

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_580512_1 Publish Date: 31 August 2020

S. No.	Clause No	Page number	Existing provision in the clause	Clarification sought	Clarification
1	2.11.1 Evaluation of Tech-Qualification Bids, Sr. No. 3. Bidders Capacity	16	The bidder should have satisfactorily performed three works of supply of manpower of value Rs. 8.73 crore each per annum or two works of Rs. 10.92 crore each per annum or one work of Rs. 17.47 crore per annum during last five years ending on 31.03.2020.	The bidder should have satisfactorily performed three works of supply of manpower of value Rs. 8.73 crore each or two works of Rs. 10.92 crore each or one work of Rs. 17.47 crore during last five years ending on Tender Publishing date.	Kindly refer to Corrigendum I.
2	2.11.1 Evaluation of Tech-Qualification Bids, Sr. No. 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 31.03.2020. 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	If we have given services to a department who have several region/division, would it be acceptable as various client?? Like if we have given services to various division of income tax i.e Director General Of Income Tax(Investigation), Principal Commissioners Of Income Tax, Commissioners Of Income Tax (Appeals), Addl. Commissioners Of Income Tax, Dy. Commissioners Of Income Tax,	The service is provided to different regions/ divisions/ offices under one contract/ master contract will be treated as one work. However, where there is separate contract with different regional offices/ divisions/ offices, it will not be allowed to club/ add the number of skilled manpower provided under those separate contracts. All such contracts will be treated as separate contracts.

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3			Institutions or Information Technology company. The ongoing projects which are more than one year old as on 31.03.2020 may also be considered.	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 Tender Publishing date. The work experience should mainly be of supplying Skilled Manpower. 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 31.03.2020 may also be considered.	Kindly refer to Corrigendum I.
4	2.11.1 Evaluation of Tech-Qualification Bids, Sr. No. 5 Geographical Presence	18	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 31.03.2020: Delhi, Mumbai, Lucknow, Ranchi, Guwahati, Bengaluru, Hyderabad and Chandigarh. 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 as on 31.03.2020 old may also be considered.	The bidder should have experience of providing service of minimum 30 persons with a minimum duration of one year at minimum five (5) different locations in all over India during past 5 years ending on 31.03.2020:	No change in the technical criterion except the cutoff date for consideration of experience. Kindly refer the Corrigendum I.
5				We are Providing the same services in Pan India Basis like, Uttar Pradesh, Punjab, Haryana, Chandigarh, Delhi, Chhattisgarh, Madhya Pradesh, etc... but as per your requirement as mentioned in clause, we are in 7 states and providing the same services to various clients and total we have more than 17 clients. Please clarify that we are eligible for this tender or otherwise	

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6	3.1 Schedule of Requirement	25	The manpower is required under three categories, namely (i) Multi Tasking Operator (MTO), (ii) Support Staff (SS) and (iii) Driver. The approximate number of manpower at different locations that may be required under each category is as under:	May we know the availability of existing no of staff ?? How many manpower are already working in which locations ??	Please refer to clause 3.4 of RFP.
7	5.2.1 FORM COM-2: Commercial Proposal	62	i. Costs shall be expressed in absolute terms in rupees up to two decimal points and not in percentage.	There are several bidders who can quote for service charge only Rs. 0.01 and below of this. It is request you to kindly fix a ceiling price for a better and transparent competition.	The bidders are requested to carefully go through the provisions of the RFP, scope of work, service level agreements and conditions of the contract very carefully and submit their bid accordingly. However, if a firm quotes NIL service charges, its bid shall be treated as unresponsive and will not be considered".
8			Column No. 6 Regarding for Service Charge	What will ceiling for the service charge, so that we can quote at par or above that service charge?	