

**Amendment-1 to "ASK:RFP:01:2022 dated 05.01.2022 Request for proposal for SUPPLY OF ASK(AADHAR SEVA KENDRAS) KITS AND MANPOWER -OPEX MODEL AT BANK BRANCHES.**

**It is decided to amend the following in respect of the above RFP:**

Description	Existing details	Amended details
Clause No 3.2 Point No 3 page no 10	The Bidder should have Positive Net Worth as on 31/03/2021.	The Bidder should have Positive Net Worth as on 31/03/2021.  In case the Bidder is registered/incorporated after 31/03/2021, Bidder must have positive net worth as on 31.12.2021.
Clause No 3.2 Point No 6 page no 10	Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	Bidder must produce a certificate from the Company's Chartered Accountant having Unique Document Identification Number mandatorily w.r.t non defaulter to any financial Institution.  Bidder must submit Notarized self declaration for being not reported to IBA for any malpractice, fraud, poor service etc.
Clause No 3.2 Point No 7 page no 10	Bidder company should not be owned or controlled by any Director or employee (or relatives) of CANARA BANK	Bidder company should not be owned AND controlled by any Director or employee (or relatives) of CANARA BANK
Clause 9.5 page no 15	Bidders shall ensure that faulty front-end equipment is repaired or replaced within a maximum period 72 hours of reporting. A penalty of Rs. 1000/- per day for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 5,000/- per month till the ASK location is functional.	Bidders shall ensure that faulty front-end equipment is repaired or replaced within a maximum period 72 hours of reporting. A penalty of Rs. 100/- per day for the period beyond the permitted time line will be levied subject to a penalty of Rs 1,500/- per month for the first month, Rs 3,000/- for the second month of non compliance and Rs 5,000/- from the third month onwards for non compliance till the ASK location is functional.



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Clause 12.3.9 page no 18	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. 1000/- per day for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 5,000/- per month till the ASK location is functional.	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 15 days. A penalty of Rs. 100/- per day for the period beyond the permitted time line will be levied subject to a penalty of Rs 1,500/- per month for the first month, Rs 3,000/- for the second month of non compliance and Rs 5,000/- from the third month onwards for non compliance till the ASK location is functional.
Clause 13.16 page no 21	In the case of failure on the part of the SP to establish ASKs at any allotted centers a penalty of Rs. 1000/- per day for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 5,000/- per month till the establishment of the centers. Bank also reserves its right to offer the centre/s to other bidders/service provider solely at its discretion.	In the case of failure on the part of the SP to establish ASKs at any allotted centers a penalty of Rs. 100/- per day for the period beyond the permitted timeline will be levied subject to a penalty of Rs 1,500/- per month for the first month, Rs 3,000/- for the second month of non compliance and Rs 5,000/- from the third month onwards for non compliance till the ASK location is functional.
Clause 13.17 page no 21	Without prejudice to the bank's right to terminate the agreement, for any defective service or inability to provide the service for any reason or for non-functioning of the ASK for any reason, beyond 7 (seven) working days continuously, a penalty @ Rs. 1000/- per day (from the 7th day onwards) may be levied for each of the ASK center with a maximum of Rs 5,000/- per month per ASK.	Without prejudice to the bank's right to terminate the agreement, for any defective service or inability to provide the service for any reason or for non-functioning of the ASK for any reason, beyond 15 working days continuously, a penalty @ Rs. 100/- per day for the period beyond the permitted time line will be levied subject to a penalty of Rs 1,500/- per month for the first month, Rs 3,000/- for the second month of non compliance and Rs 5,000/- from the third month onwards for non compliance till the





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		ASK location is functional.
Clause 52.15 page No 48	The successful bidder/s have to implement the solutions in the zones in all identified locations within 45 days of issuance of work order/intimation. A penalty of Rs. 1000/- per day for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 5,000/- per month till the ASK location is functional.	The successful bidder/s have to implement the solutions in the zones in all identified locations within 45 days of issuance of work order/intimation. A penalty of Rs. 100/- per day for the period beyond the permitted time line will be levied subject to a penalty of Rs 1,500/- per month for the first month, Rs 3,000/- for the second month of non compliance and Rs 5,000/- from the third month onwards for non compliance till the ASK location is functional.
Clause 13.6 Page No 20	The vendor shall immediately take cognizance of such request and provide the replacement sought. Bank reserves the right to entry into its premises for such persons whose replacement is sought and delay in providing the replacement beyond 3 day's time would entail appropriate liquidated damages / penalties as detailed elsewhere in this document. Further, the bidders will also be liable for the penalties that may be levied by UIDAI.	The vendor shall immediately take cognizance of such request and provide the replacement sought. Bank reserves the right to entry into its premises for such persons whose replacement is sought and delay in providing the replacement beyond 15 day's time would entail appropriate liquidated damages / penalties as detailed elsewhere in this document. Further, the bidders will also be liable for the penalties that may be levied by UIDAI.



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Clause 36.2 Si No 2 Page No 38	Empanelment letter from UIDAI as Enrolment Agency and having done satisfactory Enrolment/updates	Last empanelment letter issued by UIDAI to the Bidder to be submitted.
Clause 13.3.2 Page No 19	In case of Metro/Urban locations, all Operators shall be appointed from same Corporation/Municipal limit and shall on-board at least 80% female operators.	In case of Metro/Urban locations, all Operators shall be appointed from same corporation/Municipal limit . At least 50% female operators shall be on boarded in Metro/Urban ASK locations.
Clause 13.3.1 page No 19	In case of Rural/Semi Urban locations, Operators shall be appointed from same pin code.	Operator to be onboarded from same district of ASK location for the states/ UT- Chattisshgarh, J&K Himachal Pradesh ,Uttarakhand ,ladakh, Assam, Mizoram, Manipur, Tripura, Sikkim, Meghalaya, Nagaland ,Andaman and Nicobar Islands, Lakshwadeep islands. In case of other Rural/Semi Urban locations, Operators shall be appointed from same pin code.
Clause 5.1.1 page no 12	The bidder shall submit Bid Security / Earnest Money Deposit in the form of Bank Guarantee valid for period of 6 months for Rs.12.50 lakhs per zone in favour of Canara Bank, payable at Bangalore for the Zones the bidder is interested to bid.	The bidder shall submit Bid Security / Earnest Money Deposit for period of 6 months in the form of Bank Guarantee/ RTGS for Rs.12.50 lakhs per zone (separate BG/RTGS for each zone should be submitted) in favour of Canara Bank, payable at Bangalore for the Zones the bidder is interested to bid. Account details for RTGS-  ACCOUNT NAME-CANARA BANK- UID PROJECT  AC-0413201028540  IFSC- CNRB0000413
Clause 14.2 page no 21	<b>Commission Sharing:</b>  The Bank will only share the fees collected from residents for Aadhar updates done at ASK center in	<b>Commission Sharing:</b>  The Bank will share the fees collected from residents for Aadhar updates done at ASK





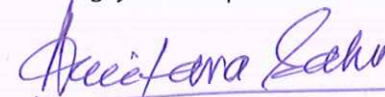
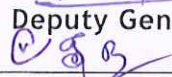
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	branches. Under no circumstance, Bank will pay any money in any way apart from the above mentioned condition.	center in branches and fees received from UIDAI for successful new enrolments and mandatory updates. Under no circumstances, Bank will pay any money in any way apart from the above mentioned condition.
Annexure VII point no j. page no 69	In case of Rural/Semi Urban locations, Operators shall be appointed from same pin code.	Operator to be onboarded from same district of ASK location for the states/ UT- Chattisshgarh, J&K Himachal Pradesh, Uttarakhand, Ladakh, Assam, Mizoram, Manipur, Tripura, Sikkim, Meghalaya, Nagaland, Andaman and Nicobar Islands, Lakshwadeep islands. In case of other Rural/Semi Urban locations, Operators shall be appointed from same pin code.
Annexure VII point no k. page no 69	In case of Metro/Urban locations, all Operators shall be appointed from same Corporation/Municipal limit and shall on-board at least 80% female operators.	In case of Metro/Urban locations, all Operators shall be appointed from same corporation/Municipal limit. At least 50% female operators shall be on boarded in Metro/Urban ASK locations.
Annexure XVII A,B,C,D, Si No 1 page no 88 to 91	Percentage of commission that the Bidder is willing to receive from the Bank on total fees collected from Residents directly at the Bank branch for providing ASK services.	Percentage of commission that the Bidder is willing to receive from the Bank on fees collected from Residents directly at the Bank branch for Aadhar updates and fees received from UIDAI for successful new enrolments mandatory updates. (Revised Annexure XVII A,B,C,D attached)
Addition	Bidders to submit presentation along with technical Bids for the implementation of the said project in not more than 5 slides in PDF format	

Physical submission of Bids will not accepted/evaluated

All the other terms and conditions of the above RFP remain unchanged. Please take note of the above Amendment while submitting your response to the subject RFP.

Date: 19.01.2022  
Place: Bengaluru

  
Deputy General Manager  




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Commercial Bid - Bill of Material			Annexure XVII- A
<b>North Zone</b> All districts of Uttar Pradesh, Chandigarh, Himachal Pradesh, Jammu & Kashmir, Ladakh, Punjab, NCT of Delhi, Uttarakhand, Haryana			
S No	Description	Maximum %tage of commission that the Bank is ready to offer	Rate (in %)quoted * Out of (A)
		(A)	(B)
1	Percentage of commission that the Bidder is willing to receive from the Bank on fees collected from Residents directly at the Bank branch for Aadhar updates and fees received from UIDAI for successful new enrolments, mandatory updates.	100% (Inclusive of GST and other taxes)	(Inclusive of GST and other taxes)
<p>*Rate (in %) quoted includes supply of ASK hardware as specified in annexure VII of 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 ASK, connectivity charges, cost of consumables (printer paper, ribbons, cells) and any other charges mentioned in this RFP.</p> <p>*Rate (in %) quoted also includes any penalty imposed by UIDAI/Bank/ any other regulatory Authority.</p> <p>*Rate (in %) quoted will be inclusive of all taxes (including GST), duties, levies, insurance, installation charges, etc applicable all over India. TDS will be deductible as per rules prevailing on the date of payment of applicable items.</p> <p>*Rate (in %) quoted mentioned in the bid would remain valid for a period of three years and for the extended period of 6 months, if mutually agreed to extend.</p>			
Place:		(Signature of Authorized Signatory)	
Date:		Name: Designation: Seal	



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Commercial Bid - Bill of Material			Annexure XVII- B
<b>East Zone</b> o All districts of Odisha, Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Andaman & Nicobar Islands, Sikkim, West Bengal, Bihar, Jharkhand			
S No	Description	Maximum %tage of commission that the Bank is ready to offer	Rate (in %)quoted * Out of (A)
		(A)	(B)
1	Percentage of commission that the Bidder is willing to receive from the Bank on fees collected from Residents directly at the Bank branch for Aadhar updates and fees received from UIDAI for successful new enrolments, mandatory updates.	100% (Inclusive of GST and other taxes)	(Inclusive of GST and other taxes)
<p>*Rate (in %) quoted includes supply of ASK hardware as specified in annexure VII of 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 ASK, connectivity charges, cost of consumables (printer paper, ribbons, cells) and any other charges mentioned in this RFP.</p> <p>*Rate (in %) quoted also includes any penalty imposed by UIDAI/Bank/ any other regulatory Authority.</p> <p>*Rate (in %) quoted will be inclusive of all taxes (including GST), duties, levies, insurance, installation charges, etc applicable all over India. TDS will be deductible as per rules prevailing on the date of payment of applicable items.</p> <p>*Rate (in %) quoted mentioned in the bid would remain valid for a period of three years and for the extended period of 6 months, if mutually agreed to extend.</p>			
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Place:</p>   <p>Date:</p> </div> <div style="width: 50%;"> <p style="text-align: right;">(Signature of Authorized Signatory)</p>   <p>Name:</p> <p>Designation:</p> <p>Seal</p> </div> </div>			

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Commercial Bid - Bill of Material		Annexure XVII- C	
<b>West Zone</b> <ul style="list-style-type: none"> <li>o All districts of Gujarat, Chhattisgarh, Madhya Pradesh, Telangana, Rajasthan, Maharashtra.</li> <li>o Bagalkot, Ballari, Belagavi, Bidar, Dharwad, Gadag, Haveri, Kalaburagi, Koppal, Raichur, Vijayapura, Yadgir Districts of Karnataka</li> </ul>			
S No	Description	Maximum %tage of commission that the Bank is ready to offer	Rate (in %)quoted * Out of (A)
		(A)	(B)
1	Percentage of commission that the Bidder is willing to receive from the Bank on fees collected from Residents directly at the Bank branch for Aadhar updates and fees received from UIDAI for successful new enrolments, mandatory updates.	100% (Inclusive of GST and other taxes)	(Inclusive of GST and other taxes)
<p>*Rate (in %) quoted includes supply of ASK hardware as specified in annexure VII of 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 ASK, connectivity charges, cost of consumables (printer paper, ribbons, cells) and any other charges mentioned in this RFP.</p> <p>*Rate (in %) quoted also includes any penalty imposed by UIDAI/Bank/ any other regulatory Authority.</p> <p>*Rate (in %) quoted will be inclusive of all taxes (including GST), duties, levies, insurance, installation charges, etc applicable all over India. TDS will be deductible as per rules prevailing on the date of payment of applicable items.</p> <p>*Rate (in %) quoted mentioned in the bid would remain valid for a period of three years and for the extended period of 6 months, if mutually agreed to extend.</p>			
Place: _____  Date: _____		(Signature of Authorized Signatory)  Name: _____ Designation: _____ Seal _____	



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**Commercial Bid - Bill of Material**

**Annexure XVII- D**

**South Zone**

- o All districts of Puducherry , TamilNadu, Goa, Kerala, Lakshadweep, Andhra Pradesh.
- o Bengaluru Rural, Bengaluru Urban, ChamaraJanagar, Chikkaballapura, Kolar, Mandya, Mysuru, Ramanagara, Tumakuru, Chikkamagaluru, Dakshina Kannada, Hassan, Kodagu, Chitradurga, Davanagere, ,Shivamogga, Udupi, Uttara Kannada Districts of Karnataka

S No	Description	Maximum %tage of commission that the Bank is ready to offer	Rate (in %)quoted * Out of (A)
		(A)	(B)
1	Percentage of commission that the Bidder is willing to receive from the Bank on fees collected from Residents directly at the Bank branch for Aadhar updates and fees received from UIDAI for successful new enrolments , mandatory updates.	100% (Inclusive of GST and other taxes)	(Inclusive of GST and other taxes)

\*Rate (in %) quoted includes supply of ASK hardware as specified in annexure VII of 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 ASK, connectivity charges, cost of consumables (printer paper, ribbons, cells) and any other charges mentioned in this RFP.

\*Rate (in %) quoted also includes any penalty imposed by UIDAI/Bank/ any other regulatory Authority.

\*Rate (in %) quoted will be inclusive of all taxes (including GST), duties, levies, insurance, installation charges, etc applicable all over India. TDS will be deductible as per rules prevailing on the date of payment of applicable items.

\*Rate (in %) quoted mentioned in the bid would remain valid for a period of three years and for the extended period of 6 months, if mutually agreed to extend.

Place:

(Signature of Authorized Signatory)

Date:

Name:  
Designation:  
Seal

