

Corrigendum-1 to RFP/01/2025-26 dated 16/08/2025 for Selection Of Vendor For Providing End-To-End Aadhaar Seva Kendra Services Across India Under Enrolment Client Multiple Platform(Ecmp) Model Including Aadhaar Enrolment Kits And Uidai Trained Manpower On Revenue Sharing Basis For A Period Of 3 Years.

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

a. Bid document (Bid End date/ Bid Opening Date)

Description	Existing details	Amended details
Bid End Date/Time	08/09/2025, 15:00:00	<u>09/09/2025</u> , 15:00:00
Bid opening Date/Time	08/09/2025, 15:30:00	<u>09/09/2025</u> , 15:30:00

b. Bid Document/ATC Clauses:

Sr. No	Section/Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1	<u>Section A: Bid schedule & abbreviations</u>	Clause 7: Earnest Money Deposit (Refundable)	Nil	Rs.5,00,000/-
2	<u>Section A: Bid schedule & abbreviations</u>	Clause 8: Performance bank Gurantee/Bid Security	Nil	10,000/- per ASK centre amounting to Rs.50,00,000/- for 500 ASK centres
3	<u>Section B: Introduction</u>	Clause 7	Existing Clause 7.3.1	Amended Clause 7.3.1
4	<u>Section B: Introduction</u>	Clause 10	Existing Clause 10.3.2	Amended Clause 10.3.2
5	<u>Section D: Bid Process</u>	Clause 5	New Clause 5.3	New Clause 5.3
6	<u>Section F - Ownership & Awarding Of Contract</u>	Clause 3	Existing Clause 3.3	Amended Clause 3.3
7	<u>Annexure -9</u>	Technical Evaluation Criterial	Existing Annexure-9	Amended Annexure-9



Internal

केनरा बैंक  Canara Bank

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

Date: 02/09/2025
Place: Bengaluru


Deputy General Manager

Internal



Section B: Introduction
7. Scope of Work

7.3 Project Completion and Management

S.NO	Existing 7.3.1	Amended 7.3.1
1.	For smooth completion of project, the selected bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.	<u>Two representative shall be appointed for carrying Aadhaar related work such as Operator Appointment, Software and Hardware installation .The representative shall operate from vendor premises only from any place with Anydesk/Remote facilities</u>

10. Human Resource Requirement:

10.3 While appointing Operators following general guidelines should be followed by Service Provider:

S.NO	Existing 10.3.2	Amended 10.3.2
1.	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.	<u>In case of Metro/Urban locations, all Operators shall be appointed from same Corporation/Municipal limit and shall on-board atleast 40% female operators.</u>

Section D: Bid Process
5. Preparation of Bids

5.1. Part A - Technical Proposal

- 5.1.1. Before submitting the bid, the bidders should ensure that they confirm to the Pre-Qualification criteria as stated in **Annexure-2** of this RFP. Only after satisfying themselves of the Pre-Qualification criteria, the Offer should be submitted.
- 5.1.2. Technical Proposal should be submitted as per the format in **Appendix-A**. Relevant technical details and documentation should be provided along with Technical Proposal.
- 5.1.3. It is mandatory to provide the compliance to Scope of Work and Technical Specifications in the exact format of Annexure-8.
- 5.1.4. The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.



- 5.1.5. If any part of the technical requirements offered by the bidder is different from the technical requirements sought in the RFP, the bidder has to substantiate the same in detail the reason of their quoting a different technical requirement than what is sought for, like better feature or non-availability/ feasibility of the technical requirements quoted by Bank, invariably to process the technical offer.
- 5.1.6. The Bank shall not allow/ permit changes in the technical/functional requirements once it is submitted.
- 5.1.7. The Technical Proposal should be complete in all respects and contain all information sought for, as per Appendix-A. Masked Bill of Material must be attached in Technical Offer and should not contain any price information. Part A - Technical Proposal should be complete and should cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection.
- 5.1.8. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:
- 5.1.8.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).
- 5.1.8.2. It should not provide any price information like, unit price, tax percentage, tax amount etc.

5.2. Part B - Commercial Bid

- 5.2.1. Commercial Bid should be submitted as per instruction in Appendix-B.
- 5.2.2. Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. The Commercial Bid should give all relevant price information as per Annexure-14. Any deviations from the Bill of Material/ non-submission of prices as per the format shall make the bid liable for rejection.
- 5.2.3. The Bill of Material must be attached in Technical Proposal as well as Commercial Bid. The format will be identical for both Technical Proposal and Commercial Bid, except that the Technical Proposal should not contain any price information (with Prices masked). Any change in the Bill of Material format may render the bid liable for rejection.
- 5.2.4. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- 5.2.5. Any change in the Bill of Material format may render the bid liable for rejection. The Commercial Bids that are incomplete or conditional are liable to be rejected.
- 5.2.6. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.
- 5.2.7. The Commercial Bid of only those bidders who are qualified in Part-A Technical Proposal will be opened.

- 5.3. **The Bid shall be typed or written in English language with font size of 12 in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall affix signature in all pages of the Bids, except for un-amended printed literature.**



- 5.3.1. The Two (2) parts of the Bid that is A. Technical Bid and B. Commercial Bid, should be placed in two separate envelopes super scribed with 'Technical Proposal' and 'Commercial Bid' respectively and properly closed and sealed. Thereafter, both the envelopes shall be placed inside another envelope and properly closed and sealed. The final envelope should be super scribed as "Selection of Aadhar Seva Kendra Across India in Canara Bank" in response to RFP 01/2025-26 dated 16/08/2025" (includes separately sealed 'Technical Proposal' and 'Commercial Bid') on the top of the envelope. All the envelopes shall bear the name and complete postal address of the bidder as well as the addressee, namely the Deputy General Manager, Canara Bank, Centralized Procurement & Vendor Management Vertical, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560001.
- 5.3.2. All the pages of Bid including Brochures should be made in an organized, structured, and neat manner. All the pages of the submitted bids should be paginated with Name, Seal and Signature of the Authorized Signatory. Authorization letter for signing the Bid documents duly signed by Company's Authorized signatory should be submitted.
- 5.3.3. All the envelopes shall bear the name and complete postal address of the Bidder and authority to whom the Bid is submitted.

SECTION F - OWNERSHIP & AWARDING OF CONTRACT

3. Project Ownership

S.NO	Existing 3.3	Amended 3.3
1.	The Bidder also has to submit a certificate/Letter from OEM/OSD that the proposed services any other related services offered by the Bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.	<u>The Bidder also has to submit a Certificate/Letter that the proposed services and any other related services offered by the bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.</u>

Annexure-9

Technical Evaluation Criteria

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

Technical Proposal will be subject to following evaluation process. The eligible bidders will be required to give a presentation to the bank for technical evaluation.



Sl. No	Parameter	Criteria	Marks	Max Marks	Marks Scored	Evidence required
PART A						
1	Minimum Experience as ASK Service provider	> 7 years >5-7 Years 3-5 Years	10 7 5	10		Self-declaration along with Certificate /Agreement / Work Order from Scheduled Commercial Banks/State/Central Govt/PSUs in India
2	Functions as ASK Service provider of Scheduled Commercial Banks/State/Central Govt/PSUs in India	>5 Organizations 3-5 Organizations Up to 2 Organizations	10 7 5	10		Self-declaration along with Certificate /Agreement / Work Order from Scheduled Commercial Banks/State/Central Govt/PSUs in India
3	No of locations managed by ASK Service provider	> 500 >300 up to 500 100 to 300	15 10 5	15		Self-declaration along with Certificate /Agreement / Work Order from Scheduled Commercial Banks/State/Central Govt/PSUs in India
4	Number of States in which service provided by ASK Service provider	> 10 states >5 up to 10 states Up to 5 states	10 7 5	10		Self-declaration along with Certificate /Agreement / Work Order from Scheduled Commercial Banks/State/Central Govt/PSUs in India
5	Active ASK locations out of total ASK locations allotted to Service provider	>80% 60-80% <60%	15 10 5	15		Self-declaration along with Certificate / Email Confirmation from their official Email Id Confirming the Active ASK locations against Purchase Order from Scheduled Commercial Banks/State/Central Govt/PSUs in India
6	Avg Annual turnover for past 3 years (2021-22, 2022-23,2023-24)	>10 Crs >7 Crs up to 10 Crs 5 Crs to 7 Crs	15 10 7	15		CA certificate along with UDIN
7	Presentation (Break up given below)		25	25		
				100		

Sl No	Presentation Scoring Matrix Parameter(s)	Marks
1.	Brief background of the company/ Company profile, including achievement/ award/ accolades.	3



2.	Business Model (Includes, strategy adopted by the company for ASK Operators recruitment, replacement (TAT), training (existing and new services enabled by UIDAI), Roll Out plan including Establishment and operation strategy during the contract period, Monitoring and internal audit mechanism, Grievance Redressal mechanism, Online help desk support, hardware/device specification etc.)	13
3.	Project head details and how many banks presently he/ she is handling, performance of ASKs in banks	2
4.	Availability of Equipment and Manpower across India	5
5.	Reason/ justification for Capacity to give services across India	2
TOTAL		25

The Bidders who score minimum 60% under the technical evaluation criteria would be shortlisted for the purpose of opening of their Commercial bids.

No. of bidders that shall be shortlisted shall be at sole discretion of the Bank and Bank will communicate the date and time of opening of commercial bids separately.

Date:
Place:

Internal

Signature with seal
Name:
Designation:

