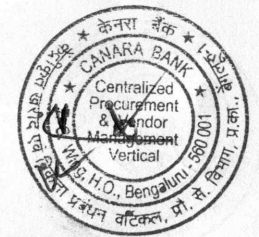


Replies to prebid query for RFP/01/2025-26 dated 16/08/2025 for Selection Of Vendor For Providing End-To-End Aadhaar Seva Kendra Services Across India Under Enrolment Client Multiple Platform(Ecmp) Model Including Aadhaar Enrolment Kits And Uidai Trained Manpower On Revenue Sharing Basis For A Period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

Sl.No.	Section/Annexure/Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's Query	Banks reply
1	Section B: Introduction	5.Requirement Details	5.2 Bank is and planning to establish 500 ASKs in Bank branch locations pan India. The locations are grouped into four zones.	The query is that we can bid RFP zone wise or complete bidding for all zone. please clarify.	Bank is intending to onboard one vendor for all the four Zones as per RFP terms.Hence, only one bid is to be submitted.
2	Annexure 9: Technical Evaluation Criteria	3. No of locations managed by ASK Service provider	Locations 500> Marks 15	The query is that In this certificate/work order for above 500 "ASK" required from only one organization	Certificate can be from a single organisation or it can be cumulative from different organisations.
3	Section B: Introduction	5.Requirement Details	5.2 Bank is and planning to establish 500 ASKs in Bank branch locations pan India. The locations are grouped into four zones.	<p>1. We request you to kindly divide the ASKs centers into four clusters, as was done in the previous RFP No. FIW/02/2021 dated 28.05.2021, in order to maintain fair competition.</p> <p>2. The only modification we propose is that bidders should be required to submit bids for all clusters. A bidder will be awarded work if they emerge as L1 in a particular cluster, and in case they are L1 across all clusters, they may be awarded all clusters.</p> <p>3. Alternatively, If you wish to proceed with single cluster tender, we request you to consider conducting a Reverse Auction (RA) to ensure fair opportunity for existing vendors. The bank already partners with a service provider (like e-Procurement Technologies Ltd.) to host the auction platform, provide training, and manage the auction event.</p> <p>4. For project tenders of banks above ₹1 crore in India, it is a well-established practice—particularly in government and public sector banks as well as PSUs—to conduct reverse auctions. The Central Vigilance Commission (CVC) has also recommended reverse auctions for all procurements above ₹1 crore for certain PSUs. Many banks and large government organizations already follow this practice to ensure transparency and cost efficiency.</p> <p>5. Canara Bank is also follow the Reverse auction ( RA) in their other Tender. Reverse Auction has proven to deliver substantial cost savings in large-value projects without compromising on service quality. For service-based tenders like Aadhaar enrolment, where the scope and specifications are standardized by UIDAI, RA is the most transparent mechanism to achieve competitive pricing.</p> <p>6. Several leading public sector banks such as State Bank of India, Bank of Baroda, Punjab National Bank, Union Bank of India, and Bank of India regularly adopt RA for procurement of IT services, manpower services, and Aadhaar enrolment services. It has become a benchmark practice in the banking sector.</p> <p>7. By adopting RA, Canara Bank will ensure equal opportunity to both incumbent vendors and new entrants, thereby preventing price cartels and fostering a fair competitive environment.</p> <p>8. The UIDAI ecosystem itself encourages competitive bidding since Aadhaar enrolment services are standardized across all banks and financial institutions. UIDAI recent tender of ASK centers, RA was followed. Therefore, RA is the most suitable method to avoid inflated bids and ensure that the Bank receives the most economical price.</p> <p>9. In projects of similar nature, where work has been tendered by other banks (e.g., PNB, SBI, and Bank of Baroda), the adoption of RA has resulted in significant cost efficiency and wider vendor participation, which directly benefits the Bank.</p> <p>10. The adoption of RA will align Canara Bank with best procurement practices recommended by CVC and Department of Expenditure (Ministry of Finance) for large-value tenders above ₹1 crore, thereby strengthening transparency, governance, and accountability.</p> <p>11. In the Aadhaar services tender, the scope of work is identical across vendors (as per UIDAI's defined process). Since there is no scope variation, RA is a natural fit because price is the only differentiating factor once eligibility criteria are met.</p> <p>12. Reverse Auction will also mitigate post-award disputes and grievances among bidders, as the final allocation of work will be transparent and traceable to the live RA outcome.</p> <p>13. Considering the large financial outlay of the project and the sensitive nature of Aadhaar services, RA will help Canara Bank in ensuring the best value for money with complete transparency and fairness.</p>	<p>For query 1 : Bank is intending to onboard one vendor for all the four Zones as per RFP terms.</p> <p>For queries 2 to 13: Bidder to comply with RFP Terms and Conditions</p>
4	Section B: Introduction	6. Pre-Qualification Criteria	6.2. The bidder who has successfully supplied the Aadhaar Enrolment Kits and UIDAI trained manpower in at least one of the previous three procurements in Canara Bank, may be granted an exemption from other pre-qualification criteria subject to satisfactory performance duly considering their proven credentials at the sole discretion of the Bank.	Kindly explain what all OTHER pre-qualification shall be exempted	The clause is self explanatory.Bidder to comply with RFP Terms and Conditions

Internal



5	SECTION H- PURCHASE PREFERENCE	2. Start-up:	2.3 Relaxation to Startups: As per manual of procurement, the Procuring Entity reserves its right to relax the condition of prior turnover and prior experience for start-up enterprises recognized by Department for Industry & Internal Trade (DPIIT), subject to meeting of quality & technical specifications. Startups may be MSMEs or otherwise. The decision of the Procuring Entity in this regard shall be final	As per Ministry of Finance, Department of Expenditure Office Memorandum No. F.20/2/2014-PPD (Pt.) dated 20th September, 2016, clause 3 states:  "However, there may be circumstances (like procurement of items related to public safety, health, critical security operations and equipment, etc.) where procuring entities may prefer the vendors to have prior experience rather than giving orders to new entities. For such procurements, wherever adequate justification exists, the procuring entities may not relax the criteria of prior experience/turnover for the Startups."  Considering the critical nature of Aadhaar operations, data security, and public safety associated with the proposed procurement, exemption for Startups/MSMEs from turnover and prior experience requirements should not be applicable for this tender. Same was incorporated by UIDAI ASK TENDER date May 2025. Attached OM dated 08.11.2016 for your reference.	Bidders to comply with RFP Terms and Conditions
6	Annexure 2 and Annexure-5	Make In India	The Bidder ( Including its OEM, and OSD/OSO. If any) should either be Class-I or Class-II local supplier as defined in Public Procurement ( Preference to make in India) Revised order ( English) dated 19/07/2024	We also acknowledge that UIDAI has already defined the device configuration and issued STQC certification to multiple vendors, and that service providers may need to deploy devices from more than one make depending on availability and deployment location.  In line with Government of India directives, the Bank is required to retain the clause on local supplier classification. However, it is clarified that the Bank's primary requirement is that all devices deployed must be UIDAI-STQC certified. Bidders may therefore choose from any UIDAI-approved and STQC-certified devices, provided compliance with applicable local supplier certification norms is ensured. Sir, each device has multiple vendor and depending on location of deployment and availability of device, multiple make of devices are used by vendors. Hence, it would be difficult to get Local supplier certificate from all. This approach ensures both adherence to Government guidelines and operational flexibility for service providers. Attached UIDAI Corridendum-II for ASK Tender for your reference.	Bidders to comply with RFP Terms and Conditions
7	Annexure 2:	Pre_Qualification Criteria	2.10 "Bidders should not be under debarment/blacklisted for similar project for breach of contract/ fraud/ corrupt practices by any Scheduled Commercial Bank/ PSU/State/Central Government/ RRB/ IBA/RBI/NPCI/UIDAI/IDRBT/NABARD or their agencies/ departments on the date of submission of this RFP."	What CVC guidelines & GFR say <ul style="list-style-type: none"> <li>• CVC Office Order No. 71/12/05 (December 2005) and subsequent circulars require that organizations should not deal with firms that are banned/blacklisted by Government departments/PSUs/etc.</li> <li>• General Financial Rules (GFR) 2017, Rule 151 also mentions that a bidder debarred by the procuring entity or by Ministry of Finance/other Govt. agency shall be ineligible for award of contract during the period of debarment.</li> <li>• There is no mention in CVC or GFR that blacklisting has to be limited only to "similar projects." Instead, blacklisting is treated as a serious integrity issue, usually covering all projects during the ban period.</li> </ul> <p>Issue with the current clause</p> <ul style="list-style-type: none"> <li>• By restricting the disqualification only to "similar projects," the tender is diluting the intent of CVC/GFR.</li> <li>• For example, a company blacklisted for fraud in a road construction project could still participate in Aadhaar enrolment services under this wording, even though the underlying issue is fraud/corruption, not the sector.</li> <li>• CVC's principle is integrity and fairness, not project-specific exclusion.</li> </ul> <p>Correct/safer wording (aligned to CVC/GFR)  A better clause would be:  "The bidder should not be under debarment/blacklisting by any Scheduled Commercial Bank/PSU/State/Central Government/ RRB/IBA/RBI/NPCI/UIDAI/IDRBT/NABARD or their agencies/departments for breach of contract/ fraud/ corrupt practices on the date of submission of this RFP."  This covers all projects, not just similar ones.</p>	Bidders to comply with RFP Terms and Conditions
8	SECTION D - BID PROCESS	10. Submission of Bids	10.1 The sealed envelope containing the response to RFP along with the required documents shall be super scribed on the top of the envelope "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 "in response to RFP/OI / 2025-26 dated 16/08/2025. The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope. The RFP response should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned in Bid Schedule. & The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A - Technical Proposal and Part B - Commercial Bid. The qualified bidders at each stage would get notified. Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (L1, L2 etc.) will be announced as indicated above. No separate intimation will be sent to successful Bidder.	Suggested Additional Clauses for Canara Bank Tender 1. Online Tendering (e-Procurement) In line with the Central Vigilance Commission (CVC) guidelines and Government of India's emphasis on transparency and efficiency, the Bank shall conduct the bidding process through an online e-tendering platform. This ensures: <ul style="list-style-type: none"> <li>• Transparency in the entire procurement process.</li> <li>• Equal opportunity to all bidders, avoiding human intervention and bias.</li> <li>• Audit trail of all bidding activities for accountability.</li> <li>• Wider participation by bidders from across the country, ensuring competitive rates.</li> </ul> 2. Opening of Financial Bids The financial bids of only technically qualified bidders shall be opened through the online e-procurement system, in the presence of authorized representatives of the technically qualified bidders. The system shall automatically record the date, time, and names of participants present during bid opening. This ensures: <ul style="list-style-type: none"> <li>• Fairness and equal visibility of bid prices to all eligible vendors.</li> <li>• Avoidance of disputes regarding bid opening or tampering.</li> <li>• Compliance with transparency requirements under CVC guidelines.</li> </ul> Supporting Reference <ul style="list-style-type: none"> <li>• CVC Circular No. 18/04/2007 &amp; 31/12/2007 → mandatory use of e-procurement for tenders above ₹10 lakh (now practically all major PSUs and banks follow).</li> <li>• GFR 2017, Rule 160 → Procurement should be done through e-procurement to ensure transparency and non-discrimination.</li> <li>• CVC Office Orders → Opening of financial bids should be done only of technically qualified bidders and preferably in presence of their representatives.</li> </ul>	Bank has floated open tender through offline mode considering the scope of the work. Bidders to comply with RFP Terms and Conditions.
				Since the RFP has been provided as a scanned document, it becomes difficult to accurately prepare the 17 Annexures and the Integrity Pact in the required format.  We therefore request you to kindly provide the soft copy of these Annexures and the Integrity Pact.	word format of the RFP document will be made available in the Bank Website.  word format of the RFP document will be made available in the Bank Website.



Internal

11	Section B: Introduction	6. Pre-Qualification Criteria	6.2 The bidder who has successfully supplied the Aadhaar Enrolment Kits and UIDAI trained manpower in at least one of the previous three procurements in Canara Bank, may be granted an exemption from other pre-qualification criteria subject to satisfactory performance duly considering their proven credentials at the sole discretion of the Bank	The clause granting exemption only to bidders who have supplied Aadhaar Enrolment Kits and UIDAI-trained manpower in previous procurements of Canara Bank appears restrictive.  We request you to kindly remove this clause to ensure fair and competitive participation.	Bidders to comply with RFP Terms and Conditions
12	SECTION-A BID SCHEDULE & ABBREVIATIONS	1. Bid Schedule	1.8 Performance Bank Guarantee/ Bid Security: NA	There appears to be a discrepancy in the clause one part mentions "NA" while another specifies "₹10,000/- per center."	It is clarified that the PBG is Rs10,000/- per ASK centre amounting to Rs.50,00,000/- for 500 ASK centres
13	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	9. Performance Security	9.1 The successful bidder should submit a Performance Security equivalent to Rs. 10,000/- per Aadhaar Seva Kendra centre within 30 days from the date of acceptance of the Purchase Order.	Kindly clarify which is applicable.	The clause is self explanatory. It is clarified that the PBG is Rs10,000/- per ASK centre amounting to Rs.50,00,000/- for 500 ASK centres. Bidders to comply with RFP Terms and Conditions
14	Annexure-12	Undertaking Letter	f. We hereby confirm that, if we become successful bidder, we will submit Due-Diligence Report from any RBI Accredited / SEBI registered Credit rating agencies in India as per Annexure-17 of the RFP	The Undertaking Letter mentions that the Due Diligence Report will be submitted if we are declared the successful bidder.	Annexure-17 (Due Diligence Report) is to be submitted by Successful bidder only
15	Appendix A	Point No. 19	Due Diligence Report as per Annexure-17.	However, Appendix A states that all Annexures, including the Due Diligence Report (Annexure-17), must be submitted on the bidder's letterhead at the bidding stage.	Annexure-17 (Due Diligence Report) is to be submitted by Successful bidder only
16	Appendix A	Point No. 19	Due Diligence Report as per Annexure-17.	Kindly clarify which requirement shall prevail.	Annexure-17 (Due Diligence Report) is to be submitted by Successful bidder only
17	Appendix F	Pre Contract Integrity Pact	1. GENERAL	Do we need to fill all the details in Pre contract Integration Pact and sign all the pages? Or blank papers to be uploaded	Yes, Bidders to provide Pre Contract Integrity Pact by filling all the necessary fields along with seal and full signature
18	Annexure 5	Make in India Certificate	5.1 In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) dated 19.07.2024 and its amendments, we hereby certify that we M/s _____ are local supplier meeting the requirement of minimum local content i.e., _____% against Canara Bank Tender No. .... dated..... We qualify as a _____ (Class-I or Class II) local supplier. Details of location at which local value addition will be made as follows: _____.	Can you Clarify the Definitions of Clause 1 or 2	The 'local content' requirement to categorize a supplier as 'Class I Local Supplier' is minimum 50%. For 'Class-II Local supplier' the 'local content' requirement is minimum 20% in terms of government guidelines.
19	Annexure 7	Office details	Office details	Please clarify which details needs to be provided in this document	The details sought in the Annexure-7 is self explanatory. Bidders to comply with RFP Terms and Conditions.
20	Appendix D	Bank Guarantee Format for Earnest Money Deposit	Bank Guarantee	Please clarify what is the value of franking to be done to BG document	As per State Govt stamp Act
21	Appendix E	Proforma of Bank Guarantee for contract period	Proforma of Bank Guarantee for contract period	Please clarify the Amount of Non Judicial stamp paper/Frinking	As per State Govt stamp Act
22	Section B: Introduction	10. Human Resource Development	10.3.2 In case of Metro/Urban locations, all Operators shall be appointed from same Corporation/Municipal limit and shall onboard at least 80% female operators.	Request to decrease the requirement of female operator onboarding percentage from 80% to 60%.	Bidder to Refer to corrigendum-1
23	Annexure-9	Technical Evaluation Criteria	Number of States in which service provided by ASK Service provider > 10 states = 10 marks	Request to reduce the no of states from >10 to >5.	Bidder to Refer to corrigendum-1
24	Annexure 5	Make in India Certificate	5.1 In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) dated 19.07.2024 and its amendments, we hereby certify that we M/s _____ are local supplier meeting the requirement of minimum local content i.e., _____% against Canara Bank Tender No. .... dated..... We qualify as a _____ (Class-I or Class II) local supplier. Details of location at which local value addition will be made as follows: _____.	Please Clarify this point	The 'local content' requirement to categorize a supplier as 'Class I Local Supplier' is minimum 50%. For 'Class-II Local supplier' the 'local content' requirement is minimum 20% in terms of government guidelines.
25	Annexure 5	Make in India Certificate	Bidder's Reference No. _____	what should be the Bidder's Reference No.	Bidder to Mention RFP ref No RFP/01/2025-26 dated 16/08/2025

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26	Annexure-2	Pre-Qualification Criteria	Pre-Qualification Criteria	Please clarify the bidders response	Bidders to mention "enclosed" against each criteria and submit the supporting document
27	Section-C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Payment Terms	3.2 The bank will only share the fees collected from Residents directly at the ASK centre at Bank Branch/UIDAI Assistance for providing ASK Services. Under no circumstances, Bank will pay any money in any way apart from the above mentioned condition	Could you please clarify is this also refers the payment for New and MBU from UIDAI can be claimable by Service Provider?	Assistance received from UIDAI for new enrollment and mandatory Biometric update will be shared with vendor as per percentage quoted in Bill of material by the successful bidder.
28	Annexure-2	Pre-Qualification Criteria	The Bidder should have provided Ask Services in at least 100 locations in Scheduled Commercial banks/State/Central Govt. PSUs in India during last five years as on 31/03/2024	Requesting the clause to be amended as , The Bidder should have provided Ask Services in at least 500 locations in Scheduled Commercial banks/State/Central Govt. PSUs in India during last five years as on 31/03/2024	Bidders to comply with RFP Terms and Conditions
29	Section B: Introduction	8. Functional Requirements	8.8 Arranging Insurance for all devices deployed at the ASKs	Since we have already purchased and using kits for a long time, we can assure the bank to run the operations smoothly without Kit malfunctions. Kindly Advise	Bidders to comply with RFP Terms and Conditions
30	Section B: Introduction	6. Pre-Qualification Criteria	6.2 the Bidder who has successfully supplied the AEC Kits and UIDAI trained manpower in at least one of the three previous procurements in canara bank, may be granted an exemption from other qualification criteria subject to satisfactory performance duly considering their proven credentials at the sole discretion of the bank	Requesting to remove this clause, since the clause affects the Qualification for the Prescribed tender	Bidders to comply with RFP Terms and Conditions
31	Section B: Introduction	7. Scope of Work	7.3.1 For Smooth completion of project, the selected bidder should identify one or two of its representatives at Bengaluru as a SPOC for the Bank	Kindly clarify whether this clause refers the SP to deploy two Tech Support at the Bank premises or in our Office premises at Bengaluru	Bidders to refer Corrigendum-1
32	General Query		Presentation	Do we need to present the ppt after the submission of the Bid or do we need to submit the same with the technical Bid? Kindly Advise	Bidders to present the ppt after opening of the Bid.The scheduled date for the presentation will be intimated via mail.
33	Section B: Introduction	10. Human Resource Requirement:	10.8 Service Provider shall be solely liable & responsible for compliance of applicable Labour Laws in respect of its employees, agents& representatives and in particular Laws relating to terminal benefits such as minimum wages, Pension, Gratuity, Provident Fund, Bonus or other benefits to which they may be entitled and the Bank shall have no liability in this regard	clause is not applicable in this case, as the engagement is on a commission-sharing model, and most of the ASK transactions are of very low value. Hence, compliance with such labour-related obligations does not arise in the present arrangement.  However, if there is any assurance of minimum commission per center from the Bank's side, then such a clause may be considered. In the absence of such assurance, we kindly request that this clause be deleted from the agreement.	Bidders to comply with RFP Terms and Conditions
34	Section D: BID PROCESS	10. Submission of Bids	10.1 The sealed envelope containing the response to RFP along with the required documents shall be super scribed on the top of the envelope "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 "in response to RFP/01/2025-26 dated 16/08/2025. The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope. The RFP response should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned in Bid Schedule	Since the RFP requires Part A (Technical Bid) and Part B (Financial Bid), are we required to submit two separate envelopes for Part A and Part B?  If yes, kindly confirm the exact superscription/title to be mentioned on each of these envelopes (i.e., "Part A - Technical Bid" and "Part B - Financial Bid").  Should both envelopes (Part A and Part B) be sealed separately and then placed together in one large outer sealed envelope, superscribed as per the clause above, along with bidder's name and address?  We request your guidance on the correct method so that our submission fully complies with the prescribed	Bidder to refer Corrigendum-1
35	section F: OWNERSHIP & AWARDDING OF CONTRACT	3. Project Ownership	3.3 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.	Format required for the certificate/Self Declaration for certificate/Letter from OEM/OSD.	Bidder to refer Corrigendum-1
36	SECTION-A BID SCHEDULE & ABBREVIATIONS	1. Bid Schedule	1.7 Earnest Money Deposit is Nil mentioned	Required confirmation for same as it is mentioned Appendix -A point number 1	It is clarified that the EMD Amount is Rs.5,00,000/-



Internal

37	Annexure-2	Pre-Qualification Criteria	2.11 Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or B. A subsidiary of an entity incorporated, established or registered in such a country; or C. entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. A natural person who is a citizen of such a country; or g. As consortium or Joint venture where any member of consortium or joint venture falls under any of the above.	Need more clarity on this clause	Bidder to submit Annexure-2 as per RFP Terms and conditions
38	Annexure-9	Technical Evaluation Criteria	Minimum Experience as ASK Service provider Self-declaration along with Certificate from Scheduled Commercial Banks/State/Central Govt/PSUs in India	Minimum Experience as ASK Service provider Self-declaration along with Certificate /Agreement / Work Order from Scheduled Commercial Banks/State/Central Govt/PSUs in India	Bidder to refer Corrigendum-1
39	Annexure-9	Technical Evaluation Criteria	Functions as ASK Service provider of Scheduled Commercial Banks/State/Central Govt/PSUs in India Self-declaration along with Certificate from Scheduled Commercial Banks/State/Central Govt/PSUs in India	Functions as ASK Service provider of Scheduled Commercial Banks/State/Central Govt/PSUs in India Self-declaration along with Certificate /Agreement / Work Order from Scheduled Commercial Banks/State/Central Govt/PSUs in India	Bidder to refer Corrigendum-1
40	Annexure-2	Pre-Qualification Criteria	The Company operating should be a legally compliant company either A.Partnership firm, or B.Company or C.Proprietorship firm.	Society (Organization registered under the Societies Registration Act,21 of 1860) must be included.  Our organization is a Society and we are providing Business Correspondent & Aadhaar Enrolment Services in Nationalized Banks since the year 2010 and 2017 respectively.	Bidders to comply with RFP Terms and Conditions
41	Annexure-2	Pre-Qualification Criteria	2.6 The Bidder should have an average annual turnover of Rs.5.00 Crore in the last three financial years (i.e, 2021-22, 2022-23 and 2023-24). This must be the individual company turnover and not of any group of companies. The Bidder should have provided ASK services in at least 100 locations in Scheduled Commercial Banks/State/ Central Govt./PSU in India during last five years as on 31./03/2025	Requested to Kindly Provide Some Relaxations or any other Evaluation Method for STARTUPS and MSEs.  Government of India has authorized its ministries, departments and public sector undertakings to relax norms in all public procurements. Startups are entitled to avail exemption on: Prior Turnover   Prior Experience   Earnest Money Deposit	Bidders to comply with RFP Terms and Conditions
42	Annexure-2	Pre-Qualification Criteria	2.8 The Bidder should have provided ASK services in at least 100 locations in Scheduled Commercial Banks/State/ Central Govt./PSU in India during last five years as on 31./03/2025	Requested to kindly consider Sub-Vendors Provided ASK Services in at least 100 locations through Empanelled agencies, Private limited companies and organizations in India during last Five Years,  Can able to possess the requisite team and capability to execute the project.  Requested to Kindly Provide Some Relaxations or any other Evaluation Method for STARTUPS and MSEs.  As Startups are entitled to avail exemption on: Prior Turnover   Prior Experience   Earnest Money Deposit	Bidders to comply with RFP Terms and Conditions
43	Annexure-2	Pre-Qualification Criteria	2.9 The bidder must have at least three years of experience of providing ASK services directly in Scheduled Commercial Banks/State /Central Govt./PSU in India during last seven years as on 31/03/2025.	Requested to kindly consider experience gained as Sub-Vendors also, Wherein organizations have provided ASK services through empaneled agencies, private limited companies and other organizations, and possess the requisite team and capability to execute the project  Requested to Kindly Provide Some Relaxations or any other Evaluation Method for STARTUPS and MSEs.  Startups are entitled to avail exemption on: Prior Turnover   Prior Experience   Earnest Money Deposit	Bidders to comply with RFP Terms and Conditions

Internal



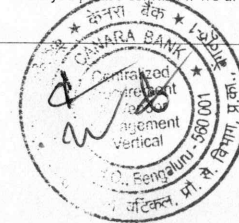
44	Annexure-9	Technical evaluation criteria	Parameter/criteria/Marks/Max Marks From Sl.no 1 to 6 <table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Parameter</th> <th>Criteria</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>PAR</td> </tr> <tr> <td>1</td> <td>Minimum Experience as ASK Service provider</td> <td>&gt; 7 years &gt;5-7 Years 3-5 Years</td> <td>10 7 5</td> </tr> <tr> <td>2</td> <td>Functions as ASK Service provider of Scheduled Commercial Banks/State/Central Govt/PSUs in India</td> <td>&gt;5 Organizations 3-5 Organizations Up to 2 Organizations</td> <td>10 7 5</td> </tr> <tr> <td>3</td> <td>No of locations managed by ASK Service provider</td> <td>&gt; 500 &gt;300 up to 500 100 to 300</td> <td>15 10 5</td> </tr> <tr> <td>4</td> <td>Number of States in which service provided by ASK Service provider</td> <td>&gt; 10 states &gt;5 up to 10 states Up to 5 states</td> <td>10 7 5</td> </tr> <tr> <td>5</td> <td>Active ASK locations out of total ASK locations allotted to Service provider</td> <td>&gt;80% 60-80% &gt;60%</td> <td>15 10 5</td> </tr> <tr> <td>6</td> <td>Avg Annual turnover for past 3 years (2021-22, 2022-23, 2023-24) for related ASK Service provider</td> <td>&gt;10 Crs &gt;7 Crs up to 10 Crs 5 Crs to 7 Crs</td> <td>15 10 7</td> </tr> </tbody> </table>	Sl. No.	Parameter	Criteria	Marks				PAR	1	Minimum Experience as ASK Service provider	> 7 years >5-7 Years 3-5 Years	10 7 5	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	3	No of locations managed by ASK Service provider	> 500 >300 up to 500 100 to 300	15 10 5	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	5	Active ASK locations out of total ASK locations allotted to Service provider	>80% 60-80% >60%	15 10 5	6	Avg Annual turnover for past 3 years (2021-22, 2022-23, 2023-24) for related ASK Service provider	>10 Crs >7 Crs up to 10 Crs 5 Crs to 7 Crs	15 10 7	How Points Will Distribute to Startups SL.No.1.- Experience Exemption for Startups SL.NO 2-5.- Consider Sub-Vendors who Provide ASK Services through Empaneled Agencies / Private companies / organizations. SL.NO 2-5. - Exemption for Startups  Startups registered under DPIIT or MSEs are got the opportunity to participate in the tender by avail exemption on: Prior Turnover   Prior Experience   Earnest Money Deposit However, if no relaxation getting in the Technical Evaluation Criteria and marks allotted system then Entry to technical qualification will be voided. It is impossible to get in to the eligibility criteria and indirectly disqualifying startup companies.  Requested to Kindly Provide Some Relaxations or any other Evaluation Method for STARTUPS and MSEs.	Bidders to comply with RFP Terms and Conditions
Sl. No.	Parameter	Criteria	Marks																																		
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45	SECTION F - OWNERSHIP & AWARDED OF CONTRACT	5. Award of Contract	5.2 Bidder with lowest Commercial BID will be a Successful Bidder (L1) i.e., the bidder who quotes the lowest commission percentage (L1) will be referred as the successful bidder.	We request the Bank to kindly consider empanelling at least two bidders. This will ensure business continuity and service stability across all ASK centres. The L2 bidder may be allowed to participate in the project subject to matching the commission percentage quoted by L1. There is a general practice in all departments/banks to empanel more than one agency for such type of work.	Bidders to comply with RFP Terms and Conditions																																
46	Annexure 2	Pre Qualification Criteria	2.6 The Bidder should have an average annual turnover of Rs. 5.00 Crore in the last three financial years (i.e., 2021-22, 2022-23 and 2023-24). This must be the individual company turnover and not of any group of companies.	We request the Bank to kindly increase the minimum turnover requirement from ₹5 Crore to at least ₹20 Crore. This will ensure that only bidders with adequate financial strength, stability, and proven capacity are eligible, thereby reducing risk for the Bank and ensuring sustainable service delivery.	Bidders to comply with RFP Terms and Conditions																																
47	Annexure 2	Pre Qualification Criteria	2.8 The Bidder should have provided ASK services in at least 100 locations in Scheduled Commercial Banks/State/ Central Govt/PSUs in India during last five years as on 31/03/2025.	We request the Bank to increase the minimum ASK service locations requirement from 100 to 300 locations. This will ensure that only bidders with adequate scale, infrastructure, and operational expertise are eligible, thereby reducing risks for the Bank and ensuring seamless service	Bidders to comply with RFP Terms and Conditions																																
48	Annexure 14	Bill of Material	Percentage of commission that the Bidder is Willing to receive from the Bank on total fees collected from Residents directly at the ASK center at Bank branch/UIDAI assistance for providing ASK services	We request the Bank to kindly specify a minimum cap on the commission percentage that can be quoted by bidders. In the absence of such a cap, there is a possibility of abnormally low commission quotes, which may not be viable for sustainable operations and could lead to non-compliance with statutory obligations such as payment of minimum wages to operators.	Bidders to comply with RFP Terms and Conditions																																
49	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Penalties/ Liquidated Damages	2.1.1 The successful bidder has to implement the solutions in the zones in all identified locations within 60 days of issuance of work order/intimation. A penalty of Rs. 100/- per day per location for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 1,000/- per month per location till the ASK location is functional.	Since delays can sometimes result from external dependencies such as UIDAI approvals, device RD compliance, or local authority clearances, kindly confirm whether such delays beyond the bidder's control will be exempted from penalty.	Bidders to comply with RFP Terms and Conditions																																
50	Section B: Introduction	8. Functional Requirements	In case of temporary / permanent termination of operator at any outlet, Successful Bidder to make alternate arrangement to ensure continuity of UIDAI services to the customers/residents within 7 days. A penalty of Rs. 100/- per day per location for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 1,000/- per month per location till the ASK location is functional	Kindly clarify if exceptional circumstances beyond the bidder's control (e.g., local restrictions, force majeure) will be considered before penalties are imposed. Is any written notice/communication from Bank required before penalties take effect?	Bidder to refer Clause no 19 of Appendix-G (DRAFT CONTRACT AGREEMENT)																																
51	Section B: Introduction	9. Technical Requirements	Complete Aadhaar Enrolment Kit includes Laptop/Desktop with Min Windows 11+ version, L1 Biometric Devices/Slap Scanner, Single Iris Scanner RD Device, Digital Camera, Printer, White Screen, Focus Light, WIFI connection (Provision with Static IP) and any other device with specification as per UIDAI policy. As per UIDAI guidelines, Updatons of devices, if any shall be done by Vendors without demanding any extra cost or commission from Bank.	Please specify which device upgrades (both hardware and software) are covered under "at no extra cost". For significant hardware upgrades due to UIDAI policy change, will costsharing or a rate revision be considered?	Clause is self explanatory Upgradation of Hardware as well as Software is to be done by Vendor at no extra cost. Bidder to comply with RFP terms and conditions																																
	Section B: Introduction	10. Human Resource Requirement:	10.3 In case of Metro/Urban locations, all Operators shall be appointed from same Corporation/Municipal limit and shall onboard at least 80% female operators.	We appreciate the focus on women empowerment. However, maintaining a strict 80% female operator ratio in metros may be challenging due to availability and attrition issues. Kindly clarify whether banks will consider flexibility in cases where suitable female candidates are not available despite best efforts	Refer to corrigendum-1																																

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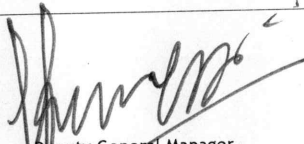
53	Section B: Introduction	10. Human Resource Requirement:	10.5 In case the performance of the Bidder/their operators/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, the Bidder shall have to replace the said person within the time limit stipulated by the Bank. Non adherence to such communication will be treated as "nonsatisfactory" performance. In such cases bank will have the right to terminate the contract with the Service Provider when the performance of the Service Provider is non-satisfactory.	Please specify measurable parameters for "satisfactory" performance. Will bidders be given a notice and the opportunity to remedy deficiencies before contract termination? What is the escalation process?	Details already provided in Appendix G , Point no 10 of RFP Documents
54	Section B: Introduction	10. Human Resource Requirement:	10.9 The Bidder shall extend all of the outsourced UIDAls Enrolment/Updation services by deploying such personal who has high integrity and meet the qualifications & other criteria stipulated by the UIDAI, Government or the Bank from time to time and agrees undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act 1948.	Since the engagement is on a commission model, operators may earn below the statutory minimum wages if branch footfall is low. please clarity on this, considering the legal requirement to pay minimum wages.	Bidder has to quote the percentage of commission based on the scope of the work mentioned in RFP. Bidders to comply with RFP Terms and Conditions
55	Section B: Introduction	10. Human Resource Requirement:	10.11 The Service Provider should not collect security deposits from Operators in any form.	Does this clause prohibit any form of advance payment or security from operators for equipment or training purposes	Bidders to comply with RFP Terms and Conditions
56	SECTION E - SELECTION OF BIDDER	6. Selection of successful Bidder	6.1 The bidder who quotes the lowest commission percentage (L1) will be referred as the successful bidder and will be notified. No separate intimation will be sent to the bidder in this regard.	we suggest the need for a minimum commission rate to assure operators can be paid at least minimum wages.	Bidder has to quote the percentage of commission based on the scope of the work mentioned in RFP. Bidders to comply with RFP Terms and Conditions
57	Annexure 2	Pre Qualification Criteria	2.6 The Bidder should have an average annual turnover of Rs.5.00 Crore in the last three financial years (i.e., 2021-22, 2022-23 and 2023- 24). This must be the individual company turnover and not of any group of companies.	You propose this be raised to Rs. 50 crore to ensure selection of mid-sized, capable bidders	Bidders to comply with RFP Terms and Conditions
58	Annexure 2	Pre Qualification Criteria	2.8 The Bidder should have provided ASK services in at least 100 locations in Scheduled Commercial Banks/State/ Central Govt/PSUs in India during last five years as on 31/03/2025.	We recommend raising this to at least 500 ASK locations spread over 5+ states to ensure better experience.	Bidders to comply with RFP Terms and Conditions
59	Annexure 2	Pre Qualification Criteria	2.6 The Bidder should have an average annual turnover of Rs.5.00 Crore in the last three financial years (i.e., 2021-22, 2022-23 and 2023- 24). This must be the individual company turnover and not of any group of companies.	We would like to bring to your attention that we are a registered Startup and fall under the Micro and Small Enterprises (MSE) category. In light of this, we respectfully request the following:  Reduction of the turnover requirement from ₹5.00 Crore to ₹4.00 Crore as the average annual turnover.  Consideration of the financial years 2022-23, 2023-24, and 2024-25 for calculating the average turnover. We request that the turnover be evaluated on a cumulative average basis over the three years, instead of the current requirement of 2021-22 to 2023-24.	Bidders to comply with RFP Terms and Conditions
60	Annexure 2	Pre Qualification Criteria	2.8 The Bidder should have provided ASK services in at Least 100 locations in Scheduled Commercial Banks/State/ Central Govt/PSUs in India during last five years as on 31/03/2025	We would like to bring to your attention that we have recently received a Direct Work Order from the State Government for 450 ASK locations. Additionally, we have previously executed ASK services at various banks and government locations through subcontract arrangements with multiple organizations.  In light of this, we respectfully request your kind consideration to include subcontracted work in meeting the eligibility requirement, as it is a significant part of our operational scope and demonstrates our capacity to manage large-scale projects effectively.	Bidders to comply with RFP Terms and Conditions
61	Annexure 2	Pre Qualification Criteria	2.9 The bidder must have at least three years of experience of providing ASK services directly in Scheduled Commercial Banks/State/Central Govt/PSUs in India during last seven years as on 31/03/2025	We respectfully request your kind consideration to allow subcontracted ASK services to be included in meeting the eligibility requirement, specifically in Scheduled Commercial Banks, State/Central Government, and PSUs in India. We would like to include subcontracted work from the last five years (up to 31/07/2025) as part of our experience.  Additionally, we have recently received a Direct Work Order from the State Government on 14/05/2025 for 450 ASK locations, and we have already completed the deployment. This direct experience further demonstrates our capability in managing large-scale projects.  Including this subcontracted work in the evaluation would provide a comprehensive view of our extensive operational experience and capacity to handle large-scale projects effectively.	Bidders to comply with RFP Terms and Conditions
62	SECTION H- PURCHASE PREFERENCE	2. Start-up:	Startups are exempted from submission of EMDs	Startups are exempted from submission of EMDs	EMD is exempted as per govt of India Guidelines
63	SECTION H- PURCHASE PREFERENCE	1. Micro & Small Enterprises	1.7 MSEs are exempted from paying EMD, subject to furnishing of valid certificate claiming Exemption	We would like to confirm that our Udyam Certificate qualifies us for this exemption. Could you please confirm if we are eligible for the EMD waiver based on this certificate?	EMD is exempted as per govt of India Guidelines subject to submission of Valid Udyam registration Certificate

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64	SECTION E - SELECTION OF BIDDER	6. Selection of successful Bidder	6.5 The bidder who is L1 will be referred as the selected bidder/ successful bidder	<p>We respectfully request that, in addition to selecting the L1 bidder, you may also consider the L2 and L3 bidders, provided they meet the technical qualification criteria and accept the L1 commercial terms.</p> <p>This approach would ensure a more inclusive selection process, balancing both technical and commercial considerations, and providing flexibility in meeting all contractual requirements. Furthermore, we suggest considering a work-sharing pattern based on the percentage of the total work that each bidder is capable of handling, should they meet the qualifications.</p> <p>We believe this would facilitate a more comprehensive and flexible approach to contract execution, while maintaining fairness and competitiveness.</p>	Bidders to comply with RFP Terms and Conditions
65	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	9. Performance Security	9.1 The successful bidder should submit a Performance Security equivalent to Rs.10,000/- per Aadhar Seva Kendra centre within 30 days from the date of acceptance .of the Purchase Order with the validity period of 38 months from the acceptance of PO and shall be retained till the completion of Contract period. The guarantee should also contain an additional claim period of 2 months from the last date of validity.	We request Bank to revise the Performance Security equivalent to Rs. 5000/- per Aadhar Seva Kendra.	Bidders to comply with RFP Terms and Conditions
66	Section B: Introduction	6. Pre-Qualification Criteria	6.2 The bidder who has successfully supplied the Aadhar Enrolment Kits and UIDAI trained manpower in at least one of the previous three procurements in Canara Bank, may be granted an exemption from other prequalification criteria subject to satisfactory performance duly considering their proven credentials at the sole discretion of the Bank.	We have provided Aadhar Seva Kendra Services along with UIDAI trained manpower resources to Canara Bank, Karnataka Gramin Bank and Kerala Gramin Bank during the period from 06.08.2019 to 19.08.2023 without Aadhar Enrolment Kits	In such case, exemption from other prequalification criteria cannot be considered.
67	Section B: Introduction	10. Human Resource Requirement:	10.11 The Service Provider should not collect security deposits from Operators in any form.	We request Bank to remove this clause, as the Service Provider is entitled to collect Security Deposit from the operators engaged by them against the Safety and Security of the Kits provided to the operators by the Service Provider	Bidders to comply with RFP Terms and Conditions
68	Section B: Introduction	10. Human Resource Requirement:	10.15 Each operator must perform minimum 100 Enrolment/Updatation per month. If nonperformance continues for 3 months, Bank may ask to change the Operator without any cost to Bank.	We request Bank to modify this clause. In any such case that the operator cannot perform 100 enrolment / updations per month due to less footfall and various other reasons, we request the Bank to change the ASK Location instead of changing the operator	Bidders to comply with RFP Terms and Conditions
69	Annexure-9	Technical Evaluation Criteria	Minimum Experience as ASK Service Provider	We request Bank to consider 7 Marks for 2-5 years experience	Bidders to comply with RFP Terms and Conditions
70	Annexure-9	Technical Evaluation Criteria	Functions as ASK Service provider in Scheduled Commercial Banks / State / Central Govt / PSUs in India	We request Bank to consider 10 Marks for 3-5 Organizations	Bidders to comply with RFP Terms and Conditions
71	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Penalties and Liquidated damages	<p>2.1.1. The successful bidder has to implement the solutions in the zones in all identified locations within 60 days of issuance of work order/intimation. A penalty of Rs. 100/- per day per location for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 1,000/- per month per location till the ASK location is functional.</p> <p>2.1.2. In case of temporary / permanent termination of operator at any outlet, Successful Bidder to make alternate arrangement to ensure continuity of UIDAI services to the customers/residents within 7 days. A penalty of Rs. 100/- per day per location for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 1,000/- per month per location till the ASK location is functional.</p> <p>2.1.3. Bidder 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 per location for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 1,000/- per month per location till the ASK location is functional.</p>	We request Bank to consider revising the maximum penalty from Rs. 1000/- to Rs. 500/- under clause No. 2.1.1, 2.1.2, 2.1.3.	Bidders to comply with RFP Terms and Conditions

Date : 01-09-2025  
Place : Bangalore

  
Deputy General Manager

Internal

