

**RESPONSE TO PREBID QUERIES**

<b>Sl.no</b>	<b>Page no. of RFP</b>	<b>Clause no.</b>	<b>RFP Clause</b>	<b>Bidders Query</b>	<b>Response to Query</b>
1	2	Point No.8	Last date of submission of Bid is 01.09.2021 Online	As on 27 <sup>th</sup> Aug.'21 the Bank will response to Pre-Bid Queries. Thereafter, only 4 days' time to complete all documents and reach to Bank address. Kindly extend the date of submission At least for a week time period. Also, clarify that RFP along with annexures and documents will be submitted in hardcopies at bank address on or before last date or Online.	Please refer Amendment I to this RFP
2	6	APPENDIX	APPENDIX	Please confirm that entire RFP (all Appendix and Annexures) duly sealed and signed will be submitted or with technical Bid.	Bidder to comply with RFP terms

3	9	1.3 Eligibility criteria:	<p>1.3 Eligibility criteria:</p> <p>Point 4: Notarized Affidavit</p> <p>Point 5: Notarized affidavit</p>	<p>Please confirm do we need one Notarized affidavit for point 4 &amp; 5 or separate and also value of the stamp paper affidavit to be executed</p>	<p>The Notarized affidavit Should contain both the points.</p> <p>Stamp duty as applicable for notarized affidavit</p>
4	11	1.3 Eligibility Criteria:	<p>Point 7 : Letter from existing SCB/RRB/Govt. agency which covers the following details:</p>	<p>Please confirm is both SLA and satisfactory letter from concerned bank is required or any one of both is sufficient.</p> <p>Also, there any prescribed format for bank letter/certificate.</p>	<p>Bidder to comply with RFP terms</p>
5	52	Appendix III Service Levels (Illustrative)	<p>Point No. 5: Service Level Metric:</p> <p>One day leave can be permitted per month, in case of more than one day leave is taken, an alternative operator should be deployed to the ASK. No ASK should remain non-functional for more than one day (working days) in a month.</p>	<p>If an operator remain absent for more than one day due to unforeseen circumstances keeping the pandemic in view or future eventualities.</p> <p>It will not be viable to back up 2 operators for each. However our replacement will be quick and timely.</p>	<p>Bidder to comply with RFP terms</p>

6	72	Annexure XI	Bank Guarantee for contract performance	<p>Please confirm that BG annexure will be executed on letter head of applicant company at the time of RFP submission.</p> <p>As we understand the BG will be executed on judicial stamp paper once award assigned to participant.</p>	Applicable to successful bidder post placing of order
7	83	Annexure XIII(3)	Process Compliance Form	<p>Please confirm that who will be service provider for conducting Reverse auction formalities.</p> <p>Any pre-registartion formalities will be required by applicant.</p>	Please refer RFP clause 3.8.3.4
8	11	1.3.7	Currently, the bidder should have been empanelled by any Scheduled Commercial Bank/RRBs/Central or State Government agencies/Registrars of UIDAI in India for Aadhaar Enrolment Agency related work for at least in 50 ASKs	In eligibility criteria permit to allow subcontract agencies. Because sub-contractors very well know the field operations and complete the work within the time and low cost. If they have business turnover (Check Last two year GST Paid challans) in the ASK services to allow them to participate in the tender.	Bidder to comply with RFP terms

9	12	1.9.2	<p>Providing clarifications/particulars/documents etc. to the appropriate tax authorities for assessment of tax, compliance with labour and other laws, etc. will be the responsibility of the service provider at his cost.</p>	<p>As per Kerala state labour laws minimum wages salary Min. 10500. because you are mentioned as per labour laws follow-up operators payment .Clarify this one mandatory or non-mandatory, whether applicable for PF and ESI compulsory for operators</p>	<p>Bidder to comply with RFP terms</p>
10	39	31.3	<p>The service provider will submit the invoices for every month during the subsequent month after verifying the transactions. The service provider will also submit the list of accounts of the operators along with the eligible amounts to be credited to their individual accounts, as per the format required by the Bank. The service provider will have to open current account with Kerala Gramin Bank and has to give authorization to Bank for debiting for the total amount payable to the operators as per the list submitted along with invoices. The Bank will credit the individual accounts of the operators as per the service providers' authorization, once the payment is effected by the Bank.</p>	<p>As per tender notification operator payment directly pay KGB. Kindly modify after operator payment paid completion to create invoice every month.</p>	<p>Please refer Addendum Item no.2 of Amendment 1 to this RFP</p>

11	55	Sl no.2	Variable charge (for per TXNs of enrolment and updations)	as per your notification mandatory bio metric updation is 35 per transaction. Kindly clarify once again bio metric update or mandatory bio metric update	Please refer Annexure X(B)- Note 3 of the RFP document
12	62	Annexure IV	Technical Bid form statement of Tie-ups/agreements entered for the project.	If unable to provide agreement on behalf a providing valid Invoice.	Bidder to comply with RFP terms