updations per day)/ or any target given by UIDAI whichever is higher should be achieved by the AEC centres to be eligible for commission.	Due to less footfall of residents in branches & Increased number of Centres in past few year , there is less enrolments on centres not crossing the average of more than 8 enrolments. So minimum average 15 enrolment will not possible, request you to remove this point.	No relaxation will be given in case of targets but payment of commission will be done on actual basis only
5	20	16	Payment will be made by the bank on monthly basis subject to availability of UIDAI/MIS Reports and in arrears on aggregated basis within 20 days on submission of original invoices by the service provider duly countersigned by authorised signatory after deducting applicable penalties and TDS, if any.	MIS Report of UIDAI will not come in monthly basis and it will be delay for 3-5 months. So we suggest you to process the payment of service provider based on EOD Report because we have to pay the payment to operator timely or give us 50 % Mobilisation charge to us if delay in payment from UIDAI. This is to inform you that As per GOI OMI no F6/18/2019-PPD dated the buyers are mandated to make payments within 10 calendar days after generation of consignee receipt.	Payment will be processed subject to availability of UIDAI/MIS reports
6	32	37. Technical Evaluation Matrix	1. Net Worth above 5 cr and Above	1. If you are allowing Startup company to participate in Bid then how it is possible to maintain the net worth in Crores. It is not viable for any startup company so request you to revised this parameter consider Net worth 0 to 5 crores only and accordingly make a slab . 2. Reference to page no 6 , One side you are asking turnover of 50 Lakhs and here you are asking net worth of 5 crore to 20 crore & above and due to this technical marking Startup companies will not be able to fit in this criteria and not fair for us. You are requested to consider Net worth 0 to 5 crore only and accordingly make a slab.	Existing criteria in the tender document holds good.
					Existing criteria in the tender document holds good.



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7	32	37. Technical Evaluation Matrix	4.States & Union Territories Covered in PSBs/RRBs in India (Years)	If you are considering Start-up companies you are requested to reduce the covering years between 1 year to 5 years and make the slab accordingly.	Existing criteria in the tender document holds good.
8	33	37. Technical Evaluation Matrix	7.Penalty imposed per AEC per month (in Rs) by UIDAI for deficiencies during on July'23, Aug'23 & Sept'23 Total AEC allotted Locations.	As you know that UIDAI has increase the Penalty Amount in his new Penalty structure so if any Agency is working maximum states then their penalty will be in also more. So he will not get any mark in this criteria. Therefore, kindly change the Penalty in Pro-rata basis and revised the slab criteria.	Existing criteria in the tender document holds good.
9	33	37. Technical Evaluation Matrix	8.Average Enrolments / Updates	In Last 7 years no Enrolment agency are able to maintain average of 20 enrolments /update per centre so, Kindly reduce the number between 8 to 14 enrolments per centre and kindly make the slab accordingly.	Existing criteria in the tender document holds good.
10	33	37. Technical Evaluation Matrix	9.ISO Certifications/Empanelment Certificate	As you know that Since March 2017 UIDAI has withdrawn the empanelment of Private agency and since March 2017 no banks & State Govt has demanding empanelment letter for Aadhaar project. So we request you to remove this parameter in marking system.	Existing criteria in the tender document holds good.
11	33	37. Technical Evaluation Matrix	Marks for PPT Presentation by the BIDDER on implementation of Proposed Project.	Presentation is the Major marking points Technical evaluation Matrix so kindly share the Marking Points breakup of the technical Presentation so that proper presentation could be given.	Marks will be provided by technical committee of the Bank based on overall PPT performance presented by bidders
12	53	77. Procurement Through Local Suppliers (Make In India)		This is ref to the Memo F.No. HQ-16031/1/2021-EU-1-HQ Dated 1st.July 2024 f that old machines to discarded and deployment of new machines as per the new specification to be preured & deployed. you are requested to let us know the what are the compliances are we going to follow in this regards ?	Technical specifications of Aadhaar Enrolment Kit devices should be compiled as per latest UIDAI guidelines.
13	General	General	Supply of ASKS_kits and Manpower Opex Model at Bank Branches in Indian Bank	As per the UIDAI norms, if we run branches in Opex model, agency is entitled to get only 50% unlike In-house model. Please clarify whether it is 100% or 50%	Presently, Bank is running Aadhaar Enrolment centres by providing all the services (i.e., New enrolment(NE), Mandatory Bio Update(MBU), Biometric Update & Demographic Update) and accordingly assistance @ Rs.50/- per NE or MBU is being received from UIDAI.



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14	27	25.B.e	<p>In addition to uploading the documents in our e-Tendering portal, Bidders should also submit the following in a sealed envelope, super scribing with the tender Reference number, due date, Name of the Bidder, etc.</p> <p>i. Bid Security (Earnest Money Deposit)</p> <p>Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Bid Security.</p>	<p>As we can submit after the tender submission i.e., after August 8th 2024, is there any specific cut-off date to courier the original Bid Security (EMD)</p>	<p>Hard copy to be submitted before 08.08.2024. Soft copy to be uploaded as per timeline fixed in RFP</p>
15	52	75.b	<p>For ease of registration of Micro and Small Enterprises (MSMEs), Ministry of MSE has started Udyog Aadhaar Memorandum which is an online registration system (free of cost) w.e.f. 18th September, 2015 and all Micro &amp; Small Enterprises (MSEs) who are having Udyog Aadhaar Memorandum should also be provided all the benefits available for MSEs under the Public Procurement Policy for Micro and Small Enterprises (MSEs), Order 2012</p>	<p>As we have UDYAM registration certificate (MSME) as we are eligible to the clause mentioned (bid security waive off). Please clarify</p>	<p>Existing Criteria in the tender document holds good</p>
16	55	Annexure II	<p>Financials need to submit 2020-21, 2021-22, 2022-23, 2023-24</p>	<p>Please clarify on submission of financials - whether it is 3 Fys or 4</p>	<p>Four Years</p>
17	89	Annexure VII	<p>Rate quoted includes supply of AEC hardware as specified in this RFP, maintenance of such supplied hardware and remuneration to Operators including terminal benefits such as minimum wages, Pension, Gratuity, Provident Fund, Bonus or other benefits to which operators may be entitled, stationary and all expenses incidental to the operation at the AEC, connectivity charges, cost of consumables (printer paper, ribbons, cells) and any other charges mentioned in this RFP</p>	<p>Minimum wage act does not hold good here as payments are done on piece rate. PF and ESI not applicable as the relation between agency and operator is not employee-employer but it is principal-agent. It is unlikely to make minimum wages in few branches. It becomes difficult to make PF, ESI for those who make less than 11000 monthly earnings.</p>	<p>It is the responsibility of Bidder to follow latest labour laws.</p>
18	General	General	<p>General</p>	<p>Waiver of EMD for MSE &amp; Start ups. To be updated in tenderwizard portal as it was kept mandatory</p>	<p>In case of MSE &amp; Start Ups, Proof of evidence to be uploaded in tenderwizard portal for waiver of EMD/Bid Security</p>
19	11	5.b.3	<p>Pre Qualification/Eligibility Criteria for Bidders</p>	<p>We refer to pre-qualification / eligibility criteria for bidders under item no. 3 requiring a bidder to be an enrollment agency at least for 3 years as on date of bid submission. In this regard it may be noted that UIDAI has stopped engaging private entities as enrollment agencies since 2017. Hence in view of this please remove item no. 3 under reference.</p>	<p>Refer Corrigendum</p>



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20	General	General	General	We are interested in performing the bidding process of RFP (Ref. No-COBOD/RFP/ASK/2024-25/ Dated- 08.07.2024. As mentioned in the RFP document (Page No-2, Point-12) that the Earnest Money Deposit (EMD) can be Waived for MSE and Start Up Bidders. We are providing the Certificate, kindly find the attachment and suggest to us that the Earnest attachment and suggest to us that the EMD can be waived on behalf of the provided certificate	EMD is waived for MSEs and Startups only on submission of supporting documents
21	11	5.b.3	Bidder should be empanelled Enrolment Agency of UIDAI under the AADHAAR project atleast for three years as on the date of the bid submission	We ITI Limited is a Bank identified enrolment agency that has been working on the Aadhaar project for more than eight years.	Refer Corrigendum
22	11	5.b.4	Bidder should have positive Net Worth in each of the last three financial years i.e., up to 31.03.2024	We ITI Limited, India's first PSU (Public sector unit)may be granted exemption from the same.	Refer Corrigendum
23	11	5.b.5	Bidder should have earned Net Profit in last three financial years i.e. 2021-22, 2022-23 and 2023-24	We ITI Limited,India's first PSU (Public sector unit) may we be granted exemption from the same.	Refer Corrigendum
24	24	23.b	The commercial bid submitted should contain the following: i. Bill of Material along with the costs — Annexure XVII along with Commercial bid undertaking letter	Can we provide an estimated quotation for the same and procure the necessary materials on conclusion of tender.	Query not sufficient to reply
25	18	14.Operational requirement	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	In case of delay in providing credentials from UIDAI ,will penalty be imposed to service provider.	Existing criteria in the tender document holds good. Also, it is at the discretion of Bank, considering the genuinity
26	19	15.c	In case of Rural/Semi Urban locations, Operators shall be appointed from same pin code/locations.	Can we consider certified operators willing to relocate to assigned location	Yes can be considered
27	19	15.d	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.	Can this exempted in case of non availability of female certified operators	Existing criteria in the tender document holds good.

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28	20	15.n	A minimum average of 15 (enrolments/ updations per day)/ or any target given by UIDAI whichever is higher should be achieved by the AEC Centers to be eligible for the commission	Is there possibility to change the location in case of poor turnouts	Based on analysis and requirements, relocation of AEC will be considered as per Banks Norms.
29	General	BID SECURITY/ EARNEST MONEY DEPOSIT,	Rs.10 Lakhs in the form of Bank Guarantee issued by any Schedule Commercial Bank other than Indian Banks, favouring Indian Bank(Valid period for 9 months)	ITI being a Central PSU may be exempted from submission of EMD. Instead, submission of Bid security declaration may be allowed.	No relaxation will be provided. Existing criteria in the tender document holds good.
30	20	15. (n)	A minimum average of 15 (enrolment/ updation per day)/ or any target given by UIDAI whichever is higher should be achieved by the AEC centres to be eligible for commission	Seeking the clarification about the average 15 : As per RFP, average which mentioned is overall allocated center average or branch wise average. In case not achieved the average whether approve to relocation branches of non performing area centers to potential areas.	Based on analysis and requirements, relocation of AEC will be considered as per Banks Norms.
31	23	22. (i)	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.	Kindly provide the documents list to be submitted for the mentioned clause.	Deployment of Aadhaar Enrolment Kit details and its specifications should be submitted in this regard
32	23	23. a (iii)	Executive Summary	Kindly clarify which are the details need to submitted	Brief about the company should be provided
33	33	37.(10)	Marks for PPT presentation by the Bidder on implementation of proposed project	Whether Presentation need hardcopy to submit in Technical bid or send soft copy to respective officer	To be presented in person post submission of technical bid documents
34	20	16. (a)	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	As per RFP, we request to release updation charges on monthly basis, based on EOD reports reconciliation with cash collection in bank BGL account however please release New/mandatory charges based on UIDAI Sanction order	Payment will be processed subject to availability of UIDAI/MIS reports
35	20	16. (a)	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	Payment will be processed centralized or zone wise	Payment will be processed Zone wise only
36	46	62.(f)	The Bank shall invoke the total amount of Bank Guarantee if bidder fails to complete the work/any non satisfactory performance, even in single centre/location.	We are seeking your kind clarification about this clause	Existing criteria in the tender document holds good and Final decision will be at the discretion of Bank considering the genuinity



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37	32	37.5	Percentage of Active AEC Locations allocated to Bidder in PSBs/RRBs in India (Active AECs) During Jan 24, FEB 24& March 24/3 Total Allocated AEC*100 . Above -90.00% (07 marks) . 80.01%- 90.00 (05 Marks) 70.01 % - 80.00 % (03 Marks) . 60.00%- 70.00 (02 marks) . Less than 60.00% (01 Marks )	Kindly requesting to amend the clause for fair competition . Percentage of Active AEC Locations allocated to Bidder in PSBs/RRBs in India (Active AECs During SEP 23, OCT 23 & NOV 23)/3 Total Allocated AEC*100 . Above -90.00% (07 marks) . 80.01%- 90.00 (05 Marks); 70.01 % - 80.00 % (03 Marks) . 60.00%- 70.00 (02 marks) . Less than 60.00% (01 Marks ) . Justification : In Most of the allocated centers UIDAI and all the major banks of India are directed to remove/reduce 50 % of the aadhaar centers in PAN India Level due to financial and Management aspects. Hence Kindly consider the above clause	Existing criteria in the tender document holds good
38	33	37.11	Technical Evaluation Matrix	Start Up Bidders should get atleast 50% waive off to be qualified	Existing criteria in the tender document holds good
39	General	General	General	As per UIDAI Circular dated 14.10.2022 the registrar will run the ECOMP machine only in In-House Model with own infrastructure and Hardware.so kindly clear that RFP is for ECOMP or UCL.	Presently, Bank is running Aadhaar Enroment centres by providing all the services (i.e., New enrolment(NE), Mandatory Bio Update(MBU), Biometric Update & Demographic Update) and accordingly assistance @ Rs.50/- per NE or MBU is being received from UIDAI
40	10	5.b.2	Waived for Start-up Bidders only upon production of appropriate certificates, issued prior to RFP date, from competent authority as mentioned in clause 73 & 74 of This RFP.	If Startup will not submit the appropriate certificates then will he allow to participate in Tender Bid. So Please clear point table grading system for Startups	Relaxation will not be provided. Existing criteria in the tender document holds good
41	11	5.b.3	Waived for start-up Bidders only upon production of appropriate certificates, issued prior to RFP date, from competent authority as mentioned in Clause 68 of this RFP.	As you know that UIDAI has stop empaneling any agency since march 2017 then why you have Incorporate it in selection criteria in Tender Bid and those companies who are working as a Aadhaar agency since march 2017 with banks/PSUs and State government are they allowed to participate In Tender Bid.	Refer Corrigendum
42	20	15.n	A Minimum average of 15 ( enrolments/ updations per day)/ or any target given by UIDAI whichever is higher should be achieved by the AEC centres to be eligible for commission.	Due to less footfall of residents in branches & Increased number of Centres in past few year , there is less enrolments on centres not crossing the average of more than 8 enrolments. So minimum average 15 enrolment will not possible, request you to remove this point.	No relaxation will be given in case of targets but payment of commission will be done on actual basis only

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43	20	16	Payment will be made by the bank on monthly basis subject to availability of UIDAI/MIS Reports and in arrears on aggregated basis within 20 days on submission of original invoices by the service provider duly countersigned by authorised signatory after deducting applicable penalties and TDS, if any.	MIS Report of UIDAI will not come in monthly basis and it will be delay for 3-5 months. So we suggest you to process the payment of service provider based on EOD Report because we have to pay the payment to operator timely or give us 50 % Mobilisation charge to us if delay in payment from UIDAI. This is to inform you that As per GOI OM no F6/18/2019-PPD dated the buyers are mandated to make payments within 10 calendar days after generation of consignee receipt.	Payment will be processed subject to availability of UIDAI/MIS reports
44	32	37.Technical Evaluation Matrix	1.Net Worth above 5 cr and Above	1.If you are allowing Startup company to participate in Bid then how it is possible to maintain the net worth in Crores. It is not viable for any startup company so request you to revised this parameter consider Net worth 0 to 5 crores only and accordingly make a slab . 2. Reference to page no 6 , One side you are asking turnover of 50 Lakhs and here you are asking net worth of 5 crore to 20 crore & above and due to this technical marking Startup companies will not be able to fit in this criteria and not fair for us. You are requested to consider Net worth 0 to 5 crore only and accordingly make a slab.	Existing criteria in the tender document holds good.
45	32	37.Technical Evaluation Matrix	4.States & Union Territories Covered in PSBs/RRBs in India ( Years)	if you are considering Start-up companies you are requested to reduce the covering years between 1 year to 5 years and make the slab accordingly.	Existing criteria in the tender document holds good.
46	33	37.Technical Evaluation Matrix	7.Penalty imposed per AEC per month (in Rs) by UIDAI for deficiencies during on July'23, Aug'23 & Sept'23 Total AEC allotted Locations.	As you know that UIDAI has increase the Penalty Amount in his new Penalty structure so if any Agency is working maximum states then their penalty will be in also more. So he will not get any mark in this criteria. Therefore, kindly change the Penalty in Pro-rata basis and revised the slab criteria.	Existing criteria in the tender document holds good.
47	33	37.Technical Evaluation Matrix	8.Average Enrolments / Updates	In Last 7 years no Enrolment agency are able to maintain average of 20 enrolments /update per centre so, Kindly reduce the number between 8 to 14 enrolments per centre and kindly make the slab accordingly.	Existing criteria in the tender document holds good.
48	33	37.Technical Evaluation Matrix	9.ISO Certifications/Empanelment Certificate	As you know that Since March 2017 UIDAI has withdrawn the empanelment of Private agency and since March 2017 no banks & State Govt has demanding empanelment letter for Aadhaar project. So we request you to remove this parameter in marking system.	Existing criteria in the tender document holds good.



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49	33	37. Technical Evaluation Matrix	Marks for PPT Presentation by the BIDDER on implementation of Proposed Project.	Presentation is the Major marking points Technical evaluation Matrix so kindly share the Marking Points breakup of the technical Presentation so that proper presentation could be given.	Marks will be provided by technical committee of the Bank based on overall PPT performance presented by bidders
50	53	77. Procurement Through Local Suppliers (Make In India)		This is ref to the Memo F.No. HQ-16031/1/2021-EU-1-HQ Dated 1st July 2024 f that old machines to discarded and deployment of new machines as per the new specification to be procured & deployed. you are requested to let us know the what are the compliances are we going to follow in this regards ?	Technical specifications of Aadhaar Enrolment Kit devices should be complied as per latest UIDAI guidelines
51	10	5.b.2	Bidder should have been allotted minimum 75 kits by PSB/RRB/Govt. depts.	Have been working with OCAC(Odisha Computer Application Center), Govt of Odisha, in the state of Odisha past 6 years but do not have similar experience in last three FY years in any bank. Are we eligible to participate in the tender.	Refer Corrigendum
52	32	37	In point no.2,3, and 4 last 3 FY experience from banks only have been asked. Not from any other govt dept as mentioned in page no:10 clause 2.	Can we submit last 3 FY experience gained with OCAC which meets all other technical requirements	Existing criteria in the tender documents holds good
53	10	5.b.2	Currently, the Bidder should have been allotted with minimum 75 AEC locations directly by PSBs/RRBs/ Govt Depts. in India as on RFP date. And should have been in operations for at least three years as on date of RFP.  (Waived for Start Up Bidders only upon production of appropriate certificates, issued prior to RFP date, from competent authority as mentioned in Clause 73 & 74 of this RFP)	Request to kindly amend the clause as "Currently, the Bidder should have been allotted with minimum 60 AEC locations directly by PSBs/RRBs/ Govt Depts. in India as on RFP date."	Refer Corrigendum
54	32	37.2	Total AEC locations in PSB/RRB / Scheduled Commercial banks in India (Each of the last 3 FYI Above 300 (08 Marks) 151 to 300 (06 Marks) 75 to 150 (03 Marks) Less than 75 (02 Marks)	Please include the Govt. Dept. in this clause, as you have specified the Govt. Dept. in pre-qualification criteria.  Total AEC locations in PSB/RRB / Scheduled Commercial banks/Govt. Dept. in India (Each of the last 3 FYI Above 300 (08 Marks) 151 to 300 (06 Marks) 75 to 150 (03 Marks) Less than 75 (02 Marks)	Existing criteria in the tender documents holds good



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55	32	37.3	Experience / Tie up with PSBs / RRBs / Scheduled Commercial banks in India Above 5 years (10 marks) Above 3 to 5 years (05 marks) Less than 3 years (02 marks)	Request to kindly amend the clause as "Experience / Tie up with PSBs / RRBs / Scheduled Commercial banks/Govt. Dept in India Above 5 years (10 marks) Above 3 to 5 years (05 marks) Less than 3 years (02 marks)"	Existing criteria in the tender documents holds good
56	32	37.4	States & Union Territories Covered in PSBs/RRBs in India (Years) Above 11 (08 marks) 9 to 11 (06 marks) 5 to 8 (04 marks) Less than 5 (02 Marks)	Request to kindly amend the clause as "States & Union Territories Covered in PSBs/RRBs/Govt. Dept. in India (Years) Above 10 (10 marks) 8 to 10 (06 marks) 5 to 8 (04 marks) Less than 5 (02 Marks)"	Existing criteria in the tender documents holds good
57	32	37.5	Percentage of Active AEC Locations allotted to Bidder in PSBs/RRBs in India (Active AECs during Jan' 24, Feb' 24 & Mar'24)/3/Total allotted AEC*100 Above - 90.00% (07 Marks) 80.01% - 90.00% (05 Marks) 70.01% - 80.00% (03 Marks) 60.00% - 70.00% (02 Marks) Less than 60.00% (01 Marks) Active AEC = AEC location Eligible for payment for the month from PSB/RRB.	Request to kindly amend the clause as "Percentage of Active AEC Locations allotted to Bidder in PSBs/RRBs/Govt. Dept in India (Active AECs during April' 24, May' 24 & June'24)/3/Total allotted AEC*100 Above - 90.00% (07 Marks) 80.01% - 90.00% (05 Marks) 70.01% - 80.00% (03 Marks) 60.00% - 70.00% (02 Marks) Less than 60.00% (01 Marks) Active AEC = AEC location Eligible for payment for the month from PSB/RRB/Govt. Dept."	Existing criteria in the tender documents holds good
58	33	37.9	ISO Certifications/Empanelment Certificate: ISO Certification ISO 27001:2013 (1 marks) & ISO Certification ISO 9001:2015 (1 marks) UIDAI Empanelment Letter (1 marks)	This clause should carry a weightage of 10 marks.	Existing criteria in the tender documents holds good
59	32	37	Technical Evaluation Matrix	The parameter fixed on the basis of experience and other credentials but in case of Start Up bidder whether the startup bidder will get full marks or bank will adopt another process. Please clarify	Start up bidders will be exempted only in case of turn over and prior experiences but subject to meeting of quality & technical specifications. So, marks will be allotted based on RFP criteria only.
60	89	Annexure XVII	Commercial Bid	We request your esteemed Bank to fix a minimum percentage of commission to be offered by bidder, else the Bid will be rejected. Implementation of this criteria will help to all concern person to run the project in smooth manner.	Existing criteria in the tender documents holds good
61	32	37.2	Total AEC locations in PSB/RRB/Scheduled Commercial banks in India (Each of the last 3 FY) Above 300 (08 Marks) 151 to 300 (06 Marks) 75 to 150 (03 Marks) Less than 75 (02 Marks)	Provide recognition To PSBs/RRBs as well as Govt Depts. in India.	Existing criteria in the tender document holds good



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62	32	37.3	Experience/Tie up with PSBs/RRBs/ Scheduled Commercial banks in India Above 5 years (10 marks) Above 3 to 5 years (05 marks) Less than 3 years (02 marks)	Provide recognition To PSBs/RRBs as well as Govt Depts. in India.	Existing criteria in the tender document holds good
63	32	37.4	States & Union Territories Covered in PSBs/RRBs in India (Years) Above 11 (08 marks) 9 to 11 (06 marks) 5 to 8 (04 marks) Less than 5 (02 Marks)	Provide recognition To PSBs/RRBs as well as Govt Depts. in India.	Existing criteria in the tender document holds good
64	32	37.5	Percentage of Active AEC Locations allotted to Bidder in PSBs/RRBs in India (Active AECs during Jan 24, Feb 24 & Mar 24)/3/Total allotted AEC*100 Above 90.00% (07 Marks) 80.01% 90.00% (05 Marks) 70.01% 80.00% (03 Marks) 60.00% 70.00% (02 Marks) Less than 60.00% (01 Marks) Active AEC = AEC location Eligible for payment for the month from PSB/RRB.	Provide recognition To PSBs/RRBs as well as Govt Depts. in India.	Existing criteria in the tender document holds good
65	33	37.6	% age of Operators Blacklisted per Month to the Bidder during Apr 24, May 24 & June 24 on total AEC allotted locations. (No. of operator blacklisted in Apr 24+ May 24 + June 24)/3/Total AECs allotted 0-5% (10 Marks) 5.01%-15.00% (08 Marks) 15.01% 25.00% (06 Marks) 25.01%-35.00% (04 Marks) Above 35.00% (0 Marks)	Provide recognition To PSBs/RRBs as well as Govt Depts. in India.	Existing criteria in the tender document holds good
66	33	37.7	NIL marks if not submitted Penalty Imposed per AEC per Month (in Rs) by UIDAI for deficiencies during on July 23, Aug 23 & Sept 23 total AEC allotted locations. (Total Penalty Imposed during July 23, Aug 23 & Sept 23)/3/Total AEC allotted) Rs 0-1500 (08 Marks) Rs 1501-2000 (06 Marks) Rs 2001-2500 (04 Marks) Rs2501-3000 (02Marks) Rs Above 3000 (0 marks)	Provide recognition To PSBs/RRBs as well as Govt Depts. in India.	Existing criteria in the tender document holds good
67	20	15.n	A minimum average of 15 (enrollments/ updations per day)/ or any target given by UIDAI whichever is higher should be achieved by the AEC Centers to be eligible for the commission	Need to be amend because in all centers will not be get the such counts for enrollments/updations	No relaxation will be given in case of targets but payment of commission will be done on actual basis only



S No	Page No. of RFP	Clause No.	RFP Clause	Bidder's Query	Bank's Reply
68	24	23. Organization of Bids (a / viii.)	Draft of the Agreement to be entered with Operators	Please clarify that when the agreement to be submitted by the bidder? It should be submit every bidders or successful bidder only ?	Applicable for successful bidders only
69	35	42	Percentage of Centres allocation to selected Bidders as under: • L1- 30% (minimum) • L2- 25% (minimum)(subject to agreeing of LI price) • L3 - 20% (minimum)(subject to agreeing of LI price) • Remaining 25% will be allotted among others who will agree to work on LI rate (not exceeding more than 10%)	What is the criteria for distribution of work to successful bidders ? If zone wise then How will you divide the work zone wise?	Allocation of centres is at the discretion of Bank, after selection of successful bidders.
70	66	Human Resource Requirements for Operators (K)	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.	Kindly remove this point because not possible to get 50% female operators for the Aadhaar work	Existing criteria in the tender document holds good.
71	82	Non Disclosure Agreement	Non Disclosure Agreement	Is this submit along with Technical Bid ?	Yes. To be submitted along with technical bid documents
72	9	General	General	RFP has no mention regarding Minimum Wages of the person involved in AEC Operation. Whether it will be applicable or not in future?	It is the responsibility of Bidder to follow latest labour laws.
73	89	Annexure - XVII	Commercial Bid - Bill of Material	There is no minimum capping on commercials which has a potential to alter the margin significantly. Is there any minimum capping on commercials will be imposed so that Vendors may obtain operational margin?	Existing criteria in the tender document holds good
74	32	37.1	Net worth	There is no minimum net worth of participating organization is mentioned. Will the Bank impose any minimum Net worth criteria to keep non serious participants out?	Existing criteria in the tender document holds good
75	11	S.b.10	The bidder must submit Integrity Pact (IP) signed by authorized signatory as prescribed format mention in Annexure XIII on plain paper in advance (not prior to issuance of RFP) or at the time of bid submission. Bidder shall be liable for rejection in case of non submission of the same	How we have to submit this annexure we should submit this on Rs. 100/- non judicial stamp paper or on plain paper	To be submitted on Rs. 100/- non judicial stamp paper



S No	Page No. of RFP	Clause No.	RFP Clause	Bidder's Query	Bank's Reply
76	82	Annexure XIV	Non Disclosure Agreement (to be submitted in Rs. 100/- non judicial stamp paper)	How we have to submit this annexure we should submit this on Rs. 100/- non judicial stamp paper or on plain paper	To be submitted on Rs. 100/- non judicial stamp paper
77	89	Annexure XVII	Point no. e) A minimum average of 15 (enrollments/updatons per day)/ or any target given by UIDAI, whichever is higher should be achieved by the AEC centers to be eligible for commission	If the average is less than 15 whether we will get any commission, if there is no commission its difficult to continue the centre	No relaxation will be given in case of targets but payment of commission will be done on actual basis only
78	10	PREQUALIFICATION /ELIGIBILITY CRITERIA FOR BIDDERS	Currently the Bidder should have been allotted with Minimum 75 AEC locations directly by PSBs/RRBs/Govt Depts. In India as on RFP date and should have been in Operations for at least three years as on date of RFP.	We are Corporate Business Correspondent for three Major Public Sector Banks i.e. Bank of India, Union Bank of India and Indian Overseas Bank. We have appointed more than 2500 BC agents for these banks, which are acting as an extended arm of the Banks.  Our 2500 BC agents are providing all the banking services to banks customers, some of the major services are mentioned as below: a. Account opening through e-KYC with RD services approved by UIDAI. b. Cash receipt and cash payment (AEPs/Normal). c. AEPs transactions. d. Activity of Aadhaar Seeding and Authentication on PMJDY or other accounts. We request the Bank to kindly consider our plea and allow us to participate in the BID and give us waiver for the mentioned clause.	No relaxation will be provided. Existing criteria in the tender document holds good.
79	11	PREQUALIFICATION /ELIGIBILITY CRITERIA FOR BIDDERS	Bidder should be empaneled Enrolment Agency of UIDAI under the AADHAR project at least for three years as on the date of the bid submission.	We request the Bank to kindly consider our request and provide us waiver for this point as we are already appointed by Public sector banks as their Corporate Business Correspondent from 2018 and having experience of 06 years.	No relaxation will be provided. Existing criteria in the tender document holds good.
80	12	6.b	Engagement of multiple bidders	If the quoted price/L1 price is very less than, how will the company pay the min wages to the operators	Acceptance of L1 price is at the discretion of Bank, subject to satisfying the guidelines/requirements set by Bank
81	32 & 33	37.2 to 37.7	Technical Evaluation Matrix	In scope of Bank or provide by vendor . Clarify the same	Query raised is not sufficient to reply
82	33	37.1	Technical Evaluation Matrix	In the PPT segment please give some marks liberty to the existing vendor	Existing criteria in the tender document holds good.
83	33	37.11	Technical Evaluation Matrix	Existing vendor should get atleast 60% to be qualified in the technical round.	Existing criteria in the tender document holds good.



S No	Page No. of RFP	Clause No.	RFP Clause	Bidder's Query	Bank's Reply
84	11	5.b.4	Bidder should have positive Net Worth in each of the last three financial years i.e., up to 31.03.2024	During FY 21-22, due to COVID-19 most of the companies (including start up) are not having positive net worth. So, requesting you to consider cumulative positive net worth for last three financial years (FY 2021-22, 2022-23, 2023-24)	Refer Corrigendum
85	11	5.b.5	Bidder should have earned Net Profit in last three financial years i.e. 2021-22, 2022-23 and 2023-24	During FY 21-22, due to COVID-19 most of the companies (including start up) are not earned net profit. So, requesting you to consider cumulative earned net profit for last three financial years (FY 2021-22, 2022-23, 2023-24)	Refer Corrigendum
86	11	5.b.4	Bidder should have positive Net worth in each of the last three financial years i.e., up to 31.03.2024.	We would request to kindly revised this clause and consider that bidders who have minimum and positive net worth of Rs. 30 Crores as on 31.03.2024.	Refer Corrigendum
87	11	5.b.6	Bidder should have minimum annual turnover of Rs. 50 lakhs as on 31.03.2024	For wider participation and to empanel sound bidders, we would request to revised this clause and consider the bidder who have minimum annual turnover of Rs. 10 Crore in last three financial years.	Existing criteria in the tender document holds good.
88	20	15. n)	A minimum average of 15 (enrolments/updates per day)/or any target given by UIDAI whichever is higher should be achieved by the AEC Centers to be eligible for the commission.	We would request to relax this condition and payment of commission should be done on actual basis.	No relaxation will be given in case of targets but payment of commission will be done on actual basis only
89	20	15. i)	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.	We would request to consider and fix a minimum benchmark to quote by the bidders in lieu of latest guidelines prescribed by UIDAI, so that all the participants may quote accordingly and it should be ensured that the UIDAI guidelines will be ensured.	Existing criteria in the tender document holds good. Also, should be ensured that latest UIDAI guidelines are followed in this regard
90	22	22 a)	The bid shall be typed in English language and shall be signed by the bidder or a person or persons duly authorized to bind Bidder to the Contract.	Requested to please allow the bidders to use Digital Signature for signing the Bid Response/Documents, before final submission.	Refer page no. 24, clause no. 25.B.a.1
91	26	25 c)	Please ensure to scan documents so as to total size of documents uploaded remains minimum. All documentation evidence provided to the Bank shall be in PDF Format. The Scanned documents shall be OCR enabled for facilitating "search" on the scanned document. Utmost care may be taken to name the files/documents to be uploaded on e-tendering portal.	For the bidders, it will be difficult to evidence PDF Format which will be OCR enabled for facilitating search on the scanned documents, requested to remove this clause.	Existing conditions in the tender document holds good
92	32	37.2	Total AEC locations in PSB/RRB/Scheduled Commercial Banks in India (Each of the last 3 FY) * Above 300 (08 Marks)	We would request to kindly revise this marking clause as per following:- * Above 200 (08 Marks)	Existing criteria in the tender document holds good



S No	Page No. of RFP	Clause No.	RFP Clause	Bidder's Query	Bank's Reply
			* 151 to 300 (06 Marks) * 75 to 150 (03 Marks) * Less than 75 (02 Marks)	* 151 to 200 (06 Marks) * 75 to 150 (03 Marks) * Less than 75 (0 Marks)	
				Requested to consider experience from Central/State Govt./PSU etc for marking system.	
93	33	37.6	% age of Operators Blacklisted per Month to the bidder during Apr'24, May '24 & June '24 on total AEC allotted locations. (No. of operator blacklisted in Apr'24 + May '24 + June '24)/Total AECs allotted *0-5 % (10 Marks) *5.01% - 15.00 % (08 Marks) *15.01% - 25.00% (06 Marks) *25.01% - 35.00% (04 Marks) * Above 35.00% (0 Marks) NIL marks if not submitted	Requested to amend this clause to October, November and December 23, due to data is not available by the UIDAI.	Existing criteria in the tender document holds good
94	33	37.8	Average Enrolments / Updates: Per day average no of enrollments / updations per centre during (Jan'24, Feb '24 & Mar'24) * Above 20 (08 Marks) * 15-20 (06 Marks) * 8-14 (04 Marks) NIL marks if not submitted	Requested to amend this clause as per following: - * Above 10 (08 Marks) * 5-10 (06 Marks) * 2-5 (04 Marks) * Below 2 (0 Marks)	Existing criteria in the tender document holds good
95	46	62	The successful bidder shall provide irrevocable and unconditional performance bank guarantee in the form and manner prescribed by the bank equivalent to Rs. 6000/- (Rupees Six Thousand Only) per allotted AEC or minimum Rs. 5.00 Lakhs whichever is higher.	We would request to the authority to kindly revised this performance bank guarantee in the form and manner prescribed by the bank equivalent to Rs. 2000/- (Rupees Two Thousand Only) per allotted AEC or minimum or Rs. 5.00 Lakhs whichever is higher.	Existing criteria in the tender document holds good
96	32	37.3	Experience/Tie up with PSBs/RRBs/Scheduled Commercial Banks in India * Above 5 Years (10 Marks) * Above 3 to 5 Years (05 Marks) * Less than 3 Years (02 Marks)	We would request to kindly allow the bidder who have experience / Tie up with Govt. /PSUs clients for wider participation and thereby ensuring a fair and convenient approach for all interested parties.	Existing criteria in the tender document holds good
97	General	General		We would request to the authority to give extra weightage to the bidders who have office in minimum 20 major towns in India.	Existing criteria in the tender document holds good
98	General	General		We would request to the authority to give extra weightage to the bidders who have CMVII level 3 certificate.	Refer Corrigendum
99	General	General		The bidder should have a presence in a more than 20 state across India as on 31.03.2024.	Existing criteria in the tender document holds good
100	General	General		The Bidder should have ISO Certification for ISO 27001:2013, ISO 9001:2015 and a minimum CMVII level 3 as on 31.03.2024.	Refer Corrigendum
101	General	General		The Bidder should have a minimum of 1000 manpower on their payroll as on 31.03.2024.	Existing criteria in the tender document holds good



S No	Page No. of RFP	Clause No.	RFP Clause	Bidder's Query	Bank's Reply
102	11	5.b.5	Bidder should have earned Net Profit in last three financial years i.e. 2021-22, 2022-23 and 2023-24.	We request to make it, 'Bidder should have earned net profit in at least TWO out of the last THREE financial years, the last being FY 2023-24'. The year of FY 2021-22 was affected economically due to SECOND WAVE of pandemic COVID-19 directly and due to other indirectly related reasons.	Refer Corrigendum
103	32	37.1	Net-worth as on 31.03.2024	We would like to request to keep the highest net-worth criteria upto 5 Cr (instead of 20 Cr) as majority of participants come from services sector under MSME segment. Hence such a high net-worth may be difficult for majority of bidders. And some who will have high Net-worth will get extraordinarily high marks of 7 or 8 in comparison to 4 of MSME bidders.	Existing criteria in the tender document holds good
			Above 20.00 Cr (08 Marks)	Also the minimum Turnover asked from the bidder is JUST INR 50 Lakhs and such firms/companies may not have a networth to get a respectable marks under this category. Hence we request to keep the highest slab at 5 Cr (0 – 1 Cr, 1.01 – 2.00 Cr, 2.01 – 3.00 Cr, 3.01 – 5.00 Cr or as the committee decides)	
104	33	37.7	Penalty Imposed per AEC per Month (in Rs) by UIDAI for deficiencies during on July'23, Aug'23 & Sept'23 total AEC allotted locations. (Total Penalty imposed during July'23, Aug'23 & Sept'23/3/Total AEC allotted)	About Technical Evaluation Matrix, Sr No. 7: Kindly clarify whether the 'Penalty Imposed per AEC Per Month (in Rs.)' is for PER ALLOTTED AEC or PER ACTIVE AEC.	It is as per allotted AEC
			• Rs 0-1500(08 Marks)		
			• Rs 1501-2000(06 Marks)		
			• Rs 2001-2500( 04 Marks)		
			• Rs2501-3000(02Marks)		
			Rs Above 3000(0 marks)		
			NIL marks if not submitted		
105	10	5.b.2	Currently, the Bidder should have been allotted with minimum 75 AEC locations directly by PSBs/RRBs/ Govt Depts. in India as on RFP date. And should have been in operations for at least three years as on date of RFP.  (Waived for Start Up for Bidders only upon production of appropriate certificates, issued prior to RFP date, from competent authority as mentioned in Clause 73 & 74 of this RFP)	We have worked as Enrollment Agency under UIDAI approved Registrar from 2015 to 2017 in the State of Maharashtra, Karnataka and Uttar Pradesh. We have Enrollment Agency appointment letters. Currently we are not working as Enrollment Agency. We have worked in more than 1000+ AEC locations allotted by UIDAI Registrar CSC E-governance Services India Limited and UPDESCO. We have Udyam Registration Certificate. Our current status is listed company under SME segment. Are we eligible to apply for this tender?	Refer Corrigendum

S No	Page No. of RFP	Clause No.	RFP Clause	Bidder's Query	Bank's Reply
106	11	5.b.3	Bidder should be empaneled Enrollment Agency of UIDAI under the AADHAAR project at least for three years as on the date of the bid submission.  (Waived for Start Up Bidders only upon production of appropriate certificates, issued prior to RFP date, from competent authority as mentioned in Clause 68 of this RFP)	We have worked as Enrollment Agency under Registrar from 2015 to 2017 in the State of Maharashtra, Karnataka and Uttar Pradesh. We have Enrollment Agency appointment letters. Are we eligible to apply for this tender?	Refer Corrigendum
107	32	37	Technical Evaluation Matrix	We have not had experience / tie up with PSB/RRB/Scheduled Commercial Bank in India. We have experience as Enrollment Agency through Common Service Centers. Are we eligible to apply for this tender?	Relaxation will not be provided. Existing criteria in the tender document holds good
108	11	5.b.3	Bidder should be empaneled Enrollment Agency of UIDAI under the AADHAAR project atleast for three years as on the date of the bid submission.		Refer Corrigendum
109	23	22. Part B n.)	Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. Bill of Material should give all relevant price information as per Annexure-XVII. Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.	No format shared for quoting rates in respective columns as mentioned in Financial Bid Annexure XVII. Please clarify.	No changes. Format is already available in Annexure
110	28	26. K.)	The Financial Bid shall be prepared as per Annexure by quoting the rates in the respective columns. It shall include all costs associated with the assignment. The financial bid shall not include any conditions attached to it and any such conditional financial bid shall be summarily rejected.	No format shared for quoting rates in respective columns as mentioned in Financial Bid Annexure XVII. Please clarify.	No changes. Format is already available in Annexure
111	31	35. a.)	Bidders are required to prepare for making necessary presentations as a part evaluation in accordance with the responses given for the identified requirements any time after the last date for submission of bids. The date and time of such presentation will be communicated later through e mail to the email address updated by the Bidder in Annexure -II of the R FP.	Under technical evaluation matrix point 10. States marks for PPT presentation by the bidder on the implementation of proposed project which carries highest marks 30.  However in Page 31 under(35. a) it's stated to make necessary presentations post submission of bids. Please clarify on the same.	Bidder will be called for PPT presentation post submission of technical bid document only .
112	60	Annexure VII S.1.1 – Laptop/Desktop	Technical Specification	Revised Specifications for AEC Kits Dated 01-07-2024 been issued by UIDAI. Please Confirm on specifications to consider bidding	Technical specifications should be compiled as per latest guidelines.





S No	Page No. of RFP	Clause No.	RFP Clause	Bidder's Query	Bank's Reply
113	20	15.k	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 1month. For delay in compensation interest	as per Circular F NO HQ-16024/2/2020-EU-I-HQ Dated 03-10-2023 with subject Policy for enforcing of Aadhaar (Enrolment and Update) Regulations 2016, processes, standards, guidelines, data quality and containing corrupt and fraudulent practices (Version 4.1) dated 30.11.2022 – partial modification thereof  Ref: Page 3 point XI. uri: <a href="https://uidai.gov.in/images/245_Circular_dt_03_10_2022-Policy_for_enforcing_Aadhaar_Regulation_2016_process_standards.pdf">https://uidai.gov.in/images/245_Circular_dt_03_10_2022-Policy_for_enforcing_Aadhaar_Regulation_2016_process_standards.pdf</a>	Penalty will be deducted from Vendors immediately on receipt of monthly sanction order & necessary reports from UIDAI
114	2	12.Bid Security /Earnest Money	@ 1.2% per annum or part thereof will be payable.	as per our observations w.r.t above mentioned circular, Penalties impose by UIDAI is affecting No. Of Enrollments due to penalties imposed based on successfully generated Aadhaar but not on data quality errors made by operators.  Need Revision in Penalties to improve Enrollment Count on daily basis	Existing criteria in the tender document holds good
115	11	5.b.3	Rs.10.00 Lakhs in the form of BG issued by any scheduled commercial banks  Bidder should be empanelled Enrolment Agency of UIDAI under the AADHAAR Project at least for three years as on the date of the bid submission	UIDAI empanelled process has been stopped after 2017. Please take only UIDAI empanelment letter before 2017.	Refer Corrigendum
116	33	10. Technical evaluation Matrix	Total Marks for PPT Presentation by the Bidder on Implementation of Proposed Project.-30 Marks	Please reduce 30 Marks to 10 so that we may get results with accuracy.	Existing criteria in the tender document holds good
117	89	Commercial Bid	Percentage of commission	It should be minimum capping in view of the minimum wages as per 15 enrollments per day otherwise it will not be feasible.	No relaxation in targets will be provided. Existing criteria in the tender document holds good. Payment will be made on actual basis
118	33	37.7	Penalty Imposed per AEC per month (in Rs) by UIDAI for deficiencies during on July 23, Aug 23 & Sept 23 total AEC allotted Locations	Please remove this criteria because it is practically not feasible and now a days coming huge penalty from UIDAI.	Existing criteria in the tender documents holds good
119	10	5.b.1	Proprietorship/Partnership/LLP	Is GST certificate is considered as validate or any other document required	GST certificate is acceptable
120	10	5.b.2	Waived for Start Up Bidders only upon production of appropriate certificates, issued prior to RFP date, from competent authority as mentioned in Clause 73 & 74 of this RFP	we have UDYAM MSME registration certificate as we are eligible under this clause please clarify	Waiver of EMD is only for MSE and Start Ups.
121	11	5.b.7	Bidder should have PF, GST,PAN Registered	PF is applicable for the forms under Proprietorship Please clarify	PF is mandatory



S No	Page No. of RFP	Clause No.	RFP Clause	Bidder's Query	Bank's Reply
122	89	Annexure XVII	Commercial Bid - Bill of Material	Until or unless bank will not provide any fixed pay we will not match the Minimum wages as bid is floated under variable pay mode operator salary will impact based on his performance	Existing criteria in the tender document holds good
123	16	12.a	Scope of Work	As per UIDAI, if Registrar opted in house model only, can able to run ECMIP client and same registrar should have own hardwares. For an outsourced kit is deployed, then UCL model application software is permitted. Kindly clarify this	Presently, Bank is running Aadhaar Enroment centres by providing all the services (i.e., New enrolment(NE), Mandatory Bio Update(MBU), Biometric Update & Demographic Update) and accordingly assistance @ Rs.50/- per NE or MBU is being received from UIDAI.
124	10	5.b.2	Waived for Start-up Bidders only upon production of appropriate certificates, issued prior to RFP date, from competent authority as mentioned in clause 73 & 74 of This RFP.	Those having experience of running ASKs under Empanelled Agencies/Pvt. Ltd. companies/Organisations as vendor or subvendor. Acceptable or not? Requested to kindly consider as Sub vendors also having experience and team to execute	Relaxation will not be provided. Existing criteria in the tender document holds good
125	11	5.b.3	Waived for start-up Bidders only upon production of appropriate certificates, issued prior to RFP date, from competent authority as mentioned in Clause 68 of this RFP.	Those having experience of running ASKs under Empanelled Agencies/Pvt. Ltd. companies/Organisations as vendor or subvendor. Acceptable or not? Requested to kindly consider as Sub vendors also having experience and team to execute	Relaxation will not be provided. Existing criteria in the tender document holds good
126	32	37.2	Total AEC locations in PSB/RRB/Scheduled Commercial banks in India (Each of the last 3 FY) Above 300 (08 Marks) 151 to 300 (06 Marks) 75 to 150 (03 Marks) Less than 75 (02 Marks)	Those companies having experience of running ASKs under Empanelled Agencies/Pvt. Ltd. companies/Organisations running AECs in PSB/RRB/Scheduled Commercial Banks in India. Acceptable or not? Requested to kindly consider as Sub vendors also having experience and team to execute	Existing criteria in the tender document holds good
127	32	37.3	Experience/Tie up with PSBs/RRBs/ Scheduled Commercial banks in India Above 5 years (10 marks) Above 3 to 5 years (05 marks) Less than 3 years (02 marks)	How marks consider for startups and MSEs? Requested to kindly provide some relaxations or any other evaluation method for Startups and MSEs	Existing criteria in the tender document holds good
128	32	37.4	States & Union Territories Covered in PSBs/RRBs in India (Years) Above 11 (08 marks) 9 to 11 (06 marks) 5 to 8 (04 marks) Less than 5 (02 Marks)	Requested to kindly provide some relaxations or any other evaluation method for Startups and MSEs	Existing criteria in the tender document holds good
129	32	37.5	Percentage of Active AEC Locations allotted to Bidder in PSBs/RRBs in India (Active AECs during Jan 24, Feb'24 & Mar'24)/Total allotted AEC*100 Above 90.00% (07 Marks) 80.01% 90.00% (05 Marks) 70.01% 80.00% (03 Marks)	Requested to kindly provide some relaxations or any other evaluation method for Startups and MSEs	Existing criteria in the tender document holds good



S No	Page No. of RFP	Clause No.	RFP Clause	Bidder's Query	Bank's Reply
130	33	37.6	60.00% 70.00% (02 Marks) Less than 60.00% (01 Marks) Active AEC = AEC location Eligible for payment for the month from PSB/RRB. % age of Operators Blacklisted per Month to the Bidder during Apr 24, May 24 & June'24 on total AEC allotted locations. (No. of operator blacklisted in Apr 24+ May 24 + June 24)/3 /Total AECs allotted 0-5% (10 Marks) 5.01%-15.00% (08 Marks) 15.01% 25.00% (06 Marks) 25.01%-35.00% (04 Marks) Above 35.00% (0 Marks) NIL marks If not submitted		Existing criteria in the tender document holds good
131	33	37.7	Penalty Imposed per AEC per Month (in Rs) by UIDAI for deficiencies during on July 23, Aug 23 & Sept 23 total AEC allotted locations. (Total Penalty Imposed during July 23, Aug 23 & Sept 23)/3 /Total AEC allotted Rs 0-1500 (08 Marks) Rs 1501-2000 (06 Marks) Rs 2001-2500 (04 Marks) Rs2501-3000 (02Marks) Rs Above 3000 (0 marks)		Existing criteria in the tender document holds good
132	32	37.1	Net worth	How marks consider for startups and MSEs? Requested to kindly provide some relaxations or any other evaluation method for Startups and MSEs	Existing criteria in the tender document holds good
133	33	37.11	Technical Evaluation Matrix	Requested to kindly provide some relaxations or any other evaluation method for startups and MSEs	Existing criteria in the tender document holds good.
134	33	37.8	Average Enrolments / Updates: Per day average no of enrolments / updations per centre during (Jan 24, Feb 24 & Mar 24). * Above 20 (08 Marks) * 15-20 (06 Marks) * 8-14 (04 Marks) NIL marks if not submitted	Those companies having experience of running ASKS under Empanelled Agencies/Pvt. Ltd. companies/Organisations running AECs in PSB/RRB/Scheduled Commercial Banks in India. Acceptable or not? Requested to kindly consider as Sub vendors also having experience How marks consider for STARTUPS and MSEs Requested to kindly provide some relaxations or any other evaluation method for STARTUPS and MSEs	Existing criteria in the tender document holds good



**This Pre-Bid clarification shall be downloaded, signed, sealed and enclosed along with the Technical Bid Documents**

