

CO: Banking Operations Department Pre-Bid Query & Clarification

Annexure -I

S No.	Page No. of RFP	Clause No	RFP Clause	Bidder's Query	Bank Reply
1	10	Clause No 5.	PRE QUALIFICATION/ELIGIBILITY CRITERIA FOR BIDDERS: Currently, the Bidder should have been allotted with minimum 300 AEC locations directly by PSBs/RRBs/Scheduled Commercial Banks in India as on RFP date. And should have been in operations for at least three years as on date of RFP.	Currently, the Bidder should have been allotted with minimum 200 AEC locations directly by PSBs/RRBs/Scheduled Commercial Banks in India as on RFP date. And should have been in operations for at least three years as on date of RFP.	Existing Criteria in the tender document holds good
2	32	Clause No 37.	TECHNICAL EVALUATION MATRIX (2.) Only in Aadhaar business per annum turnover with tax invoice to PSB/RRB/Private Banks in India for each of the last 3 financial years 25 cr and above (10 Marks) 15 to 25 Cr (8 Marks) 10 Cr to 15 Cr (4 Marks) 5 Cr to 10 Cr (2 Marks) Only for Startup: - Above 10 Cr (10 Marks) 5 Cr to 10 Cr (7 marks) 2 Cr to 5 (04 Marks) 1 Cr to 2 Cr (01 Marks)	2.) Annum turnover with tax invoice to PSB/RRB/Private Banks in India for each of the last 3 financial years 25 cr and above (10 Marks) 15 to 25 Cr (8 Marks) 10 Cr to 15 Cr (4 Marks) 5 Cr to 10 Cr (2 Marks) Only for Startup: - Above 10 Cr (10 Marks) 5 Cr to 10 Cr (7 marks) 2 Cr to 5 (04 Marks) 1 Cr to 2 Cr (01 Marks)	Existing Criteria in the tender document holds good
3	32	Clause No 37.	TECHNICAL EVALUATION MATRIX (3.) States and Union territories covered Above 10 (5 marks) 5 to 10(3 marks) Up to 5(1 marks)	(3.)States and Union territories covered Above 5 (5 marks) 4 to 5(3 marks) Up to 1(1 marks)	Existing Criteria in the tender document holds good
4	32	Clause No 37.	TECHNICAL EVALUATION MATRIX 4.) Total AEC branches allotted in PSB/ RRB/ Private Banks in India in last three years and the agreement is valid till the of RFP published date Above 500 (5 Marks) 301 to 500 (03 Marks) Up to 300 (02 Marks)	Total AEC branches allotted in PSB/ RRB/ Private Banks in India in last three years and the agreement is valid till the of RFP published date Above 100 (5 Marks) Up to 100 (3 Marks)	Existing Criteria in the tender document holds good
5	32	Clause No 37.	TECHNICAL EVALUATION MATRIX (5.) No of clients - Work order in AECs (Tie up) with PSBs/RRBs/Private Banks in India in last three years and the agreement is valid till the of RFP published date 10 clients and Above (10 marks) 6 to 9 clients (06 marks) 4 to 6 clients (03 Marks) 1 to 3 clients (01 Marks)	This Clause should remove	Existing Criteria in the tender document holds good
6	32	Clause No 37.	TECHNICAL EVALUATION MATRIX (6.) No of the employees in company Payroll PF paid challan from portal - (in TRRN). Above 500 employees (10 Marks) 401 to 500 (06 Marks) 301 to 400 (04 Marks) Up to 300 (02 Marks)	No of the employees in company Payroll PF paid challan from portal - (in TRRN). Above 200 employees (10 Marks) Up to 200 (05 Marks)	Existing Criteria in the tender document holds good
7	32	Clause No 37.	TECHNICAL EVALUATION MATRIX Enrolment with PSB/RRB/Private Banks Bidder should have completed minimum of 50 lakhs enrolment/Updations in last three financial years with PSB/RRB/Private Banks in India Above 50 lakhs (10 Marks) 31 lakhs to 50 lakhs (5 Marks) 20 lakhs to 30 lakhs (3 Marks) 10 lakhs to 20 lakhs (2 Marks)	Enrolment with PSB/RRB/Private Banks Bidder should have completed minimum of 5 lakhs enrolment/Updations in last three financial years with PSB/RRB/Private Banks in India Above 5 lakhs (10 Marks) 3 lakhs to 5 lakhs (5 Marks) 2 lakhs to 3 lakhs (3 Marks) 10 lakhs to 2 lakhs (2 Marks)	Existing Criteria in the tender document holds good
8	20	Clause no 15 (N)	HUMAN RESOURCE REQUIREMENT a. A minimum average of 15 (enrolments / updations per day) / or any target given by UIDAI whichever is higher should be achieved by the AEC Centers to be eligible for the commission. In case of any of the AEC is not performing well for the period of 3 months the AEC will be relocated to any other locations after obtaining approval from corporate office.	Due to the limited services at UCL, achieving the target of 15 will be very difficult; therefore, I kindly request that it be reduced to 10.	Existing Criteria in the tender document holds good

CO: Banking Operations Department Pre-Bid Query & Clarification

Annexure -I

S No.	Page No. of RFP	Clause No	RFP Clause	Bidder's Query	Bank Reply
9	2	BID DETAILS IN BRIEF	Application Money (Waived for Micro & Small Entrepreneurs registered and Start up Bidders, If Bidder can furnish requisite proof subject to satisfaction of the Bank). Bidder should ensure that definition of MSE is as per latest RBI guidelines.	We possess a valid UDYAM MSME Registration Certificate. Kindly confirm whether this makes us eligible for exemption from EMD and Tender Fee as per the RFP	Please refer the clause no 75 & 76 page no 52 and 53 of the RFP
10		5.PRE-QUALIFICATION/ ELIGIBILITY CRITERIA FOR BIDDERS	Currently, the Bidder should have been allotted with minimum 300 AEC locations directly by PSBs/RRBs/Scheduled Commercial Banks in India as on RFP date. And should have been in operations for at least three years as on date of RFP.	We currently execute Aadhaar-related projects for a Government Department. We request the Bank to kindly consider such government projects as valid experience under this clause for MSME bidders	Existing Criteria in the tender document holds good
11	10	5.PRE-QUALIFICATION/ ELIGIBILITY CRITERIA FOR BIDDERS	Bidder should have positive Net Worth of minimum Rs. 50 crores in last three financial years i.e., up to 31.03.2025	We request clarification on what net-worth criteria apply to MSME bidders, since the net-worth threshold of ₹50 crores may not be feasible for most MSEs.	Waived for Start Up Bidders as mentioned in Clause 76 of this RFP
12	10	5.PRE-QUALIFICATION/ ELIGIBILITY CRITERIA FOR BIDDERS	Bidder should have ESI, PF, GST, PAN Registered. Bidder should have minimum 500 employees on their payroll	We request clarification on whether the requirement of 500 employees applies equally to MSME bidders, and whether any relaxation is available for MSE registered organizations.	Existing Criteria in the tender document holds good
13	32	37. TECHNICAL EVALUATION MATRIX	Only for Startup: - Above 20 Cr (10 Marks) 16 Cr to 20 Cr (7 marks) 11 Cr to 15 (04 Marks) 5 Cr to 10 Cr (01 Marks)	We request the Bank to kindly consider a turnover of ₹4 Crores for MSME bidders for scoring under this category, as many competent MSME organizations may not meet the higher turnover slabs.	Existing Criteria in the tender document holds good
14	32	37. TECHNICAL EVALUATION MATRIX	Only in Aadhaar business per annum turnover with tax invoice to PSB/RRB/Private Banks in India for each of the last 3 financial years Only for Startup: - Above 10 Cr (10 Marks) 5 Cr to 10 Cr (7 marks) 2 Cr to 5 (04 Marks) 1 Cr to 2 Cr (01 Marks)	We request the Bank to waive this requirement for MSME bidders, as MSMEs may not have Aadhaar turnover exclusively from banks despite having substantial Aadhaar project experience.	Existing Criteria in the tender document holds good
15	32	37. TECHNICAL EVALUATION MATRIX	No of clients - Work order in AECs (Tie up) with PSBs/RRBs/Private Banks in India in last three years and the agreement is valid till the of RFP published date	We request the Bank to waive this criterion for MSME bidders, as MSMEs may not have tie-ups with numerous banks despite holding significant operational capability.	Existing Criteria in the tender document holds good
16	33	37. TECHNICAL EVALUATION MATRIX	Average Enrollments: Per day average no of enrollments/ Updations per center during (Jul'25, Aug'25 & Sep'25) in PSB/RRB/Private Banks in India	We execute large scale Aadhaar projects for a Government Body. We request the Bank to kindly allow such government department projects to be considered valid for this criterion.	Existing Criteria in the tender document holds good
17	33	37. TECHNICAL EVALUATION MATRIX	Enrolment with PSB/RRB/Private Banks Bidder should have completed minimum of 50 lakhs enrolment/Updations in last three financial years with PSB/RRB/Private Banks in India Above 50 lakhs (10 Marks) 31 lakhs to 50 lakhs (5 Marks) 20 lakhs to 30 lakhs (3 Marks) 10 lakhs to 20 lakhs (2 Marks)	We request the Bank to waive this requirement for MSME bidders, as MSMEs may not have Aadhaar volumes from banks despite executing large-scale projects for government agencies.	Existing Criteria in the tender document holds good
18	10	5.PRE-QUALIFICATION / ELIGIBILITY CRITERIA FOR BIDDERS	Bidder should have ESI, PF, GST, PAN Registered. Bidder should have minimum 500 employees on their payroll	We kindly request the Bank to consider relaxing the minimum employee eligibility requirement of 300 employees. We respectfully ask the Bank to reconsider this threshold to ensure broader participation and equal opportunity for all eligible entities.	Existing Criteria in the tender document holds good

CO: Banking Operations Department Pre-Bid Query & Clarification

Annexure -I

S No.	Page No. of RFP	Clause No	RFP Clause	Bidder's Query	Bank Reply
19	32	37. TECHNICAL EVALUATION MATRIX	Only in Aadhaar business per annum turnover with tax invoice to PSB/RRB/Private Banks in India for each of the last 3 financial years 25 cr and above (10 Marks) 15 to 25 Cr (8 Marks) 10 Cr to 15 Cr (4 Marks) 5 Cr to 10 Cr (2 Marks)	We request the Bank to kindly enhance the scoring for the turnover slab of ₹5 Cr to ₹10 Cr to 8 marks, as the current scoring framework creates a significant gap that may disadvantage capable mid-sized organizations. A revised scoring will encourage wider and more competitive participation without compromising quality	Existing Criteria in the tender document holds good
20	32	37. TECHNICAL EVALUATION MATRIX	No of clients - Work order in AECs (Tie up) with PSBs/RRBs/Private Banks in India in last three years and the agreement is valid till the of RFP published date 10 clients and Above (10 marks) 6 to 9 clients (06 marks) 4 to 6 clients (03 Marks) 1 to 3 clients (01 Marks)	We request the Bank to kindly reconsider the marking structure, as having 10 clients within three years is operationally challenging in the Aadhaar ecosystem. We request that 3 clients in the last three years be considered for higher scoring, so that genuinely experienced bidders are not disadvantaged.	Existing Criteria in the tender document holds good
21	37	TECHNICAL EVALUATION MATRIX (point 1)	Only for Startup: Above 20 Cr (10 Marks) 16 Cr to 20 Cr (7 marks) 11 Cr to 15 (04 Marks) 5 Cr to 10 Cr (01 Marks)	Request to have 100% relaxation in the network for a startup company	Existing Criteria in the tender document holds good
22	37	TECHNICAL EVALUATION MATRIX (point 2)	Only for Startup: Above 10 Cr (10 Marks) 5 Cr to 10 Cr (7 marks) 2 Cr to 5 (04 Marks) 1 Cr to 2 Cr (01 Marks) 6/9	Request to have 100% relaxation in the annual turnover for a startup company	Existing Criteria in the tender document holds good
23	11	8(c)	The services of the bidder should not have been discontinued by any Bank on account of non	The Clause is not completed/it has been wrapped within the cell, Kindly provide the complete clause	The services of the bidder should not have been discontinued by any Bank on account of non- performance / other technical reasons.
24	11	7	Bidder must submit the supporting Registration documents, PF Paid details of 500 employees and GST filed details for last 3 financial years consolidated reports	Do we need to submit GST Paid challans for this or GSTR-3B or 1 is enough? Kindly advise what GST Filed details refers to?	GSTR 3B need to be submitted
25	24	24	The response to the bids through online mode at Bank's e- present tender will be submitted by way of Two bid system "Technical bid & Commercial bid". Bidders need to submit all two Tendering portal & https://www.tenderwizard.com/INDBANK . Submission of Bid in any other mode like physical submission will not be accepted/evaluated.	Kindly clarify the clause "Bidders need to submit all two Tendering portal & https://www.tenderwizard.com/INDBANK . ", if error kindly provide an updated one	The response to the bids through online mode at Bank's e- present tender will be submitted by way of Two bid system "Technical bid & Commercial bid". Bidders need to submit all two Technical bid & Commercial bid through Tendering portal . Submission of Bid in any other mode like physical submission will not be accepted/evaluated.

CO: Banking Operations Department Pre-Bid Query & Clarification

Annexure -I

S No.	Page No. of RFP	Clause No	RFP Clause	Bidder's Query	Bank Reply
26	27	25 (e)	i. Bid Security (Earnest Money Deposit) along with other original Documents uploaded as part of online bid submission should reach us on or before: 30.12.2025 15:00 hrs ii. One copy of the Technical Document uploaded on the site may be submitted to CO: BOD on or before Tender submission date. No other documents should be sent (ONLY DOCUMENT UPLOADED IN THE PORTAL WILL BE CONSIDERED FOR EVALUATIONS)	In the first point of the mentioned clause it has been said to dispatch the original documents to the bank, but in second point it has been mentioned has may be submitted , Kindly clarify which one prevails	i. Bid Security (Earnest Money Deposit) original need to be submitted as per the date mentioned in RFP. li. One copy of Technical Document which is uploaded in the portal may be submitted to CO: BOD
27			General Query	Kindly Provide the Account number & IFSC for BG, it is mandatory to get a BG from our Accounts Department	Refer the RFP page no 02 point no 11 under Bid Details in Brief. Same IFSC and Account Number can be used
28	10	5 (Point no. - 2)	PRE-QUALIFICATION/ELIGIBILITY CRITERIA FOR BIDDERS Currently, the Bidder should have been allotted with minimum 300 AEC locations directly by PSBs/RRBs/Scheduled Commercial Banks in India as on RFP date. And should have been in operations for at least three years as on date of RFP.	In the previous RFP 75 centres were required	Existing Criteria in the tender document holds good
29	11	5 (Point no. - 4)	PRE-QUALIFICATION/ELIGIBILITY CRITERIA FOR BIDDERS Bidder should have positive Net Worth of minimum Rs. 50 crores in last three financial years i.e., up to 31.03.2025	In the previous RFP 50 lakh was required	Existing Criteria in the tender document holds good
30	11	5 (Point no. - 7)	PRE-QUALIFICATION/ELIGIBILITY CRITERIA FOR BIDDERS Bidder should have minimum 500 employees on their payroll.	In the previous RFP, this point was not required.	Existing Criteria in the tender document holds good
31	32	1	37	Should be give some relaxations for MSME's in Net worth in terms of marking.	Existing Criteria in the tender document holds good
32	33	8	37	Should be give some relaxations In terms of total no of enrollments	Existing Criteria in the tender document holds good
33	11	5.b)4.	Bidder should have positive net worth of minimum Rs. 50 crores	Requesting you to reduce it to 10 crore	Existing Criteria in the tender document holds good
34	11	5.b)6.	Bidder should have minimum annual turnover of Rs. 25 crores in last three financial years	Requesting you to reduce it to 10 crore	Existing Criteria in the tender document holds good
35	32	37.3	States and Union territories covered Above 10(5 marks)	States and Union territories covered Above 2(5 marks)	Existing Criteria in the tender document holds good
36	32	37.4	Total AEC branches allotted in PSB/ RRB/ Private Banks in India in last three years and the agreement is valid till the of RFP published date Above 500 (5 Marks)	Client certificate from State Govt. & Above 300 (5 Marks)	Existing Criteria in the tender document holds good
37	32	37.5	No of clients - Work order in AECs (Tie up) with PSBs/RRBs/Private Banks in India in last three years and the agreement is valid till the of RFP published date 10 clients and Above (10 marks)	Client certificate from State Govt. & 2 clients and Above (10 marks)	Existing Criteria in the tender document holds good

CO: Banking Operations Department Pre-Bid Query & Clarification

Annexure -I

S No.	Page No. of RFP	Clause No	RFP Clause	Bidder's Query	Bank Reply
38	33	37.6	No of the employees in company Payroll PF paid challan from portal - (in TRRN). Above 500 employees (10 Marks)	No of the employees in company Payroll PF paid challan from portal - (in TRRN). Above 300 employees (10 Marks)	Existing Criteria in the tender document holds good
39	11	7. (Eligibility Criteria)	Bidders should have ESI, PF, GST, PAN Registered. Bidder should have minimum 500 employees on their Payroll.Documentary Support Bidder must submit the supporting registration documents, PF Paid details of 500 employees and GST filed details for last 3 Financial Years consolidated reports.	Please consider the PF/ESI details of 300 Personnel as provided, based on the deployment experience of 300 manpower for Aadhaar Projects.	Existing Criteria in the tender document holds good
40	32	37. Technical Evaluation Matrix	Only in Aadhaar Business per annum turnover with Tax invoice to PSB/RRB/ Private Banks in India for each of the last 3 Financial years 25 cr. And above 10 Marks	Please consider 10 crores for each of the last 3 Financial Years for any E-governance/ITES Business.	Existing Criteria in the tender document holds good
41	32	37. Technical evaluation Matrix	No of Clients -Work order in AECs (Tie up) with PSBs/RRBs/ Private Banks in India in Last three years and the agreement is valid till the of RFP Published date.	Please consider letter from PSB/RRB/Private Banks / Government departments .	Existing Criteria in the tender document holds good
42	32	37. Technical evaluation Matrix	Bidder Should have completed minimum of 50 lakhs enrolment /Updates in last three financial years with PSB /RRB/ Private Banks in India	Please also consider minimum 40 Lakhs enrolment for any period of time.	Existing Criteria in the tender document holds good
43	33	37 Technical Evaluation Matrix	Marks for PPT Presentation by the BIDDER on Implementation of proposed project. (Bidder should obtain 80% out of 30 for further qualification)	Please elaborate it in details.	To qualify, a bidder must score at least 80% of the total 30 marks, which means a minimum of 24 marks is required
44	10	3	Bidder should be empanelled Enrolment Agency of UIDAI under the AADHAAR project at least for three years (prior to 2017). (or) Bidder should submit the experience certificate as Aadhaar Enrolment Agency obtained from PSBs, RRBs, Scheduled Commercial Banks last three years as on the date of bid submission (Waived for Start Up Bidders only upon production of appropriate certificates, issued prior to RFP date, from competent authority as mentioned in Clause 76 of this RFP)	"As this tender provides an opportunity for the bidder to participate, we request that UIDAI-empaneled agency be considered eligible and that the requirement of the last three years be removed for MSME-registered agencies."	Existing Criteria in the tender document holds good
45	11	4	Bidder should have positive Net Worth of minimum Rs. 50 crores in last three financial years i.e., up to 31.03.2025	As this tender provides an opportunity for the bidder to participate, we request that a positive net worth be considered and that an average of Rs. 4 crores over the last three years, up to 31.03.2025, be accepted.	Existing Criteria in the tender document holds good
46	11	6	Bidder should have minimum annual turnover of Rs.(Waived for Start Up Bidders as mentioned in Clause 76 of this RFP) 25 crores in last three financial years i.e., up to 31.03.2025	As this tender provides an opportunity for the bidder to participate, we request that the turnover requirement be reduced to a maximum of Rs. 10 crores for the last three FY years, i.e., up to 31.03.2025.	Existing Criteria in the tender document holds good

CO: Banking Operations Department Pre-Bid Query & Clarification

Annexure -I

S No.	Page No. of RFP	Clause No	RFP Clause	Bidder's Query	Bank Reply
47	11	7	Bidder should have ESI, PF, GST, PAN Registered. Bidder should have minimum 500 employees on their payroll - Bidder must submit the supporting Registration documents, PF Paid details of 500 employees and GST filed details for last 3 financial years consolidated reports.	As this tender provides an opportunity for the bidder to participate, we request that relaxation be given to MSME-registered companies by considering a minimum of 200 employees on their payroll, along with PF-paid challans for the last three years.	Existing Criteria in the tender document holds good
48	32	5	No of clients - Work order in AECs (Tie up) with PSBs/RRBs/Private Banks in India in last three years and the agreement is valid till the of RFP published date 10 clients and Above (10 marks) 6 to 9 clients (06 marks) 4 to 6 clients (03 Marks) 1 to 3 clients (01 Marks)	As this tender provides an opportunity for MSME bidders to participate, we request that the requirement regarding the number of client engagements for AECs with PSBs/RRBs/Private Banks in the last three years be reduced as follows: • 05 clients and above – 10 marks • 03 to 04 clients – 06 marks • 01 to 02 clients – 03 marks	Existing Criteria in the tender document holds good
49	33	6	No of the employees in company Payroll PF paid challan from portal - (in TRRN). Above 500 employees (10 Marks) 401 to 500 (06 Marks) 301 to 400 (04 Marks) Up to 300 (02 Marks)	As this tender provides an opportunity for MSME bidders to participate, we request that this clause be waived from the scoring matrix or that passing marks be allotted to MSME-registered bidders.	Existing Criteria in the tender document holds good
50	32	37 Technical Evaluation	Client certificate along with Tax invoice and CA certificate must be attached as per the given format in Annexure GSTR 1 & GSTR 3B will be verified in the GSTR portal.	Pls share the Format	Pls Share in Excel in below mentioned format as an Supporting Document SL No Financial Year Client Name Invoice Month Invoice Date Invoice Number Invoice Value