

Response to Pre-qualification pre-bid queries- SL UDI RFP

| SL No | Volume | Section | Page-Number | Original content from RFP | Queries | Response |
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| 1 | 1 | 3.1.2.2 | 29 | Technical Score Parameter- Criteria A: MSI's Credentials and Experience A1.1 MOSIP Partnership and Experience | "Is a bidder who meets all other eligibility criteria permitted to participate in the bidding process without a MOSIP Partner Agreement?" | Yes. MOSIP partnership agreement is not an eliminating parameter. It is just one of the parameters for technical evaluation |
| 2 | 1 | 3.2 | 33 | Criteria - Relevant Experience – During the last ten (10) years, the bidder must have completed at least one (01) system integration project with a value of 50 crores in the field of identity including domains like passport, driving license, CRVS, election card etc. and supporting application software of similar scope. | Will experience in providing Consular services be considered as relevant experience for the purpose of this bid? | It is not clear from the bidder's query that what all encompasses the "consular services". Refer RFP Volum-1, section 3.2 for clarity. |
| 3 | 1 | 33.2.1 Key Personnel and Details | 37 | It is preferred that the key staff proposed for the project be full-time employees of the Bidder or a joint venture/consortium partner. | The clause states a "preference" that key project staff be full-time employees of the bidder or its partners. Could you please clarify if this is a mandatory requirement? Specifically, would proposing key personnel from a third-party subcontractor be acceptable? The prime contractor would still be fully responsible for their performance. | Yes. This is a mandatory requirement. The key resources must come from the Lead Bidder, JV members, consortium partners or subcontractors- only in the areas where sub- contracting is allowed. |
| 4 | 1 | 3.2 Pre-Qualification of the Bidder | 35 | Relevant Experience - During the last ten (10) years, the bidder must have completed at least one (01) system integration project with a value of 50 crores in the field of identity including domains like passport, driving license, CRVS, election card etc. and supporting application software of similar scope. | To meet the "Relevant Experience" eligibility criteria, can the qualifying system integration project be one that was completed by any of the member companies in our Joint Venture/Consortium? Or must the Lead Partner of the Joint Venture solely meet this requirement? We believe allowing any member to meet this criteria would enable a more capable and competitive bid. | Lead bidder must meet this criterion. Please refer RFP volume-1 section 3.2. |
| 5 | 1 | 3.2 Pre-Qualification of the Bidder, Relevant Experience | 35 | Relevant Experience - During the last ten (10) years, the bidder must have completed at least one (01) system integration project with a value of 50 crores in the field of identity including domains like passport, driving license, CRVS, election card etc., and supporting application software of similar scope. | Experience of any consortium partner may be considered. | Lead bidder must meet this criterion. Please refer volume-1 section 3.2 |

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| 6 | 1 | 3.2 | 35 | Experience of Biometric Solution Provider - The bidder (if an individual entity) or the relevant Consortium Member or the Sub- Contractor should be a Biometric Solution Provider (BSP) with an average annual turnover of at least INR 10 crore in the last ten (10) financial years ending in March 2025 and should have experience of handling at least 5 million biometric records in a single project implementation. | Kindly confirm what exchange rate will be taken for calculating the turnover where the BSP's revenues are reported in foreign currency. Also, while this clause mentions last 10 years, the bidders average turnover is requested over last 3 years. Kindly confirm if this can be made consistent as last 3 years overall. | Exchange rate as on the last date of bid submission (techno-commercial) will be applicable. This criteria is for project experience where any project executed in the last 10 years valuing 10 crores will be applicable. You can provide relevant documents like work order etc. For financial capability, last 3 year turnover document is requested. Refer corrigendum |
| 7 | 1 | | | BSP Benchmark - BSP either should meet one of the international benchmarks in NIST ranking in non-criminal scenarios: All Mandatory tests: PFT III/ FpVTE1, IREX2, FRVT3 and Preferably: MINEX4 Or Its products (ABIS and SDK) should find a mention in the MOSIP marketplace as MOSIP compliant. | Please clarify that PFTIII/FpVTE means that evidence of either of these evaluations will be considered by the committee as having met the requirement in addition to FRVT and MINEX. | Yes, either of PFT or FpVTE1 will be considered along with rest of the tests as mentioned in the RFP |
| 8 | 1 | 4.3.1 | 43 | Bidder Information Sheet All Bidders, whether individual firms, each partner of a Joint Venture and a named Sub-Contractor(s) for highly specialized components of the Products and/or Services that are Bidding, must complete the information in this form | Please confirm that the prime bidder/JV leader must fill the sheet mentioning all the other JV members/subcontractors. Otherwise please confirm that all bidders must fill the sheet, with their relevant data. | Please refer volume-1 page 43. This has to be filled by bidder's authorised representative and must attach relevant documents as applicable |
| 9 | 1 | 3.1(a) | 8 | In the case of a Joint Venture (JV)/Consortium: a) all partners shall be jointly and severally liable for the execution of the Contract by the Contract terms and | While we understand that in case of JV this clause of jointly and severally liability holds true, our request is that in case of consortium of companies, please make the liability to the extent of the scope of the consortium partner. Since a consortium has a different legal meaning compared to a JV, this is critical | Corrigendum to be issued |

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| 10 | 1 | 3.2 Financial Capacity | 34 | Submission of audited financial statements acceptable to the Employer for the preceding 3 years ending on March 2025. | <p>In countries [especially in case of subcontractors] where the financial statement auditing by a 3rd party is not mandatory, kindly confirm if we can submit the financial statements signed by the Financial Controller. Many of the global tenders that are floated by World Bank have a clause as follows:</p> <p>"Submission of audited balance sheets or if not required by the law of the Proposer's country, other financial statements acceptable to the Purchaser, for the last three [3] years to demonstrate the current soundness of the Proposers financial position and its prospective long term profitability."</p> | Yes the financial statement signed by the financial controller is acceptable |
| 11 | 1 | 4.12.4 Payment Milestones and Schedule | 85 | Development, Testing Installation and Commissioning / Release of Software (System Software, Application Software, Security Software, ABIS software and all other COTS products etc.) | <p>In the current payment schedule, the distribution for the ABIS software (backend engine, Adjudication clients, BioSDKs on client and server) is as follows:</p> <ol style="list-style-type: none"> 1. 10% 2. 20% 3. 35% 4. 15% 5. 5% <p>This does not total to 100% of the value of licenses to be deployed. In addition, the licenses for ABIS software usually are to be delivered in full for the volume of records thereby completing the deployment. We request you to change the payment terms for the ABIS software to 10% advance, 70% on deployment, 10% on end to end testing with the overall system and 10% on UAT sign off that will allow all ABIS vendors to provide the required perpetual licenses once UAT is finished.</p> | Balance amount will be paid after the end of operation stabilization period 2. Volume-1 page 87 |

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| 12 | 1 | 4.12.8.1 TABLE 5 for P5: Cost of Supply and Commissioning of ABIS and BioSDK | 96 | <p>The MSI is requested to see Col "E." The MSI shall pay the col "E" price monthly based on the Successful de-duplication transaction taken in the month, leading to allotment of ID. If the MSI wishes, he may give ABIS and SDKs bundled cost in this " Column" and leave the SDKs price rows blank.</p> <p>(e) The price of ABIS per transaction (cumulative successful transaction in a month) may be bundled with a monthly Service fee invoice.</p> | <p>The prices for an ABIS deployment are usually shared as number of records X perpetual. This clause is asking for a pricing per deduplication transaction and this has dependency on overall enrolment throughput. The table however, asks for a pricing for 30 million records in the gallery. These two are contradictory.</p> <p>We request you to change this pricing to a per record perpetual as against per deduplication transaction that will allow for 30million gallery licenses to be issued in a single purchase.</p> | <p>This is to clarify that the section 4.12.8.1 table-5 is in relation to the payment component P5. The table elicits the various components as under:</p> <ol style="list-style-type: none"> 1. The gallery size of 30 million records shows the scalability of the ABIS matcher. In other words, the solution should be able to scale upto 30 Million records without upgrade/change of version. 2. The per-deduplication cost relates to the payment to the BSP and is related to the successful deduplication performed on a monthly basis. 3. If the bidder wants the SDK cost and the other service fees may be bundled with the monthly invoice or may provide a separate price in the defined format (Table-5). |
| 13 | 1 | 4.12.12 TABLE 9: ABIS Deduplication Services | 101 | <p>Payment will be made monthly based on a successful de-duplication transaction that generates total SL-UDI in a single month until coverage of the "Target Population" is achieved. Thereafter, every month, the new registrations and deduplication transactions till the end of the contract period.</p> | <p>The prices for an ABIS deployment are usually shared as number of records X perpetual. This clause is asking for a pricing per deduplication transaction and this has dependency on overall enrolment throughput. The table however, asks for a pricing for 30 million records in the gallery. These two are contradictory.</p> <p>We request you to change this pricing to a per record perpetual as against per deduplication transaction that will allow for 30million gallery licenses to be issued in a single purchase.</p> | <p>This is to clarify that the section 4.12.8.1 table-5 is in relation to the payment component P5. The table elicits the various components as under:</p> <ol style="list-style-type: none"> 1. The gallery size of 30 million records shows the scalability of the ABIS matcher. In other words, the solution should be able to scale upto 30 Million records without upgrade/change of version. 2. The per-deduplication cost relates to the payment to the BSP and is related to the successful deduplication performed on a monthly basis. 3. If the bidder wants the SDK cost and the other service fees may be bundled with the monthly invoice or may provide a separate price in the defined format (Table-5). |

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| 14 | 1 | 3.2 | 35 | <p>Experience of Biometric Solution Provider - The bidder (if an individual entity) or the relevant Consortium Member or the Sub- Contractor should be a Biometric Solution Provider (BSP) with an average annual turnover of at least INR 10 crore in the last ten (10) financial years ending in March 2025 and should have experience of handling at least 5 million biometric records in a single project implementation.</p> <p>Note: (1) The turnover should come from projects with IDMS, ABIS, Authentication Solutions and Operations and maintenance (O&M) components. (2) Turnover from sales of biometric devices and authentication devices sold as part of any Identity / ABIS implementation should be excluded while calculating this turnover</p> | <p>Given the complex nature of the overall project scope of such projects, it is not feasible to segregate the turnover in a manner it is currently required as per Note 1 and Note 2. We therefore propose that Note 1 and Note 2 may please be deleted and removed.</p> | <p>An undertaking on the company's letter head signed by authorised representative/company secretary/statutory auditor stating the same shall be considered.</p> |
| 15 | 1 | 3.2 | 35 | <p>Experience of Biometric Solution Provider - The bidder (if an individual entity) or the relevant Consortium Member or the Sub- Contractor should be a Biometric Solution Provider (BSP) with an average annual turnover of at least INR 10 crore in the last ten (10) financial years ending in March 2025 and should have experience of handling at least 5 million biometric records in a single project implementation.</p> <p>Note: (1) The turnover should come from projects with IDMS, ABIS, Authentication Solutions and Operations and maintenance (O&M) components. (2) Turnover from sales of biometric devices and authentication devices sold as part of any Identity / ABIS implementation should be excluded while calculating this turnover</p> | <p>We refer to the ITB reference 6.1 - Status of Contractor on Page 25. We understand that the Biometric Solution Provider can borrow the turnover and project experience from the group company or holding company. Please confirm.</p> | <p>The understanding is correct</p> |

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| 16 | 1 | NA | 2 | Mode of Submission of bids- Offline / Hard Copy | Bidder requests NISG to change the bid submission mode to online / via email submission in a pdf format instead of offline / by-hand. | Clause remains unchanged |
| 17 | 1 | Clause # 5 | 2 | The bid fee of ₹25,000 plus GST in the form of demand draft in Favor of 'National Institute for Smart Government' payable at New Delhi, shall be paid at the time of pre-qualification bid submission. | Bidder request for below modification in the clause: The bid fee of ₹25,000 plus GST in the form of demand draft / Bank Guarantee in Favor of 'National Institute for Smart Government' payable at New Delhi, shall be paid at the time of pre-qualification bid submission. | Clause remains unchanged |
| 18 | 1 | Section D, clause 24.2 | 18 | A soft copy (on a pen drive, etc.) of the pre-qualification documents in a single PDF document (which should be searchable) should be submitted. | Bidder request NISG to allow submission in soft copy only via email as most of the organisation has DLP policy in place due to enhanced security requirement and submitting a document in a pen drive would be difficult. | Clause remains unchanged |
| 19 | 1 | Section C, ITB 24.1, Submission, Sealing and Marking of Bids | 27 | Bidders will NOT have the option of submitting their Bids electronically. | Bidder request NISG to allow submission, sealing and marking of bids in electronically. Online submission mode should be allowed. | Clause remains unchanged |
| 20 | 1 | Section 3.2, Prequalification of the bidder | 33 | Average Annual Turnover –The bidder's minimum average annual turnover should not be less than Indian Rupees Five Hundred Crore (INR 500 Crore) within the last three (03) years ending March 2025. Note: The turnover refers to the company's standalone turnover and not the turnover of its subsidiaries, sister companies, Associates, etc. | Bidder request for below modification in the clause: Average Annual Turnover –The bidder's minimum average annual turnover should not be less than Indian Rupees One Thousand Crore (INR 1000 Crore) within the last three (03) years ending March 2025 specifically from IT / ITES services. Note: The turnover refers to the company's standalone turnover and not the turnover of its subsidiaries, sister companies, Associates, etc. | Clause remains unchanged |

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| 21 | 1 | Section 3.2, Prequalification of the bidder | 35 | <p>Relevant Experience - During the last ten (10) years, the bidder must have completed at least one (01) system integration project with a value of 50 crores in the field of identity including domains like passport, driving license, CRVS, election card etc. and supporting application software of similar scope.</p> | <p>This clause related to experience in identity management is a bit restrictive in nature as most of the IT service provider execute project which does not necessarily have identity management as a part of scope.</p> <p>We understand that global experience for supporting application software of similar scope will be acceptable. Please clarify.</p> | <p>As per this clause, any project in identity domain will be considered. Global experience is also acceptable</p> |
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| 22 | 1 | Section 3.2, Prequalification of the bidder | 35 | <p>Experience of Biometric Solution Provider - The bidder (if an individual entity) or the relevant Consortium Member or the Sub- Contractor should be a Biometric Solution Provider (BSP) with an average annual turnover of at least INR 10 crore in the last ten (10) financial years ending in March 2025 and should have experience of handling at least 5 million biometric records in a single project implementation.</p> <p>Note:</p> <p>(1) The turnover should come from projects with IDMS, ABIS, Authentication Solutions and Operations and maintenance (O&M) components.</p> <p>(2) Turnover from sales of biometric devices and authentication devices sold as part of any Identity / ABIS implementation should be excluded while calculating this turnover.</p> | <p>Bidder request NISG to change the BSP average annual turnover criteria to 5crore in last ten (10) financial years and should have experience of handling 5 million biometric records from different projects.</p> <p>Also, bidder requests NISG to include the sales of biometric devices and authentication devices sold while calculating the turnover.</p> | <p>1. The Average annual turnover criteria and experience of handling 5 million biometric records in a single project remains unchanged</p> <p>2. Sales from biometric devices and authentication devices is not applicable refer 'Note' under section 3.2 of RFP volume-1 :experience of BSP. The clause remains unchanged.</p> <p>3. For the purpose of documentation for this clause, the bidder must submit either of the documents listed.</p> <p>(Form 4.3.1 and 4.3.9 with attachments)</p> <p>Citation AND Copy of Work Order AND Completion Certificates from the client;</p> <p>OR</p> <p>Work Order AND Self Certificate of Completion certified by the Statutory Auditor/ Company Secretary;</p> <p>OR</p> <p>Work Order AND Phase Completion Certificate from the client; OR</p> <p>Copy of client certificate as documentary proof for the stated criteria and implementation status;</p> <p>OR</p> <p>Certificate by the Company Secretary of the bidder for the stated criteria and implementation status.</p> <p>Note:</p> <p>In the case of an integrated project, a relevant certificate from the Statutory Auditor confirming the value of the relevant work must be submitted.</p> <p>All the projects cited should be in the Bidder's name. Please refer to ITB 6.1 for project experience. All the supporting documents mentioned above shall be required from the Bidder.</p> |
| 23 | 1 | 8 | 3 | Prequalification Bid must be accompanied by a Bid Security in the form of a Bank Guarantee | Given the functional equivalence of a Bank Guarantee (BG) and an Indemnity Bond for bid security, we respectfully request permission to submit the required security in the form of an Indemnity Bond | Clause remains unchanged |

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| 24 | 1 | 3.2.2 Minimum Qualifications of Key Professional Staff of Volume 1 of 3 | 37 | (i) The bidder should provide the curriculum vitae and team organization, of which the validity and accuracy of the CVs are fundamental. The bidder will submit the CVs with the technical proposal for the profile included under the technical evaluation (refer to Volume 1). For other profiles (not included in technical evaluation, as well as non-key professionals), the selected bidder will submit the CVs at the time of team mobilization. | Please clarify whether curriculum vitae/resumes are required for all key personnel. If only major key personnel require CVs, could you please specify which roles?" | CV of key personnels are required. Please refer section 3.1.2.5 Page 31 of volume-1. It should be aligned with Manpower requirement as mentioned in Annexure-10. Please note that this is needed at TQ stage and not at PQ stage |
| 25 | 1 | 4.3.2. Historical Contract Non-Performance | 45 | NA | The pre-qualification criteria state that all three forms must be submitted by both the subcontractor and the lead bidder. However, the forms themselves do not include a requirement for subcontractor submission. Please Clarify | The forms have to be completed and signed separately by all members in all cases be it lead bidder only, subcontractor and JV/consortium. |
| 26 | 1 | 4.3.3. Financial Capability | 46 | | | |
| 27 | 1 | 4.3.10. Conflict of Interest Declaration Form | 55 | | | |
| 28 | 1 | 4.3.3. Financial Capability | 46 | NA | Regarding the financial format outlined in Form 4.3.3 (Financial Capability), it requests details such as the banker's name and contact information. Could you please clarify whether a signature from the bank is required for this section? | Signature of banker is not mandatory. Signature of CA/company secretary/statutory auditor shall be acceptable |
| 29 | 1 | 4.3.4. Average Annual Turnover | 47 | NA | Regarding the financial format for Average Annual Turnover, as outlined in Form 4.3.4, could you please confirm whether a signature from a Chartered Accountant (CA) is required? | Signature of CA/company secretary/statutory auditor is acceptable |
| 30 | 1 | 4.3.5. Financial Resources (if Applicable) | 48 | NA | Regarding the financial format for Financial Resources, as outlined in Form 4.3.5, could you please confirm whether a signature from a Chartered Accountant (CA) is required? | Signature of CA, company secretary or any authorised person shall be acceptable |

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| 31 | 1 | 3.2 Pre-qualification of the bidder | 35, 36 | Under "Experience of Biometric Solution Provider" and BSP Benchmark, either the lead bidder or any of the subcontractor(s) | <p>1. Regarding arrangement of subcontractor under this criteria, there is "No exclusivity / one to one arrangement" with bidder is specified in the RFP. If there is no exclusivity, subcontractor may get undue advantages and participate with all possible bidders wherein bidder will not be having any chance to change the subcontractor during techno-commercial stage. If our understanding is correct, then there is no significance of including subcontractor credentials mandatorily during PQ stage. It is requested to remove the subcontractor credentials or kindly clarify the role of subcontractor during the PQ stage and subsequent phases of the contract.</p> <p>2. Post PQ result, if the bidder is selected based on pre aligned subcontractor credentials, during techno-commercial stage, can we change to any other subcontractor based on their technical capability and price reasonability? Kindly clarify</p> | <p>1. Clause remains unchanged Please refer section 3.2 page-35 of volume-1 under experience of Biometric solution provider. The credentials of lead bidder/any member of JV/consortium/sub-contractor is acceptable. However it is mandatory that if you are using the credentials of any subcontractor, it should not change during the bidding process.</p> |
| 32 | 1 | 3.1.2 Technical Evaluation, 3.1.2.2 technical score parameter-criteria-A : MSI's credentials and experience | 29 | A1.1.2 : Experience of implementing MOSIP ID platform | <p>MOSIP ID platform being the emerging technology and MOSIP itself given PoC to most of the countries and driving for open source platform implementation. Hence, it is requested to remove the clause due to limitations on successful implementors in MOSIP ID platform.</p> | <p>MOSIP experience is not mandatory clause and not a rejection criterion for the purpose of pre-qualification. Therefore clause remains unchanged</p> |

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| 33 | 1 | 3.2 Pre-Qualification of the Bidder | 33 | <p>General Experience – The bidder should have experience in IT projects in the last ten (10) financial years, including:</p> <ul style="list-style-type: none"> • System integration and • Software application development, customization and maintenance <p>The project(s) should meet the following requirements: At least one (1) such project of INR 110 crore or more. OR At least two (2) such projects, each of INR 70 Crore or more value.</p> | <p>Query 1 ----> Would request you to kindly clarify if bidder can also include the projects which have been signed before 10 years and have been operational in the last ten (10) financial years and currently ongoing.</p> <p>Please confirm if the project (is basis signed as transaction based revenue model) from last so many years where project is still operational and generating the Identities whereby same are issued and delivered to citizens of India can be considered.</p> <p>The contract with contracting authority is as per Transaction Model where we have provided overall turnkey solution for issuance of Identities and payment collection is based on per identity & card issuance.</p> <p>Query 2 --> On Revenue Collection to meet 110 Cr Clause. The same project which is still operational post go live can be acceptable by procurement authority. To establish the amount collected which is more than 110 Cr; <u>can we submit the agreement / contract copies executed between us and customer along with testimonial / Company Secretary / Statutory Auditor Certificate which will include year wise revenue generated from our project ?</u></p> | <p>This is acceptable. However the project value should be above 110 crores as mentioned in the RFP</p> |
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| 34 | 1 | 3.2 Pre- Qualificati on of the Bidder Page 33 | 33 | <p>Relevant Experience - During the last ten (10) years, the bidder must have completed at least one (01) system integration project with a value of 50 crores in the field of identity including domains like passport, driving license, CRVS, election card etc. and supporting application software of similar scope.</p> <p>Query 1 ----> Would request you to kindly clarify if bidder can also include the projects which have been signed before 10 years and have been operational in the last ten (10) financial years and currently still ongoing and issuing unique identities as the National level.</p> <p>Please confirm if company is doing the project (per transaction model based contract) from last so many years where project is still operational and generating the Identity projects for India. The contract with contracting authority is as per Transaction Model where we have provided overall turnkey solution for Identity projects but payment clauses are basis per Card basis where we issue the Identity projects to citizens at National Level.</p> <p>Query 2 --> The same project which is still operational post go live should be acceptable by procurement authority. To establish the amount collected which is more than 50 Cr; <u>can we submit the agreement / contract copies executed between us and customer along with testimonial / Company Secretary / Statutory Auditor Certificate which will include year wise revenue generated from our project ?</u></p> | This is acceptable. However the project value should be above 50 crores as mentioned in volume-1 page 35 section 3.2 of the RFP. |
| 35 | 1 | SECTION II: BID DATA SHEET Page 24 | 24 | <p>The bid shall include a Bid Security (original) issued by a Schedule Commercial bank in India using the form included in Section IV (Bidding Forms).</p> <p>Kindly re-confirm that Bid Security (original) issued by a Schedule Commercial bank in India or Sri Lanka. Do we need to provide the counter bank guarantee from any bank in Sri Lanka?</p> | Please refer to ITB 22.1 page number 26 of volume-1. The bid security is to be issued by a scheduled commercial bank in India |
| 36 | 1 | Section-III - Evaluation & Qualificati on Criteria Page 29 | 29 | <p>A1.1.2 Experience of implementing MOSIP ID Platform</p> <p>Please modify it as "A1.1.2 Experience of implementing MOSIP or ID Platform or National Level System Integration projects "</p> | Clause remains unchanged |

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| 37 | 1 | Section-III - Evaluation & Qualification Criteria Page 29 | 29 | A1.4 Implementing projects using biometrics features like voter ID, driving license, passport, etc. | Please confirm if in a similar Identity project, where facial photo (which one of the Biometric Modality) are captured at the national level, can be considered as a biometric modality. Is our understanding correct? | Yes the understanding is correct |
| 38 | 1 | Section-III - Evaluation & Qualification Criteria Page 29 | 29 | A2.2 Experience with ABIS Implementation of Similar type – size and scale | An ABIS experience of more than 20 million records/gallery size and capable of processing 1:1 authentication and 1:N deduplication using any of the biometric modality (Face or Fingerprint or IRIS) per day will be considered as suitable eligible project under this clause ? Is our understanding correct ? | Yes the understanding is correct. This is a technical evaluation parameter and is not a part of PQ. |
| 39 | 1 | 4.3 Qualification of the Bidder Page 43 | 43 | (c) In the case of JV, a letter of intent is required to form a JV or JV agreement by ITB 3.1. | As per Clause 4.3.1 Eligible Bidders can get into LOI or JV or Consortium etc. Kindly provide necessary LOI or Subcon / Consortium agreement templates which can be utilized to be executed with SubCon and Local Partners. How many Subcons are allowed in the bid? | The bidder may use any standard format for LOI and consortium fulfilling the requirements of the RFP. It must clearly bring out the role and responsibilities of the lead bidder, JV partners, consortium members and sub contractors. For number of allowed subcontractor kindly refer section 6.5 page 10 and ITB 6.1 page-25 of RFP volume-1. |
| 40 | 1 | 3. Eligible Bidders Page 8 | 8 | The Lead bidder must be an Indian entity (private or a government-owned entity or any combination of such entities) with the intent to enter into an agreement supported by a letter of intent or under an existing contract in the form of a joint venture, consortium or association or a group of companies under a single umbrella. | As per Clause 3, 3.1 Eligible Bidders can get into LOI or JV or Consortium etc. Kindly provide necessary LOI or Subcon templates which need to be executed with SubCon and Local Partners. Please confirm a foreign entity which is 100% subsidiary of Indian Origin Parent Company can be part of the member of consortium ? Do we need to do a separate SubCon Agreement or LOI with that wholly owned subsidiary as well ? | 1. The bidder is allowed to use any standard format for LOI and consortium fulfilling the requirements of the RFP. It must clearly state the role and nature of work including the area of subcontracting for each sub-contractor. 2. Refer the table in Section 3.2 of RFP volume-1 3. Subcontractor agreement with separate legal entity is required. |

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| 41 | 1 | 3.2 Pre- Qualificati on of the Bidder Page 34 | 34 | Financial Capability- Submission of audited financial statements acceptable to the employer for the preceding 3 years ending on March 2025 | Consideration of FY 2023-2024: Allow bidders to consider the completed financial year FY 2023-2024 as latest FY for the submission of financial documents until the audit is finalized, as the last date for completion of audit for FY 24-25 is 30th September'25 and hence, audited financial statements for this period can only be provided near to last date of completion. | The clause may be read as: Submission of audited financial statements acceptable to the Employer for the preceding 3 years ending on March 2024 |
| 42 | 1 | 3.1 Evaluation | | The evaluation of the bid will be based on the "Quality Cum Cost - Based Selection" (QCBS) methodology. In this method, 70% of the weightage would be for the Technical Bid and 30% of the weightage would be given to the Price bid. | We request the authority to consider revising the QCBS evaluation criteria to 80:20 (80% Technical, 20% Financial). Considering the strategic significance and technical complexity of the project, assigning greater weightage to the technical evaluation will help ensure that bidders with strong domain expertise, proven solution capabilities, and relevant experience are appropriately prioritized during the evaluation process. | Clause remains unchanged |
| 43 | 1 | SECTION III – EVALUATI ON AND QUALIFICA TION CRITERIA - Page 28 | 28 | Relevant Experience - During the last ten (10) years, the bidder must have completed at least one (01) system integration project with a value of 50 crores in the field of identity including domains like passport, driving license, CRVS, election card etc. and supporting application software of similar scope. | This clause includes Issuance of ID involving biometrics? Or any ID project. Verification/authentication using any biometrics is also consider as a relevant experience. Please confirm. | Any ID project will be acceptable. Verification and authentication services are not considered |

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| 44 | 1 | SECTION III – EVALUATION AND QUALIFICATION CRITERIA - Page 28 | 28 | Experience of Biometric Solution Provider - The bidder (if an individual entity) or the relevant Consortium Member or the Sub- Contractor should be a Biometric Solution Provider (BSP) with an average annual turnover of at least INR 10 crore in the last ten (10) financial years ending in March 2025 and should have experience of handling at least 5 million biometric records in a single project implementation. Note: (1) The turnover should come from projects with IDMS, ABIS, Authentication Solutions and Operations and maintenance (O&M) components. (2) Turnover from sales of biometric devices and authentication devices sold as part of any Identity / ABIS implementation should be excluded while calculating this turnover | ABIS (forensics) implementation will be considered for this experience? What does it means by "authentication Solution and operations and maintenance components"? Does it mean that implementation of Authentication solution and maintenance of any biometric modality ((face/finger/Iris)) or any specific biometric modality? | The reference is incorrect. The question is from pre-qualification page 35 of volume-1 (Experience of Biometric Solution Provider). The turnover should come from projects with IDMS, ABIS, Authentication Solutions and Operations and maintenance (O&M) components. Any of the biometric modality will be considered here. |
| 45 | 1 | 3.2 Pre-Qualification of the Bidder | 36 | Manpower - The lead bidder should have at least 100 professionally qualified technical personnel. | Can we also put the resume of sub-contract partner in 100 manpower. | Resume is not required. Just an undertaking on company letter head signed by company secretary/ authorised representative confirming that the company has at least 100 professionally qualified technical persons will be fine |
| 46 | 1 | 3.1.2.5 Technical Score Parameter-Criteria D: Team Constitution and Staffing | 31 | Team Constitution and Staffing | Please clarify how many resumes are required to be attached to get full marks in below section? D1 Qualification, certification and experience of the MSI's team D1.1 Leadership D1.2 Architects D1.3 Engineers D1.4 Track Leads d.15 BSP engineers | Please refer Annexure-10 for details |
| 47 | 1 | 3.1.2.5 Technical Score Parameter-Criteria D: Team Constitution and Staffing | 31 | Team Constitution and Staffing | Please also clarify whether this manpower is part of the 100 professionally qualified technical personnel mentioned in the pre-qualification point. | No. These are 2 different components. |

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| 48 | 1 | 20.1 Sub-Contracting | 27 | Appendix 3 (List of Approved Sub-Contractors) | NEC is a BSP partner, if BSP can be subcontractor for 1 MSI, then can be work as BSP partner for other MSI also. | Please refer ITB 6.2 page-10 which clearly states that Any firm not participating as Lead Bidder or as a partner in a Joint Venture may be proposed as a Sub-Contractor in any number of Bids. |
| 49 | 1 | 2.1 | 7 | 2.1 "... shall observe the highest standard of ethics..." | Are there any codified ethical standards or compliance frameworks (e.g., CVC guidelines, ISO 37001, or equivalent ethical benchmarks) that bidders are expected to adhere to? | RFP does not intend to refer to any codified ethical standard as such however the clause is in reference and directed to the bidders to observe the highest standard of ethics as practiced in their organisation/corporation |
| 50 | 1 | 2.1.a.1 | 7 | 2.1.a.1 "...of anything of value to influence..." | How much in USD is "of value" defined? | The clause is self explanatory |
| 51 | 1 | 2.1.b | 7 | 2.1.b "...if it is determined that the Bidder..." | <p>Could the Employer please clarify what process or standard of proof will be used to determine that a bidder has engaged in corrupt or unethical conduct? Will the bidder be given an opportunity to respond to any such allegations before rejection?</p> <p>If misconduct is alleged against an agent or subcontractor without the knowledge of the lead bidder, will that automatically result in disqualification of the entire bid?</p> <p>Is there a materiality or severity threshold for what constitutes a disqualifying act under Clause 2.1(b), especially in the case of minor or unintentional procedural lapses?</p> | Section 2 volume-1 of the RFP is self explanatory |
| 52 | 1 | 2.1.ii.b | 8 | 2.1.ii.b "...Promoters /Directors appear in the negative list..." | <p>Does the term "Promoters" include only those formally named in company incorporation documents (e.g., ROC filings), or does it also include beneficial owners, founders, or key shareholders who may not hold formal designations?</p> <p>Does this clause apply only to the Lead Bidder, or does it extend to promoters/directors of consortium partners, subcontractors, or affiliated entities as well?</p> | The clause is self explanatory however the bidder may carry out due diligence during sub contracting or forming the JV/consortium for the purpose of this bid. |

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| 53 | 1 | 3.3.a | 8 | 3.3.a "... they have controlling partners in common..." | <p>What level of interest or influence constitutes "controlling" in this context? For example, does it refer to majority shareholding (more than 50%), board control, or any other threshold (e.g., >25% as per SEBI definitions)?</p> <p>If one investor holds stakes in Infosys and another bidding company, is there a specific threshold (e.g., percentage of ownership, voting rights, or management control) at which the two bidders would be considered to have controlling partners "in common"?</p> | The clause is self-explanatory |
| 54 | 1 | 3.3b | 9 | 3.3.b "... any direct or indirect subsidy..." | <p>Could the Employer please define what is meant by "subsidy" under Clause 3.3(b)? Does it include only direct financial transfers (e.g., grants or zero-interest loans), or also extend to shared infrastructure, personnel, or services provided at below-market rates?</p> <p>If a mutual third-party (such as an investor or venture capital fund) has provided financing to two bidders separately, does that constitute an "indirect subsidy"?</p> <p>Does this clause apply to subsidies provided within a certain look-back period (e.g., the last 3 or 5 years), or does any historical support qualify as a conflict of interest regardless of recency?</p> <p>Is there a minimum threshold (e.g., % of revenue or total contract value) under which a financial relationship would not be considered material enough to qualify as a subsidy?</p> | Clause 3.3 (b) to be treated as dropped |

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| 55 | 1 | 3.3c | 9 | 3.3.c "...the same legal representative for purposes of this Bid..." | <p>Could the Employer clarify whether "legal representative" refers only to the individual signing the bid (e.g., through Power of Attorney), or does it also include legal advisors, consultants, or firms assisting in bid preparation?</p> <p>If two bidders use the same law firm, but different attorneys or teams within that firm (with confidentiality protocols in place), would this be considered a conflict of interest?</p> | Legal representatives means the authorised representative. Refer section 3.1 (b) of RFP volume-1 for clarity |
| 56 | 1 | 3.3d | 9 | 3.3.d. "they have a relationship with each other..." | <p>Could you please clarify what is meant by "familiar third parties"? Does this include personal, professional, or commercial relationships? Is there a materiality threshold for such connections?</p> <p>Do past relationships (e.g., partnerships, consulting projects) count as a conflict, or only ongoing ones?</p> <p>Are bidders expected to disclose any known indirect relationships? If so, is there a standard disclosure format or depth of detail required?</p> <p>If two bidders engage the same consulting firm or legal advisor (with separate teams), will this be considered a conflict?</p> | The clause is self explanatory |

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| 57 | 1 | 3.3f | 9 | 3.3.f. "A Bidder or any of its affiliates participated as a consultant ..." | <p>Does this term refer only to entities formally contracted by the Employer (NISG or the Ministry) to work on this RFP or the SL-UDI project, or does it include multilateral engagements (e.g., UNDP, World Bank) or advisory participation via other channels?</p> <p>Does Clause 3.3(f) apply only to recent engagements (e.g., within the last 2–3 years), or to any historical involvement?</p> <p>How is "affiliate" defined for this purpose (ownership %, control, etc.)?</p> | this clause is relevant only if the bidder has participated as a consultant in preparing the bid, bid documents or technical specifications |
| 58 | 1 | 5 | 9 | 5. "By signing the Bid Submission Form, the Bidder ..." | <p>What constitutes "proper authorization"? What level of documentation will be required to prove that a Bidder has the appropriate rights to use or sublicense software components included in the technical proposal?</p> <p>Can the Employer confirm that open-source software licensed under permissive licenses (e.g., MIT, BSD, Apache 2.0, GPL) will be considered as having 'proper authorization' under Clause 5?</p> <p>If a third-party vendor providing a licensed component revokes or loses IP rights after contract award, will the Bidder be held liable, and will a cure period or substitution window be provided?</p> | <p>The bidder has to undertake due diligence while bidding and should propose components/sub-components in its solutions and ensure that it has the appropriate license or rights to position the technical solutions for the purpose of this bid.</p> <p>For more details refer section 31 RFP volume-3 page 36 and 37</p> |
| 59 | 1 | 6.5 | 10 | 6.5 "Bidders shall not be allowed to list more than one Sub-Contractor ..." | <p>Can the Employer confirm whether bidders may nominate backup or alternate subcontractors per item to mitigate the risk of disqualification or non-availability of a single vendor?</p> <p>Will the Employer permit substitution post-submission?</p> | No. Please refer to clause 20 RFP volume-3 |
| 60 | 1 | 7.2 | 12 | 7.2 "If a Bidder tries to directly influence the Employer/NISG..." | In the event that a bidder's communication is deemed inappropriate under Clause 7.2, will the bidder be notified or given a chance to respond before disqualification? | The clause is self explanatory |

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| 61 | 1 | 10.1 | 12 | 10.1 "NISG may amend the Bidding Document..." | <p>What if addenda are issued after 14 days before the deadline of submission, which might contain uncertainties. Will bidders allowed to submit request for clarification then?</p> <p>Will the Employer provide a minimum buffer period (e.g., 7 days) between the issuance of a substantial amendment and the bid submission deadline?</p> <p>If an addendum materially changes the scope or cost basis, will bidders be allowed to adjust their technical or commercial submissions accordingly?</p> | <p>Yes. Buffer period will be provided as deemed appropriate.</p> <p>Due process for submission of bid will be followed</p> |
| 62 | 1 | 12 | 13 | 12. "The Bid and all correspondence and documents..." | Can the Employer confirm whether translations of non-English documents must be certified by a sworn translator, notarized, or legally attested, and if so, under which jurisdiction's rules? | The clause is self explanatory |
| 63 | 1 | 18.6 | 14 | 18.6. "For the commentary to be furnished ..." | Can bidders request pre-bid validation or informal feedback from NISG on whether a proposed substitute is acceptable to avoid post-submission disqualification? | No. |
| 64 | 1 | 19.1 | 14 | "...to be reasonably inferred from the Bidding Document..." | Could the Employer clarify what kinds of 'reasonably inferred' deliverables are expected to be priced even if not specifically listed in Volume 2? | The clause is self explanatory and refers to meeting minimum specifications and complying to SLAs that have been defined in the RFP |
| 65 | 1 | 19.8 | 15 | 19.8. "Under Fixed Price, prices quoted by the Bidder ..." | Will any exceptions to fixed pricing be considered for extreme inflation, foreign exchange fluctuation, or regulatory changes during the 4-year contract? | No |
| 66 | 1 | 21.2 | 16 | 21.2 "In exceptional circumstances, before the expiration..." | If only a subset of bidders agrees to the extension, will the Employer proceed with only those bids, or cancel/reissue the tender? | Yes. The understanding is correct however the bid will not be cancelled or re-issued |
| 67 | 1 | 22.4 | 16 | 22.4. "...be returned as promptly as possible..." | Can the Employer commit to a defined timeline (e.g., 7–10 working days) for returning bid securities after award? | The clause is self explanatory |

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| 68 | 1 | 23.2 | 17 | This authorization shall have a written confirmation ..." | Can the Employer please specify the exact form of written authorization required under ITB 23.2 — for example, is a Power of Attorney sufficient, or is a Board Resolution or Letter of Authorization also acceptable? | Either power of attorney/board resolution is acceptable |
| 69 | 1 | 24.3 | 18 | 24.3 "The Second Stage (after the visit) of the Bid..." | Is a soft copy of ONLY the Technical Bid required? | Yes softcopy of pre-qualification bid, technical bid as well as financial bid are required in MS word and MS Excel (xls) format |
| 70 | 1 | 29.2 | 20 | 29.2. "Any attempt by a Bidder to influence ..." | What kinds of communication are considered "attempts to influence" and could result in disqualification? Is the judgement of whether a communication is an "attempt to influence" relies solely on the discretion of the Employer? | The clause is self explanatory |
| 71 | 1 | 30 | 20 | 30. Clarification of bids | <p>Will all bidders be given the opportunity to clarify similar issues, or is it entirely at the discretion of NISG?</p> <p>What measures are in place to ensure consistent treatment?</p> <p>What is the distinction between permissible clarifications and impermissible modifications?</p> <p>Can bidders submit revised documents if the originals are unclear or outdated?</p> | The clause is self explanatory |
| 72 | 1 | 33 & 35 | 20 | Responsiveness of the bids | Is there a defined internal guideline or scoring matrix that distinguishes material vs. non-material issues? | The clause is self explanatory |
| 73 | 1 | 3.1 | 60 | 3.1. "The BIDDER will not offer, directly or through..." | Will there be a formal hearing or investigation process before sanctions are imposed under this clause, especially if the bidder denies the alleged misconduct? | The clause is self explanatory however due process will be followed. |

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| 74 | 1 | 3.4 | 62 | The BIDDER will not collude with other parties ...” | <p>What is the process followed if collusion is suspected during the bidding or evaluation stage?</p> <p>Will bidders be notified and given an opportunity to respond or submit clarifications if suspected of collusion?</p> <p>If bidders share common vendors, advisors, or consortium members with others, will that automatically be viewed as collusion, or can it be explained and pre-declared?</p> | The clause is self explanatory however due process will be followed. |
| 75 | 1 | | 29 | Experience of implementing MOSIP ID Platform | <p>We request NISG to remove this clause, as globally only three projects have been deployed on the MOSIP platform for National ID i.e. Morocco, Philippines, and Uganda (Ongoing). This will give an advantage to companies and restrict others in the score, so please allow new players who are competent and understand the MOSIP ecosystem well, and keep equal and friendly platform for all.</p> | MOSIP experience is not mandatory clause and not a rejection criterion for the purpose of pre-qualification. |
| 76 | 1 | | 4 | Total Enrolment Units (Fixed) (Two per Cluster – 806 x 2) | <p>We request to clarify that 1612 enrolment kits will going to purchase or less than it.</p> | Please refer to Annexure-5 Demand Capacity section 5.1.3 |

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| 77 | 1 | 3.2 Pre-Qualification of the Bidder Page 33 | 33 | <p>General Experience – The bidder should have experience in IT projects in the last ten (10) financial years, including:</p> <ul style="list-style-type: none"> • System integration and • Software application development, customization and maintenance <p>The project(s) should meet the following requirements: At least one (1) such project of INR 110 crore or more. OR At least two (2) such projects, each of INR 70 Crore or more value.</p> | <p>Query 1: We request clarification on whether the bidder is allowed to include projects that were awarded more than ten (10) years ago but have remained operational within the last ten (10) financial years and/or are currently ongoing.</p> <p>Query 2: We also seek confirmation on whether an ongoing project, post-go-live, will be considered valid by the procurement authority. Further, to substantiate that the project meets the 110Cr revenue criteria. Can we submit the following documents:</p> <ul style="list-style-type: none"> • Copies of the agreement/contract executed between our organization and the client, • A certificate from the Company Secretary or Statutory Auditor, which includes year-wise split of the revenue details from the project? | <p>Response 1- Yes. Ongoing projects are acceptable provided the bidder has continued association with the project cited.</p> <p>Response-2- Yes. The on-going project post go-live shall be considered if the projects are cited accordingly</p> |
| 78 | 1 | 3.2 Pre-Qualification of the Bidder Page 33 | 33 | <p>Relevant Experience - During the last ten (10) years, the bidder must have completed at least one (01) system integration project with a value of 50 crores in the field of identity including domains like passport, driving license, CRVS, election card etc. and supporting application software of similar scope.</p> | <p>Query 1: We kindly request clarification on whether the bidder may include projects that were awarded more than ten (10) years ago, provided they have remained operational during the last ten (10) financial years and/or are currently ongoing.</p> <p>Query 2: To demonstrate that the project has generated revenue exceeding ₹50 Cr, can we submit the following documentation:</p> <ul style="list-style-type: none"> ■ A copy of the executed agreement/contract between our organization and the client ■ A testimonial and/or a certificate from the Company Secretary or Statutory Auditor, including revenue details from the project? | <p>For document purposes, please refer volume-1 section 3.2 (General Experience) where the list of acceptable documents is provided.</p> |

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| 79 | 1 | 3.2 Pre- Qualificati on of the Bidder Page 34 | 34 | Financial Capability- Submission of audited financial statements acceptable to the employer for the preceding 3 years ending on March 2025 | Request for Consideration of FY 2023–2024: We kindly request that bidders be allowed to consider the recently completed financial year FY 2023–2024 as the latest financial year for submission of financial documents. This is requested in view of the fact that the statutory deadline for finalizing audits for FY 2024–2025 is 30th September 2025, and the audited financial statements for that period will only be available closer to that date. | The clause may be read as: Submission of audited financial statements acceptable to the Employer for the preceding 3 years ending on March 2024 |
| 80 | 1 | SECTION II: BID DATA SHEET Page 24 | 24 | The bid shall include a Bid Security (original) issued by a Schedule Commercial bank in India using the form included in Section IV (Bidding Forms). | We request you to kindly reconfirm whether the original Bid Security can be issued by a Scheduled Commercial Bank located in India requiring no presence or operations in Sri Lanka. | Yes. Refer to ITB 22.1 Volume-1 |
| 81 | 1 | Section-III - Evaluation & Qualificati on Criteria Page 29 | 29 | A1.1.2 Experience of implementing MOSIP ID Platform | While this is a TQ query, we are asking as decision on this will impact the selection of potential partners and the construct for the bid. Kindly revise the text to showcase our relevant experience in either MoSIP or Identity engagements: “A1.1.2 – Experience in implementing MOSIP or an Identity Platform.” | Clause remains unchanged |
| 82 | 1 | Section-III - Evaluation & Qualificati on Criteria Page 29 | 29 | A1.1.2 Experience of implementing MOSIP ID Platform | While this is a TQ query, we are asking as decision on this will impact the selection of potential partners and the construct for the bid. Since very few MOSIP implementations have been undertaken/completed across the world, the experience of implementing MOSIP platforms would be with very few SIs, especially 1/2 Indian SIs, and would be a limiting criteria. Hence we would request you to consider Technical Advisory and Implementation Support provided to countries/governments that have or are implementing MOSIP ID platforms as a valid and acceptable credential and experience. | Clause remains unchanged |

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| 83 | 1 | Section-III - Evaluation & Qualification Criteria Page 29 | 29 | A1.4 Implementing projects using biometrics features like voter ID, driving license, passport, etc. | <p>While this is a TQ query, we are asking as decision on this will impact the selection of potential partners and the construct for the bid.</p> <p>NIST defines biometrics as : A measurable physical characteristic or personal behavioural trait used to recognize the identity, or verify the claimed identity, of an applicant. Facial images, fingerprints, and iris scan samples are all examples of biometrics.</p> <p>We would just like to seek confirmation if our understanding is correct that a facial photograph/image will be considered a biometric modality, and hence projects involving it will suffice for this criteria.</p> | Yes the understanding is correct |
| 84 | 1 | Section-III - Evaluation & Qualification Criteria Page 29 | 29 | A2.2 Experience with ABIS Implementation of Similar type – size and scale | <p>While this is a TQ query, we are asking as decision on this will impact the selection of potential partners and the construct for the bid.</p> <p>Please confirm if our understanding is correct that an ABIS solution with experience handling over 20 million records/gallery size and the capability to process 40,000 deduplications per day will be considered of comparable size and scale.</p> | For PQ qualification the criteria related to ABIS solution is defined in section 3.2 volume-1 (Experience of Biometric Solution Provider). |
| 85 | 1 | 4.3 Qualification of the Bidder Page 43 | 43 | (c) In the case of JV, a letter of intent is required to form a JV or JV agreement by ITB 3.1. | <p>As per Clause 4.3.1, eligible bidders are permitted to form an LOI, Joint Venture, Consortium, etc.</p> <p>In this regard, we request you to kindly provide the prescribed templates or formats for the Letter of Intent (LOI) or any required subcontracting agreements to be executed with subcontractors and local partners</p> | The bidder may use any standard format for LOI and consortium fulfilling the requirements of the RFP. It must clearly bring out the role and responsibilities of the lead bidder, JV partners, consortium members and sub contractors. |
| 86 | 1 | 3. Eligible Bidders Page 8 | 8 | The Lead bidder must be an Indian entity (private or a government-owned entity or any combination of such entities) with the intent to enter into an agreement supported by a letter of intent or under an existing contract in the form of a joint venture, consortium or association or a group of companies under a single umbrella. | <p>As per Clause 3 and 3.1, eligible bidders are allowed to enter into arrangements such as LOI, Joint Venture, or Consortium. In this context, we kindly request you to provide the relevant templates or formats for the Letter of Intent (LOI) or subcontracting agreements that are required to be executed with subcontractors and local partners.</p> | The bidder is allowed to use any standard format for power of attorney meeting the requirements of the JV and consortium as per the RFP. |

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| 87 | 1 | 3.1 Evaluation | | The evaluation of the bid will be based on the “Quality Cum Cost - Based Selection” (QCBS) methodology. In this method, 70% of the weightage would be for the Technical Bid and 30% of the weightage would be given to the Price bid. | We kindly request to revise the QCBS evaluation criteria to 80:20 (80% Technical, 20% Financial). Given the strategic nature and technical complexity of the project, a higher technical weightage will ensure that bidders with proven domain expertise, robust solutions, and a strong track record are given due priority during evaluation. | Clause remains unchanged |
| 88 | 1 | 3.1 b | 8 | The JV/Consortium shall nominate one of the partners with the authority to conduct all business for and on behalf of any of the JV's/Consortium partners during the Bidding process. This shall be supplemented by evidence by submitting a Power of Attorney signed by legally authorized partners' signatories | <p>In the Bidder Response Format – Pre-Qualification Bid given at Page 38 of Volume I, the requirement of submission of Power of Attorney is not given as part of Pre-qualification Bid.</p> <p>Please confirm of the Power of Attorney should be submitted as part of Pre-Qualification Bid or Technical Bid?</p> <p>Please provide the format for Power of Attorney if we need to submit the POA in any specific format.</p> | The power of attorney is to be submitted as a part of pre-qualification bid. The bidder is allowed to use standard format for power of attorney meeting the requirements of the JV and consortium as per the RFP. |
| 89 | 1 | 3.3e | 9 | A Bidder participates in more than one Bid in this Bidding process. Participation by a Bidder in more than one Bid will disqualify all Bids in which it is involved. However, this does not limit the inclusion of the same sub-contractor, not otherwise participating as a Bidder, in more than one Bid or | <p>This section clarifies that a sub-contractor can be part of any number of bids as a sub-contractor.</p> <p>Can a member of a consortium (not the Lead Partner), participate in multiple bids as member of consortium not as a Lead Partner in any Bid?</p> | The understanding is correct. Please refer section 6 of RFP volume-1 |
| 90 | 1 | 6.2 clause A | 10 | 6.2 Any firm not participating as Lead Bidder or as a partner in a Joint Venture may be proposed as a Sub-Contractor in any number of Bids. | | No. A member of a consortium cannot participate in multiple bids as member of consortium and also not as a Lead Partner in any Bid |

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| 91 | 1 | 6.4 clause A | 10 | 6.4 If a Lead Bidder intends to Sub-Contract major items of Products and Services, it shall include in the Bid details the name and nationality of the proposed Sub-Contractor, including vendors for each item. It shall be responsible for ensuring that any Sub-Contractor proposed complies with the requirements of ITB 3. | Can a JV or Consortium of two / three companies participating in the Bid, propose and add Sub-contractors also as part of their Bid? | JV/consortium can further sub-contract in the areas defined in ITB 6.1 provided one of the members of JV/consortium partners specialising in the area of subcontracting cannot appoint a sub-contractor in the same field. It is further clarified that the area of system integration in sub contracting means supply and commissioning of IT equipments, and associated peripherals from OEMs only for the purposes of setting up of data centres. |
| 92 | 1 | 3.2 | 34 | Financial Capability - Submission of audited financial statements acceptable to the Employer for the preceding 3 years ending on March 2025. | <p>We respectfully submit that, audit for the financial year ending March 2025 is currently in progress and the audited financials for FY 2024–2025 will be available by September 2025.</p> <p>Hence, we request you to kindly consider the audited financial statements for the financial years, i.e. FY 2021–2022, FY 2022–2023 and FY 2023–2024 for this requirement.</p> | The clause may be read as: Submission of audited financial statements acceptable to the Employer for the preceding 3 years ending on March 2024 |
| 93 | 1 | 3.2 | 34 | <p>Average Annual Turnover – The bidder's minimum average annual turnover should not be less than Indian Rupees Five Hundred Crore (INR 500 Crore) within the last three (03) years ending March 2025.</p> <p>Note: The turnover refers to the company's standalone turnover and not the turnover of its subsidiaries, sister companies, Associates, etc.</p> | <p>We respectfully submit that, audit for the financial year ending March 2025 is currently in progress and the audited financials for FY 2024–2025 will be available by September 2025.</p> <p>Hence, we request you to kindly consider the audited financial statements for the financial years, i.e. FY 2021–2022, FY 2022–2023 and FY 2023–2024 for this requirement.</p> | The clause may be read as: Submission of audited financial statements acceptable to the Employer for the preceding 3 years ending on March 2024 |
| 94 | 1 | 3.2 | 35 | Relevant Experience - During the last ten (10) years, the bidder must have completed at least one (01) system integration project with a value of 50 crores in the field of identity including domains like passport, driving license, CRVS, election card etc. and supporting application software of similar scope. | <p>To allow competitive bids from more qualified bidders, we request you to kindly amend this clause to:</p> <p>a. Reduce the value of the project for this qualification to 20 Crores.</p> <p>b. Remove the restriction of Last 10 years</p> <p>c. Please consider this qualification to fulfil by "Anyone of the members" in case of JV / Consortium instead of NP / LP.</p> | Clause remains unchanged |

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| 95 | 1 | 3.2 | 35 | <p>Experience of Biometric Solution Provider - The bidder (if an individual entity) or the relevant Consortium Member or the Sub- Contractor should be a Biometric Solution Provider (BSP) with an average annual turnover of at least INR 10 crore in the last ten (10) financial years ending in March 2025 and should have experience of handling at least 5 million biometric records in a single project implementation.</p> | <p>To allow competitive bids from more qualified bidders, we request you to kindly amend this clause to: Please remove the restriction of Last 10 years and allow the projects completed successfully by a company. Please modify the Average Annual Turnover to consider as the Value of the project.</p> <p>We request you to kindly amend this caused to -</p> <p>"The bidder (if an individual entity) or the relevant Consortium Member or the Sub- Contractor should be a Biometric Solution Provider (BSP), should have experience of handling at least 5 million biometric records in a single project implementation with project value of INR 10 Crore."</p> | <p>An entity either participating as JV member or Consortium Partner has to independently meet experience criteria as defined.</p> |
| 96 | 1 | 4.3.1 | 43 | <p>All Bidders, whether individual firms, each partner of a Joint Venture and a named Sub-Contractor(s) for highly specialized components of the Products and/or Services that are Bidding, must complete the information in this form.</p> | <p>We submit that 'Consortium' is not mentioned in this section.</p> <p>Please confirm if the word "Joint Venture" or "JV" stated here in this section 4.3.1 covers the meaning of Consortium as well.</p> | <p>The clause may be read as JV/consortium</p> |
| 97 | 1 | 4.3.1 | 43 | <p>(c) In the case of JV, a letter of intent is required to form a JV or JV agreement by ITB 3.1.</p> | <p>Request you to please confirm, this requirements covers the Consortium also along with JV to submit a Letter of Intent to form a Consortium or Consortium Agreement under this requirement.</p> | <p>Understanding is correct. It covers consortium also</p> |
| 98 | 1 | 4.3.1 | 43 | <p>d) In the case of a government-owned entity, any additional documents not covered under (a) above are required to comply with ITB 3.5.</p> | <p>Request you to please provide us what additional documents are required for a government-owned entity.</p> | <p>Any applicable document which is not covered under the form which satisfies the criteria under section 3.5 may be attached</p> |
| 99 | 1 | 4.3.2 | 45 | <p>This is to be completed by the Bidder and, if JVCA, by each partner as appropriate to demonstrate that they meet the requirements stated in the BDS.</p> | <p>We submit that 'Consortium' is not mentioned in this section.</p> <p>Please confirm if the word "JVCA" stated here in this section 4.3.2 covers the meaning of Consortium as well.</p> | <p>Understanding is correct. It covers consortium also</p> |

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| 100 | 1 | 4.3.4 | 46 | To be completed by the Bidder and, if JVCA, by each partner as appropriate to demonstrate that they meet the requirements stated Financial Capability SECTION III. | <p>We submit that 'Consortium' is not mentioned in this section.</p> <p>Please confirm if the word "JVCA" stated here in this section 4.3.3 covers the meaning of Consortium as well.</p> | Understanding is correct. It covers consortium also |
| 101 | 1 | 4.3.4 | 47 | <p>4.3.4. Average Annual Turnover</p> <p>This is to be completed by the Bidder and, if JVCA, by each partner as appropriate to demonstrate that they meet the requirements stated in the BDS.</p> | <p>Please confirm if the word "JVCA" stated here in this section 4.3.4 covers the meaning of Consortium as well.</p> | Understanding is correct. It covers consortium also |
| 102 | 1 | 4.3.4 | 47 | <p>4.3.4. Average Annual Turnover</p> <p>This is to be completed by the Bidder and, if JVCA, by each partner as appropriate to demonstrate that they meet the requirements stated in the BDS.</p> | <p>We submit that in Section 3.2 Pre-Qualification of the Bidder, at Page 34, the "Average Annual Turnover" is required to be submitted by the NP / LP (Lead Partner), in case of JV / Consortium to fulfil the requirement criteria.</p> <p>Where as in this Section 4.3.4, it is stated to submit this form by Each Partner.</p> <p>Can you please clarify whether Each partner is required to submit this form?</p> | form 4.3.4 may be completed by each partner |
| 103 | 1 | 4.3.4 | 47 | 4.3.4. Average Annual Turnover | <p>Please clarify whether this Form / certificate is to be signed by a Statutory Auditor or by the Authorised Signatory of the Company signing the Bid.</p> | It has to be signed by statutory auditor and the clause may be read as: Submission of audited financial statements acceptable to the Employer for the preceding 3 years ending on March 2024 |
| 104 | 1 | 4.3.5 | 48 | <p>4.3.5. Financial Resources (if Applicable)</p> <p>This is to be completed by the Bidder and, if JVCA, by each partner as appropriate to demonstrate that they meet the requirements stated in the BDS.</p> | <p>We submit that in Section 3.2 Pre-Qualification of the Bidder, the "Financial Resources" requirement is not mentioned. Where as in this Section 4.3.5, it is stated to submit this form by Each Partner.</p> <p>Can you please clarify whether "Financial Resources" form is to be submitted by NP / LP in case of JV / Consortium or Each Partner is required to submit?</p> | Please refer section 4.1 volume-1. The form has to be filled by each partner of JV/consortium, subcontractor along with Lead bidder |

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| 105 | 1 | 4.3.6 | 49 | <p>4.3.6. Evidence of Access to or Availability of Credit Facilities (if Applicable)</p> <p>This is to be completed by the Bidder and, if JVCA, by each partner as appropriate to demonstrate that they meet the requirements stated in the BDS.</p> | <p>We submit that in Section 3.2 Pre-Qualification of the Bidder, the "Evidence of Access to or Availability of Credit Facilities" requirement is not mentioned. Where as in this Section 4.3.6, it is stated to submit this form by Each Partner.</p> <p>Can you please clarify whether "Evidence of Access to or Availability of Credit Facilities" is to be submitted by NP / LP in case of JV / Consortium or Each Partner is required to submit?</p> <p>And also please let us know the minimum Amount of Facilities expected to meet this qualification if any?</p> | Please refer section 4.1 volume-1 |
| 106 | 1 | 4.3.7 | 50 | <p>4.3.7. General Experience in Information Products and Services</p> <p>All individual firms and all partners of a Joint Venture and Subcontractor (s) must complete the information in this form about the general management of Information Products and Services Contracts.</p> | <p>We submit that this form states about All partners of Joint Venture and Subcontractor(s).</p> <p>Request you to please confirm, the word "Joint Venture" covers Consortium also under this requirements?</p> | Yes the understanding is correct |
| 107 | 1 | Page 34, Section III, Clause 3.2 | 34 | <p>Financial Capability - Submission of audited financial statements acceptable to the Employer for the preceding 3 years ending on March 2025.</p> | <p>We would like to respectfully submit that, in accordance with the requirements under the Companies Act and the Income Tax Act, the statutory audit for the financial year ending March 31, 2025 is currently in progress and is scheduled to be completed by September 2025, in line with the prescribed timelines. Accordingly, the audited financials for FY 2024–2025 will be available only after the conclusion of the audit as per statutory compliance.</p> <p>In view of this, and pre-qualification bis submission due date of 08-August-2025, we kindly request you to consider the audited financial statements for the preceding three financial years, i.e. FY 2021–2022, FY 2022–2023 and FY 2023–2024 for fulfilling this pre-qualification requirement.</p> | The clause may be read as: Submission of audited financial statements acceptable to the Employer for the preceding 3 years ending on March 2024 |

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| 108 | 1 | Page 34, Section III, Clause 3.2 | 34 | <p>Average Annual Turnover – The bidder's minimum average annual turnover should not be less than Indian Rupees Five Hundred Crore (INR 500 Crore) within the last three (03) years ending March 2025.</p> <p>Note: The turnover refers to the company's standalone turnover and not the turnover of its subsidiaries, sister companies, Associates, etc.</p> | <p>We would like to respectfully submit that, in accordance with the requirements under the Companies Act and the Income Tax Act, the statutory audit for the financial year ending March 31, 2025 is currently in progress and is scheduled to be completed by September 2025, in line with the prescribed timelines. Accordingly, the audited financials for FY 2024–2025 will be available only after the conclusion of the audit as per statutory compliance.</p> <p>In view of this, and pre-qualification bis submission due date of 08-August-2025, we kindly request you to consider the audited financial statements for the preceding three financial years, i.e. FY 2021–2022, FY 2022–2023 and FY 2023–2024 for fulfilling this pre-qualification requirement of Average Annual Turnover.</p> | <p>The clause may be read as: Submission of audited financial statements acceptable to the Employer for the preceding 3 years ending on March 2024</p> |
| 109 | 1 | Page 35, Section III, Clause 3.2 | 35 | <p>Relevant Experience - During the last ten (10) years, the bidder must have completed at least one (01) system integration project with a value of 50 crores in the field of identity including domains like passport, driving license, CRVS, election card etc. and supporting application software of similar scope.</p> | <p>In view of encouraging more participation, we request you to kindly consider:</p> <ul style="list-style-type: none"> a. Lowering the value of the project under this qualification to 25 Crores. b. Remove the cap of Last 10 years to allow the projects completed successfully by a company c. Request to consider and allow this qualification to fulfil by "Anyone of the members" in case of JV / Consortium instead of NP / LP. | <p>Clause remains unchanged</p> |

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| 110 | 1 | Page 35, Section III, Clause 3.2 | 35 | <p>Experience of Biometric Solution Provider - The bidder (if an individual entity) or the relevant Consortium Member or the Sub- Contractor should be a Biometric Solution Provider (BSP) with an average annual turnover of at least INR 10 crore in the last ten (10) financial years ending in March 2025 and should have experience of handling at least 5 million biometric records in a single project implementation.</p> | <p>In view of encouraging more participation, We request you to kindly remove the cap of Last 10 years to allow the projects completed successfully by a company and also modify the Average Annual Turnover to Project Value.</p> <p>We request you to kindly amend this caused to -</p> <p>"The bidder (if an individual entity) or the relevant Consortium Member or the Sub- Contractor should be a Biometric Solution Provider (BSP), should have experience of handling at least 5 million biometric records in a single project implementation with project value of INR 10 Crore."</p> | Clause remains unchanged |
| 111 | 1 | Notice Inviting Tender | | Schedule of Tender, Last Date and Time for Submission of Pre-qualification bid: On or Before 8th August 2025 | <p>In view of the complex nature of the project and the need for detailed discussions with various stakeholders to establish strategic alliances and ensure a comprehensive and competitive submission, we respectfully request you to extend the last date for submission of Pre-Qualification Bids by a period of four (4) weeks.</p> | Currently no extension is envisaged |
| 112 | 1 | 3.2 | | | <p>Under the "General experience" the requirement is that we have at least one project of 110 crore. We have done multiple global projects of this value, however, due to client confidentiality, we cannot share the client details. Would it be acceptable, if we submit a certificate from a CA giving details of the payment received for such project?</p> | Certificate from CA along with an undertaking on the company's letter head signed by the authorised representative will be acceptable |
| 113 | 1 | 3.2 | | | <p>Nagarro is a global organization where we have multiple entities, affiliates who have worked with global organizations, public sector companies and governments. Will the relevant project experience of our affiliates or sister concerns be considered valid for this proposal?</p> | It is acceptable. Please refer ITB 6.1 page-25 of RFP volume-1 |

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| 114 | 1 | 27 | 43.1 | Employer/NISG reserves the right to vary the quantities in Section VI (Schedule of Requirements) of Volume 2 by increasing or decreasing them by up to 25% | Pls clarify how such variations will impact the overall contract value or who will bear the financial implication of such changes. In the event of change in quantities , will the contract value be adjusted proportionately based on the unit rates quoted in the financial bid? | This is not related to PQ and shall be addressed at the time of technical meeting |
| 115 | 1 | 29 | 3.1.2.2 | Experience of implementing MOSIP ID Platform | We respectfully request NISG to consider removing this clause, as only three countries—Morocco, the Philippines, and Uganda (ongoing)—have implemented National ID projects using the MOSIP platform globally. This clause could inadvertently give advantage to limited number of companies. We urge you to create a level playing field by allowing competent new entrants to participate on equal and fair terms. | MOSIP experience is not mandatory clause and not a rejection criterion for the purpose of pre-qualification. |
| 116 | 1 | 29 | 3.1.2.2 | Criteria A: MSI's Credentials and Experience | Request to include Technical marks of "20" for bidders having valid CMMi Level 5 certification. This is an important parameter to assess the capability of a bidder to implement such project. | Clause remains unchanged |

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| 117 | 1 | 3.2 | 34 | <p>Average Annual Turnover – The bidder's minimum average annual turnover should not be less than Indian Rupees Five Hundred Crore (INR 500 Crore) within the last three (03) years ending March 2025. Note: The turnover refers to the company's standalone turnover and not the turnover of its subsidiaries, sister companies, Associates, etc.</p> | <p>The Project value is estimated to be Rs 300 Cr. We would like to draw your attention to CVC Guidelines - Criteria 3 – Financial Standing under “Manual for Procurement of Goods”, which states:</p> <p>"The average annual financial turnover of the bidder during the last three years, ending on the relevant date, should be fixed at 40–80% (or any other suitable percentage) of the estimated cost of the quantity in the Bid Document. Another clause states that “For the purpose of qualifying under the Financial Standing Criteria, the financial credentials of a holding company may be clubbed with only one of its wholly owned subsidiaries, subject to submission of appropriate legal documents proving such ownership."</p> <p>In light of the above, we submit that for a tender with an estimated value of INR 300 Crore, the prescribed turnover threshold should not exceed INR 200 Crore. The currently specified turnover criterion of INR 500 Crore (i.e., over 165% of the estimated cost) appears excessive and may unduly limit bidder participation, which runs contrary to the CVC’s emphasis on ensuring fair and broad-based competition.</p> <p>We also request that the tender conditions be amended to allow consideration of the turnover of a wholly owned subsidiary as per CVC Guidelines, subject to submission of appropriate documentary evidence</p> <p>Suggested Modification: "The bidder's minimum average annual turnover</p> | <p>The clause remains unchanged</p> |
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| 118 | 1 | 3.2 | 36 | Certification – • CMMi Level 3 or above. | <p>In view of the project’s scale, complexity, and critical nature—particularly due to the need for mature, data-driven, and continuously improving software development practices—we respectfully recommend that CMMI Level 5 certification be made mandatory. CMMI Level 5 ensures a far higher degree of process maturity, continuous improvement, and risk mitigation, which are crucial for projects of this nature and magnitude.</p> <p>Suggested: “The bidder must possess a valid CMMI Level 5 certification as of the bid submission date.”</p> | Clause remains unchanged |
| 119 | 1 | 4.12.4 | 87 | Balance amount of P1+P2+P4+P5 | Pls clarify the payment schedule of Balance amount of P3 Milestone. | P3 is omitted and should be considered as a typo error. However a corrigendum will be issued at the time of TQ. |
| 120 | 1 | 3.2 | 34 | <p>General Experience – The bidder should have experience in IT projects in the last ten (10) financial years, including:</p> <ul style="list-style-type: none"> • System integration and • Software application development, customization and maintenance <p>The project(s) should meet the following requirements: At least one (1) such project of INR 110 crore or more. OR At least two (2) such projects, each of INR 70 Crore or more value</p> | <p>Clause 3.2 under Pre-Qualification of the Bidder states that the General Experience criteria are to be fulfilled by Single entity or Nominated Partner of a Joint Venture or prime bidder or Lead Partner of a Consortium lead member in case of a consortium or Lead Bidder in a Subcontracting Arrangement.</p> <p>However, Form 4.3.7 titled General Experience in Information Products and Services requires that all individual firms, including all partners of a Joint Venture and Subcontractors, must fill in their general experience information.</p> <p>This creates a contradiction or ambiguity between the eligibility criteria. Kindly clarify to ensure proper compliance in our bid submission.</p> | The form has to be filled by the lead bidder however the consortium members or subcontractor has to fill the form as applicable. |
| 121 | 1 | | 46,47,48 | <p>Annex 4.3.3: Financial Capability</p> <p>Annex 4.3.4: Average Annual Turnover</p> <p>Annex 4.3.5: Financial Resources</p> | It is mentioned that Annexure 4.3.3 (Financial Capability) is to be signed by the banker. Similarly please clarify whether these annexures- 4.3.4 and 4.3.5 are to be signed by the banker or some other authority? | Signature from banker is not mandatory. It can be signed by company secretary/statutory auditor/authorised representative |

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| 122 | 1 | 4.3.6 | 49 | Annex 4.3.6: Evidence of Access to or Availability of Credit Facilities | Please mention credit facility of how much amount is required from the bank in reference to this Annexure. | Not required |
| 123 | 1 | Appendix 7 | 81 | Appendix 7: Terms and Procedures for Payment | It is mentioned in Appendix 7 that the invoices for payment will be verified by GoSL and after acceptance by GoSL, it will be forwarded to Indian Embassy for payment. Indian Embassy will release the payment to bidder after release of funds from NISG or MEA. Please clarify if our understanding is correct. | This is not related to PQ and shall be addressed at the time of technical meeting |
| 124 | 1 | 4.3.8 | 51 | To be completed by the Bidder and, if JVCA, by each partner as appropriate to demonstrate that they meet the requirements stated in Section III: Clause 3.2-3.2.4.2. Use a separate sheet for each Contract. | Kindly confirm: The correct clause number or section that outlines the specific experience requirement. Whether this is a typographical error and should refer to Clause 3.2 only. | The understanding is correct. It refers to clause 3.2 |
| 125 | 1 | 4.3.9 | 53 | To be completed by the Bidder and, if JVCA, by each partner as appropriate to demonstrate that they meet | Kindly confirm: The correct clause number or section that outlines the specific experience requirement. Whether this is a typographical error and should refer to Clause 3.2 only. | It refers to clause 3.2 |
| 126 | 1 | 3.1.2.5 | 31 | Technical Score Parameter- Criteria D: Team Constitution and Staffing | Please clarify how many resumes are required to be attached to get full marks in below section? D1 Qualification, certification and experience of the MSI's team D1.1 Leadership D1.2 Architects D1.3 Engineers D1.4 Track Leads D1.5 BSP engineers | This is not related to PQ Parameter shall be addressed at the time of technical meeting |
| 127 | 1 | General | 28 | The technical marking criteria mentioned in Section-3.1.2.2 | The technical marking criteria mentioned in Section-3.1.2.2 and the sections mentioned therein are not in alignment with the criteria in section 4.6.3 Bidder's Overall Technical Solution. | Reference is invited to section 3 (3.1.2) which provides detail technical score parameter for various evaluation parameter defined in section 3.1.2.1. It is clarified that the criteria specified in section 4.6.3 is for bidders guidance to prepare the technical bid however the evaluation be based on the parameters specified in section 3. |
| 128 | 1 | 4.4.2 Key Personnel Details | 66 | Date of birth | Since Date of birth is PII (Personal Identifiable Information) we cannot share this detail for employees. | Noted |

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| 129 | 1 | Section-IV | 68 | 4.4.3 Current Contract Commitments/Work in Progress | There are a lot of text in the RFP, in terms of sections or compliances which are strike out. Please confirm if all that text is to be ignored | Understanding is correct. |
| 130 | 1 | General | | MSI payment and Taxation related | As per RFP it has been stated payment will be made only in INR, as per Indian GST law transaction will be considered as zero rated (i.e. no tax charged considering export) only if payment for the services received in convertible foreign currency or in INR if permitted by Reserve Bank of India (RBI), we understand that Sri Lankan recipient of services or goods is permitted by RBI to make payment in INR and for making payment the procedures defined under RBI Circular No.10 (RBI/2022-2023/90 A.P. (DIR Series)) dated 11th July, 2022 required to be followed. We request to confirm whether payment from Sri Lanka will be made following the procedure defined in referred Circular ? | This is a financial query and shall be addressed during techno-commercial pre-bid meeting |
| 131 | 1 | General | | Export Control | Since this is a Government to Government project please confirm if there are any Transfer of Technology Agreement applicable for this contract. Request clarifications and details on the same. | No |
| 132 | 1 | General | | FEMA/Indian Contract Act | Please clarify if the FEMA/India Contract Act would be applicable to the RFP | This will be further clarified during technical round of clarifications |
| 133 | 1 | General | | Export Control/License Agreement | Is there list of Import control restrictions form Specific countries for HW/SW in Sri Lanka. If so request to please share the list. We also request GoSL to share Embargo list of countries. | This will be further clarified during technical round of clarifications |
| 134 | 1 | General | | Office Space for local delivery | Please clarify if MSI can use Sub-contractor's office space as Project office. | yes |

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| 135 | 1 | General | | DC/DR Set up | We understand that the space for DC/DR would be provided by GoSL. Please confirm that Power, cooling, wiring and racks along with the necessary infrastructure for setup of DC/DR be provided by GoSL. Kindly provide the Tier specifications of the data centres been provided by GoSL. | It has been decided that GoSL shall provide co-location, hosting space for both DC and Dr. The MSI has to provide IT infrastructure for setup of DC and DR. The shortlisted bidder may avail the opportunity during the site visit to Sri Lanka to discuss with DCSP for finalizing the hosting space and other requirements. All data centre facilities will be provided complying to tier III standards however racks and other associated peripherals will be provided by the MSI. |
| 136 | 1 | General | | Payments, Taxes and Duties | Please confirm whether payment to Indian bidder will be paid by following RBI procedure i.e. payment will be made from Special Vostro account of foreign bank maintained in India ? Note: If we are expected to receive payment from Indian organization bank account then we need to charge Indian GST@18% on offshore services. Please elaborate on GST credits. And confirm If we will get exemption on the GST. | This is a financial query and shall be addressed during techno-commercial pre-bid meeting |
| 137 | 1 | General | | Seating Space | Will GoSL provide space for the seating of the key personnel during the engagement. | Yes |
| 138 | 1 | 4.12.4 Payment Milestones and Schedule | 87 | Balance amount of P1+P2+P4+P5 | Bidder requests the following addition- Balance amount of P1+P2+ P3 +P4+P5 | Yes. Corrigendum will be issued in this regard |
| 139 | 1 | 4.3.4. Average Annual Turnover | 47 | *Average annual turnover calculated as total certified payments received for work in progress or completed, divided by the number of years specified Average Annual Turnover Section III, Evaluation & Qualification Criteria | We can only provide Annual turnover as per Audited Balance sheet and P&L statement. We cannot calculate *Average annual turnover calculated as total turnover from IT Products and Sales, divided by the number of years specified Average Annual Turnover Section III, Evaluation & Qualification Criteria | A certificate of breakup is required as per the list of documents from the company secretary |
| 140 | 1 | 4.3.5. Financial Resources (if Applicable) | 48 | Specify proposed sources of financing, such as liquid assets, unencumbered tangible assets, lines of credit and other financial means, net of current commitments, available to meet the total cash flow demands of the subject Contract or Contracts as indicated in Section III, Evaluation and Qualification Criteria | Please confirm if we can mention the source of financing as "Internal". | Yes |

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| 141 | 1 | 4.3.6. Evidence of Access to or Availability of Credit Facilities (if Applicable) | 49 | Bank Certificate | If the source of financing is internally, no Bank certificate needs to be submitted, pl confirm | Yes |
| 142 | 1 | 4.3.3. Financial Capability | 46 | Name and Address of the Banker along with contact details. | Please let us know whether the Banker details are needed at bid submission stage | No |
| 143 | 1 | 4.4.4 Staff Deployment Plan | 69 | No. of Staff in First 18 Months | As per clause ITB 46.2 Signing of Contract, the Initial Contract will be signed for Four (4) years (one year of Implementation + three years of support and maintenance). So we need to provide staffing data for 12 month only, pl do confirm | Please refer section 4.4.4 volume-1 page-69 and section 10.3.1 Annexure-10 |
| 144 | 1 | 4.11.2 Letter of Price Bid | 83 | (e) Our Bid shall be valid for One Hundred and Forty-Seven [147] days from the date fixed for the Bid submission deadline by the Bidding Documents and it shall remain binding upon us. It may be accepted at any time before the expiration of that period. | Pl confirm whether the bid validity s 147 days or 180 days | 180 days |
| 145 | 1 | Phase II – Operations and Maintenance | 87 | (a) P7 is the component of Annual Maintenance Charges and Annual Technical Support for IT infrastructure and software. The value of P7 will be used for commercial evaluation. However, this would be a component for which the annual payment shall be made during the Operations and Maintenance Phase. GoSL shall approve the AMC and ATS (payable quarterly) contract before the start of each year | (a) P7 is the component of Annual Maintenance Charges and Annual Technical Support for IT infrastructure and software. The value of P7 will be used for commercial evaluation. However, this would be a component for which the annual payment shall be made during the Operations and Maintenance Phase. GoSL shall approve the AMC and ATS (payable quarterly) contract before the start of each year | Question is not clear |