

UNIQUE IDENTIFICATION AUTHORITY OF INDIA
Ministry of Electronics and Information Technology
New Delhi – 110001

Sub: Clarification on pre-bid queries under “Request for Proposal for providing “Manpower Services” in UIDAI

File No. A-12013/09/RFP/2020-UIDAI/HR

Tender ID : : **2020_DIT_585408_1** Publish Date: 21 September,2020

S. No.	Clause No	Page number	Existing provision in the clause	Clarification sought	Clarification
1	1.1 Invitation	6	The successful bidder will be engaged for providing manpower at UIDAI Headquarters located at New Delhi, Regional Offices located at New Delhi, Hyderabad, Bengaluru, Mumbai, Lucknow, Chandigarh, Ranchi and Guwahati, Technology Centre Bengaluru and Manesar Data Centre for the indicative list of job defined in Section 3 –Scope of Work and Terms of Agreement. The agreement will be initially for a period of one year from date of signing of the contract which may be extended for a period of two more years on year to year basis on same rates, terms and conditions.	We request you to kindly amend the clause as:- The successful bidder will be engaged for providing manpower at UIDAI Headquarters located at New Delhi, Regional Offices located at New Delhi, Hyderabad, Bengaluru, Mumbai, Lucknow, Chandigarh, Ranchi and Guwahati, Technology Centre Bengaluru and Manesar Data Centre for the indicative list of job defined in Section 3 –Scope of Work and Terms of Agreement. The agreement will be initially for a period of one year from date of signing of the contract which may be extended for a period of two more years on year to year basis on yearly basis increment <u>after mutually consent with Bidder and UIDAI.</u>	No change. Existing clause of RFP is applicable.
2	1.3 EMD/Bid Security Cost	8	The Bidders shall submit an EMD (Earnest Money Deposit)/Bid Security of amount of Rs. 50,00,000 (INR Fifty Lakh only), in the form of Bank Guarantee as per Section 6.1 Appendix A in a sealed envelope before the last date and time of bid submission. EMD in any other form will not be accepted.	Request you to please provide bank details i.e. Account No., IFSC Code etc., as Bank requires these details for making Bank Guarantee.	Information provided in RFP under clause 1.3(a) and Appendix 6.1 is sufficient for making Bank Guarantee for EMD. Alternatively, Bidders have option to submit Bid Securing Declaration.

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3	2.11.1 Evaluation of Tech-Qualification Bids : (1) Legal Entity/Registration Point No. (c)	16	The Agency must be registered/ have license under Contract Labour (Regulation & Abolition) Act, 1970.	<p>Please confirm is it required at the time of submitting technical bid or After award of contract as in page no. 33 clause no 3.6 (a) it is mentioned that we can give within 30 days of the date of award of contract. Please give clarity.</p> <p>And if it is required while submitting technical bid then please allow bidder to submit Shop Establishment certificate against this clause.</p>	<p>Bidders are required to submit copy of any valid license under Contract Labour (Regulation & Abolition) Act, 1970 for supplying manpower to any organization/ agency at the time of submission of the Bid.</p> <p>Further, clause 3.6(a) of RFP relates to submission of license from competent licensing authority once work is awarded for supplying of manpower to UIDAI. For details, kindly refer clause 3.6(a) of RFP.</p>
4	2.11.1 Evaluation of Tech-Qualification Bids: (4) Similar Nature of Work	17	The bidder should have experience of providing service of minimum 200 skilled persons with a minimum duration of one year to two different clients during past 5 years ending on 31.08.2020. The work experience should mainly be of supplying Skilled Multi Tasking Operators; i.e. Secretarial Assistant, Data Entry Operator, Computer Operator, Quality Check Operator etc. The clients should be from Government Departments; Statutory/ Autonomous Bodies; Public Sector Undertakings, Banks and Financial Institutions or Information Technology company.	<p>We request you to kindly amend the clause as:-</p> <p>The bidder should have experience of providing service of minimum 200 skilled persons with a minimum duration of one year to two different clients during past 5 years ending on 31.08.2020. The work experience should mainly be of supplying Skilled Multi Tasking Operators; i.e. Secretarial Assistant, Data Entry Operator, Computer Operator, Quality Check Operator, <u>IT Related manpowers</u>, etc. The clients should be from Government Departments; Statutory/ Autonomous Bodies; Public Sector Undertakings, Banks and Financial Institutions or Information Technology company. The ongoing projects which are more than one year old as on 31.08.2020 may also be considered.</p>	<p>No change. Existing clause of RFP is applicable.</p>

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			The ongoing projects which are more than one year old as on 31.08.2020 may also be considered.		
5	2.11.1 Evaluation of Tech-Qualification Bids: (5) Geographical Presence	18	<p>The bidder should have experience of providing service of minimum 30 persons with a minimum duration of one year at minimum five(5) out of eight(8) locations mentioned below during past 5 years ending on 31.08.2020: Delhi, Mumbai, Lucknow, Ranchi, Guwahati, Bengaluru, Hyderabad and Chandigarh.</p> <p>The clients should be from Government Departments; Statutory/ Autonomous Bodies; Public Sector Undertakings, Banks and Financial Institutions or Information Technology company. The ongoing projects which are more than one year old as on 31.08.2020 may also be considered.</p>	We request to please allow multiples purchase orders for providing service of minimum 30 persons with a minimum duration of one year at minimum five(5) out of eight(8) locations mentioned below during past 5 years ending on 31.08.2020: Delhi, Mumbai, Lucknow, Ranchi, Guwahati, Bengaluru, Hyderabad and Chandigarh.	No change. Existing clause of RFP is applicable.
6	3.1 Schedule of Requirement	25	* 20 persons will be deployed at Manesar Data Centre of which one each should have knowledge of regional languages (Assamese, Bengali, Gujarati, Kannada, Konkani, Malayalam, Manipuri, Marathi, Nepali, Odia, Punjabi, Tamil, Telugu, Urdu, and English) and five in Hindi	Need clarity as per Table given in page no. 25 the required manpower at Manesar Data centre is 7 (4 for MTO and 3 for SS) and you have mentioned * 20 persons will be deployed at Manesar Data Centre of which one each should have knowledge of regional languages (Assamese, Bengali, Gujarati, Kannada, Konkani, Malayalam, Manipuri, Marathi, Nepali, Odia, Punjabi, Tamil, Telugu, Urdu, and English) and five in Hindi.	Out of 75+20* MTOs mentioned under UIDAI HQ in table at page no 25 of RFP, 20 MTOs will be deployed at Manesar Data Centre and 75 MTOs at UIDAI HQ. For details, refer clause 3.1 of RFP.

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7	3.4 Hiring of Personnel Point No. (d)	30	Once notified by the UIDAI, the Agency should be able to provide minimum number of profiles as mandated within 14 days' post notification of requirement by the concerned official from UIDAI.	We request you to kindly amend the clause as:- Once notified by the UIDAI, the Agency should be able to provide minimum number of profiles as mandated within 40 days' post notification of requirement by the concerned official from UIDAI.	No change. Existing clause of RFP is applicable.
8	3.7 Deliverables and Service Level Agreement Sl. No. (i)	35	Service Level Agreement (SLA) Clause 3.4 (d) Within 14 days' post notification of requirement by the concerned official from UIDAI clause 3.4 (d)	We request you to kindly amend the clause as:- Within 40 days post notification of requirement by the concerned official from UIDAI clause 3.4 (d)	No change. Existing clause of RFP is applicable.