

**CORRIGENDUM NO. 2 -CUM- RESPONSES TO PRE-BID QUERIES AGAINST RFP No. NESL/04/RFP-E-SIGN/2025-26/251101 dated 12th November, 2025 ON
‘PROCUREMENT OF E-SIGN SERVICES**

DATED: 2nd December, 2025

Sr.No.	Bidding Document Reference(s) (Section number/page)	Content of RFP requiring Clarification	Points of clarification Required	Clarification/ Corrigendum
1	10. Pre-Qualification (PQ) Criteria; Page 10	6. The application should support all authentication methods on Android & IOS viz. : Facial recognition, Biometrics, IRIS detection, OTP, TOTP, and Two-factor authentication.	Request you to modify the clause as below: 6. The application should support all authentication methods on Android & IOS viz. : Facial recognition, Biometrics, IRIS detection and OTP OR 6. The application should support any three authentication methods on Android & IOS viz. : 1. Facial recognition, 2. Biometrics, 3. IRIS detection, 4. OTP, 5. TOTP and 6. Two-factor authentication.	Corrigendum: Item No. 6 of section 10 (Pre-qualification Criteria) may be read as under: The application should support all authentication methods on Android & IOS viz. : Facial recognition, Biometrics, IRIS detection, OTP and TOTP.
2	9. Selection Procedure	Stage 2 Further the Technical bids shall be evaluated as per the evaluation criteria specified in Section 11 and Technical Score (TS) shall be awarded. The evaluation will be based on the Technical Bid submitted along with a presentation given to the committee duly constituted. The bidder needs to score a minimum of 50 marks to get qualified for the commercial bid stage (Stage 3).	We have reviewed the RFP document thoroughly and observed that the technical evaluation methodology, including the scoring breakdown and weightage for each parameter, has not been specified. Could you please provide a detailed breakdown of the technical scoring methodology, including the weightage assigned to each evaluation parameter (e.g., experience, team composition, methodology, financial capacity, etc.)?	Corrigendum: Annexure-I-Technical Bid format has been revised and is attached, which will replace the earlier Annexure-I
3	5 (a) (1)	Full compliance with current Aadhaar eSign API specifications.	Are we eligible with the API specification for esign 2.1?	Corrigendum: Para 5(a)(1) may be read as :

				All the bidders should have minimum esign 2.1 capability
4	5 (a) (2) Scope of work	Scope of Work : A) Platform Capabilities – Point No. 2: Support for multiple authentication methods: Facial recognition, Fingerprint scanning, IRIS detection, OTP, TOTP, and Two-factor authentication.	Kindly clarify the expectation regarding “Two-Factor Authentication” during the Aadhaar-based online authentication process for the eSign service.	Corrigendum: Para 5(a)(2) may be read as under: Platform Capabilities – Support for multiple authentication methods: Facial recognition, Fingerprint scanning, IRIS detection, OTP, TOTP
5	5 (C) (4) Scope of work	B) Infrastructure & Security Requirements – Point no. 4: Implementation of Industry-Standard API Security Protocols	We request you to kindly specify the industry-standard API security protocols required for implementation.	Corrigendum: Para 5 (C) (4) may be read as under: Implementation of industry-standard API security protocols: API & SDK Support ○ RESTful API support with well-defined specifications ○Language SDKs (Java platform compatible) ○Android AAR and JavaScript client SDK ○Comprehensive product documentation, version control, and backward compatibility assurance
6	5 (D) (7) Scope of work	C) Support & Integration Services – Point No. 7: Full responsibility for interface development, testing, and ongoing maintenance during the contract duration	As an ESP, primary responsibility is to provide technical support for eSign integration and testing during the contract duration. If any additional support requirements are expected, kindly specify them.	ESPs should have a 24*7 dedicated production support team.
7	Annexure-2-Financial bid format: Page-17	Annexure-2-Financial bid Format: Query on Pricing Model Clarification Regarding the pricing slabs mentioned: First 25 lakh eSigns Additional 25 lakh eSigns beyond the first 25 lakh	We request clarification on how the pricing will be applied in case the annual consumption crosses a slab partially. For example: If the annual eSign consumption is 30 lakh, will the charges be applied as:	For example: If the annual eSign consumption is 30 lakh, the entire 30 lakh consumption be billed at the Slab 2 rate.

		Additional 25 lakh eSigns beyond the first 50 lakh Additional eSigns beyond 75 lakh	First 25 lakh at Slab 1 rates, and Remaining 5 lakh at Slab 2 rates? Or Will the entire 30 lakh consumption be billed at the Slab 2 rate? Kindly confirm which pricing method will be followed so that we can clearly understand the cost implications and ensure accurate financial planning. 2. Also confirm as per the scope of application whether UIDAI ekyc charges will be applicable or not ?	‘Price may be quoted bi-furcating Bidder’s charges and present UIDAI charges’, and total cost would be considered for working out cost of contract. However, if any modification happens in UIDAI charges during contract period, the price chargeable would be increased/decreased accordingly, from the date of such modification in UIDAI charges, if any.”
8		sr. no. 4 in PQ Criteria Must provide at least two verifiable client references from BFSI, government, or regulated industry sectors with successful biometric authentication deployments.	we request you to modify sr. no. 4 in PQ Criteria as given below - Must provide at least two verifiable client references from BFSI, government, or regulated industry sectors with successful OTP /biometric authentication deployments.	Corrigendum: S.No. 4 of PQ Criteria may be read as under: Must provide at least two verifiable client references from BFSI, government, or regulated industry sectors with successful OTP /biometric authentication deployments.
9			We have a query that since Information Technology Act has approved, PAN and Foreign passport-KYC (CA KYC) based authentications, clients who are NRI or Foreign Nationals and want to authenticate can use this service for any use case to sign a document as per Indian law as well, should this also be one of the factor for assessment?	Yes, this will be considered for assessment
10	Page 5 – Point 5 – A (Sub-point 2)	<i>“Support for multiple authentication methods: Facial recognition, Fingerprint scanning, IRIS detection, OTP, TOTP, and Two-factor authentication.”</i>	As per Aadhaar e-Sign API guidelines issued by the CCA, only single-factor authentication is permissible (i.e., Facial Recognition, Fingerprint, IRIS, OTP, or TOTP). Request you to kindly clarify what is meant by “Two-factor authentication” in the context of this RFP and whether NeSL requires authentication beyond the Aadhaar e-Sign specifications.	Already covered in Point no. 4 above.

11	Annexure-2 – Financial Bid Format (Page 18)		<p>Query: Please clarify whether the financial quote should be submitted:</p> <p>a) Inclusive or exclusive of taxes, and b) Inclusive or exclusive of Aadhaar e-Sign charges (if applicable).</p>	<ol style="list-style-type: none"> 1. Quote may be submitted exclusive of taxes 2. Clarification at S.No. 7 may also be referred.
12				<p>Corrigendum: 2nd para of section 11-Technical bid evaluation may be read as under: The technical score (TS) shall be awarded to the bidders by Tender Evaluation Committee based on criteria mentioned in Annexure-I. The marks to be awarded during technical evaluation have also been indicated in Annexure-I. The bidder shall obtain minimum 50% marks in this phase to get qualified for the financial bid opening and evaluation.</p> <p>TS = %age of Total Technical score obtained in the Technical evaluation.</p>
13				<p>Corrigendum: Following words are hereby added at the end of Para 19-Submission of bids:</p> <p><i>‘The bids submitted against this RFP shall be valid for a period of 180 days from the last date of submission mentioned in the RFP schedule’</i></p>

Annexure-I-Technical Bid format (Revised)

Part-A: PQ criteria:

S.No	Clause	Documents required	Attached
1	Provider must hold certification as an e-Sign Service Provider (ESP) from India's Controller of Certifying Authority (CCA).	Copy of the Certificate issued by CCA	Yes/No
2	Must possess an active KUA license for conducting Aadhaar-based e-KYC operations.	Copy of KUA license for conducting Aadhaar-based e-KYC operations.	Yes/No
3	Minimum three years of operational experience in digital signature and biometric authentication services.	Copy of P.O. or the Satisfactory completion certificate from clients	Yes/No
4	Must provide at least two verifiable client references from BFSI, government, or regulated industry sectors with successful biometric authentication deployments.	Details of clients with their email id, contract person name and mobile no. etc.	Yes/No
5	The bidder must not be blacklisted/suspended by any Central or State Govt. Organizations or debarred from bidding process, as on date of submission of the bids	Undertaking by the bidder on its letterhead.	Yes/No
6	The application should support all authentication methods on Android & IOS viz. : Facial recognition, Biometrics, IRIS detection, OTP, TOTP.	An evidence of offering all the authentication methods to any other client.	Yes/No

Part-B: Technical Evaluation Criteria:

S.No.	Criteria	Specifications	Marks and Maximum marks	Supporting document required
1.	API & SDK Support	<ul style="list-style-type: none"> ○ RESTful API support with well-defined specifications ○ Language SDKs (Java) ○ Android AAR and JavaScript client SDK ○ Comprehensive product documentation, version control, and backward compatibility assurance 	<p>If all specifications 'yes' = 8 Marks, if any of these 'no' = 0 Marks</p> <p>Maximum Marks: 8</p>	To be demonstrated during presentation
2.	Customisable UI/UX	<ul style="list-style-type: none"> ○ Responsive and platform-adaptive UI components ○ Fully customisable user flow integration ○ White-labelling support with brand-specific themes and custom assets 	<p>If all specifications 'yes' = 8 Marks, if any of these 'no' = 0 Marks</p> <p>Maximum Marks: 8</p>	To be demonstrated during presentation
3.	eSign Methods	<ul style="list-style-type: none"> ○ OTP and TOTP-based authentication, Face Authentication, IRIS, and Biometric verification support 	<p>If all specifications 'yes' = 8 Marks, if any of these 'no' = 0 Marks</p> <p>Maximum Marks: 8</p>	To be demonstrated during presentation
4.	Compliance-Ready eSign Support	<ul style="list-style-type: none"> ○ Full support for Aadhaar eSign V2 & V3 ○ Support for Aadhaar number, PAN-based and Aadhaar VID authentication ○ Fully compliant with latest CCA (Controller of Certifying Authorities) guidelines 	<p>If all specifications 'yes' = 8 Marks, if any of these 'no' = 0 Marks</p> <p>Maximum Marks: 8</p>	To be demonstrated during presentation
5.	Customer Support	<ul style="list-style-type: none"> ○ 24×7 technical support and live chat assistance ○ Dedicated SPOC (Single Point of Contact) ○ Defined response and resolution SLAs ○ Ticketing system for issue reporting and tracking 	<p>If all specifications 'yes' = 8 Marks, if any of these 'no' = 0 Marks</p>	To be demonstrated during presentation

			Maximum Marks: 8	
6.	Client Onboarding & Training	<ul style="list-style-type: none"> o Guided onboarding assistance o Technical & operational training sessions for stakeholders 	<p>If all specifications 'yes' = 8 Marks, if any of these 'no' = 0 Marks</p> <p>Maximum Marks: 8</p>	To be demonstrated during presentation
7.	Webhook & Event Handling	<ul style="list-style-type: none"> o Real-time webhook support for OTP success/failure events o Configurable callback handling and retry mechanisms 	<p>If all specifications 'yes' = 8 Marks, if any of these 'no' = 0 Marks</p> <p>Maximum Marks: 8</p>	To be demonstrated during presentation
8.	Dashboard & Analytics	<ul style="list-style-type: none"> o Client-specific dashboards with user and transaction analytics o Transaction drill-down with success/failure breakdown o Exportable reporting (CSV, Excel, PDF) 	<p>If all specifications 'yes' = 8 Marks, if any of these 'no' = 0 Marks</p> <p>Maximum Marks: 8</p>	To be demonstrated during presentation
9.	Scalability & Uptime	<ul style="list-style-type: none"> o Dynamic horizontal scaling across workloads o Guaranteed uptime SLA and automated downtime alerts o Auto-scaling for peak transaction volume management 	<p>If all specifications 'yes' = 8 Marks, if any of these 'no' = 0 Marks</p> <p>Maximum Marks: 8</p>	To be demonstrated during presentation
10.	Business Continuity & Incident Management	<ul style="list-style-type: none"> o Defined RPO/RTO for disaster recovery o Incident communication with notification mechanism 	<p>If all specifications 'yes' = 8 Marks, if any of these 'no' = 0 Marks</p> <p>Maximum Marks: 8</p>	To be demonstrated during presentation
11.	No. of years of experience as E-Sign service provider	<p>Upto 10 years: 2 Marks 11 to 15 years: 3 Marks More than 15 year: 5 Marks</p>	5	Copy of initial CA License
12.	Annual average no. of E-sign service during last 3 years	<p>Upto 5 Million: 2 marks 5 to 10 Million: 3 Marks Above 10 Million: 5 Marks</p>	5	Any supporting document certified by Authorised signatory of entity.

13.	No. of clients in BFSIs as on 31 st March, 2025	Upto 50 : 5 Marks 50 to 100 : 7 Marks Above 100 : 10 Marks	5	Undertaking on Entity's Letter Head
14.	Availability of 27001 Security Certificate	If available: 10 Marks If not available: 0 Marks	5	Copy of ISO certificate
15.	Bidder to demonstrate technical information submitted as per Scope of work, demonstration of proposed Services, reference calls and site visits, wherever required. They may highlight the noteworthy/superior features of their Services. The Bidder will also demonstrate/substantiate all claims made in the technical Bid including pre-qualification criteria to the satisfaction of the NESL, the capability of the Services to support all the required functionalities at their cost in their premises or those at other organizations where similar Services are in use.	Maximum 50 Marks to be awarded by Technical Evaluation Committee on the basis of demonstration	50	Presentation by Bidders
	Total marks		150 Marks	

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