

Sr. No.	Clarification Sought	Reply	Description in RFP	Page No.	Clause No.
1		State wise Tentative Manpower requirements is enclosed at <b>Annexure "A"</b> .	State wise break-up of manpower needed ( <b>Section 3.1 Page7</b> )	7	3.1
2	As the Operational Manpower to be deployed in 18 states, Please clarify Minimum Wages of which sphere are to be followed. As your commercial bid format is uniform for all the manpower deployment.	Bidder shall comply with all the statutory requirements as applicable from time to time and shall be solely responsible for fulfillment of all legal obligations under various statutes including Contract Labour (Regulation and Abolition) Act 1970, Minimum Wages Act, Workmen Compensation Act, EPF & Miscellaneous Provisions Act. Refr page 26 Clause 8.22. For Commercial Evaluation Single rates may be quoted. Minimum wages must be considered as that for semi-skilled category.	The Manpower required for the various DCO's located in the following States (18 States).	7	3.1
3		Minimum 48 Hours per Week (8 hours * 6 days), (excluding national holidays)	No of working days in a month to be specified ( <b>Section 3.1.4 Pg 7</b> )	7	3.1.4
4	As the operations would be 24*7*365 and that's too in 18 states with a target based execution of work. In that case to meet the departmental expectations, we need to put a management team and state wise team leaders to monitor the progress very closely, please indicate if we can add the management team cost to our service charges while quoting the per person per month rate <b>or ORGI will pay for management team also.</b>	The resources are expected to work in three shifts . Department will make payment against the Manpower deployed for Data Entry Work (CAC also) only. For managemnet and for other administrative work if bidder deputed any persons, the cost for the same has to be borne by the bidder itself and the bidder should quote the rates accordingly.	The resources are expected to work in three shifts 24*7*365. (Three shifts, all seven days, All 365 Days).	8	3.14
5	Tender is floated to ask for IT Manpower 1355 Nos with the Data Entry Speed of 8-10 Thousands Key depressions per hours, This is to submit that arranging 1355 nos. for short span of 6 months with the 8-10 thousand key depressions speed is not possible at minimum wages. <b>Moreover Identifying and deploying resources with high speed of 8-10 thousand key depressions will add high costs to our service charges.</b> Please relax the clause to 5-6 thousand key depressions per hour to facilitate the hiring of adequate no. of manpower without any delay. Very less people are in market with the asked speed and they are very expensive resources, not possible to hire at minimum wages.	ORGI has worked out the Productions Norms (numbers of records per day / week by each manpower ) on the basis of previous experience. The same norms should be met by the Operational Manpower (deputed by the vendor). Accordingly the Speed of 8-10 thosand key depressions have been fixed. Norms for Minimum entry by DEO's per day for various parameters is enclosed at <b>Annexure : B</b>	Key Competencies: IT Knowledge with good understanding of MS Word/MS Excel with good typing/Data Entry speed Minimum 8-10 Thousands Key Depressions Per Hour.	9	3.3

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6	As you are seeking the production target to be met by the operational manpower service provider, The target set per operator is not feasible to match. In case of any lapse in target we need to provide extra workforce to the tune of 10% extra resources. Please clarify, do we need to add the additional manpower cost in our service charges.	Norms are as mentioned in the Annexure: B. The bidder must ensure the achievement of these norms for optimum utilization of resources. Any additional manpower cost has to be borne by the vendor.	The Production norms for output (number of records per day/week by each operator) will be set by the ORGI for each types of variables. The same norms should be met by the operational manpower deputed by the firm. In case norms would not meet out by the deputed manpower then same should be compensated by the firm either deputing extra manpower/extended extra hours on free of cost to meet out the target on stipulated time.	9	3.3
7	Clarification required to submit ISO 9001:2008 as it is updated ISO Certification over ISO 9001:2000.	ISO 9001:2000 or Updated Certification	Company must be ISO 9001:2000 certified	10	4.2 (c)
8	Clarification required to enclosed the Work Order supplying Manpower with resource category of DMA (Data Management Assistant) with the same profile and it is requested to allow the corporate work orders.	Resource Category of DMA (Data Management Assistant) and others with same profile is acceptable, but should have experience in providing same type of manpower (Data Entry Operators)/ support to at least 2 customers (only Government Departments, Public Sector Undertaking / Banks etc.) for at least 3 years as on 01 January 2013. Experience in corporate will not be accepted.	Bidder should have experience in providing bulk IT operational manpower (Data Entry Operators)/ support (24*7) to at least 2 customers (Government Departments, Public Sector Undertaking / Banks etc.) for at least 3 years as on 01 January 2013.	10	4.2 (e)
9	Most of the places of work fall under ESI area and ESI contribution is also mandatory upto gross monthly remuneration of Rs. 15000.00 only, as per the Employees' State Insurance Act, 1948. Will you add availability of ESI code into 'eligibility criteria'?	Bidder shall comply with all the statutory requirements as applicable from time to time and shall be solely responsible for fulfillment of all legal obligations under various statutes including Contract Labour (Regulation and Abolition) Act 1970, Minimum Wages Act, Workmen Compensation Act, EPF & Miscellaneous Provisions Act. Refr page 26 Clause 8.22. , 8.26 , 8.33	The organisation ... EPF code	10	4.2 (g)
10	Clarification required on enclosing minimum 1 crore forms for each year or 1 crore value for all last three years.	Last Three Years are to considered i.e. 2009-10,2010-11,2011-12.	The bidder should have experience in Data Entry or processing form using Image Based software (minimum 1 Crore forms in last three years) .	11	4.2 (N)
11	Clarification required on considering minimum wages as requirement is for 18 states.	Bidder shall comply with all the statutory requirements as applicable from time to time and shall be solely responsible for fulfillment of all legal obligations under various statutes including Contract Labour (Regulation and Abolition) Act 1970, Minimum Wages Act, Workmen Compensation Act, EPF & Miscellaneous Provisions Act. Refr page 26 Clause 8.22. For Commercial Evaluation Single rates may be quoted.	Commercial Evaluation : Data Entry Operator	19	7.6
12	Please clarify that MAN Month cost is inclusive of PF , ESI or any other saturatory obligations.	Manmonth cost is inclusive of everything except the service tax which is to be mentioned in separate column and will be governed by the Govt. Rules applicable from time to time.	Commercial Evaluation : Data Entry Operator	19	7.6

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13	Assuming ESI will be applicable, medi-claim policy will then incur double expense for single purpose	Contractor shall obtain a Group Medi-claim policy against personnels deployed <b>OR</b> ESI will be applicable	Group Mediclaim policy for Rs. 50000.00 only	27	8.25
14	As per clause, for 1355 manpower, we need to pay salaries every month and payment will come after 4 months. This would be a heavy investment and will cost you more as interest loading will be adding 2-3% extra cost while quoting the financials. You are hereby requested to relax this clause to monthly bill submission and subsequent payment to facilitate yourself to get better prices.	Monthly Billing request is accepted. Therefore, clause 8.26 (Payment Terms) point (1) 1st Paragraph may be read as "Contractor must submit a monthly bill in arrears for resources timesheets suitably attested by ORGI officials."	Contractor must submit a quarterly bill in arrears for resources timesheets suitably attested by ORGI officials. 5) Upon submission of the above and invoice ORGI shall release payment within 30days, if found in order.	27	8.26
15	There are 1355 resources to placed in the project, Bill submission is on quarterly basis and further one month for processing the bills, hence, the salary is to be paid from bidder's own resources for four months i.e. approx. to the tune of 7-8 Crores of Rupees. Please relax the bill submission to monthly basis.	Same as above		27	8.26
16	This is a very heavy penalty, Please go through the scenario, if we will be putting our service charges as 10% and would be delaying for two weeks after the contract award, we will be charged 2% of the total contract value. That would be <b>20% or more</b> of our service charges in the mentioned scenario which is a very heavy penalty. Please relax the penalty clause to keeping in view the magnitude of the scope of work.	Since this is a time bound project, not much time loss can be accepted, hence the provision of penalty clause is there which is as per Clause 8.27 and will remain as it is. No change in this regard is acceptable.	We need to arrange resources within one month of the award of contract, beyond that time span a penalty of 1% would be there for each delayed week that's too on the entire contract value.	27	8.27
17	In your financial bid format, you have asked the price of per person per month. <b>As Minimum wages increase twice an year</b> and if other statutory payables (EPF, ESI) are increased by the respective laws during the tenure of the contract, who will be bearing the additional cost.	In case, other statutory payables (EPF, ESI) are increased by the respective laws during the tenure of the contract, the additional cost should be bear by the vendor only. Therefore, vendor should quoted rates accordingly. Only changes in the service tax would be borne by the ORGI.		48	
18	As stated in Page 19, should we read Service Tax extra as applicable in Page 48?	For Commercial evaluation bidder should quoted only single Single rates . inclusive of all other Statutory obligations, administrative Expenditure etc. The rates quoted once will be remain unchanged till completion of the contract. Only Service tax will be paid extra as applicable time to time by the Govt. of india.	Service Tax as applicable	48 & 19	Annex. J & 7.6
19	What will the language of Data Entry and explain further the data type of entries i.e. Numeric, Alpha Numeric, Alphabetic Etc.	Knowledge of local language and English is must. The data entry will be made in english after visually inspecting the description filled in the schedule which will be in local language. Refer clause 3.1.1 and Annexure : B (Minimum Norms for various variables). State wise tentative figure of manpower required is given. For more clarification, visit to nearest data center of ORGI can be made with prior intimation.	General Query		

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20	Please clarify if the Data entry is to be carried out in Offline or Online environment and further please clarify the location of the storage server as this will impact significantly in the processing of Data Entry Work.	Offline mode in LAN Environment. (For further clarification Pl. Visit the nearby respective Data Center situated at various states.	General Query		

**Annexure - "A"****Manpower requirement to do the Computer Assisted Coding (CAC) work for remaining Items of Population Enumeration**

Sno	State Name	Name of the Data Center	Tentaive Manpower required
1	Karnataka	Banglore	67
2	Madhya Pradesh	Bhopal	80
3	Odisha	Bhubaneshwar	47
4	Chandigarh	Chandigarh	85
5	Tamil Nadu	Chennai	83
6	Uttarakhand	Dehradun	33
7	DELHI	Delhi	108
8	Gujrat	Gandhinagar	71
9	Assam	Guwahati	58
10	Andhra Pradesh	Hyderabad	93
11	Rajasthan	Jaipur	76
12	West Bengal	Kolkota	100
13	Uttar Pradesh	Lucknow	109
14	Maharashtra	Mumbai	126
15	Bihar	Patna	114
16	Chhatisgarh	Raipur	29
17	Jharkhand	Ranchi	37
18	Kerala	Trivundrum	39
			1355

**Performance Norms for various parameter (CAC Phase-II)**

Based on the feedback received and after considering variations in recording of responses following norms has been derived for assessing individual performances:

CAC MODULE	Minimum Entries (CAC) by DEOs Per day
Education	>4500
Relationship	>10300
Mother Tongue & Other Languages	>12900
Quality Checking	>10000

(It is presumed that on an average at least 3 to 8 Character for each case of CAC (Entry) would be entered to get correct description from the drop down Menu.)