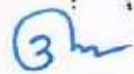


RFP for Selection of Service Providers to set up and manage e-Mitra kiosks (urban and rural) under e-Mitra Project in the state of Rajasthan
Reference No. F4.9(1193)/RISL/Tech/Misc./2025/25189001 dated 08-07-2025; UBN RIS2526SLOB00016 dated 08-07-2025

S. No.	Bid Document Page	Rule No.	Rule Details	Query/Suggestion/Clarification	Response by RISL
1. AARYAN TECHNOSERVICES PRIVATE LIMITED					
1	11	1 (i)	Pre-Qualification/ Eligibility Criteria: (i) Eligibility criteria for Firms operating as Local Service Provider (LSP) of e-Mitra scheme in Rajasthan: 4. EMD: The bidder must submit EMD amounting to INR 6 Lakhs per division - Bank Guarantee	For Firms already operating as Local Service Providers (LSPs) under the e-Mitra scheme in Rajasthan, it is suggested that the requirement of submitting a fresh EMD of INR 6 Lakhs per division in the form of Bank Guarantee be waived. This is because such LSPs already have their security deposit/EMD in the form of Bank Guarantee submitted and available with RISL from previous engagements. Asking them to resubmit a new EMD would be unjustified and redundant, especially for those who have maintained compliance and performance track records. Granting this exemption would promote continuity, reduce unnecessary financial burden, and acknowledge the trust already placed in these existing service providers.	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee. Existing LSP performance security already deposited with the department will not be adjusted against the said EMD.
2	11	1 (ii)	Pre-Qualification/ Eligibility Criteria: (ii) Eligibility criteria for other Firms i.e. Firms other than those operating as Local Service Provider of e-Mitra scheme in Rajasthan: 2. Project Capability: The service provider should have at least 5 years of proven experience in the field of ICT based kiosks/centres for delivery of citizen centric services anywhere in the country having 5000 operational centres as on 31.03.2025.	To ensure greater relevance and reliability under the "Project Capability" clause, it is recommended that the 5,000 operational ICT-based kiosks/centres should be associated with government projects, public sector undertakings (PSUs), or government partner institutions (such as banks, BSNL, India Post, etc.). Kiosks based solely on self-operated B2C portals or private commercial networks should not be considered under this experience criterion, as such models are often unregulated and lack mechanisms for monitoring service quality and adherence to public interest. Including this provision will help in ensuring that the service providers have genuine capacity, credibility, and prior	No Change


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				experience in delivering citizen-centric services through regulated and government-linked platforms.	
3	20	3.1.10	Number of kiosks: The LSP shall submit their kiosk roll out plan for 1 Year (Annexure-12) within 15 days from signing of agreement with RISL. The LSP would need to ensure to open targeted number of kiosks in each district of assigned Division(s). This will not restrict the right of the government to open similar kiosks for providing e-gov services. In other words, the related LSP will not have exclusive right to set up kiosks in the division/district.	It is suggested that since the RFP defines the LSP level at the Division level, the kiosk rollout targets should also be set at the Division level instead of District-wise. This approach will enhance the effectiveness, reach, and execution of the project RISL should act only as a supervisory and monitoring e-Governance body, not as an operational LSP. If RISL assumes the role of an LSP, it will eliminate healthy competition among LSPs, leading to increased risks of overcharging, corruption, and irregularities. Maintaining a clear separation between governance and service provision is essential for transparency and accountability.	LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks* in each district out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least 'X' functional and transactive kiosks* in assigned division out of which at least '50% of X' kiosks must be in rural area, where 'X' = no. of districts in that particular division multiplied by 10. *Non-functional kiosks will not be considered
4	20	3.1.11	Location of Kiosks: The LSP will have to setup the Kiosks in urban and rural areas of all the districts within assigned division. The LSP would need to establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 10 functional and transactive kiosks in each district of assigned division out of which at least 5 kiosks must be in rural. Non- functional kiosks will not be considered.	A minimum of 50 functional and transactive kiosks should be mandated per Division, ensuring an adequate number of these are located in rural areas.	Revised Clause: Location of Kiosks: The LSP will have to setup the Kiosks in urban and rural areas of all the districts within assigned division. The LSP would need to establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks in each district of assigned division out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least 'X'


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					functional and transactive kiosks in assigned division out of which at least '50% of X' kiosks must be in rural area, where 'X' = no. of districts in that particular division multiplied by 10. Non-functional kiosks will not be considered
5	20	3.1.14	Branding of Kiosks: Kiosk should have a display co-branded banner of size 3x5 sq. ft. on display. Kiosk should have an e-Mitra rate list banner of size 3x5 sq. ft. on display. For new kiosks, photos of kiosk centre with rate List and co-branded banner should be uploaded on e-Mitra portal and verified by LSP within 30 days of date of approval/registration of respective kiosk, else kiosk will be automatically deactivated.	It is proposed that the banner size requirement for both the co-branded e-Mitra display and the rate list be revised from 3x5 sq. ft. to 2x3 sq. ft., considering the practical constraints faced by kiosk holders. Many kiosk operators run other commercial businesses alongside e-Mitra services, and therefore face space limitations at their premises. A smaller banner size would be more feasible without compromising visibility or branding objectives. Additionally, it is recommended that kiosks be allowed to display the banners in both horizontal and vertical orientations, depending on the space availability and layout of the shop. This flexibility will help ensure compliance while accommodating real-world conditions faced by kiosk holders.	No Change
6	21	3.1.16	Online Fund Transfer: e-Mitra application is integrated with wide range of digital payment options that are to be used by LSP / kiosk for advance payment to RISL to avail prepaid limit.	Currently, the e-Mitra application is integrated with various digital payment options that allow kiosk holders to make advance payments to RISL for availing prepaid limits. To further streamline the process and enhance operational efficiency, it is proposed that a separate wallet facility should be introduced for Local Service Providers (LSPs) .	No Change


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				This wallet would enable LSPs to recharge their own wallet in a lump sum and, as per requirement, transfer funds to the wallets of their respective kiosks. This approach would not only improve the speed and convenience of fund transfers but also enhance transparency, control, and operational flexibility for LSPs. Such a system would allow LSPs to plan finances more effectively, avoid frequent small transactions, and provide timely support to kiosks in urgent situations, ultimately contributing to better service delivery.	
7	21	3.1.21	Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the performance security amount of as mentioned below:	As per the previous RFP, the performance security for one district was 1 lakh. However, in the current RFP, the performance security has been significantly increased to approximately 2.5 lakhs per district, which appears to be disproportionately high. Given that the entire project is operating on a prepaid model, it is recommended that the Performance Security at the division level should be calculated as one lakh per district under that division. This approach would be more balanced and justifiable while still ensuring sufficient financial safeguards.	Revised Clause: Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the security amount per division, as detailed below, in favour of the Managing Director, RISL: • The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.



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					Mode of Payment: Demand Draft or Bank Guarantee
8	22	3.1.23	A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs already operating in specific districts of that division as of 31-05-2025 will not be eligible to receive incoming migration of kiosks within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission.	All service providers should be given equal migration rights. If a Service Provider terminates or voluntarily terminates the contract with RISL, it shall be at the sole discretion of the Service Provider to transfer the Kiosk under its control to another Service Provider. Further, if a Kiosk wishes to migrate from its current Service Provider (LSP), it may submit an application to RISL for the same. Such transfer shall be decided by RISL in accordance with its policies, procedures and discretion. Case 1: It is suggested that if an existing LSP, operating in a district prior to 31-05-2025, agrees to work at the L1 rate, they should also be considered eligible to receive incoming migration of kiosks in that district. This is important because such LSPs have prior experience of working at the local level, which directly contributes to the quality and continuity of service delivery. Additionally, there are several existing LSPs with fewer than 50 kiosks, which may put them at a disadvantage in terms of numbers, despite their consistent and dedicated service. On the other hand, newly selected LSPs, without prior experience, may receive more kiosks simply by virtue of new selection—leading to an unfair outcome for the experienced LSPs. Hence, to ensure fairness, operational continuity, and service quality, existing LSPs should be given equal opportunity for incoming migration. Migration Process: The establishment, training, technical support, and overall operational arrangements of kiosks are	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the


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			Case 2: Migration Process for Kiosks in Case of LSP Exit/Termination: For the LSPs selected through this RFP process, if an LSP exits or is terminated from the project/division, all its kiosks shall be permitted to apply for migration. A dedicated migration window of one month shall be opened from either the date the LSP submits its exit request or the date of termination. During this period, all kiosks under the existing LSP must complete the migration process. Kiosk can migrate to any other LSP in that division. Any kiosks that do not complete the migration within this one-month window will be automatically closed. Liability of Migrated Kiosk: All earlier liabilities of migrated kiosk will be responsibility of new LSP in which kiosk is migrating. Timeline for LSP to accept or reject migration request of kiosk: LSP will be allowed to accept or reject migration application of kiosk till T+10 days where T is the start date of Migration Period. Kiosks for which migration application has been approved by 2nd LSP will be migrated. Migration applications not approved by LSP within given time will stand rejected. In such cases, kiosk may apply for migration in another LSP (if available).	carried out through the Local Service Provider (LSP). Additionally, in cases of any error or misconduct in kiosk operations, the penalties are also borne by the LSP. Therefore, it is important that the migration process includes a provision whereby the LSP is granted the authority to transfer kiosks within a district to another LSP in a consolidated manner. At the same time, it must also be ensured that the kiosk operator retains the right to reject such migration and opt for another suitable LSP if they are not in agreement with the transfer. Such a system would ensure a transparent, fair, and well-structured migration process, protecting the interests of both the LSP and the kiosk operator. RISL should act only as a supervisory and monitoring e-Governance body, not as an operational LSP. If RISL assumes the role of an LSP, it will eliminate healthy competition among LSPs, leading to increased risks of overcharging, corruption, and irregularities. Maintaining a clear separation between governance and service provision is essential for transparency and accountability.	e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.



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			If the LSP exiting or being terminated is the sole LSP in that division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission.		
9	24	3.2.1	Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e-Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (inclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹500 (inclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.	Since the Local Service Provider (LSP) is required to physically visit the site for verification and support during the selection and establishment of a new kiosk, it is recommended that the LSP's share from the non-refundable application fee should be ₹1,000 + GST. The remaining portion of the application fee may be retained by RISL. This adjustment would help ensure fair compensation for the LSP's field efforts and administrative responsibilities.	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
10	25	3.2.4 B	Security Wallet: A security wallet provision is available with following features: a) Security wallet is separate from kiosk e-	It is suggested that for newly approved kiosks, a fixed Security Wallet amount of ₹10,000 should be made mandatory , which must be collected immediately after kiosk approval and	No Change


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			wallet and kiosk is not authorized to use the amount kept in it. b) Security wallet is top-up with 10% amount of kiosk commission before GST of each month. c) Maximum limit of security wallet is ₹ 50,000/-. If security wallet has maximum amount, then full monthly commission will be released to kiosk. d) The amount kept in Security wallet will be transferred to kiosk e-Wallet/ Bank account at the end of each financial year subject to verification of kiosk outstanding amount/ liability (If any).	before allowing any transactions. Additionally, following the selection of new LSPs under the current RFP, all existing kiosks should also be required to deposit this Security Wallet amount within one to three months, failing which their transaction rights should be suspended. Furthermore, the Security Wallet amount should only be refunded in the event of permanent closure of the kiosk, and only after ensuring that there are no outstanding dues or penalties associated with the kiosk. This provision is essential because, in several cases, kiosk operators have been found involved in overcharging, financial irregularities, or document tampering, and they often fail to pay penalties imposed on them. In such instances, the recovery is made from the LSP, which is unfair. This kind of structure will help ensure accountability among kiosk operators and prevent them from assuming themselves free from responsibilities.	
11	30	5	REVENUE MODEL / COMMISSION CHARGES: The Per transaction commission charges to be shared between Kiosk, Local Service Provider (LSP) and RISL is as per RFP	As per the current RFP, the commission allocated to kiosk operators has been fixed at a minimum of 65%, whereas under the previous rate structure, they received up to 78% commission based on their performance and efficiency. This reduction is detrimental to the financial interests of kiosk operators, who serve as the most crucial link in delivering e-governance services at the grassroots level. Maintaining their	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.


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				motivation and ensuring fair remuneration is essential. Any reduction in their share is likely to negatively impact the quality and outreach of services. Therefore, it is imperative that the commission for kiosk operators be fixed at a minimum of 80% to ensure their continued participation, operational stability, and consistent quality in service delivery. Additionally, it is suggested that the commission structure should not be divided into "government" and "non-government" kiosks. Instead, a <i>simplified and uniform commission system</i> should be adopted, making it easier and fairer for kiosk operators to understand and operate within. This would eliminate confusion, avoid discrimination, and promote more sustainable participation. <i>RISL</i>, which previously operated at a 0% commission, is now proposing a maximum commission of 18% for itself. This change is not only unjustified but also contrary to the long-term interests of the project. <i>RISL</i> should function as a <i>facilitating and supervisory body</i>, not as a profit-seeking stakeholder. If <i>RISL</i> is allotted such a high commission, it will significantly reduce the shares of kiosk operators and LSPs, thereby affecting service quality and raising questions about the project's overall sustainability. It would therefore be appropriate to cap RISL's commission at a maximum of 5% in order to maintain balance and	


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				transparency in the system. Furthermore, the RFP proposes that the LSP commission be determined through <i>division-wise bidding</i> by prospective bidders, with a minimum cap of 10% and a maximum of 17% (15% for the Jaipur division). Reconsidering this approach, it would be preferable that the LSP commission be pre-defined, as was the practice in the previous RFP model, rather than determined through competitive bidding. This would ensure fair, transparent, and stable compensation for service providers and allow them to focus on delivering high-quality services in alignment with the project's core objectives.	
12	36	7.10	Selection Method: The selection method is Least Cost Based Selection (LCBS or L1).	The current RFP mentions the selection method as Least Cost Based Selection (LCBS or L1). However, it is strongly recommended that instead of LCBS/L1, the selection should be based on Pre-Qualification/Eligibility Criteria. Selecting LSPs purely on the basis of the lowest cost undermines the quality, sustainability, and long-term viability of service delivery. A more balanced approach focused on technical capability, experience, infrastructure, and service commitment—as outlined under the eligibility criteria—will ensure that only competent and reliable service providers are selected to achieve the project’s intended outcomes.	No Change
13	53	9.1	SLA for Kiosk only	It is suggested that the total penalty imposed on a kiosk under SLA should not exceed the total commission earned by the kiosk in that month, including the balance available in both its	No Change


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				prepaid wallet and security wallet. This will ensure financial feasibility for kiosk operators while maintaining accountability under the SLA terms.	
14	53	9.1 (i)	Non-performing kiosk: A Kiosk is to be suspended if it did zero transaction in a month or less than 10 transactions for three (3) continuous calendar months.	A Kiosk is to be suspended if it did zero transaction in a month or less than 30 transactions for three (3) continuous calendar months.	Revised Clause: A Kiosk is to be suspended if it did zero transaction in a calendar month or less than 30 transactions for each of the three (3) continuous calendar months
15	55	9.3 (ii)	LSP Manpower: Division Coordinator: 5 days in a month at Division Office of the Additional Director, DoIT&C	It is suggested that, in addition to the mandatory presence of the Division Coordinator for 5 days a month at the Division Office of the Additional Director, DoIT&C, the LSP should be allowed to mark attendance either at the Division-level or District-level DoIT&C office, as per operational feasibility and requirements. This flexibility will ensure better coordination, optimize resource utilization, and facilitate efficient handling of kiosk-related support activities.	Revised Clause: LSP Manpower: Division Coordinator: Minimum Required Attendance 5 days in a month, consolidated at either the Division Office of the Additional Director, DoIT&C or at the District-level Office of DoIT&C.
16	56	9.3 (iii)	Average Commission of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total kiosks operated by an LSP within a division must earn commission equal to or greater than the average commission for that division. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned	The clause related to <i>Average Commission of Kiosks</i> as a Service Level Agreement (SLA) is impractical and potentially damaging, especially considering the ground-level realities of service delivery. Many services offered through the e-Mitra platform do not provide commission in the same month the transaction is performed. Instead, payments are released by the concerned departments in the subsequent month or even later, depending on internal processes and reconciliation timelines. Due to this delay, accurately calculating the monthly average	SLA 'Average Commission of Kiosks' is replaced with 'Average Transaction of Kiosks'. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division


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			division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP’s commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP’s commission for the concerned division will be forfeited.	commission of kiosks is not feasible, especially for real-time compliance. Even if such real-time commission data becomes available on the portal, it would still be unrealistic to enforce this metric at the kiosk level, as it fails to account for geographical disparities and demand variation across rural, semi-urban, and urban areas. The fear of non-compliance may lead LSPs to shut down low-earning kiosks, particularly those in remote villages, small hamlets, or underserved urban colonies. This would directly contradict the core objective of the e-Mitra project, which is to ensure inclusive access to digital services for every citizen, regardless of location. Therefore, it is strongly recommended that this SLA be removed from the RFP. Alternatively, the model used in the previous RFP—which was based on Average Transactions per Kiosk (Avg. Txn SLA)—should be reinstated. That approach was more realistic, performance-oriented, and aligned with on-ground service patterns, without compromising accessibility in low-demand areas. This change will help maintain service presence in all areas, especially rural and remote locations, while still promoting operational efficiency.	till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP’s commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP’s commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP’s commission for the concerned division will be forfeited.
2. Achariya Technologies Pvt. Ltd.					
1	10/89		SP can apply for any number of Division	Separate bid document for each division or in single Bid for 7 divi. If we are L1 in all 7 division. will be get all 7 divisions?	As per RFP



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2.	11/89	1/4	Bidder must submit EMD amounting to INR 6 LAKHS per division	A single BG for all 7 division will sufficient or it should be separate for each division.	Service Provider bidding for all 7 divisions can submit a single BG (EMD) of INR 35 Lakhs
3.	20/89	3.1.10	The LSP will submit their Kiosk rollout plan for 1 Year	Is to submit by existing LSP also?	Yes
4.	22/89	3.1.21	Performance security	BG/ Bankers cheque/ ?	Demand Draft or Bank Guarantee
5.	22/89	3.1.23	Only new LSPs are eligible for incoming migration.	It should be open to all LSPs	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall


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					continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
6	24/89	3.2.1	Application fee	Share of LSP must increase as cost of file sourcing geo tag branding etc. comes to more than 1000/	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
7.	36/89	7.10	Selection Method	If any service provider (whether existing or new) emerges as L1 in any division: 1. Can the existing LSP be allowed to work in that division at L1 rates without having participated in the bidding process? 2. If the existing LSP is required to participate in the bidding	As per RFP


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				process and does not match the L1 rates, can they still be considered to work at L1 rates even if they are not the L1 bidder? 3. Or is it mandatory that only the actual L1 bidder is awarded the work in that division?	
8.	56/89	SLA for LSP	20% OF total KIOSK of a divi. Must earn comm. Equal to greater than avg commission of that division	It should be based on avg transaction in place of avg commission.	SLA ‘Average Commission of Kiosks’ is replaced with ‘Average Transaction of Kiosks’. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP’s commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP’s commission for the concerned division will be forfeited.



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					If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.
3. AISECT LTD					
1	20	3.1.14	Branding of Kiosks:	- As per the suggestions received from the e-Mitra kiosk holders since long time, e-Mitra kiosk would like to make some changes in the banner and rate list size, because most of the e-Mitra kiosk holders have small shops or the e-Mitra holder also does some other type of business along with e-Mitra work due to this there is not much free space available in the kiosk holder's shop, hence e-Mitra wants to make a small change in the e-Mitra branding size. - Kindly allow e-mitra branding in vertical and horizontal shape.	No Change
2	21	3.1.21	Performance Security	PSD amount should be Rs.5 lakh per division.	The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.
3	22	3.1.23	Migration of existing kiosks from one LSP to another	- All service providers should be given equal migration rights. - If a Service Provider terminates or voluntarily terminates the contract with RISL, it shall be at the sole discretion of the Service Provider to transfer the Kiosk under its control to another Service Provider. Further, if a Kiosk wishes to migrate from its current Service Provider (LSP), it may submit an application to RISL for the same. Such transfer shall be decided by RISL in accordance with its policies, procedures and discretion.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive


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					additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
4	30	5	REVENUE MODEL / COMMISSION CHARGES	• The state government has not increased the service fee (commission) of e-Mitra Kiosk for the last 5 years. • Commission of all e-mitra holders should be made equal to 75% Service charge of RISL should be maximum 5% commission. • The commission of e-Mitra service providers should be fixed at 20% instead of selection by L1 so that periodic training, inspection of e-Mitra kiosks, promotion of e-Mitra services, branding on e-Mitra kiosks etc. can be ensured.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.



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				If the e-Mitra kiosk is earning more than 25,000 on a monthly basis, then in this case, in addition to 5% of RISL, a separate commission of Rs 1,000 can be kept.	
5	24	3.2.1	Application for becoming e-Mitra kiosks	- Distribution of registration fee ₹1200/- to be split between Service Provider (LSP) and ₹300/- to RISL, so that Service Provider can incur necessary expenditure on branding, awareness campaign and improving quality of Kiosk. - Registration fee of LSP owned Kiosk should be kept free - All uploading documents for new e-Mitra kiosks should be verify by metadata like- Aadhar, Jan Aadhar, Pan Card, Police Verification Certificate, Marksheet, Voter ID, Bonafide/Cast certificate while applying new e-Mitra kiosk.	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
6	56	9.3	(iii) Average Commission of Kiosks	- Instead of average commission, a system of evaluation should be adopted based on average transactions, so that realistic evaluation can be possible according to the specificity of each area. - Before declaring a defaulter, proper warning and opportunity for improvement should be provided. - Instead of a punitive approach, an incentive-based system should be promoted to encourage LSPs to improve service quality.	SLA 'Average Commission of Kiosks' is replaced with 'Average Transaction of Kiosks'. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal


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					or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.
7	36	7.11	EMD	• EMD amount should be Rs.2 lakh per division.	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee
8	50	8.16	Taxes & Duties	• Kindly ensure that the GST amount is not withheld. • Invoices must be submitted by LSP on the 10th of each month, and the payment should be released by the concerned department by the 25th of the same month.	No change
9	53	9	Service Level Standards/ Requirements/ Agreement 9.1 SLA for Kiosk only 9.2 SLA for Kiosk & LSP	The responsibilities and penalty limits of the e-Mitra kiosk operator and service provider have been clearly defined under the SLA (Service Level Agreement) associated with e-Mitra services. According to this: • If any penalty is imposed on any e-Mitra Kiosk for rate list, I-card, unauthorized location, absence from camp duty,	No change


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				overcharging, refusal to provide service, etc., that amount should be recovered only from the concerned Kiosk Operator / e-Mitra Kiosk Wallet. • In such a situation, penalty should not be recovered from the concerned service provider. • Punitive Action - RISL will issue a certificate against the defaulter kiosk holder/kiosk operator to all the service providers and departments, which will mention that the person and all his family members will not be able to avail the benefits of any kind of government or non-government services and a clear description of this act should also be ensured in the police verification report and along with this, the details of the guilty kiosk should be published on the e-Mitra portal.	
10	53	9.1	(i) Non-performing kiosk:	50% of the penalty amount for non-functional and non-performing e-Mitra Kiosks should be shared by RISL with the respective LSP.	No change
11	54	9.2	SLA for Kiosk & LSP, (iii) Action on failure to adopt and deliver new services:	• Assessment of service compliance should be based on regional demand • Warning, guidance and training should be provided to the kiosks before suspension so that they can understand and implement the new services as it is unfair to apply this rule on e-Mitra kiosks which are established in government places like Century Park, Archology, RTDC, DISCOM, PHED, UAT/JDA etc.	Action on failure to adopt and deliver new services: Penalty on LSP: If more than 10% of the total unique transactive kiosks operated by an LSP are suspended during a given quarter i.e. three (3) continuous calendar months, 25% of the total commission accrued by the LSP in the last month of that quarter will be forfeited.
12	49 & 68	8.6 &	Exclusivity of Rights:	• Service providers should be informed before making any	No change


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		11		amendment in the RFP. - The suggestions and objections of the service providers should be considered and consent should be obtained. If a service provider does not agree with any amendment, then it can terminate the agreement without any penalty/fine. - A transparent and democratic process should be adopted so that the trust of all stakeholders is maintained.	
13	21	3.1.16	Online Fund Transfer	LSP should have an option available to refill the Kiosk Wallet by bulk method. and any Amount.	No change
14	77	Annex ure 12	e-Mitra Kiosk rollout plan for 1 Year	The rollout plan should be done division wise as some districts have been formed from old districts and kiosks are already there. And now each LSP will not be able to make 10-10 kiosks in those districts	LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks* in each district out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least 'X' functional and transactive kiosks* in assigned division out of which at least '50% of X' kiosks must be in rural area, where 'X' = no. of districts in that particular division multiplied by 10. *Non-functional kiosks will not be considered
4. ATWOZ IT SOLUTIONS					
1	15	2.3.5	Bidding Divisions of e-Mitra Scheme: The State of Rajasthan has 41 districts which are divided into 7 divisions: Ajmer, Bharatpur, Bikaner,	The e-Mitra project in Rajasthan has historically been structured and operated at the district level, with kiosk networks developed based on local administrative divisions,	No change


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			Jaipur, Jodhpur, Kota and Udaipur divisions. Each division consists of 4-8 districts. A table comprising name of districts under each of the seven divisions is provided below. Each district has several blocks under them depending upon the geographical coverage and population; currently there are 295 blocks & 305 ULBs in the State. The blocks/ULBs are further divided into GPs/Wards; there are about 11152 GPs/Wards (approx.) in the State. For the purpose of deployment of e-Mitra kiosks centres in the State, a division has been considered as bidding unit for bidding purposes. The Bidder can bid for any number of divisions. The allocation of divisions is purely under the discretion of RISL & decision of MD, RISL in this regard, will be final and binding to all the bidders.	and services monitored under the supervision of district authorities. This district-level governance and monitoring has been a major pillar of the project’s success, as each district in the state varies in population, geographical coverage, service requirements, and operational challenges. Accordingly, in previous RFPs, Local Service Providers (LSPs) were also selected at the district level, allowing small and local entrepreneurs to actively participate and deliver quality services. However, the current RFP proposes that LSP selection be carried out at the division level, where each division comprises 4 to 8 districts. This structural shift could be extremely disadvantageous to small yet capable entrepreneurs who lack the financial and operational capacity to bid for or manage services across multiple districts. As a result, many efficient local players may be excluded from the project, adversely affecting local employment, entrepreneurship, and grassroots-level service delivery. At present, about 25 out of the 70 LSPs are operating in only 3 districts or fewer. Therefore, it is strongly recommended that if an LSP is currently operating in only 3 districts within a division, they should not be compelled to operate in the entire division. A strong example of the success of district-level operations can be seen in Sirohi district, where ATWOZ IT SOLUTIONS PRIVATE	



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				LIMITED currently operates as the LSP. This company is exclusively active in Sirohi and manages nearly 50% of the e-Mitra kiosks in the district. Despite being limited to a single district, the company has delivered excellent performance, clearly demonstrating that the district-level LSP model can effectively empower small enterprises in delivering public services. Additionally, this shift seems to contradict existing policy directions. While Hon’ble Prime Minister Shri Narendra Modi’s government is actively promoting initiatives such as Startup India, Digital India, and Ease of Doing Business, this move at the state level appears to go against the Centre’s vision. Rather than encouraging existing small enterprises, it risks displacing them. Ironically, the Department of IT & Communication, Government of Rajasthan, is simultaneously running initiatives like iStart Rajasthan, which support startups from ideation to growth through incubation centres, equity funding, grants, and exposure opportunities. Excluding capable local businesses from the e-Mitra ecosystem undermines the very intent of such startup-promotion policies. Therefore, it is strongly recommended that the current RFP be amended to restore district-level LSP selection, thereby allowing capable small and local entrepreneurs to participate and contribute meaningfully to the project. This approach would ensure balanced and equitable expansion of digital governance services across the state. It would also preserve	


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				the project's transparency, efficiency, and inclusivity while aligning with both state and central government policies aimed at fostering entrepreneurship and digital inclusion.	
2	21	3.1.21	Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the performance security amount of as mentioned below:	As per the previous RFP, the performance security for one district was 1 lakh. However, in the current RFP, the performance security has been significantly increased to approximately 2.5 lakhs per district, which appears to be disproportionately high. Given that the entire project is operating on a prepaid model, it is recommended that the Performance Security at the division level should be calculated as one lakh per district under that division. This approach would be more balanced and justifiable while still ensuring sufficient financial safeguards.	Revised Clause: Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the security amount per division, as detailed below, in favour of the Managing Director, RISL: • The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district. Mode of Payment: Demand Draft or Bank Guarantee
3	22	3.1.23	A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming	Case 1: It is suggested that if an existing LSP, operating in a district prior to 31-05-2025, agrees to work at the L1 rate, they should also be considered eligible to receive incoming migration of kiosks in that district. This is important because such LSPs have prior experience of working at the local level, which directly contributes to the quality and continuity of service delivery. Additionally, there are several existing LSPs	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for


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			migration. Existing LSPs already operating in specific districts of that division as of 31-05-2025 will not be eligible to receive incoming migration of kiosks within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Case 2: Migration Process for Kiosks in Case of LSP Exit/Termination:For the LSPs selected through this RFP process, if an LSP exits or is terminated from the project/division, all its kiosks shall be permitted to apply for migration. A dedicated migration window of one month shall be opened from either the date the LSP submits its exit request or the date of	with fewer than 50 kiosks, which may put them at a disadvantage in terms of numbers, despite their consistent and dedicated service. On the other hand, newly selected LSPs, without prior experience, may receive more kiosks simply by virtue of new selection—leading to an unfair outcome for the experienced LSPs. Hence, to ensure fairness, operational continuity, and service quality, existing LSPs should be given equal opportunity for incoming migration. Migration Process: The establishment, training, technical support, and overall operational arrangements of kiosks are carried out through the Local Service Provider (LSP). Additionally, in cases of any error or misconduct in kiosk operations, the penalties are also borne by the LSP. Therefore, it is important that the migration process includes a provision whereby the LSP is granted the authority to transfer kiosks within a district to another LSP in a consolidated manner. At the same time, it must also be ensured that the kiosk operator retains the right to reject such migration and opt for another suitable LSP if they are not in agreement with the transfer. Such a system would ensure a transparent, fair, and well-structured migration process, protecting the interests of both the LSP and the kiosk operator. RISL should act only as a supervisory and monitoring e-Governance body, not as an operational LSP.	incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.


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			termination. During this period, all kiosks under the existing LSP must complete the migration process. Kiosk can migrate to any other LSP in that division. Any kiosks that do not complete the migration within this one-month window will be automatically closed. B. Liability of Migrated Kiosk: All earlier liabilities of migrated kiosk will be responsibility of new LSP in which kiosk is migrating. C. Timeline for LSP to accept or reject migration request of kiosk: LSP will be allowed to accept or reject migration application of kiosk till T+10 days where T is the start date of Migration Period. Kiosks for which migration application has been approved by 2nd LSP will be migrated. Migration applications not approved by LSP within given time will stand rejected. In such cases, kiosk may apply for migration in another LSP (if available). If the LSP exiting or being terminated is the sole LSP in that division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk	If RISL assumes the role of an LSP, it will eliminate healthy competition among LSPs, leading to increased risks of overcharging, corruption, and irregularities. Maintaining a clear separation between governance and service provision is essential for transparency and accountability.	



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			commission.		
4	24	3.2.1	Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e-Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (inclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹500 (inclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.	Since the Local Service Provider (LSP) is required to physically visit the site for verification and support during the selection and establishment of a new kiosk, it is recommended that the LSP's share from the non-refundable application fee should be ₹1,000 + GST. The remaining portion of the application fee may be retained by RISL. This adjustment would help ensure fair compensation for the LSP's field efforts and administrative responsibilities.	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
5	30	5	REVENUE MODEL / COMMISSION CHARGES: The Per transaction commission charges to be shared between Kiosk, Local Service Provider (LSP) and RISL is as per RFP	As per the current RFP, the commission allocated to kiosk operators has been fixed at a minimum of 65% , whereas under the previous rate structure, they received up to 78% commission based on their performance and efficiency. This reduction is detrimental to the financial interests of kiosk operators, who serve as the most crucial link in delivering e-governance services at the grassroots level. Maintaining their motivation and ensuring fair remuneration is essential. Any reduction in their share is likely to negatively impact the quality and outreach of services. Therefore, it is imperative that the commission for kiosk	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.


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				operators be fixed at a minimum of 80% to ensure their continued participation, operational stability, and consistent quality in service delivery. Additionally, it is suggested that the commission structure should not be divided into "government" and "non-government" kiosks. Instead, a <i>simplified and uniform commission system</i> should be adopted, making it easier and fairer for kiosk operators to understand and operate within. This would eliminate confusion, avoid discrimination, and promote more sustainable participation. <i>RISL</i>, which previously operated at a 0% commission, is now proposing a maximum commission of 18% for itself. This change is not only unjustified but also contrary to the long-term interests of the project. <i>RISL</i> should function as a <i>facilitating and supervisory body</i>, not as a profit-seeking stakeholder. If <i>RISL</i> is allotted such a high commission, it will significantly reduce the shares of kiosk operators and LSPs, thereby affecting service quality and raising questions about the project's overall sustainability. It would therefore be appropriate to cap RISL's commission at a maximum of 5% in order to maintain balance and transparency in the system. Furthermore, the RFP proposes that the LSP commission be determined through <i>division-wise bidding</i> by prospective	


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				bidders, with a minimum cap of 10% and a maximum of 17% (15% for the Jaipur division). Reconsidering this approach, it would be preferable that the LSP commission be pre-defined, as was the practice in the previous RFP model, rather than determined through competitive bidding. This would ensure fair, transparent, and stable compensation for service providers and allow them to focus on delivering high-quality services in alignment with the project's core objectives.	
5. Happy 2 Help U Technology Private Limited					
1	11	1 (i)	Pre-Qualification/ Eligibility Criteria: (i) Eligibility criteria for Firms operating as Local Service Provider (LSP) of e-Mitra scheme in Rajasthan: 4. EMD: The bidder must submit EMD amounting to INR 6 Lakhs per division - Bank Guarantee	For Firms already operating as Local Service Providers (LSPs) under the e-Mitra scheme in Rajasthan, it is suggested that the requirement of submitting a fresh EMD of INR 6 Lakhs per division in the form of Bank Guarantee be waived. This is because such LSPs already have their security deposit/EMD in the form of Bank Guarantee submitted and available with RISL from previous engagements. Asking them to resubmit a new EMD would be unjustified and redundant, especially for those who have maintained compliance and performance track records. Granting this exemption would promote continuity, reduce unnecessary financial burden, and acknowledge the trust already placed in these existing service providers.	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee. Existing LSP performance security already deposited with the department will not be adjusted against the said EMD.
2	11	1 (ii)	Pre-Qualification/ Eligibility Criteria: (ii) Eligibility criteria for other Firms i.e. Firms other than those operating as Local Service Provider of e-Mitra scheme in Rajasthan:	To ensure greater relevance and reliability under the "Project Capability" clause, it is recommended that the 5,000 operational ICT-based kiosks/centres should be associated with government projects, public sector undertakings (PSUs), or government partner institutions (such as banks, BSNL, India	No Change


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			2. Project Capability: The service provider should have at least 5 years of proven experience in the field of ICT based kiosks/centres for delivery of citizen centric services anywhere in the country having 5000 operational centres as on 31.03.2025.	Post, etc.). Kiosks based solely on self-operated B2C portals or private commercial networks should not be considered under this experience criterion, as such models are often unregulated and lack mechanisms for monitoring service quality and adherence to public interest. Including this provision will help in ensuring that the service providers have genuine capacity, credibility, and prior experience in delivering citizen-centric services through regulated and government-linked platforms.	
3	20	3.1.10	Number of kiosks: The LSP shall submit their kiosk roll out plan for 1 Year (Annexure-12) within 15 days from signing of agreement with RISL. The LSP would need to ensure to open targeted number of kiosks in each district of assigned Division(s). This will not restrict the right of the government to open similar kiosks for providing e-gov services. In other words, the related LSP will not have exclusive right to set up kiosks in the division/district.	It is suggested that since the RFP defines the LSP level at the Division level, the kiosk rollout targets should also be set at the Division level instead of District-wise . This approach will enhance the effectiveness, reach, and execution of the project	LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks* in each district out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least 'X' functional and transactive kiosks* in assigned division out of which at least '50% of X' kiosks must be in rural area, where 'X' = no. of districts in that particular division multiplied by 10. *Non-functional kiosks will not be considered
4	20	3.1.11	Location of Kiosks: The LSP will have to setup	A minimum of 50 functional and transactive kiosks should be	Revised Clause:


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			the Kiosks in urban and rural areas of all the districts within assigned division. The LSP would need to establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 10 functional and transactive kiosks in each district of assigned division out of which at least 5 kiosks must be in rural. Non- functional kiosks will not be considered	mandated per Division, ensuring an adequate number of these are located in rural areas.	Location of Kiosks: The LSP will have to setup the Kiosks in urban and rural areas of all the districts within assigned division. The LSP would need to establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks in each district of assigned division out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least 'X' functional and transactive kiosks in assigned division out of which at least '50% of X' kiosks must be in rural area, where 'X' = no. of districts in that particular division multiplied by 10. Non-functional kiosks will not be considered
5	20	3.1.14	Branding of Kiosks: Kiosk should have a display co-branded banner of size 3x5 sq. ft. on display. Kiosk should have an e-Mitra rate list banner of size 3x5 sq. ft. on display. For new kiosks, photos of kiosk centre with rate List and co-branded banner should be uploaded on e-Mitra portal and verified by LSP within 30 days of date of approval/registration of respective kiosk, else kiosk will be automatically deactivated.	It is proposed that the banner size requirement for both the co-branded e-Mitra display and the rate list be revised from 3x5 sq. ft. to 2x3 sq. ft. , considering the practical constraints faced by kiosk holders. Many kiosk operators run other commercial businesses alongside e-Mitra services, and therefore face space limitations at their premises . A smaller banner size would be more feasible without compromising visibility or branding objectives. Additionally, it is recommended that kiosks be allowed to display the banners in both horizontal and vertical orientations , depending on the space availability and layout of	No Change


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				the shop. This flexibility will help ensure compliance while accommodating real-world conditions faced by kiosk holders.	
6	21	3.1.16	Online Fund Transfer: e-Mitra application is integrated with wide range of digital payment options that are to be used by LSP / kiosk for advance payment to RISL to avail prepaid limit.	Currently, the e-Mitra application is integrated with various digital payment options that allow kiosk holders to make advance payments to RISL for availing prepaid limits. To further streamline the process and enhance operational efficiency, it is proposed that a separate wallet facility should be introduced for Local Service Providers (LSPs). This wallet would enable LSPs to recharge their own wallet in a lump sum and, as per requirement, transfer funds to the wallets of their respective kiosks. This approach would not only improve the speed and convenience of fund transfers but also enhance transparency, control, and operational flexibility for LSPs. Such a system would allow LSPs to plan finances more effectively, avoid frequent small transactions, and provide timely support to kiosks in urgent situations, ultimately contributing to better service delivery.	No Change
7	21	3.1.21	Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance	As per the previous RFP, the performance security for one district was 1 lakh. However, in the current RFP, the performance security has been significantly increased to approximately 2.5 lakhs per district, which appears to be disproportionately high. Given that the entire project is operating on a prepaid model, it is recommended that the Performance Security at the division level should be calculated as one lakh per district under that division. This approach	Revised Clause: Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of


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			of LOI (Letter of Intent) and deposit the performance security amount of as mentioned below:	would be more balanced and justifiable while still ensuring sufficient financial safeguards.	LOI (Letter of Intent) and deposit the security amount per division, as detailed below, in favour of the Managing Director, RISL: The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district. Mode of Payment: Demand Draft or Bank Guarantee
8	22	3.1.23	A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs already operating in specific districts of that division as of 31-05-2025 will not be eligible to receive incoming migration of kiosks within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division,	Case 1: It is suggested that if an existing LSP, operating in a district prior to 31-05-2025, agrees to work at the L1 rate, they should also be considered eligible to receive incoming migration of kiosks in that district. This is important because such LSPs have prior experience of working at the local level, which directly contributes to the quality and continuity of service delivery. Additionally, there are several existing LSPs with fewer than 50 kiosks, which may put them at a disadvantage in terms of numbers, despite their consistent and dedicated service. On the other hand, newly selected LSPs, without prior experience, may receive more kiosks simply by virtue of new selection—leading to an unfair outcome for the experienced LSPs. Hence, to ensure fairness, operational continuity, and service quality, existing LSPs should be given equal opportunity for incoming migration. Migration Process: The establishment, training, technical support, and overall operational arrangements of kiosks are	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional


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			RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Case 2: Migration Process for Kiosks in Case of LSP Exit/Termination: For the LSPs selected through this RFP process, if an LSP exits or is terminated from the project/division, all its kiosks shall be permitted to apply for migration. A dedicated migration window of one month shall be opened from either the date the LSP submits its exit request or the date of termination. During this period, all kiosks under the existing LSP must complete the migration process. Kiosk can migrate to any other LSP in that division. Any kiosks that do not complete the migration within this one-month window will be automatically closed. B. Liability of Migrated Kiosk: All earlier liabilities of migrated kiosk will be responsibility of new LSP in which kiosk is migrating. C. Timeline for LSP to accept or reject migration request of kiosk: LSP will be allowed to accept or reject migration	carried out through the Local Service Provider (LSP). Additionally, in cases of any error or misconduct in kiosk operations, the penalties are also borne by the LSP. Therefore, it is important that the migration process includes a provision whereby the LSP is granted the authority to transfer kiosks within a district to another LSP in a consolidated manner. At the same time, it must also be ensured that the kiosk operator retains the right to reject such migration and opt for another suitable LSP if they are not in agreement with the transfer. Such a system would ensure a transparent, fair, and well-structured migration process, protecting the interests of both the LSP and the kiosk operator. RISL should act only as a supervisory and monitoring e-Governance body, not as an operational LSP. If RISL assumes the role of an LSP, it will eliminate healthy competition among LSPs, leading to increased risks of overcharging, corruption, and irregularities. Maintaining a clear separation between governance and service provision is essential for transparency and accountability.	role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.


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			application of kiosk till T+10 days where T is the start date of Migration Period. Kiosks for which migration application has been approved by 2nd LSP will be migrated. Migration applications not approved by LSP within given time will stand rejected. In such cases, kiosk may apply for migration in another LSP (if available). If the LSP exiting or being terminated is the sole LSP in that division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission.		
9	24	3.2.1	Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e-Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (inclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹500 (inclusive	Since the Local Service Provider (LSP) is required to physically visit the site for verification and support during the selection and establishment of a new kiosk, it is recommended that the LSP's share from the non-refundable application fee should be ₹1,000 + GST. The remaining portion of the application fee may be retained by RISL. This adjustment would help ensure fair compensation for the LSP's field efforts and administrative responsibilities. It is suggested that no application or registration fee should be	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From


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			of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.	charged for kiosks owned and operated directly by the LSP (Local Service Provider)	this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
10	25	3.2.4 B	Security Wallet: A security wallet provision is available with following features: a) Security wallet is separate from kiosk e-wallet and kiosk is not authorized to use the amount kept in it. b) Security wallet is top-up with 10% amount of kiosk commission before GST of each month. c) Maximum limit of security wallet is ₹ 50,000/-. If security wallet has maximum amount, then full monthly commission will be released to kiosk. d) The amount kept in Security wallet will be transferred to kiosk e-Wallet/ Bank account at the end of each financial year subject to verification of kiosk outstanding amount/ liability (If any).	It is suggested that for newly approved kiosks, a fixed Security Wallet amount of ₹10,000 should be made mandatory, which must be collected immediately after kiosk approval and before allowing any transactions. Additionally, following the selection of new LSPs under the current RFP, all existing kiosks should also be required to deposit this Security Wallet amount within one to three months, failing which their transaction rights should be suspended. Furthermore, the Security Wallet amount should only be refunded in the event of permanent closure of the kiosk, and only after ensuring that there are no outstanding dues or penalties associated with the kiosk. This provision is essential because, in several cases, kiosk operators have been found involved in overcharging, financial irregularities, or document tampering, and they often fail to pay penalties imposed on them. In such instances, the recovery is made from the LSP, which is unfair. This kind of structure will help ensure accountability among kiosk operators and prevent them from assuming themselves free from responsibilities.	No Change



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				It is suggested that no Security Wallet fee should be charged for kiosks owned and operated directly by the LSP (Local Service Provider).	
11	30	5	REVENUE MODEL / COMMISSION CHARGES: The Per transaction commission charges to be shared between Kiosk, Local Service Provider (LSP) and RISL is as per RFP	As per the current RFP, the commission allocated to kiosk operators has been fixed at a minimum of 65%, whereas under the previous rate structure, they received up to 78% commission based on their performance and efficiency. This reduction is detrimental to the financial interests of kiosk operators, who serve as the most crucial link in delivering e-governance services at the grassroots level. Maintaining their motivation and ensuring fair remuneration is essential. Any reduction in their share is likely to negatively impact the quality and outreach of services. Therefore, it is imperative that the commission for kiosk operators be fixed at a minimum of 80% to ensure their continued participation, operational stability, and consistent quality in service delivery. Additionally, it is suggested that the commission structure should not be divided into "government" and "non-government" kiosks. Instead, a <i>simplified and uniform commission system</i> should be adopted, making it easier and fairer for kiosk operators to understand and operate within. This would eliminate confusion, avoid discrimination, and promote more sustainable participation.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.


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				<i>RISL</i>, which previously operated at a 0% commission, is now proposing a maximum commission of 18% for itself. This change is not only unjustified but also contrary to the long-term interests of the project. <i>RISL</i> should function as a <i>facilitating and supervisory body</i>, not as a profit-seeking stakeholder. If <i>RISL</i> is allotted such a high commission, it will significantly reduce the shares of kiosk operators and LSPs, thereby affecting service quality and raising questions about the project's overall sustainability. It would therefore be appropriate to cap RISL’s commission at a maximum of 5% in order to maintain balance and transparency in the system. Furthermore, the RFP proposes that the LSP commission be determined through <i>division-wise bidding</i> by prospective bidders, with a minimum cap of 10% and a maximum of 17% (15% for the Jaipur division). Reconsidering this approach, it would be preferable that the LSP commission be pre-defined, as was the practice in the previous RFP model, rather than determined through competitive bidding. This would ensure fair, transparent, and stable compensation for service providers and allow them to focus on delivering high-quality services in alignment with the project's core objectives.	
12	36	7.10	Selection Method: The selection method is Least Cost Based Selection (LCBS or L1).	The current RFP mentions the selection method as Least Cost Based Selection (LCBS or L1). However, it is strongly	No Change



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				recommended that instead of LCBS/L1, the selection should be based on Pre-Qualification/Eligibility Criteria. Selecting LSPs purely on the basis of the lowest cost undermines the quality, sustainability, and long-term viability of service delivery. A more balanced approach focused on technical capability, experience, infrastructure, and service commitment—as outlined under the eligibility criteria—will ensure that only competent and reliable service providers are selected to achieve the project’s intended outcomes.	
13	53	9.1	SLA for Kiosk only	It is suggested that the total penalty imposed on a kiosk under the SLA should not exceed the total commission earned by the kiosk in that particular month. If the penalty amount cannot be fully recovered from the kiosk’s wallets (prepaid and security wallet), then the remaining penalty should be waived off after the permanent closure of the kiosk. This provision will ensure financial viability for kiosk operators while maintaining accountability under the SLA terms.	No Change
14	53	9.1 (i)	Non-performing kiosk: A Kiosk is to be suspended if it did zero transaction in a month or less than 10 transactions for three (3) continuous calendar months.	A Kiosk is to be suspended if it did zero transaction in a month or less than 30 transactions for three (3) continuous calendar months.	Revised Clause: A Kiosk is to be suspended if it did zero transaction in a calendar month or less than 30 transactions for each of the three (3) continuous calendar months
15	55	9.3 (ii)	LSP Manpower: Division Coordinator: 5 days in a month at Division Office of the Additional Director, DoIT&C	It is suggested that, in addition to the mandatory presence of the Division Coordinator for 5 days a month at the Division Office of the Additional Director, DoIT&C, the LSP should be allowed to mark attendance either at the Division-level or	Revised Clause: LSP Manpower: Division Coordinator: Minimum Required Attendance


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				District-level DoIT&C office, as per operational feasibility and requirements. This flexibility will ensure better coordination, optimize resource utilization, and facilitate efficient handling of kiosk-related support activities.	5 days in a month, consolidated at either the Division Office of the Additional Director, DoIT&C or at the District-level Office of DoIT&C.
16	56	9.3 (iii)	Average Commission of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total kiosks operated by an LSP within a division must earn commission equal to or greater than the average commission for that division. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.	The clause related to <i>Average Commission of Kiosks</i> as a Service Level Agreement (SLA) is impractical and potentially damaging, especially considering the ground-level realities of service delivery. Many services offered through the e-Mitra platform do not provide commission in the same month the transaction is performed. Instead, payments are released by the concerned departments in the subsequent month or even later, depending on internal processes and reconciliation timelines. Due to this delay, accurately calculating the monthly average commission of kiosks is not feasible, especially for real-time compliance. Even if such real-time commission data becomes available on the portal, it would still be unrealistic to enforce this metric at the kiosk level, as it fails to account for geographical disparities and demand variation across rural, semi-urban, and urban areas. The fear of non-compliance may lead LSPs to shut down low-earning kiosks, particularly those in remote villages, small hamlets, or underserved urban colonies. This would directly contradict the core objective of the e-Mitra project, which is to ensure inclusive access to digital services for every citizen, regardless of location.	SLA 'Average Commission of Kiosks' is replaced with 'Average Transaction of Kiosks'. Average Transaction of Kiosks: Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%)


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				Therefore, it is strongly recommended that this SLA be removed from the RFP. Alternatively, the model used in the previous RFP—which was based on Average Transactions per Kiosk (Avg. Txn SLA)—should be reinstated. That approach was more realistic, performance-oriented, and aligned with on-ground service patterns, without compromising accessibility in low-demand areas. It is suggested that the calculation of Average Transactions per Kiosk (Avg. Txn SLA) should be based on whichever is lower between the average transactions as on the 25th of the month or on the last date of the month. This change will help maintain service presence in all areas, especially rural and remote locations, while still promoting operational efficiency.	of the LSP’s commission for the concerned division will be forfeited.
6. LIMRA SERVICES PRIVATE LIMITED					
1	15	2.3.5	Bidding Divisions of e-Mitra Scheme: The State of Rajasthan has 41 districts which are divided into 7 divisions: Ajmer, Bharatpur, Bikaner, Jaipur, Jodhpur, Kota and Udaipur divisions. Each division consists of 4-8 districts. A table comprising name of districts under each of the seven divisions is provided below. Each district has several blocks under them depending upon the geographical coverage and population; currently there are 295 blocks & 305 ULBs in the	The e-Mitra project in Rajasthan has historically been structured and operated at the district level, with kiosk networks developed based on local administrative divisions, and services monitored under the supervision of district authorities. This district-level governance and monitoring has been a major pillar of the project’s success, as each district in the state varies in population, geographical coverage, service requirements, and operational challenges. Accordingly, in previous RFPs, Local Service Providers (LSPs) were also selected at the district level, allowing small and local	No Change



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			State. The blocks/ULBs are further divided into GPs/Wards; there are about 11152 GPs/Wards (approx.) in the State. For the purpose of deployment of e-Mitra kiosks centres in the State, a division has been considered as bidding unit for bidding purposes. The Bidder can bid for any number of divisions. The allocation of divisions is purely under the discretion of RISL & decision of MD, RISL in this regard, will be final and binding to all the bidders.	entrepreneurs to actively participate and deliver quality services. However, the current RFP proposes that LSP selection be carried out at the division level, where each division comprises 4 to 8 districts. This structural shift could be extremely disadvantageous to small yet capable entrepreneurs who lack the financial and operational capacity to bid for or manage services across multiple districts. As a result, many efficient local players may be excluded from the project, adversely affecting local employment, entrepreneurship, and grassroots-level service delivery. At present, about 25 out of the 70 LSPs are operating in only 3 districts or fewer. Therefore, it is strongly recommended that if an LSP is currently operating in only 3 districts within a division, they should not be compelled to operate in the entire division. A strong example of the success of district-level operations can be seen in Sirohi district, where ATWOZ IT SOLUTIONS PRIVATE LIMITED currently operates as the LSP. This company is exclusively active in Sirohi and manages nearly 50% of the e-Mitra kiosks in the district. Despite being limited to a single district, the company has delivered excellent performance, clearly demonstrating that the district-level LSP model can effectively empower small enterprises in delivering public services.	



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				Additionally, this shift seems to contradict existing policy directions. While Hon’ble Prime Minister Shri Narendra Modi’s government is actively promoting initiatives such as Startup India, Digital India, and Ease of Doing Business, this move at the state level appears to go against the Centre’s vision. Rather than encouraging existing small enterprises, it risks displacing them. Ironically, the Department of IT & Communication, Government of Rajasthan, is simultaneously running initiatives like iStart Rajasthan, which support startups from ideation to growth through incubation centres, equity funding, grants, and exposure opportunities. Excluding capable local businesses from the e-Mitra ecosystem undermines the very intent of such startup-promotion policies. Therefore, it is strongly recommended that the current RFP be amended to restore district-level LSP selection, thereby allowing capable small and local entrepreneurs to participate and contribute meaningfully to the project. This approach would ensure balanced and equitable expansion of digital governance services across the state. It would also preserve the project’s transparency, efficiency, and inclusivity while aligning with both state and central government policies aimed at fostering entrepreneurship and digital inclusion.	
2	21	3.1.21	Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document	As per the previous RFP, the performance security for one district was 1 lakh. However, in the current RFP, the performance security has been significantly increased to approximately 2.5 lakhs per district, which appears to be	Revised Clause: Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial



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			tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the performance security amount of as mentioned below:	disproportionately high. Given that the entire project is operating on a prepaid model, it is recommended that the Performance Security at the division level should be calculated as one lakh per district under that division. This approach would be more balanced and justifiable while still ensuring sufficient financial safeguards.	irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the security amount per division, as detailed below, in favour of the Managing Director, RISL: The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district. Mode of Payment: Demand Draft or Bank Guarantee
3	22	3.1.23	A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs already operating in specific districts of that division as of 31-05-2025 will not be eligible to receive incoming migration of kiosks within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP	Case 1: It is suggested that if an existing LSP, operating in a district prior to 31-05-2025, agrees to work at the L1 rate, they should also be considered eligible to receive incoming migration of kiosks in that district. This is important because such LSPs have prior experience of working at the local level, which directly contributes to the quality and continuity of service delivery. Additionally, there are several existing LSPs with fewer than 50 kiosks, which may put them at a disadvantage in terms of numbers, despite their consistent and dedicated service. On the other hand, newly selected LSPs, without prior experience, may receive more kiosks simply by virtue of new selection—leading to an unfair outcome for the experienced LSPs. Hence, to ensure fairness, operational continuity, and service quality, existing LSPs should be given	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP


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			needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Case 2: Migration Process for Kiosks in Case of LSP Exit/Termination: For the LSPs selected through this RFP process, if an LSP exits or is terminated from the project/division, all its kiosks shall be permitted to apply for migration. A dedicated migration window of one month shall be opened from either the date the LSP submits its exit request or the date of termination. During this period, all kiosks under the existing LSP must complete the migration process. Kiosk can migrate to any other LSP in that division. Any kiosks that do not complete the migration within this one-month window will be automatically closed. B. Liability of Migrated Kiosk: All earlier liabilities of migrated	equal opportunity for incoming migration. Migration Process: The establishment, training, technical support, and overall operational arrangements of kiosks are carried out through the Local Service Provider (LSP). Additionally, in cases of any error or misconduct in kiosk operations, the penalties are also borne by the LSP. Therefore, it is important that the migration process includes a provision whereby the LSP is granted the authority to transfer kiosks within a district to another LSP in a consolidated manner. At the same time, it must also be ensured that the kiosk operator retains the right to reject such migration and opt for another suitable LSP if they are not in agreement with the transfer. Such a system would ensure a transparent, fair, and well-structured migration process, protecting the interests of both the LSP and the kiosk operator. RISL should act only as a supervisory and monitoring e-Governance body, not as an operational LSP. If RISL assumes the role of an LSP, it will eliminate healthy competition among LSPs, leading to increased risks of overcharging, corruption, and irregularities. Maintaining a clear separation between governance and service provision is essential for transparency and accountability.	needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.


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			kiosk will be responsibility of new LSP in which kiosk is migrating. C. Timeline for LSP to accept or reject migration request of kiosk: LSP will be allowed to accept or reject migration application of kiosk till T+10 days where T is the start date of Migration Period. Kiosks for which migration application has been approved by 2nd LSP will be migrated. Migration applications not approved by LSP within given time will stand rejected. In such cases, kiosk may apply for migration in another LSP (if available). If the LSP exiting or being terminated is the sole LSP in that division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission.		
4	24	3.2.1	Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e-Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the	Since the Local Service Provider (LSP) is required to physically visit the site for verification and support during the selection and establishment of a new kiosk, it is recommended that the LSP's share from the non-refundable application fee should be ₹1,000 + GST. The remaining portion of the application fee may be retained by RISL. This adjustment would help ensure fair	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility


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			kiosk owner, etc. RISL will charge an non-refundable application fee of ₹1,500 (inclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹500 (inclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.	compensation for the LSP's field efforts and administrative responsibilities.	proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
5	30	5	REVENUE MODEL / COMMISSION CHARGES: The Per transaction commission charges to be shared between Kiosk, Local Service Provider (LSP) and RISL is as per RFP	As per the current RFP, the commission allocated to kiosk operators has been fixed at a minimum of 65% , whereas under the previous rate structure, they received up to 78% commission based on their performance and efficiency. This reduction is detrimental to the financial interests of kiosk operators, who serve as the most crucial link in delivering e-governance services at the grassroots level. Maintaining their motivation and ensuring fair remuneration is essential. Any reduction in their share is likely to negatively impact the quality and outreach of services. Therefore, it is imperative that the commission for kiosk operators be fixed at a minimum of 80% to ensure their continued participation, operational stability, and consistent quality in service delivery. Additionally, it is suggested that the commission structure should not be divided into "government" and "non-government" kiosks. Instead, a <i>simplified and uniform</i>	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.



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				<i>commission system</i> should be adopted, making it easier and fairer for kiosk operators to understand and operate within. This would eliminate confusion, avoid discrimination, and promote more sustainable participation. <i>RISL</i>, which previously operated at a 0% commission, is now proposing a maximum commission of 18% for itself. This change is not only unjustified but also contrary to the long-term interests of the project. <i>RISL</i> should function as a <i>facilitating and supervisory body</i>, not as a profit-seeking stakeholder. If <i>RISL</i> is allotted such a high commission, it will significantly reduce the shares of kiosk operators and LSPs, thereby affecting service quality and raising questions about the project's overall sustainability. It would therefore be appropriate to cap RISL's commission at a maximum of 5% in order to maintain balance and transparency in the system. Furthermore, the RFP proposes that the LSP commission be determined through <i>division-wise bidding</i> by prospective bidders, with a minimum cap of 10% and a maximum of 17% (15% for the Jaipur division). Reconsidering this approach, it would be preferable that the LSP commission be pre-defined, as was the practice in the previous RFP model, rather than determined through competitive bidding. This would ensure fair, transparent, and stable compensation for service providers and allow them to	


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				focus on delivering high-quality services in alignment with the project's core objectives.	
7. Neptune InfoTech & Development Sansthan					
1.	15	2.3.4	Purpose of RFP	If the goal is reclaiming share toward RISL, what tangible operational benefits does on-boarding new LSPs offer? Without clear value-added roles, tender risks being symbolic.	No Change
2.	22	3.1.23	Kiosk Migration	Why can't existing LSPs receive migrated kiosks in districts they already serve? Limits organic growth and disrupts stable kiosk networks.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be



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					allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
3.	11–12		Eligibility Requirements	Will RISL introduce relaxed eligibility criteria for MSMEs or startups? Encourages digital innovation and participation from local Entrepreneurs	No Change
4.	39	7.17	Financial Bid Cap	What methodology was used to set financial bid caps (10%–17%, Jaipur: Max 15%)? Without cost studies, fixed caps may lead to impractical pricing.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.
5.	23	3.1.24	Division Reallocation	Why are LSPs permanently barred from reapplying to previously withdrawn divisions? Does not allow for business growth or improved capabilities. Suggest re-entry option after 1 year.	No Change
6.	51	8.20	Termination Clause	Is there a clear non-punitive protocol for LSPs opting out post contract period or on non-renewal? Absence of this clause could lead to risk or ambiguity.	As per RFP
7.	20–21	3.1.14	Branding Compliance	Can RISL allow a grace extension for uploading co-branded signage before kiosk suspension? Rollout delays may arise from vendor or hardware bottlenecks.	No Change
8.	66–70	Annex ure-6	Agreement	Why is transfer/merger of e-Mitra business not permitted, even within affiliated entities? Restricts investment partnerships and strategic restructuring.	No Change


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9.	16–17	3.1.10– 3.1.11, 4.0	Annexure-12	Will RISL consider staggered or phased rollout expectations for new LSPs? New entrants face high infra cost under the same revenue cap as incumbents. Suggest flexible rollout.	LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks* in each district out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least ‘X’ functional and transactive kiosks* in assigned division out of which at least ‘50% of X’ kiosks must be in rural area, where ‘X’ = no. of districts in that particular division multiplied by 10. *Non-functional kiosks will not be considered
10.	23	3.1.24	Additional Division Allocation	Will RISL define a cap on LSP count or kiosk numbers per division to avoid oversaturation? Too many LSPs may dilute viability and service quality in given divisions.	No Change
11.	22	3.1.23	Migration Policy	Can newly appointed LSPs receive migrated kiosks in districts they are assigned to? Helps operational scaling instead of starting from scratch.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn’t participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive


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					additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
12.	19, 21	53–55	SLAs & Monitoring	Will RISL share quarterly SLA compliance reports with LSPs to allow corrective action before penalties? Promotes proactive SLA adherence and fair governance.	As per RFP
13.	21	3.1.20	GST Compliance	Can RISL allow a 15-day grace period for GST reporting before holding commission payouts? Prevents financial disruption due to clerical delays.	As per RFP
14.	20	3.1.10	Geo-Validation	Will RISL define enforcement timelines for DeGS photo validation and geo-tagging to avoid rollout delays? SLA penalties depend on kiosk activation — timely validation is	As per RFP


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				critical.	
15.	19	3.1.16	Helpdesk Staffing	Can helpdesk engineer norms be based on active kiosks rather than total registered kiosks? Avoids over-deployment and ensures better resource utilization.	Revised Clause: Centralized Helpdesk: The LSP shall ensure adequate back-end support to the e-Mitra kiosks. A centralized help desk would be set up by LSP to provide assistance to their e-Mitra kiosks and information on these help centres needs to be published on e-Mitra portal and communicated to RISL, DeGS, Division Level Offices of the Additional Director, DoIT&C and District Level Officer (DLO), DoIT&C. The LSP shall also appoint at least one (1) dedicated help desk engineer to promptly address queries from e-Mitra Kiosks (Owner, Admin and Operator). Additionally, for every 3,000 active kiosks, one (1) more dedicated help desk engineer must be deployed to maintain effective support.
16.	20	3.1.14	Branding Support	Will RISL issue standardized branding templates or share approved vendor list for signage? Accelerates kiosk setup, ensures visual consistency across divisions.	No Change.
17.	21	3.1.19	Commission & Invoicing	Will RISL enable dashboards for LSPs to reconcile GST Input Credit and commission statements? Supports transparent operations and reduces financial disputes.	As per RFP
18.	74		Financial Bid Format	Will RISL consider tiered commission caps for new entrants in their first year of operation? Balances lack of inherited kiosks and compensates for high startup costs.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.
19.	11	1.(i)	Pre- Qualification Point # 4 EMD	EMD of Rs 6 Lakh through a Bank Guarantee clause needs to relook as its bit difficult to arrange a Bank Guarantee for a shorter period as charges is too high and further post bid	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee.


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				closer, process of submission of BG for cancelation in Bank also challenge, request to change this option for BG to Demand Draft. Demand Draft is easy to issue with almost no or less charges of any organization and its cancellation process is also very easy	Existing LSP performance security already deposited with the department will not be adjusted against the said EMD.
8. PRATAP GLOBEZONE TECHNOLOGIES PVT. LTD.					
1.	20	3.1.14	Branding of Kiosks:	- As per the suggestions received from the e-Mitra kiosk holders since long time, e-Mitra kiosk would like to make some changes in the banner and rate list size, because most of the e-Mitra kiosk holders have small shops or the e-Mitra holder also does some other type of business along with e-Mitra work due to this there is not much free space available in the kiosk holder's shop, hence e-Mitra wants to make a small change in the e-Mitra branding size. - Kindly allow e-mitra branding in vertical and horizontal shape.	No Change
2.	21	3.1.21	Performance Security	PGB amount should be Rs.5 lakh per division.	The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.
3.	22	3.1.23	Migration of existing kiosks from one LSP to another	- All service providers should be given equal migration rights. - If a Service Provider terminates or voluntarily terminates the contract with RISL, it shall be at the sole discretion of the Service Provider to transfer the Kiosk under its control to another Service Provider. Further, if a Kiosk wishes to migrate from its current Service Provider (LSP), it may submit an application to RISL for the same. Such transfer shall be decided by RISL in accordance with its policies, procedures and discretion.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a


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					division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
4.	30	5	REVENUE MODEL / COMMISSION CHARGES	• The state government has not increased the service fee (commission) of e-Mitra Kiosk for the last 5 years. • Commission of all e-mitra holders should be made equal to 75% Service charge of RISL should be maximum 5% commission. • The commission of e-Mitra service providers should be fixed at 20% instead of selection by L1 so that periodic training, inspection of e-Mitra kiosks, promotion of e-Mitra services,	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.



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				branding on e-Mitra kiosks etc. can be ensured. If the e-Mitra kiosk is earning more than 25,000 on a monthly basis, then in this case, in addition to 5% of RISL, a separate commission of Rs 1,000 can be kept.	
5.	24	3.2.1	Application for becoming e-Mitra kiosks	- Distribution of registration fee ₹1200/- to be split between Service Provider (LSP) and ₹300/- to RISL, so that Service Provider can incur necessary expenditure on branding, awareness campaign and improving quality of Kiosk. - Registration fee of LSP owned Kiosk should be kept free - All uploading documents for new e-Mitra kiosks should be verify by metadata like- Aadhar, Jan Aadhar, Pan Card, Police Verification Certificate, Marksheet, Voter ID, Bonafide/Cast certificate while applying new e-Mitra kiosk.	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
6.	56	9.3	(iii) Average Commission of Kiosks	- Instead of average commission, a system of evaluation should be adopted based on average transactions, so that realistic evaluation can be possible according to the specificity of each area. - Before declaring a defaulter, proper warning and opportunity for improvement should be provided. - Instead of a punitive approach, an incentive-based system should be promoted to encourage LSPs to improve service quality.	SLA 'Average Commission of Kiosks' is replaced with 'Average Transaction of Kiosks'. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated


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					by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.
7.	36	7.11	EMD	• EMD amount should be Rs.2 lakh per division.	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee. Existing LSP performance security already deposited with the department will not be adjusted against the said EMD.
8.	50	8.16	Taxes & Duties	• Kindly ensure that the GST amount is not withheld. • Invoices must be submitted by LSP on the 10th of each month, and the payment should be released by the concerned department by the 25th of the same month.	No Change
9.	53	9	Service Level Standards/ Requirements/ Agreement	The responsibilities and penalty limits of the e-Mitra kiosk operator and service provider have been clearly defined under	No Change


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			9.1 SLA for Kiosk only 9.2 SLA for Kiosk & LSP	the SLA (Service Level Agreement) associated with e-Mitra services. According to this: • If any penalty is imposed on any e-Mitra Kiosk for rate list, I-card, unauthorized location, absence from camp duty, overcharging, refusal to provide service, etc., that amount should be recovered only from the concerned Kiosk Operator / e-Mitra Kiosk Wallet. • In such a situation, penalty should not be recovered from the concerned service provider. • Punitive Action - RISL will issue a certificate against the defaulter kiosk holder/kiosk operator to all the service providers and departments, which will mention that the person and all his family members will not be able to avail the benefits of any kind of government or non-government services and a clear description of this act should also be ensured in the police verification report and along with this, the details of the guilty kiosk should be published on the e-Mitra portal.	
10.	53	9.1	(i) Non-performing kiosk:	50% of the penalty amount for non-functional and non-performing e-Mitra Kiosks should be shared by RISL with the respective LSP.	No Change
11.	54	9.2	SLA for Kiosk & LSP, (iii) Action on failure to adopt and deliver new services:	• Assessment of service compliance should be based on regional demand, • Warning, guidance and training should be provided to the kiosks before suspension so that they can understand and implement the new services as it is unfair to apply this rule on e-Mitra kiosks which are established in government places like Century Park, Archology, RTDC, DISCOM, PHED, UAT/JDA etc.	Action on failure to adopt and deliver new services: Penalty on LSP: If more than 10% of the total unique transactive kiosks operated by an LSP are suspended during a given quarter i.e. three (3) continuous calendar months , 25% of the total commission accrued by the LSP in the last month of that quarter will be forfeited.


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12.	49 & 68	1.6	Exclusivity of Rights:	- Service providers should be informed before making any amendment in the RFP. - The suggestions and objections of the service providers should be considered and consent should be obtained. If a service provider does not agree with any amendment, then it can terminate the agreement without any penalty/fine. - A transparent and democratic process should be adopted so that the trust of all stakeholders is maintained.	No Change
13.	21	3.1.16	Online Fund Transfer	LSP should have an option available to refill the Kiosk Wallet by bulk method.	No Change
9. SQUARIA GLOBAL INDIA PVT LTD					
1	20	3.1.14	Branding of Kiosks:	- As per the suggestions received from the e-Mitra kiosk holders since long time, e-Mitra kiosk would like to make some changes in the banner and rate list size, because most of the e-Mitra kiosk holders have small shops or the e-Mitra holder also does some other type of business along with e-Mitra work due to this there is not much free space available in the kiosk holder's shop, hence e-Mitra wants to make a small change in the e-Mitra branding size. - Kindly allow e-mitra branding in vertical and horizontal shape.	No Change
2	21	3.1.21	Performance Security	PSD amount should be Rs.5 lakh per division.	The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.
3	22	3.1.23	Migration of existing kiosks from one LSP to another	- All service providers should be given equal migration rights. - If a Service Provider terminates or voluntarily terminates the contract with RISL, it shall be at the sole discretion of the Service Provider to transfer the Kiosk under its control to	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1


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				another Service Provider. Further, if a Kiosk wishes to migrate from its current Service Provider (LSP), it may submit an application to RISL for the same. Such transfer shall be decided by RISL in accordance with its policies, procedures and discretion.	rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
4	30	5	REVENUE MODEL / COMMISSION CHARGES	• The state government has not increased the service fee (commission) of e-Mitra Kiosk for the last 5 years. • Commission of all e-mitra holders should be made equal to	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.



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				75% Service charge of RISL should be maximum 5% commission. - The commission of e-Mitra service providers should be fixed at 20% instead of selection by L1 so that periodic training, inspection of e-Mitra kiosks, promotion of e-Mitra services, branding on e-Mitra kiosks etc. can be ensured. - If the e-Mitra kiosk is earning more than 25,000 on a monthly basis, then in this case, in addition to 5% of RISL, a separate commission of Rs 1,000 can be kept.	
5	24	3.2.1	Application for becoming e-Mitra kiosks	- Distribution of registration fee ₹1200/- to be split between Service Provider (LSP) and ₹300/- to RISL, so that Service Provider can incur necessary expenditure on branding, awareness campaign and improving quality of Kiosk. - Registration fee of LSP owned Kiosk should be kept free - All uploading documents for new e-Mitra kiosks should be verify by metadata like- Aadhar, Jan Aadhar, Pan Card, Police Verification Certificate, Marksheet, Voter ID, Bonafide/Cast certificate while applying new e-Mitra kiosk.	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
6	56	9.3	(iii) Average Commission of Kiosks	Instead of average commission, a system of evaluation should be adopted based on average transactions, so that realistic evaluation can be possible according to the specificity of each area.	SLA 'Average Commission of Kiosks' is replaced with 'Average Transaction of Kiosks'.


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				- Before declaring a defaulter, proper warning and opportunity for improvement should be provided. - Instead of a punitive approach, an incentive-based system should be promoted to encourage LSPs to improve service quality.	Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.
7	36	7.11	EMD	EMD amount should be Rs.2 lakh per division.	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee. Existing LSP performance security already deposited with the department will not be adjusted against the said EMD.


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8	50	8.16	Taxes & Duties	- Kindly ensure that the GST amount is not withheld. - Invoices must be submitted by LSP on the 10th of each month, and the payment should be released by the concerned department by the 25th of the same month.	No Change
9	53	9	Service Level Standards/ Requirements/ Agreement 9.1 SLA for Kiosk only 9.2 SLA for Kiosk & LSP	The responsibilities and penalty limits of the e-Mitra kiosk operator and service provider have been clearly defined under the SLA (Service Level Agreement) associated with e-Mitra services. According to this: - If any penalty is imposed on any e-Mitra Kiosk for rate list, I-card, unauthorized location, absence from camp duty, overcharging, refusal to provide service, etc., that amount should be recovered only from the concerned Kiosk Operator / e-Mitra Kiosk Wallet. - In such a situation, penalty should not be recovered from the concerned service provider. Punitive Action - RISL will issue a certificate against the defaulter kiosk holder/kiosk operator to all the service providers and departments, which will mention that the person and all his family members will not be able to avail the benefits of any kind of government or non-government services and a clear description of this act should also be ensured in the police verification report and along with this, the details of the guilty kiosk should be published on the e-Mitra portal.	No Change
10	53	9.1	(i) Non-performing kiosk:	50% of the penalty amount for non-functional and non-performing e-Mitra Kiosks should be shared by RISL with the respective LSP.	No Change
1	54	9.2	SLA for Kiosk & LSP,	Assessment of service compliance should be based on	Action on failure to adopt and deliver new services:


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1			(iii) Action on failure to adopt and deliver new services:	regional demand Warning, guidance and training should be provided to the kiosks before suspension so that they can understand and implement the new services as it is unfair to apply this rule on e-Mitra kiosks which are established in government places like Century Park, Archology, RTDC, DISCOM, PHED, UAT/JDA etc.	Penalty on LSP: If more than 10% of the total unique transactive kiosks operated by an LSP are suspended during a given quarter i.e. three (3) continuous calendar months , 25% of the total commission accrued by the LSP in the last month of that quarter will be forfeited.
1 2	49 & 68	8.6 & 11	Exclusivity of Rights:	- Service providers should be informed before making any amendment in the RFP. - The suggestions and objections of the service providers should be considered and consent should be obtained. If a service provider does not agree with any amendment, then it can terminate the agreement without any penalty/fine. - A transparent and democratic process should be adopted so that the trust of all stakeholders is maintained.	No Change
1 3	21	3.1.16	Online Fund Transfer	LSP should have an option available to refill the Kiosk Wallet by bulk method. and any Amount.	No Change
1 4	77	Annex ure 12	e-Mitra Kiosk rollout plan for 1 Year	The rollout plan should be done division wise as some districts have been formed from old districts and kiosks are already there. And now each LSP will not be able to make 10-10 kiosks in those districts	LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks* in each district out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least 'X' functional and transactive kiosks* in assigned division out of which at least '50% of X' kiosks must be in rural area, where 'X'


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					= no. of districts in that particular division multiplied by 10. *Non-functional kiosks will not be considered
10. Unik OneTouch System Private Limited					
1	15	2.3.5	Bidding Divisions of e-Mitra Scheme: The State of Rajasthan has 41 districts which are divided into 7 divisions: Ajmer, Bharatpur, Bikaner, Jaipur, Jodhpur, Kota and Udaipur divisions. Each division consists of 4-8 districts. A table comprising name of districts under each of the seven divisions is provided below. Each district has several blocks under them depending upon the geographical coverage and population; currently there are 295 blocks & 305 ULBs in the State. The blocks/ULBs are further divided into GPs/Wards; there are about 11152 GPs/Wards (approx.) in the State. For the purpose of deployment of e-Mitra kiosks centres in the State, a division has been considered as bidding unit for bidding purposes. The Bidder can bid for any number of divisions. The allocation of divisions is purely under the discretion of RISL & decision of MD, RISL in this regard, will be final and binding to all the bidders.	The e-Mitra project in Rajasthan has historically been structured and operated at the district level, with kiosk networks developed based on local administrative divisions, and services monitored under the supervision of district authorities. This district-level governance and monitoring has been a major pillar of the project's success, as each district in the state varies in population, geographical coverage, service requirements, and operational challenges. Accordingly, in previous RFPs, Local Service Providers (LSPs) were also selected at the district level, allowing small and local entrepreneurs to actively participate and deliver quality services. However, the current RFP proposes that LSP selection be carried out at the division level, where each division comprises 4 to 8 districts. This structural shift could be extremely disadvantageous to small yet capable entrepreneurs who lack the financial and operational capacity to bid for or manage services across multiple districts. As a result, many efficient local players may be excluded from the project, adversely affecting local employment, entrepreneurship, and grassroots-level service delivery.	No Change


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				At present, about 25 out of the 70 LSPs are operating in only 3 districts or fewer. Therefore, it is strongly recommended that if an LSP is currently operating in only 3 districts within a division, they should not be compelled to operate in the entire division. A strong example of the success of district-level operations can be seen in Sirohi district, where ATWOZ IT SOLUTIONS PRIVATE LIMITED currently operates as the LSP. This company is exclusively active in Sirohi and manages nearly 50% of the e-Mitra kiosks in the district. Despite being limited to a single district, the company has delivered excellent performance, clearly demonstrating that the district-level LSP model can effectively empower small enterprises in delivering public services. Additionally, this shift seems to contradict existing policy directions. While Hon'ble Prime Minister Shri Narendra Modi's government is actively promoting initiatives such as Startup India, Digital India, and Ease of Doing Business, this move at the state level appears to go against the Centre's vision. Rather than encouraging existing small enterprises, it risks displacing them. Ironically, the Department of IT & Communication, Government of Rajasthan, is simultaneously running initiatives like iStart Rajasthan, which support startups from ideation to growth through incubation centres, equity funding, grants, and exposure opportunities. Excluding capable local businesses from the e-Mitra ecosystem undermines the very	


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				intent of such startup-promotion policies. Therefore, it is strongly recommended that the current RFP be amended to restore district-level LSP selection, thereby allowing capable small and local entrepreneurs to participate and contribute meaningfully to the project. This approach would ensure balanced and equitable expansion of digital governance services across the state. It would also preserve the project's transparency, efficiency, and inclusivity while aligning with both state and central government policies aimed at fostering entrepreneurship and digital inclusion.	
2	21	3.1.21	Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the performance security amount of as mentioned below:	As per the previous RFP, the performance security for one district was 1 lakh. However, in the current RFP, the performance security has been significantly increased to approximately 2.5 lakhs per district, which appears to be disproportionately high. Given that the entire project is operating on a prepaid model, it is recommended that the Performance Security at the division level should be calculated as one lakh per district under that division. This approach would be more balanced and justifiable while still ensuring sufficient financial safeguards.	Revised Clause: Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the security amount per division, as detailed below, in favour of the Managing Director, RISL: • The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.


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					Mode of Payment: Demand Draft or Bank Guarantee
3	22	3.1.23	A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs already operating in specific districts of that division as of 31-05-2025 will not be eligible to receive incoming migration of kiosks within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission.	Case 1: It is suggested that if an existing LSP, operating in a district prior to 31-05-2025, agrees to work at the L1 rate, they should also be considered eligible to receive incoming migration of kiosks in that district. This is important because such LSPs have prior experience of working at the local level, which directly contributes to the quality and continuity of service delivery. Additionally, there are several existing LSPs with fewer than 50 kiosks, which may put them at a disadvantage in terms of numbers, despite their consistent and dedicated service. On the other hand, newly selected LSPs, without prior experience, may receive more kiosks simply by virtue of new selection—leading to an unfair outcome for the experienced LSPs. Hence, to ensure fairness, operational continuity, and service quality, existing LSPs should be given equal opportunity for incoming migration. Migration Process: The establishment, training, technical support, and overall operational arrangements of kiosks are carried out through the Local Service Provider (LSP). Additionally, in cases of any error or misconduct in kiosk operations, the penalties are also borne by the LSP. Therefore, it is important that the migration process includes a provision whereby the LSP is granted the authority to transfer kiosks within a district to another LSP in a consolidated manner. At the same time, it must also be ensured that the kiosk operator retains the right to reject such migration and opt for another suitable LSP if they are not in agreement with the	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the


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			Case 2: Migration Process for Kiosks in Case of LSP Exit/Termination: For the LSPs selected through this RFP process, if an LSP exits or is terminated from the project/division, all its kiosks shall be permitted to apply for migration. A dedicated migration window of one month shall be opened from either the date the LSP submits its exit request or the date of termination. During this period, all kiosks under the existing LSP must complete the migration process. Kiosk can migrate to any other LSP in that division. Any kiosks that do not complete the migration within this one-month window will be automatically closed. B. Liability of Migrated Kiosk: All earlier liabilities of migrated kiosk will be responsibility of new LSP in which kiosk is migrating. C. Timeline for LSP to accept or reject migration request of kiosk: LSP will be allowed to accept or reject migration application of kiosk till T+10 days where T is the start date of Migration Period. Kiosks for which migration application has been approved by 2nd LSP will be migrated. Migration applications not approved by LSP within given time will stand rejected. In such cases, kiosk may apply for migration in another LSP (if available). If the LSP exiting or being terminated is the sole	transfer. Such a system would ensure a transparent, fair, and well-structured migration process, protecting the interests of both the LSP and the kiosk operator. RISL should act only as a supervisory and monitoring e-Governance body, not as an operational LSP. If RISL assumes the role of an LSP, it will eliminate healthy competition among LSPs, leading to increased risks of overcharging, corruption, and irregularities. Maintaining a clear separation between governance and service provision is essential for transparency and accountability.	e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.



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			LSP in that division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission.		
4	24	3.2.1	Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e-Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (inclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹500 (inclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.	Since the Local Service Provider (LSP) is required to physically visit the site for verification and support during the selection and establishment of a new kiosk, it is recommended that the LSP's share from the non-refundable application fee should be ₹1,000 + GST. The remaining portion of the application fee may be retained by RISL. This adjustment would help ensure fair compensation for the LSP's field efforts and administrative responsibilities.	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
5	30	5	REVENUE MODEL / COMMISSION CHARGES: The Per transaction commission charges to be shared between Kiosk, Local Service Provider (LSP) and RISL is as per RFP	As per the current RFP, the commission allocated to kiosk operators has been fixed at a minimum of 65% , whereas under the previous rate structure, they received up to 78% commission based on their performance and efficiency. This	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.


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				reduction is detrimental to the financial interests of kiosk operators, who serve as the most crucial link in delivering e-governance services at the grassroots level. Maintaining their motivation and ensuring fair remuneration is essential. Any reduction in their share is likely to negatively impact the quality and outreach of services. Therefore, it is imperative that the commission for kiosk operators be fixed at a minimum of 80% to ensure their continued participation, operational stability, and consistent quality in service delivery. Additionally, it is suggested that the commission structure should not be divided into "government" and "non-government" kiosks. Instead, a <i>simplified and uniform commission system</i> should be adopted, making it easier and fairer for kiosk operators to understand and operate within. This would eliminate confusion, avoid discrimination, and promote more sustainable participation. <i>RISL</i>, which previously operated at a 0% commission, is now proposing a maximum commission of 18% for itself. This change is not only unjustified but also contrary to the long-term interests of the project. <i>RISL</i> should function as a <i>facilitating and supervisory body</i>, not as a profit-seeking stakeholder. If <i>RISL</i> is allotted such a high commission, it will significantly reduce the shares of kiosk operators and LSPs, thereby affecting service quality and raising questions about	


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				the project's overall sustainability. It would therefore be appropriate to cap RISL’s commission at a maximum of 5% in order to maintain balance and transparency in the system. Furthermore, the RFP proposes that the LSP commission be determined through <i>division-wise bidding</i> by prospective bidders, with a minimum cap of 10% and a maximum of 17% (15% for the Jaipur division). Reconsidering this approach, it would be preferable that the LSP commission be pre-defined, as was the practice in the previous RFP model, rather than determined through competitive bidding. This would ensure fair, transparent, and stable compensation for service providers and allow them to focus on delivering high-quality services in alignment with the project's core objectives.	
11. Atharva Bharat Multiservice Pvt. Ltd.					
1	21	3.1.21	Performance Security	PBG amount should be Rs.2 lakh per District in per division.	The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.
2	22	3.1.23	Migration of existing kiosks from one LSP to another	Migration should be given only to those LSPs who have less than 50 kiosks in their district so that they get equal opportunity to grow and work. Otherwise, the rules given in the New RFP are very good and the migration process should be done according to them. All	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn’t participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs



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				service providers should be not given equal migration rights.	selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
3	24	3.2.1	Application for becoming e-Mitra kiosks	• Distribution of registration fee ₹1200/- to be split between Service Provider (LSP) and ₹300/- to RISL, so that Service Provider can incur necessary expenditure on branding, awareness campaign and improving quality of Kiosk. • Registration fee of LSP owned Kiosk should be kept free	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application



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				All uploading documents for new e-Mitra kiosks should be verify by metadata like- Aadhar, Jan Aadhar, Pan Card, Police Verification Certificate, Mark sheet, Voter ID, Bonafide/Cast certificate while Appling new e-Mitra kiosk.	fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
4	30	5	REVENUE MODEL / COMMISSION CHARGES	The state government has not increased the service fee (commission) of e-Mitra Kiosk for the last 5 years. - Commission of all e-mitra holders should be made equal to 78% Service charge of RISL should be maximum 4% commission. - The commission of e-Mitra service providers should be fixed at 18% instead of selection by L1 so that periodic training, inspection of e-Mitra kiosks, promotion of e-Mitra services, branding on e-Mitra kiosks etc. can be ensured.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.
5	36	7.11	EMD	EMD amount should be Rs.5 lakh per division.	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee. Existing LSP performance security already deposited with the department will not be adjusted against the said EMD.
6	56	9.3	(iii) Average Commission of Kiosks	Instead of average commission, a system of evaluation should be adopted based on average transactions, so that realistic evaluation can be possible according to the specificity of each	SLA 'Average Commission of Kiosks' is replaced with 'Average Transaction of Kiosks'.


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				area. - Before declaring a defaulter, proper warning and opportunity for improvement should be provided. - Instead of a punitive approach, an incentive-based system should be promoted to encourage LSPs to improve service quality.	Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP’s commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP’s commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP’s commission for the concerned division will be forfeited.
7	53	9	Service Level Standards/ Requirements/ Agreement 9.1 SLA for Kiosk only 9.2 SLA for Kiosk & LSP	The responsibilities and penalty limits of the e-Mitra kiosk operator and service provider have been clearly defined under the SLA (Service Level Agreement) associated with e-Mitra services. According to this: If any penalty is imposed on any e-Mitra Kiosk for rate list, I-	No Change



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				card, unauthorized location, absence from camp duty, overcharging, refusal to provide service, etc., that amount should be recovered only from the concerned Kiosk Operator / e-Mitra Kiosk Wallet. In such a situation, penalty should not be recovered from the concerned service provider.	
8	53	9.1	(i) Non-performing kiosk:	50% of the penalty amount for non-functional and non-performing e-Mitra Kiosks should be shared by RISL with the respective LSP.	No Change
9	55	9.3	Kiosk Rollout	LSP Rollout plan should be according to division wise.	Revised Clause: LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks* in each district out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least ‘X’ functional and transactive kiosks* in assigned division out of which at least ‘50% of X’ kiosks must be in rural area, where ‘X’ = no. of districts in that particular division multiplied by 10. *Non-functional kiosks will not be considered
12. Devani Infotech					



(Umesh Chand Joshi)
SA (Jt. Director)

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S. No.	Bid Document Page	Rule No.	Rule Details	Query/Suggestion/Clarification	Response by RISL
	30	5	Revenue Model / Commission Charges	- Commission of all e-mitra holders should be made equal to 75% Service charge of RISL should be maximum 5% commission. - The commission of e-Mitra service providers (LSPs) should be fixed at 20% instead of selection by L1 so that periodic training, inspection of e-Mitra kiosks, promotion of e-Mitra services, branding on e-Mitra kiosks etc. can be ensured.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.
	24	3.2.1	Application for becoming e-Mitra kiosks	Distribution of registration fee ₹1200/- to be split between Service Provider (LSP) and ₹300/- to RISL, so that Service Provider can incur necessary expenditure on branding, awareness campaign and improving quality of Kiosk.	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
	56	9.3(iii)	Average Commission of Kiosks	- Instead of average commission, a system of evaluation should be adopted based on average transactions, so that realistic evaluation can be possible according to the specificity of each area. - Before declaring a defaulter, proper warning and opportunity for improvement should be provided, instead of a	SLA 'Average Commission of Kiosks' is replaced with 'Average Transaction of Kiosks'. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply:


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S. No.	Bid Document Page	Rule No.	Rule Details	Query/Suggestion/Clarification	Response by RISL
				punitive approach.	In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.
	22	3.1.23	Migration of existing kiosks from one LSP to another	• Migration should be given only to those LSPs who have less than 50 kiosks in their district so that they get equal opportunity to grow and work. Otherwise, the rules given in the New RFP are very good and the migration process should be done according to them.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a


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					division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
13. Vision Comptech Integrators Ltd.					
1.	21	3.1.21	Performance Security	PBG amount should be Rs.5 lakh per division.	The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.
2.	15	2.3.5	Bidding Divisions of e-Mitra Scheme: The State of Rajasthan has 41 districts which are divided into 7 divisions: Ajmer, Bharatpur, Bikaner, Jaipur, Jodhpur, Kota and Udaipur divisions.	The e-Mitra project in Rajasthan has historically been structured and operated at the district level, with kiosk networks developed based on local administrative divisions, and services monitored under the supervision of district	No Change


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			Each division consists of 4-8 districts. A table comprising name of districts under each of the seven divisions is provided below. Each district has several blocks under them depending upon the geographical coverage and population; currently there are 295 blocks & 305 ULBs in the State. The blocks/ULBs are further divided into GPs/Wards; there are about 11152 GPs/Wards (approx.) in the State. For the purpose of deployment of e-Mitra kiosks centres in the State, a division has been considered as bidding unit for bidding purposes. The Bidder can bid for any number of divisions. The allocation of divisions is purely under the discretion of RISL & decision of MD, RISL in this regard, will be final and binding to all the bidders.	authorities. This district-level governance and monitoring has been a major pillar of the project's success, as each district in the state varies in population, geographical coverage, service requirements, and operational challenges. Accordingly, in previous RFPs, Local Service Providers (LSPs) were also selected at the district level, allowing small and local entrepreneurs to actively participate and deliver quality services. However, the current RFP proposes that LSP selection be carried out at the division level, where each division comprises 4 to 8 districts. This structural shift could be extremely disadvantageous to small yet capable entrepreneurs who lack the financial and operational capacity to bid for or manage services across multiple districts. As a result, many efficient local players may be excluded from the project, adversely affecting local employment, entrepreneurship, and grassroots-level service delivery. Therefore, it is strongly recommended that the current RFP be amended to restore district-level LSP selection, thereby allowing capable small and local entrepreneurs to participate and contribute meaningfully to the project. This approach would ensure balanced and equitable expansion of digital governance services across the state. It would also preserve the project's transparency, efficiency, and inclusivity while aligning with both state and central government policies aimed at fostering entrepreneurship and digital inclusion.	
3.	21	3.1.21	Performance Security: The service providers shall be solely responsible & liable for any kind	As per the previous RFP, the performance security for one district was 1 lakh. However, in the current RFP, the	Revised Clause:


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			of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the performance security amount of as mentioned below:	performance security has been significantly increased to approximately 2.5 lakhs per district, which appears to be disproportionately high. Given that the entire project is operating on a prepaid model, it is recommended that the Performance Security at the division level should be calculated as one lakh per district under that division. This approach would be more balanced and justifiable while still ensuring sufficient financial safeguards.	Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the security amount per division, as detailed below, in favour of the Managing Director, RISL: The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district. Mode of Payment: Demand Draft or Bank Guarantee
4.	24	3.2.1	Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e-Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (inclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹500 (inclusive of GST) would be transferred to the LSP for	Since the Local Service Provider (LSP) is required to physically visit the site for verification and support during the selection and establishment of a new kiosk, it is recommended that the LSP's share from the non-refundable application fee should be Rs.1200/-. The remaining portion of the application fee may be retained by RISL. This adjustment would help ensure fair compensation for the LSP's field efforts and administrative responsibilities	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be


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			processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.		transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
5.	30	5	REVENUE MODEL / COMMISSION CHARGES: The Per transaction commission charges to be shared between Kiosk, Local Service Provider (LSP) and RISL is as per RFP	As per the current RFP, the commission allocated to kiosk operators has been fixed at a minimum of 65%, whereas under the previous rate structure, they received up to 78% commission based on their performance and efficiency. This reduction is detrimental to the financial interests of kiosk operators, who serve as the most crucial link in delivering e-governance services at the grassroots level. Maintaining their motivation and ensuring fair remuneration is essential. Any reduction in their share is likely to negatively impact the quality and outreach of services. Therefore, it is imperative that the commission for kiosk operators be fixed at a minimum of 75% to ensure their continued participation, operational stability, and consistent quality in service delivery. RISL, which previously operated at a 0% commission, is now proposing a maximum commission of 18% for itself. This change is not only unjustified but also contrary to the long-term interests of the project. RISL should function as a facilitating and supervisory body, not as a profit-seeking stakeholder. If RISL is allotted such a high commission, it will significantly reduce the shares of kiosk operators and LSPs, thereby affecting service quality and raising questions about the project's overall sustainability. It would therefore be	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.



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				appropriate to cap RISL’s commission at a maximum of 5% in order to maintain balance and transparency in the system. Furthermore, the RFP proposes that the LSP commission be determined through division-wise bidding by prospective bidders, with a minimum cap of 10% and a maximum of 17% (15% for the Jaipur division). Reconsidering this approach, it would be preferable that the LSP commission be pre-defined, as was the practice in the previous RFP model, rather than determined through competitive bidding. This would ensure fair, transparent, and stable compensation for service providers and allow them to focus on delivering high-quality services in alignment with the project's core objectives	
14. Atishay Limited					
1.	20	3.1.14	Branding of Kiosks:	- As per the suggestions received from the e-Mitra kiosk holders since long time, e-Mitra kiosk would like to make some changes in the banner and rate list size, because most of the e-Mitra kiosk holders have small shops or the e-Mitra holder also does some other type of business along with e-Mitra work due to this there is not much free space available in the kiosk holder's shop, hence e-Mitra wants to make a small change in the e-Mitra branding size. - Kindly allow e-mitra branding in vertical and horizontal shape.	No Change
2.	21	3.1.21	Performance Security	PSD amount should be Rs.5 lakh per division.	The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.
3.	22	3.1.23	Migration of existing kiosks from one LSP to another	- All service providers should be given equal migration rights. - If a Service Provider terminates or voluntarily terminates the	Revised Clause: A. Eligibility of LSP for Incoming Migration:



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				contract with RISL, it shall be at the sole discretion of the Service Provider to transfer the Kiosk under its control to another Service Provider. Further, if a Kiosk wishes to migrate from its current Service Provider (LSP), it may submit an application to RISL for the same. Such transfer shall be decided by RISL in accordance with its policies, procedures and discretion.	Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.


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S. No.	Bid Document Page	Rule No.	Rule Details	Query/Suggestion/Clarification	Response by RISL
4.	30	5	REVENUE MODEL / COMMISSION CHARGES	- The state government has not increased the service fee (commission) of e-Mitra Kiosk for the last 5 years. - Commission of all e-mitra holders should be made equal to 75% Service charge of RISL should be maximum 5% commission. - The commission of e-Mitra service providers should be fixed at 20% instead of selection by L1 so that periodic training, inspection of e-Mitra kiosks, promotion of e-Mitra services, branding on e-Mitra kiosks etc. can be ensured. - If the e-Mitra kiosk is earning more than 25,000 on a monthly basis, then in this case, in addition to 5% of RISL, a separate commission of Rs 1,000 can be kept.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.
5.	24	3.2.1	Application for becoming e-Mitra kiosks	- Distribution of registration fee ₹1200/- to be split between Service Provider (LSP) and ₹300/- to RISL, so that Service Provider can incur necessary expenditure on branding, awareness campaign and improving quality of Kiosk. - Registration fee of LSP owned Kiosk should be kept free - All uploading documents for new e-Mitra kiosks should be verify by metadata like- Aadhar, Jan Aadhar, Pan Card, Police Verification Certificate, Marksheet, Voter ID, Bonafide/Cast certificate while applying new e-Mitra kiosk.	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.


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S. No.	Bid Document Page	Rule No.	Rule Details	Query/Suggestion/Clarification	Response by RISL
6.	56	9.3	(iii) Average Commission of Kiosks	• Instead of average commission, a system of evaluation should be adopted based on average transactions, so that realistic evaluation can be possible according to the specificity of each area. • Before declaring a defaulter, proper warning and opportunity for improvement should be provided. • Instead of a punitive approach, an incentive-based system should be promoted to encourage LSPs to improve service quality.	SLA ‘Average Commission of Kiosks’ is replaced with ‘Average Transaction of Kiosks’. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP’s commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP’s commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP’s commission for the concerned division will be forfeited.
7.	50	8.16	Taxes & Duties	• Kindly ensure that the GST amount is not withheld. • Invoices must be submitted by LSP on the 10th of each month, and the payment should be released by the concerned	No Change



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				department by the 25th of the same month.	
8.	53	9	Service Level Standards/ Requirements/ Agreement	The responsibilities and penalty limits of the e-Mitra kiosk operator and service provider have been clearly defined under the SLA (Service Level Agreement) associated with e-Mitra services. According to this: • If any penalty is imposed on any e-Mitra Kiosk for rate list, I-card, unauthorized location, absence from camp duty, overcharging, refusal to provide service, etc., that amount should be recovered only from the concerned Kiosk Operator / e-Mitra Kiosk Wallet.	No Change
			9.1 SLA for Kiosk only	• In such a situation, penalty should not be recovered from the concerned service provider.	No Change
			9.2 SLA for Kiosk & LSP	• Punitive Action - RISL will issue a certificate against the defaulter kiosk holder/kiosk operator to all the service providers and departments, which will mention that the person and all his family members will not be able to avail the benefits of any kind of government or non-government services and a clear description of this act should also be ensured in the police verification report and along with this, the details of the guilty kiosk should be published on the e-Mitra portal.	No Change
9.	54	9.2	SLA for Kiosk & LSP, (iii) Action on failure to adopt and deliver new services:	• Assessment of service compliance should be based on regional demand, • Warning, guidance and training should be provided to the kiosks before suspension so that they can understand and implement the new services as it is unfair to apply this rule on e-Mitra kiosks which are established in government places like Century Park, Archology, RTDC, DISCOM, PHED, UAT/JDA etc.	Action on failure to adopt and deliver new services: Penalty on LSP: If more than 10% of the total unique transactive kiosks operated by an LSP are suspended during a given quarter i.e. three (3) continuous calendar months, 25% of the total commission accrued by the LSP in the last month of that quarter will be forfeited.


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10.	49	8.6	Exclusivity of Rights:	- Service providers should be informed before making any amendment in the RFP. - The suggestions and objections of the service providers should be considered and consent should be obtained. If a service provider does not agree with any amendment, then it can terminate the agreement without any penalty/fine. - A transparent and democratic process should be adopted so that the trust of all stakeholders is maintained.	No Change
11.	21	3.1.16	Online Fund Transfer	LSP should have an option available to refill the Kiosk Wallet by bulk method. and any Amount.	No Change
12.	77	Annex ure 12	e-Mitra Kiosk rollout plan for 1 Year	The rollout plan should be done division wise as some districts have been formed from old districts and kiosks are already there. And now each LSP will not be able to make 10-10 kiosks in those districts.	LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks* in each district out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least 'X' functional and transactive kiosks* in assigned division out of which at least '50% of X' kiosks must be in rural area, where 'X' = no. of districts in that particular division multiplied by 10. *Non-functional kiosks will not be considered
15. DRK Infotech Private Limited					
1.	11	1 (i)	Pre-Qualification/ Eligibility Criteria:	For Firms already operating as Local Service Providers (LSPs) under the e-Mitra scheme in Rajasthan, it is suggested that the	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee.


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			(i) Eligibility criteria for Firms operating as Local Service Provider (LSP) of e-Mitra scheme in Rajasthan: 4. EMD: The bidder must submit EMD amounting to INR 6 Lakhs per division - Bank Guarantee	requirement of submitting a fresh EMD of INR 6 Lakhs per division in the form of Bank Guarantee be waived. This is because such LSPs already have their security deposit/EMD in the form of Bank Guarantee submitted and available with RISL from previous engagements. Asking them to resubmit a new EMD would be unjustified and redundant, especially for those who have maintained compliance and performance track records. Granting this exemption would promote continuity, reduce unnecessary financial burden, and acknowledge the trust already placed in these existing service providers.	Existing LSP performance security already deposited with the department will not be adjusted against the said EMD.
2.	11	1 (ii)	Pre-Qualification/ Eligibility Criteria: (ii) Eligibility criteria for other Firms i.e. Firms other than those operating as Local Service Provider of e-Mitra scheme in Rajasthan: 2. Project Capability: The service provider should have at least 5 years of proven experience in the field of ICT based kiosks/centres for delivery of citizen centric services anywhere in the country having 5000 operational centres as on 31.03.2025.	To ensure greater relevance and reliability under the "Project Capability" clause, it is recommended that the 5,000 operational ICT-based kiosks/centres should be associated with government projects, public sector undertakings (PSUs), or government partner institutions (such as banks, BSNL, India Post, etc.). Kiosks based solely on self-operated B2C portals or private commercial networks should not be considered under this experience criterion, as such models are often unregulated and lack mechanisms for monitoring service quality and adherence to public interest. Including this provision will help in ensuring that the service providers have genuine capacity, credibility, and prior experience in delivering citizen-centric services through regulated and government-linked platforms.	No Change


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RFP for Selection of Service Providers to set up and manage e-Mitra kiosks (urban and rural) under e-Mitra Project in the state of Rajasthan
Reference No. F4.9(1193)/RISL/Tech/Misc./2025/25189001 dated 08-07-2025; UBN RIS2526SLOB00016 dated 08-07-2025

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3.	20	3.1.10	Number of kiosks: The LSP shall submit their kiosk roll out plan for 1 Year (Annexure-12) within 15 days from signing of agreement with RISL. The LSP would need to ensure to open targeted number of kiosks in each district of assigned Division(s). This will not restrict the right of the government to open similar kiosks for providing e-gov services. In other words, the related LSP will not have exclusive right to set up kiosks in the division/district.	It is suggested that since the RFP defines the LSP level at the Division level, the kiosk rollout targets should also be set at the Division level instead of District-wise. This approach will enhance the effectiveness, reach, and execution of the project RISL should act only as a supervisory and monitoring e-Governance body, not as an operational LSP. If RISL assumes the role of an LSP, it will eliminate healthy competition among LSPs, leading to increased risks of overcharging, corruption, and irregularities. Maintaining a clear separation between governance and service provision is essential for transparency and accountability.	LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks* in each district out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least 'X' functional and transactive kiosks* in assigned division out of which at least '50% of X' kiosks must be in rural area, where 'X' = no. of districts in that particular division multiplied by 10. *Non-functional kiosks will not be considered
4.	20	3.1.11	Location of Kiosks: The LSP will have to setup the Kiosks in urban and rural areas of all the districts within assigned division. The LSP would need to establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 10 functional and transactive kiosks in each district of assigned division out of which at least 5 kiosks must be in rural. Non- functional kiosks will not be considered	A minimum of 50 functional and transactive kiosks should be mandated per Division, ensuring an adequate number of these are located in rural areas.	Revised Clause: Location of Kiosks: The LSP will have to setup the Kiosks in urban and rural areas of all the districts within assigned division. The LSP would need to establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks in each district of assigned division out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least 'X' functional and transactive kiosks in assigned division out of which at least '50% of X' kiosks must be in rural


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					area, where 'X' = no. of districts in that particular division multiplied by 10. Non-functional kiosks will not be considered
5.	20	3.1.14	Branding of Kiosks: Kiosk should have a display co-branded banner of size 3x5 sq. ft. on display. Kiosk should have an e-Mitra rate list banner of size 3x5 sq. ft. on display. For new kiosks, photos of kiosk centre with rate List and co-branded banner should be uploaded on e-Mitra portal and verified by LSP within 30 days of date of approval/registration of respective kiosk, else kiosk will be automatically deactivated.	It is proposed that the banner size requirement for both the co-branded e-Mitra display and the rate list be revised from 3x5 sq. ft. to 2x3 sq. ft., considering the practical constraints faced by kiosk holders. Many kiosk operators run other commercial businesses alongside e-Mitra services, and therefore face space limitations at their premises. A smaller banner size would be more feasible without compromising visibility or branding objectives. Additionally, it is recommended that kiosks be allowed to display the banners in both horizontal and vertical orientations, depending on the space availability and layout of the shop. This flexibility will help ensure compliance while accommodating real-world conditions faced by kiosk holders.	No Change
6.	21	3.1.16	Online Fund Transfer: e-Mitra application is integrated with wide range of digital payment options that are to be used by LSP / kiosk for advance payment to RISL to avail prepaid limit.	Currently, the e-Mitra application is integrated with various digital payment options that allow kiosk holders to make advance payments to RISL for availing prepaid limits. To further streamline the process and enhance operational efficiency, it is proposed that a separate wallet facility should be introduced for Local Service Providers (LSPs). This wallet would enable LSPs to recharge their own wallet in a lump sum and, as per requirement, transfer funds to the	No Change


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				wallets of their respective kiosks. This approach would not only improve the speed and convenience of fund transfers but also enhance transparency, control, and operational flexibility for LSPs. Such a system would allow LSPs to plan finances more effectively, avoid frequent small transactions, and provide timely support to kiosks in urgent situations, ultimately contributing to better service delivery.	
7.	21	3.1.21	Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the performance security amount of as mentioned below:	As per the previous RFP, the performance security for one district was 1 lakh. However, in the current RFP, the performance security has been significantly increased to approximately 2.5 lakhs per district, which appears to be disproportionately high. Given that the entire project is operating on a prepaid model, it is recommended that the Performance Security at the division level should be calculated as one lakh per district under that division. This approach would be more balanced and justifiable while still ensuring sufficient financial safeguards.	Revised Clause: Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the security amount per division, as detailed below, in favour of the Managing Director, RISL: • The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district. Mode of Payment: Demand Draft or Bank Guarantee
8.	22	3.1.23	A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under	Case 1: It is suggested that if an existing LSP, operating in a district prior to 31-05-2025, agrees to work at the L1 rate, they	Revised Clause: A. Eligibility of LSP for Incoming Migration:


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			e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs already operating in specific districts of that division as of 31-05-2025 will not be eligible to receive incoming migration of kiosks within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Case 2: Migration Process for Kiosks in Case of LSP Exit/Termination: For the LSPs selected through this RFP process, if an LSP exits or is	should also be considered eligible to receive incoming migration of kiosks in that district. This is important because such LSPs have prior experience of working at the local level, which directly contributes to the quality and continuity of service delivery. Additionally, there are several existing LSPs with fewer than 50 kiosks, which may put them at a disadvantage in terms of numbers, despite their consistent and dedicated service. On the other hand, newly selected LSPs, without prior experience, may receive more kiosks simply by virtue of new selection—leading to an unfair outcome for the experienced LSPs. Hence, to ensure fairness, operational continuity, and service quality, existing LSPs should be given equal opportunity for incoming migration. Migration Process: The establishment, training, technical support, and overall operational arrangements of kiosks are carried out through the Local Service Provider (LSP). Additionally, in cases of any error or misconduct in kiosk operations, the penalties are also borne by the LSP. Therefore, it is important that the migration process includes a provision whereby the LSP is granted the authority to transfer kiosks within a district to another LSP in a consolidated manner. At the same time, it must also be ensured that the kiosk operator retains the right to reject such migration and opt for another suitable LSP if they are not in agreement with the transfer. Such a system would ensure a transparent, fair, and well-structured migration process, protecting the interests of both	Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.


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			terminated from the project/division, all its kiosks shall be permitted to apply for migration. A dedicated migration window of one month shall be opened from either the date the LSP submits its exit request or the date of termination. During this period, all kiosks under the existing LSP must complete the migration process. Kiosk can migrate to any other LSP in that division. Any kiosks that do not complete the migration within this one-month window will be automatically closed. B. Liability of Migrated Kiosk: All earlier liabilities of migrated kiosk will be responsibility of new LSP in which kiosk is migrating. C. Timeline for LSP to accept or reject migration request of kiosk: LSP will be allowed to accept or reject migration application of kiosk till T+10 days where T is the start date of Migration Period. Kiosks for which migration application has been approved by 2nd LSP will be migrated. Migration applications not approved by LSP within given time will stand rejected. In such cases, kiosk may apply for migration in another LSP (if available). If the LSP exiting or being terminated is the sole LSP in that division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the	the LSP and the kiosk operator. RISL should act only as a supervisory and monitoring e-Governance body, not as an operational LSP. If RISL assumes the role of an LSP, it will eliminate healthy competition among LSPs, leading to increased risks of overcharging, corruption, and irregularities. Maintaining a clear separation between governance and service provision is essential for transparency and accountability.	



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			management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission.		
9.	24	3.2.1	Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e-Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (inclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹500 (inclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.	Since the Local Service Provider (LSP) is required to physically visit the site for verification and support during the selection and establishment of a new kiosk, it is recommended that the LSP's share from the non-refundable application fee should be ₹1,000 + GST. The remaining portion of the application fee may be retained by RISL. This adjustment would help ensure fair compensation for the LSP's field efforts and administrative responsibilities.	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
10.	25	3.2.4 B	Security Wallet: A security wallet provision is available with following features: a) Security wallet is separate from kiosk e-wallet and kiosk is not authorized to use the amount kept in it. b) Security wallet is top-up with 10% amount of kiosk commission before GST of each month. c) Maximum limit of	It is suggested that for newly approved kiosks, a fixed Security Wallet amount of ₹10,000 should be made mandatory , which must be collected immediately after kiosk approval and before allowing any transactions . Additionally, following the selection of new LSPs under the current RFP, all existing kiosks should also be required to	No Change


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			security wallet is ₹ 50,000/-. If security wallet has maximum amount, then full monthly commission will be released to kiosk. d) The amount kept in Security wallet will be transferred to kiosk e-Wallet/ Bank account at the end of each financial year subject to verification of kiosk outstanding amount/ liability (If any).	deposit this Security Wallet amount within one to three months, failing which their transaction rights should be suspended. Furthermore, the Security Wallet amount should only be refunded in the event of permanent closure of the kiosk, and only after ensuring that there are no outstanding dues or penalties associated with the kiosk. This provision is essential because, in several cases, kiosk operators have been found involved in overcharging, financial irregularities, or document tampering, and they often fail to pay penalties imposed on them. In such instances, the recovery is made from the LSP, which is unfair. This kind of structure will help ensure accountability among kiosk operators and prevent them from assuming themselves free from responsibilities.	
11.	30	5	REVENUE MODEL / COMMISSION CHARGES: The Per transaction commission charges to be shared between Kiosk, Local Service Provider (LSP) and RISL is as per RFP	As per the current RFP, the commission allocated to kiosk operators has been fixed at a minimum of 65% , whereas under the previous rate structure, they received up to 78% commission based on their performance and efficiency. This reduction is detrimental to the financial interests of kiosk operators, who serve as the most crucial link in delivering e-governance services at the grassroots level. Maintaining their motivation and ensuring fair remuneration is essential. Any reduction in their share is likely to negatively impact the quality and outreach of services. Therefore, it is imperative that the commission for kiosk	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.


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				operators be fixed at a minimum of 80% to ensure their continued participation, operational stability, and consistent quality in service delivery. Additionally, it is suggested that the commission structure should not be divided into "government" and "non-government" kiosks. Instead, a <i>simplified and uniform commission system</i> should be adopted, making it easier and fairer for kiosk operators to understand and operate within. This would eliminate confusion, avoid discrimination, and promote more sustainable participation. <i>RISL</i>, which previously operated at a 0% commission, is now proposing a maximum commission of 18% for itself. This change is not only unjustified but also contrary to the long-term interests of the project. <i>RISL</i> should function as a <i>facilitating and supervisory body</i>, not as a profit-seeking stakeholder. If <i>RISL</i> is allotted such a high commission, it will significantly reduce the shares of kiosk operators and LSPs, thereby affecting service quality and raising questions about the project's overall sustainability. It would therefore be appropriate to cap RISL's commission at a maximum of 5% in order to maintain balance and transparency in the system. Furthermore, the RFP proposes that the LSP commission be determined through <i>division-wise bidding</i> by prospective	



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				bidders, with a minimum cap of 10% and a maximum of 17% (15% for the Jaipur division). Reconsidering this approach, it would be preferable that the LSP commission be pre-defined , as was the practice in the previous RFP model, rather than determined through competitive bidding. This would ensure fair, transparent, and stable compensation for service providers and allow them to focus on delivering high-quality services in alignment with the project's core objectives.	
12.	36	7.10	Selection Method: The selection method is Least Cost Based Selection (LCBS or L1).	The current RFP mentions the selection method as Least Cost Based Selection (LCBS or L1). However, it is strongly recommended that instead of LCBS/L1, the selection should be based on Pre-Qualification/Eligibility Criteria. Selecting LSPs purely on the basis of the lowest cost undermines the quality, sustainability, and long-term viability of service delivery. A more balanced approach focused on technical capability, experience, infrastructure, and service commitment—as outlined under the eligibility criteria—will ensure that only competent and reliable service providers are selected to achieve the project’s intended outcomes.	No Change
13.	53	9.1	SLA for Kiosk only	It is suggested that the total penalty imposed on a kiosk under SLA should not exceed the total commission earned by the kiosk in that month, including the balance available in both its prepaid wallet and security wallet. This will ensure financial feasibility for kiosk operators while maintaining accountability under the SLA terms.	No Change



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14.	53	9.1 (i)	Non-performing kiosk: A Kiosk is to be suspended if it did zero transaction in a month or less than 10 transactions for three (3) continuous calendar months.	A Kiosk is to be suspended if it did zero transaction in a month or less than 30 transactions for three (3) continuous calendar months.	Revised Clause: A Kiosk is to be suspended if it did zero transaction in a calendar month or less than 30 transactions for each of the three (3) continuous calendar months
15.	55	9.3 (ii)	LSP Manpower: Division Coordinator: 5 days in a month at Division Office of the Additional Director, DoIT&C	It is suggested that, in addition to the mandatory presence of the Division Coordinator for 5 days a month at the Division Office of the Additional Director, DoIT&C, the LSP should be allowed to mark attendance either at the Division-level or District-level DoIT&C office, as per operational feasibility and requirements. This flexibility will ensure better coordination, optimize resource utilization, and facilitate efficient handling of kiosk-related support activities.	Revised Clause: LSP Manpower: Division Coordinator: Minimum Required Attendance 5 days in a month, consolidated at either the Division Office of the Additional Director, DoIT&C or at the District-level Office of DoIT&C.
16.	56	9.3 (iii)	Average Commission of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total kiosks operated by an LSP within a division must earn commission equal to or greater than the average commission for that division. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75%	The clause related to <i>Average Commission of Kiosks</i> as a Service Level Agreement (SLA) is impractical and potentially damaging , especially considering the ground-level realities of service delivery. Many services offered through the e-Mitra platform do not provide commission in the same month the transaction is performed. Instead, payments are released by the concerned departments in the subsequent month or even later , depending on internal processes and reconciliation timelines. Due to this delay, accurately calculating the monthly average commission of kiosks is not feasible , especially for real-time compliance. Even if such real-time commission data becomes available on	SLA 'Average Commission of Kiosks' is replaced with 'Average Transaction of Kiosks'. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division.


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			of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.	the portal, it would still be unrealistic to enforce this metric at the kiosk level, as it fails to account for geographical disparities and demand variation across rural, semi-urban, and urban areas. The fear of non-compliance may lead LSPs to shut down low-earning kiosks, particularly those in remote villages, small hamlets, or underserved urban colonies. This would directly contradict the core objective of the e-Mitra project, which is to ensure inclusive access to digital services for every citizen, regardless of location. Therefore, it is strongly recommended that this SLA be removed from the RFP. Alternatively, the model used in the previous RFP—which was based on Average Transactions per Kiosk (Avg. Txn SLA)—should be reinstated. That approach was more realistic, performance-oriented, and aligned with on-ground service patterns, without compromising accessibility in low-demand areas. This change will help maintain service presence in all areas, especially rural and remote locations, while still promoting operational efficiency.	In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.
16. Egtron Indiatech Pvt. Ltd.					
1.	11	1 (i)	Pre-Qualification/ Eligibility Criteria: (i) Eligibility criteria for Firms operating as Local Service Provider (LSP) of e-Mitra scheme in Rajasthan: 4. EMD: The bidder must submit EMD	For Firms already operating as Local Service Providers (LSPs) under the e-Mitra scheme in Rajasthan, it is suggested that the requirement of submitting a fresh EMD of INR 6 Lakhs per division in the form of Bank Guarantee be waived. This is because such LSPs already have their security deposit/EMD in the form of Bank Guarantee submitted and available with RISL	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee. Existing LSP performance security already deposited with the department will not be adjusted against the said EMD.


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			amounting to INR 6 Lakhs per division - Bank Guarantee	from previous engagements. Asking them to resubmit a new EMD would be unjustified and redundant, especially for those who have maintained compliance and performance track records. Granting this exemption would promote continuity, reduce unnecessary financial burden, and acknowledge the trust already placed in these existing service providers.	
2.	11	1 (ii)	Pre-Qualification/ Eligibility Criteria: (ii) Eligibility criteria for other Firms i.e. Firms other than those operating as Local Service Provider of e-Mitra scheme in Rajasthan: 2. Project Capability: The service provider should have at least 5 years of proven experience in the field of ICT based kiosks/centres for delivery of citizen centric services anywhere in the country having 5000 operational centres as on 31.03.2025.	To ensure greater relevance and reliability under the "Project Capability" clause, it is recommended that the 5,000 operational ICT-based kiosks/centres should be associated with government projects, public sector undertakings (PSUs), or government partner institutions (such as banks, BSNL, India Post, etc.). Kiosks based solely on self-operated B2C portals or private commercial networks should not be considered under this experience criterion, as such models are often unregulated and lack mechanisms for monitoring service quality and adherence to public interest. Including this provision will help in ensuring that the service providers have genuine capacity, credibility, and prior experience in delivering citizen-centric services through regulated and government-linked platforms.	No Change
3.	20	3.1.10	Number of kiosks: The LSP shall submit their kiosk roll out plan for 1 Year (Annexure-12) within 15 days from signing of agreement with RISL. The LSP would need to ensure to open targeted number of kiosks in each district of	It is suggested that since the RFP defines the LSP level at the Division level, the kiosk rollout targets should also be set at the Division level instead of District-wise . This approach will enhance the effectiveness, reach, and execution of the project	LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period.


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			assigned Division(s). This will not restrict the right of the government to open similar kiosks for providing e-gov services. In other words, the related LSP will not have exclusive right to set up kiosks in the division/district.	RISL should act only as a supervisory and monitoring e-Governance body , not as an operational LSP. If RISL assumes the role of an LSP, it will eliminate healthy competition among LSPs , leading to increased risks of overcharging, corruption, and irregularities . Maintaining a clear separation between governance and service provision is essential for transparency and accountability .	LSP shall roll-out at least 6 functional and transactive kiosks* in each district out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least 'X' functional and transactive kiosks* in assigned division out of which at least '50% of X' kiosks must be in rural area, where 'X' = no. of districts in that particular division multiplied by 10. *Non-functional kiosks will not be considered
4.	20	3.1.11	Location of Kiosks: The LSP will have to setup the Kiosks in urban and rural areas of all the districts within assigned division. The LSP would need to establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 10 functional and transactive kiosks in each district of assigned division out of which at least 5 kiosks must be in rural. Non- functional kiosks will not be considered	A minimum of 50 functional and transactive kiosks should be mandated per Division, ensuring an adequate number of these are located in rural areas.	Revised Clause: Location of Kiosks: The LSP will have to setup the Kiosks in urban and rural areas of all the districts within assigned division. The LSP would need to establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks in each district of assigned division out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least 'X' functional and transactive kiosks in assigned division out of which at least '50% of X' kiosks must be in rural area, where 'X' = no. of districts in that particular division multiplied by 10. Non-functional kiosks will not be considered
5.	20	3.1.14	Branding of Kiosks: Kiosk should have a display	It is proposed that the banner size requirement for both the	No Change


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			co-branded banner of size 3x5 sq. ft. on display. Kiosk should have an e-Mitra rate list banner of size 3x5 sq. ft. on display. For new kiosks, photos of kiosk centre with rate List and co-branded banner should be uploaded on e-Mitra portal and verified by LSP within 30 days of date of approval/registration of respective kiosk, else kiosk will be automatically deactivated.	co-branded e-Mitra display and the rate list be revised from 3x5 sq. ft. to 2x3 sq. ft., considering the practical constraints faced by kiosk holders. Many kiosk operators run other commercial businesses alongside e-Mitra services, and therefore face space limitations at their premises. A smaller banner size would be more feasible without compromising visibility or branding objectives. Additionally, it is recommended that kiosks be allowed to display the banners in both horizontal and vertical orientations, depending on the space availability and layout of the shop. This flexibility will help ensure compliance while accommodating real-world conditions faced by kiosk holders.	
6.	21	3.1.16	Online Fund Transfer: e-Mitra application is integrated with wide range of digital payment options that are to be used by LSP / kiosk for advance payment to RISL to avail prepaid limit.	Currently, the e-Mitra application is integrated with various digital payment options that allow kiosk holders to make advance payments to RISL for availing prepaid limits. To further streamline the process and enhance operational efficiency, it is proposed that a separate wallet facility should be introduced for Local Service Providers (LSPs). This wallet would enable LSPs to recharge their own wallet in a lump sum and, as per requirement, transfer funds to the wallets of their respective kiosks. This approach would not only improve the speed and convenience of fund transfers but also enhance transparency, control, and operational flexibility for LSPs.	No Change


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				Such a system would allow LSPs to plan finances more effectively, avoid frequent small transactions , and provide timely support to kiosks in urgent situations , ultimately contributing to better service delivery.	
7	21	3.1.21	Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the performance security amount of as mentioned below:	As per the previous RFP, the performance security for one district was 1 lakh. However, in the current RFP, the performance security has been significantly increased to approximately 2.5 lakhs per district, which appears to be disproportionately high. Given that the entire project is operating on a prepaid model, it is recommended that the Performance Security at the division level should be calculated as one lakh per district under that division. This approach would be more balanced and justifiable while still ensuring sufficient financial safeguards.	Revised Clause: Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the security amount per division, as detailed below, in favour of the Managing Director, RISL: • The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district. Mode of Payment: Demand Draft or Bank Guarantee
8	22	3.1.23	A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such	Case 1: It is suggested that if an existing LSP, operating in a district prior to 31-05-2025, agrees to work at the L1 rate, they should also be considered eligible to receive incoming migration of kiosks in that district. This is important because such LSPs have prior experience of working at the local level,	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra


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			Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs already operating in specific districts of that division as of 31-05-2025 will not be eligible to receive incoming migration of kiosks within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Case 2: Migration Process for Kiosks in Case of LSP Exit/Termination: For the LSPs selected through this RFP process, if an LSP exits or is terminated from the project/division, all its kiosks shall be permitted to apply for migration. A dedicated migration window of one month	which directly contributes to the quality and continuity of service delivery. Additionally, there are several existing LSPs with fewer than 50 kiosks, which may put them at a disadvantage in terms of numbers, despite their consistent and dedicated service. On the other hand, newly selected LSPs, without prior experience, may receive more kiosks simply by virtue of new selection—leading to an unfair outcome for the experienced LSPs. Hence, to ensure fairness, operational continuity, and service quality, existing LSPs should be given equal opportunity for incoming migration. Migration Process: The establishment, training, technical support, and overall operational arrangements of kiosks are carried out through the Local Service Provider (LSP). Additionally, in cases of any error or misconduct in kiosk operations, the penalties are also borne by the LSP. Therefore, it is important that the migration process includes a provision whereby the LSP is granted the authority to transfer kiosks within a district to another LSP in a consolidated manner. At the same time, it must also be ensured that the kiosk operator retains the right to reject such migration and opt for another suitable LSP if they are not in agreement with the transfer. Such a system would ensure a transparent, fair, and well-structured migration process, protecting the interests of both the LSP and the kiosk operator.	kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.


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			shall be opened from either the date the LSP submits its exit request or the date of termination. During this period, all kiosks under the existing LSP must complete the migration process. Kiosk can migrate to any other LSP in that division. Any kiosks that do not complete the migration within this one-month window will be automatically closed. B. Liability of Migrated Kiosk: All earlier liabilities of migrated kiosk will be responsibility of new LSP in which kiosk is migrating. C. Timeline for LSP to accept or reject migration request of kiosk: LSP will be allowed to accept or reject migration application of kiosk till T+10 days where T is the start date of Migration Period. Kiosks for which migration application has been approved by 2nd LSP will be migrated. Migration applications not approved by LSP within given time will stand rejected. In such cases, kiosk may apply for migration in another LSP (if available). If the LSP exiting or being terminated is the sole LSP in that division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be	RISL should act only as a supervisory and monitoring e-Governance body, not as an operational LSP. If RISL assumes the role of an LSP, it will eliminate healthy competition among LSPs, leading to increased risks of overcharging, corruption, and irregularities. Maintaining a clear separation between governance and service provision is essential for transparency and accountability.	



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			allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission.		
9	24	3.2.1	Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e-Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (inclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹500 (inclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.	Since the Local Service Provider (LSP) is required to physically visit the site for verification and support during the selection and establishment of a new kiosk, it is recommended that the LSP's share from the non-refundable application fee should be ₹1,000 + GST. The remaining portion of the application fee may be retained by RISL. This adjustment would help ensure fair compensation for the LSP's field efforts and administrative responsibilities.	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
10	25	3.2.4 B	Security Wallet: A security wallet provision is available with following features: a) Security wallet is separate from kiosk e-wallet and kiosk is not authorized to use the amount kept in it. b) Security wallet is top-up with 10% amount of kiosk commission before GST of each month. c) Maximum limit of security wallet is ₹ 50,000/-. If security wallet has maximum amount, then full monthly commission will be released to kiosk. d) The	It is suggested that for newly approved kiosks, a fixed Security Wallet amount of ₹10,000 should be made mandatory , which must be collected immediately after kiosk approval and before allowing any transactions . Additionally, following the selection of new LSPs under the current RFP, all existing kiosks should also be required to deposit this Security Wallet amount within one to three months , failing which their transaction rights should be suspended .	No Change


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			amount kept in Security wallet will be transferred to kiosk e-Wallet/ Bank account at the end of each financial year subject to verification of kiosk outstanding amount/ liability (If any).	Furthermore, the Security Wallet amount should only be refunded in the event of permanent closure of the kiosk, and only after ensuring that there are no outstanding dues or penalties associated with the kiosk. This provision is essential because, in several cases, kiosk operators have been found involved in overcharging, financial irregularities, or document tampering, and they often fail to pay penalties imposed on them. In such instances, the recovery is made from the LSP, which is unfair. This kind of structure will help ensure accountability among kiosk operators and prevent them from assuming themselves free from responsibilities.	
1 1	30	5	REVENUE MODEL / COMMISSION CHARGES: The Per transaction commission charges to be shared between Kiosk, Local Service Provider (LSP) and RISL is as per RFP	As per the current RFP, the commission allocated to kiosk operators has been fixed at a minimum of 65%, whereas under the previous rate structure, they received up to 78% commission based on their performance and efficiency. This reduction is detrimental to the financial interests of kiosk operators, who serve as the most crucial link in delivering e-governance services at the grassroots level. Maintaining their motivation and ensuring fair remuneration is essential. Any reduction in their share is likely to negatively impact the quality and outreach of services. Therefore, it is imperative that the commission for kiosk operators be fixed at a minimum of 80% to ensure their continued participation, operational stability, and consistent	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.



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				quality in service delivery. Additionally, it is suggested that the commission structure should not be divided into "government" and "non-government" kiosks. Instead, a <i>simplified and uniform commission system</i> should be adopted, making it easier and fairer for kiosk operators to understand and operate within. This would eliminate confusion, avoid discrimination, and promote more sustainable participation. <i>RISL</i>, which previously operated at a 0% commission, is now proposing a maximum commission of 18% for itself. This change is not only unjustified but also contrary to the long-term interests of the project. <i>RISL</i> should function as a <i>facilitating and supervisory body</i>, not as a profit-seeking stakeholder. If <i>RISL</i> is allotted such a high commission, it will significantly reduce the shares of kiosk operators and LSPs, thereby affecting service quality and raising questions about the project's overall sustainability. It would therefore be appropriate to cap RISL's commission at a maximum of 5% in order to maintain balance and transparency in the system. Furthermore, the RFP proposes that the LSP commission be determined through <i>division-wise bidding</i> by prospective bidders, with a minimum cap of 10% and a maximum of 17% (15% for the Jaipur division).	


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				Reconsidering this approach, it would be preferable that the LSP commission be pre-defined, as was the practice in the previous RFP model, rather than determined through competitive bidding. This would ensure fair, transparent, and stable compensation for service providers and allow them to focus on delivering high-quality services in alignment with the project's core objectives.	
1 2	36	7.10	Selection Method: The selection method is Least Cost Based Selection (LCBS or L1).	The current RFP mentions the selection method as Least Cost Based Selection (LCBS or L1). However, it is strongly recommended that instead of LCBS/L1, the selection should be based on Pre-Qualification/Eligibility Criteria. Selecting LSPs purely on the basis of the lowest cost undermines the quality, sustainability, and long-term viability of service delivery. A more balanced approach focused on technical capability, experience, infrastructure, and service commitment—as outlined under the eligibility criteria—will ensure that only competent and reliable service providers are selected to achieve the project’s intended outcomes.	No Change
1 3	53	9.1	SLA for Kiosk only	It is suggested that the total penalty imposed on a kiosk under SLA should not exceed the total commission earned by the kiosk in that month, including the balance available in both its prepaid wallet and security wallet. This will ensure financial feasibility for kiosk operators while maintaining accountability under the SLA terms.	No Change
1	53	9.1 (i)	Non-performing kiosk: A Kiosk is to be	A Kiosk is to be suspended if it did zero transaction in a month	Revised Clause:



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4			suspended if it did zero transaction in a month or less than 10 transactions for three (3) continuous calendar months.	or less than 30 transactions for three (3) continuous calendar months.	A Kiosk is to be suspended if it did zero transaction in a calendar month or less than 30 transactions for each of the three (3) continuous calendar months
1 5	55	9.3 (ii)	LSP Manpower: Division Coordinator: 5 days in a month at Division Office of the Additional Director, DoIT&C	It is suggested that, in addition to the mandatory presence of the Division Coordinator for 5 days a month at the Division Office of the Additional Director, DoIT&C, the LSP should be allowed to mark attendance either at the Division-level or District-level DoIT&C office, as per operational feasibility and requirements. This flexibility will ensure better coordination, optimize resource utilization, and facilitate efficient handling of kiosk-related support activities.	Revised Clause: LSP Manpower: Division Coordinator: Minimum Required Attendance 5 days in a month, consolidated at either the Division Office of the Additional Director, DoIT&C or at the District-level Office of DoIT&C.
1 6	56	9.3 (iii)	Average Commission of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total kiosks operated by an LSP within a division must earn commission equal to or greater than the average commission for that division. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three	The clause related to <i>Average Commission of Kiosks</i> as a Service Level Agreement (SLA) is impractical and potentially damaging , especially considering the ground-level realities of service delivery. Many services offered through the e-Mitra platform do not provide commission in the same month the transaction is performed. Instead, payments are released by the concerned departments in the subsequent month or even later , depending on internal processes and reconciliation timelines. Due to this delay, accurately calculating the monthly average commission of kiosks is not feasible , especially for real-time compliance. Even if such real-time commission data becomes available on the portal, it would still be unrealistic to enforce this metric at	SLA 'Average Commission of Kiosks' is replaced with 'Average Transaction of Kiosks'. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division.


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			(3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.	the kiosk level, as it fails to account for geographical disparities and demand variation across rural, semi-urban, and urban areas. The fear of non-compliance may lead LSPs to shut down low-earning kiosks, particularly those in remote villages, small hamlets, or underserved urban colonies. This would directly contradict the core objective of the e-Mitra project, which is to ensure inclusive access to digital services for every citizen, regardless of location. Therefore, it is strongly recommended that this SLA be removed from the RFP. Alternatively, the model used in the previous RFP—which was based on Average Transactions per Kiosk (Avg. Txn SLA)—should be reinstated. That approach was more realistic, performance-oriented, and aligned with on-ground service patterns, without compromising accessibility in low-demand areas. This change will help maintain service presence in all areas, especially rural and remote locations, while still promoting operational efficiency.	In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.
17. CMS COMPUTERS LTD.					
1.	Page 18	Section 3.1.4	Participation in Meetings.	As indicated in RFP LSP manpower is required at State & Divisional level but if couple of district offices of a division fix a meeting on same day would it be possible for single person to be present at two different venues on the same date.	In such cases, the LSP must submit a written explanation to the Organizing Body, stating the reason for their inability to attend the meeting.
2.	Page 20	Section 3.1.10	Number of Kiosks	It is not clear whether existing LSP'S are supposed to submit a Kiosk roll out plan.	All LSPs selected through this RFP will be required to submit the kiosk rollout plan in accordance with the RFP guidelines.


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3.	Page 22	Section 3.1.23 (Case 1)	Migration of existing Kiosks from one LSP to another.	Fair opportunity should be provided to every LSP (New or Existing) as existing LSP"S have been associated with the project for a long time then also their presence in some districts or divisions is not so strong in terms of count of kiosk. Whereas for a debutant LSP bed of roses is being offered in form of kiosk migration.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to



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					randomly allocate kiosks among the eligible LSPs.
4.	Page 22	Section 3.1.23 (Case 2)	Migration Process for Kiosks in case of LSP Exit/Termination.	Clarification is required as what all options will be available at kiosk end in such case whether the kiosk will be able to cancel the migration request from his end if yes then will he be able to reapply for migration with the same token details.	As per RFP
5.	Page 24	Section 3.2.1	Application for becoming e-Mitra Kiosks.	Selection/appointment of new e-Mitra kiosks involve lot of efforts & expenses & once the newly registered kiosk is approved LSP provides him with prescribed rate list/banner id card etc. which are all cost consuming so it would be better to share the registration amount of INR 1500 as INR 1000 (Inclusive of GST) for the LSP & INR 500 for RISL(Inclusive of GST) we also seek clarification regarding the process & mode of payment for new e-Mitra Kiosk registration.	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
6.	Page 30	Section 5	Revenue Model/Commission Charges	Commission rates have been compromised as compared to existing ones which would adversely affect the efficiency/effectiveness of the LSP'S. Whereas with e-Mitra project LSP are already struggling to sustain because quality bears a cost whether it is recruitment, operation, marketing & various other aspects of the project & we have to adhere by each one of it therefore we suggest a commission structure ranging between 20% To 25% for LSP across all divisions.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.


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7.	Page 56	Section 9.3 (iii)	Average Commission of Kiosks	Each & every service available on e-Mitra portal bears a separate commission tag & some of the B2C services offer handsome commission to kiosks further kiosks operating at government premises where foot fall is huge earn higher commission as compared to kiosk operating at private premises especially in the rural geography so it would not be possible to match the commission of 20% of kiosks from a particular LSP with the average commission of Kiosk of all LSP'S in a particular division it would be better & justified if this particular clause is set on count of transactions or the percentage of kiosks is reduced to 5%.	SLA 'Average Commission of Kiosks' is replaced with 'Average Transaction of Kiosks'. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.
8.	Page 10	Section 1 (i) 4	Pre-Qualification/Eligibility Criteria	We seek clarification regarding submission of EMD in the form of Bank guarantee, for existing LSP performance security already deposited with the department will be adjusted	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee.


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				against the said EMD division wise YES/NO.	Existing LSP performance security already deposited with the department will not be adjusted against the said EMD.
18. Ecartes Technology Pvt Ltd					
1.	10	1 (i)	2 Tax registration and clearance The service provider should have a registered number of: - • GSTN where his business is located • Income Tax/ PAN Number	If a firm holds a registered GST number from a state other than Rajasthan, will that be considered valid for the purposes of this tender? Or is it mandatory for the firm to have a GST registration specifically in the state of Rajasthan?	Firm shall have a registered number of GSTN from any State where his business is located
2.	11	1 (i)	4. EMD: The bidder must submit EMD amounting to INR 6 Lakhs per division - Bank Guarantee	For firms already operating as Local Service Providers (LSPs) under the e-Mitra scheme in Rajasthan, it is recommended that the requirement to submit a fresh EMD of INR 6 lakhs per division in the form of a Bank Guarantee be waived. These LSPs have already furnished a security deposit/EMD in the form of a Bank Guarantee with RISL as part of their previous engagements. Requiring them to submit a new EMD would be both redundant and unjustified, given the existing financial safeguards already in place.	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee. Existing LSP performance security already deposited with the department will not be adjusted against the said EMD.
3.	11	1 (i)	4. EMD: The bidder must submit EMD amounting to INR 6 Lakhs per division - Bank Guarantee	As per the Government of India's procurement policy, MSMEs registered are exempted from payment of EMD for participation in public and government tenders.	No Change
4.	20	3.1.11	Location of kiosks:	If an existing Local Service Provider (LSP) is already operating 10 kiosks within a particular district, it may not be practical or necessary to mandate the opening of 10 additional kiosks in the same district. In such cases, any requirement for new kiosks should preferably be considered at the division level, as most districts are already saturated and may not have scope for establishing additional kiosks.	Revised Clause: Location of Kiosks: The LSP will have to setup the Kiosks in urban and rural areas of all the districts within assigned division. The LSP would need to establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout


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					throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks in each district of assigned division out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least ‘X’ functional and transactive kiosks in assigned division out of which at least ‘50% of X’ kiosks must be in rural area, where ‘X’ = no. of districts in that particular division multiplied by 10. Non-functional kiosks will not be considered
5.	21	3.1.21	Performance Security:	In the previous RFP, the performance security requirement was ₹1 lakh per district. However, the current RFP has significantly increased this amount to approximately ₹2.5 lakhs per district, which appears to be disproportionately high. Considering that the project operates on a prepaid model, it is recommended that performance security be calculated at the division level, at the rate of ₹1 lakh per district within that division. This approach offers a more balanced and reasonable structure while continuing to ensure adequate financial safeguards for the project.	Revised Clause: Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the security amount per division, as detailed below, in favour of the Managing Director, RISL: • The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district. Mode of Payment: Demand Draft or Bank Guarantee



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6.	22	3.1.23	A. Eligibility of LSP for Incoming Migration: Case 1:	Case 1: It is recommended that any existing LSP operating in a district prior to 31-05-2025, and willing to work at the L1-discovered rate, should also be considered eligible to receive incoming migration of kiosks within that district. This consideration is important, as such LSPs bring prior local-level experience, which directly supports the continuity and quality of service delivery.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn’t participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to



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					randomly allocate kiosks among the eligible LSPs.
7.	22	3.1.23	Case 2 Migration Process for Kiosks in Case of LSP Exit/Termination	Migration Process: The establishment, training, technical support, and overall operational management of kiosks are handled by the Local Service Provider (LSP). Furthermore, in cases of errors or misconduct in kiosk operations, the responsibility — including any penalties — rests with the LSP. Given this, it is essential that the migration process includes a provision allowing the LSP to transfer kiosks within a district to another LSP in a consolidated and structured manner. At the same time, it is equally important to safeguard the interests of kiosk operators by ensuring they retain the right to reject such a transfer and instead choose an alternate LSP, should they not agree with the proposed migration. Implementing such a framework would ensure a transparent, fair, and balanced migration process, protecting the rights and responsibilities of both the LSP and the kiosk operators.	No Change
8.	24	3.2.1	Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e-Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the	As the Local Service Provider (LSP) is responsible for physically visiting the site for verification and providing support during the selection and establishment of new kiosks, it is recommended that the LSP receive ₹1,000 + GST as their share from the non-refundable application fee. The remaining portion may be retained by RISL.	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility


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			kiosk owner, etc. RISL will charge an non-refundable application fee of ₹1,500 (inclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹500 (inclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.	This adjustment would ensure fair compensation for the LSP's on-ground efforts and administrative responsibilities, thereby encouraging effective and timely execution of kiosk-related activities.	proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
9.	30	5	REVENUE MODEL/ COMMISSION CHARGES: The Per transaction commission charges to be shared between Kiosk, Local Service Provider (LSP) and RISL is as per RFP	• The state government has not increased the service fee (commission) of e-Mitra Kiosk for the last 5 years. • Commission of all eMitra holders should be made equal to 75% Service charge of RISL should be maximum 5% commission. • The commission for e-Mitra service providers should be fixed at 20% instead of being determined through the L1 (Least Cost) selection method. A fixed commission structure would help create a viable and sustainable model for all stakeholders involved in the project, ensuring fair compensation and long-term commitment to quality service delivery.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.
10.	36	7.1	Selection Method: The selection method is Least Cost Based Selection (LCBS or L1).	The current RFP specifies the selection method as Least Cost-Based Selection (LCBS or L1). However, it is strongly recommended that the selection process be based on Pre-Qualification and Eligibility Criteria rather than solely on the lowest cost. Selecting Local Service Providers (LSPs) purely on the basis of the lowest financial bid can compromise the quality, sustainability, and long-term success of service delivery. A	No Change


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				more balanced evaluation—emphasizing technical capability, relevant experience, infrastructure readiness, and service commitment—as outlined in the eligibility criteria, would ensure that only competent and reliable service providers are selected. This approach aligns better with the project's objectives and ensures higher standards of implementation and service quality.	
11.	54	9.2.(iii)	Action on failure to adopt and deliver new services	The penalty under this clause should be removed, as it is not reasonable to hold the e-Mitra kiosk holder or the LSP accountable in cases where new services are added to the portal with minimal or non-competitive margins compared to market alternatives, and customers choose not to avail those services through e-Mitra. In such scenarios, the lack of customer adoption is beyond the control of both the kiosk operator and the LSP. Therefore, applying penalties in these cases would be unjustified and counterproductive.	Action on failure to adopt and deliver new services: Penalty on LSP: If more than 10% of the total unique transactive kiosks operated by an LSP are suspended during a given quarter i.e. three (3) continuous calendar months, 25% of the total commission accrued by the LSP in the last month of that quarter will be forfeited.
12.	55	9.3 (ii)	LSP Manpower: Division Coordinator: 5 days in a month at Division Office of the Additional Director, DoIT&C	It is suggested that, in addition to the mandatory presence of the Division Coordinator for 5 days a month at the Division Office of the Additional Director, DoIT&C, the LSP should be allowed to mark attendance either at the Division-level or District-level DoIT&C office, as per operational feasibility and requirements. This flexibility will ensure better coordination, optimize resource utilization, and facilitate efficient handling of kiosk-related support activities.	Revised Clause: LSP Manpower: Division Coordinator: Minimum Required Attendance 5 days in a month, consolidated at either the Division Office of the Additional Director, DoIT&C or at the District-level Office of DoIT&C.


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13.	56	9.3 (iii)	Average Commission of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total kiosks operated by an LSP within a division must earn commission equal to or greater than the average commission for that division. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.	The clause related to Average Commission of Kiosks as a Service Level Agreement (SLA) is impractical and potentially damaging, especially considering the ground-level realities of service delivery. Many services offered through the e-Mitra platform do not provide commission in the same month the transaction is performed. Instead, payments are released by the concerned departments in the subsequent month or even later, depending on internal processes and reconciliation timelines. Due to this delay, accurately calculating the monthly average commission of kiosks is not feasible, especially for real-time compliance. Even if such real-time commission data becomes available on the portal, it would still be unrealistic to enforce this metric at the kiosk level, as it fails to account for geographical disparities and demand variation across rural, semi-urban, and urban areas. The fear of non-compliance may lead LSPs to shut down low-earning kiosks, particularly those in remote villages, small hamlets, or underserved urban colonies. This would directly contradict the core objective of the e-Mitra project, which is to ensure inclusive access to digital services for every citizen, regardless of location. Therefore, it is strongly recommended that this SLA be removed from the RFP. Alternatively, the model used in the previous RFP—which was based on Average Transactions per Kiosk (Avg. Txn SLA)—should be reinstated. That approach was more realistic, performance-oriented, and aligned with on-ground service patterns, without compromising accessibility in	SLA 'Average Commission of Kiosks' is replaced with 'Average Transaction of Kiosks'. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.


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				low-demand areas. This change will help maintain service presence in all areas, especially rural and remote locations, while still promoting operational efficiency.	
19. OSWAL COMPUTERS & CONSULTANTS PVT. LTD.					
1.	11	4	The bidder must submit EMD amounting to INR 6 Lakhs per division.	For existing LSPs, EMD should not be taken as they already have security deposit with the department. In case the deposit amount is less, difference may be taken.	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee. Existing LSP performance security already deposited with the department will not be adjusted against the said EMD.
				EMD & Document Fees for MSME registered companies should be exempted.	No Change
2.	18	3.1.5	Deployment of Manpower by LSP	In addition to the asked manpower, to run the project smoothly and efficiently a district coordinator should be mandatory in all districts where there are more than 500 kiosks of an LSP.	No Change
3.	20	3.1.11	Location of Kiosks: LSP shall roll-out at least 10 functional and transactive kiosks in each district of assigned division out of which at least 5 kiosks must be in rural.	The roll-out plan asked should be per division & not per district. In the current RFP, there are many districts which LSPs will be compelled to accept and therefore will have to open 10 new kiosks in each of them. Considering all the new LSP in these districts the number of new kiosks may add up to 200-300 which seems impossible in the current scenario. Also, all districts have sufficient number of e-Mitras and no districts is under served presently.	Revised Clause: Location of Kiosks: The LSP will have to setup the Kiosks in urban and rural areas of all the districts within assigned division. The LSP would need to establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks in each district of


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					assigned division out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least 'X' functional and transactive kiosks in assigned division out of which at least '50% of X' kiosks must be in rural area, where 'X' = no. of districts in that particular division multiplied by 10. Non-functional kiosks will not be considered
4.	21	3.1.21	Performance Security	The Performance Security asked is very high as compared with the ongoing work. Currently the security deposit per district was 2 lakhs (1 Lakh a performance security + 1 lakh as transaction security). Since, the e-Mitras are now working on prepaid model, the transaction security is not required and rightly has not been asked for. However, in keeping with the ongoing activities on e-Mitras you are requested to reduce Performance Security to Rs. 5.00 Lakhs per division.	The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.
5.	22	3.1.23	Eligibility for LSP for incoming migration in case 1, when e- mitra have to migrate because its LSP has not participated in the bid or has not agreed to work on L1 rates	The given provision in RFP seems justified. LSPs already working in the district have an advantage of an early start and also have the minimum required e-mitras to satisfy the condition of roll out. New LSPs in these districts can only succeed in fulfilling the roll out condition if the preexisting LSPs are not allowed to participate in such migration. This will provide a level playing field.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for


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					one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
6	30	5	Revenue Model / Commission Charges	- Since the L1 doesn't get any advantage in this RFP, we request you to fix the LSP commission instead of asking the financial bid. - The commission rates for all divisions should be same. - The LSP commission should be minimum of 20% in all cases.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.
7	53	9.2	SLA for Kiosk & LSP Penalty	Any penalty recoverable from kiosk should be taken within 3 months. No retrospective penalties should be recovered from LSPs.	No Change
20. MAIYA ENTERPRISES					



(Umesh Chand Joshi)
SA (Jt. Director)

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1	11	1 (i)	Pre-Qualification/ Eligibility Criteria: (i)Eligibility criteria for Firms operating as Local Service Provider (LSP) of e-Mitra scheme in Rajasthan: 4. EMD: The bidder must submit EMD amounting to INR 6 Lakhs per division - Bank Guarantee	For Firms already operating as Local Service Providers (LSPs) under the e-Mitra scheme in Rajasthan, it is suggested that the requirement of submitting a fresh EMD of INR 6 Lakhs per division in the form of Bank Guarantee be waived. This is because such LSPs already have their security deposit/EMD in the form of Bank Guarantee submitted and available with RISL from previous engagements. Asking them to resubmit a new EMD would be unjustified and redundant, especially for those who have maintained compliance and performance track records. Granting this exemption would promote continuity, reduce unnecessary financial burden, and acknowledge the trust already placed in these existing service providers.	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee. Existing LSP performance security already deposited with the department will not be adjusted against the said EMD.
2	11	1 (ii)	Pre-Qualification/ Eligibility Criteria: (ii) Eligibility criteria for other Firms i.e. Firms other than those operating as Local Service Provider of e-Mitra scheme in Rajasthan: 2. Project Capability: The service provider should have at least 5 years of proven experience in the field of ICT based kiosks/centres for delivery of citizen centric services anywhere in the country having 5000 operational centres as on 31.03.2025.	To ensure greater relevance and reliability under the "Project Capability" clause, it is recommended that the 5,000 operational ICT-based kiosks/centres should be associated with government projects, public sector undertakings (PSUs), or government partner institutions (such as banks, BSNL, India Post, etc.). Kiosks based solely on self-operated B2C portals or private commercial networks should not be considered under this experience criterion, as such models are often unregulated and lack mechanisms for monitoring service quality and adherence to public interest. Including this provision will help in ensuring that the service providers have genuine capacity, credibility, and prior	No Change


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				experience in delivering citizen-centric services through regulated and government-linked platforms.	
3	20	3.1.10	Number of kiosks: The LSP shall submit their kiosk roll out plan for 1 Year (Annexure-12) within 15 days from signing of agreement with RISL. The LSP would need to ensure to open targeted number of kiosks in each district of assigned Division(s). This will not restrict the right of the government to open similar kiosks for providing e-gov services. In other words, the related LSP will not have exclusive right to set up kiosks in the division/district.	It is suggested that since the RFP defines the LSP level at the Division level, the kiosk rollout targets should also be set at the Division level instead of District-wise. This approach will enhance the effectiveness, reach, and execution of the project RISL should act only as a supervisory and monitoring e-Governance body, not as an operational LSP. If RISL assumes the role of an LSP, it will eliminate healthy competition among LSPs, leading to increased risks of overcharging, corruption, and irregularities. Maintaining a clear separation between governance and service provision is essential for transparency and accountability.	LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks* in each district out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least 'X' functional and transactive kiosks* in assigned division out of which at least '50% of X' kiosks must be in rural area, where 'X' = no. of districts in that particular division multiplied by 10. *Non-functional kiosks will not be considered
4	20	3.1.11	Location of Kiosks: The LSP will have to setup the Kiosks in urban and rural areas of all the districts within assigned division. The LSP would need to establish & operational total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 10 functional and transactive kiosks in each district of assigned division out of which at least 5 kiosks must be in rural. Non- functional kiosks will not be considered	A minimum of 100 functional and transactive kiosks should be mandated per Division, ensuring an adequate number of these are located in rural areas.	Revised Clause: Location of Kiosks: The LSP will have to setup the Kiosks in urban and rural areas of all the districts within assigned division. The LSP would need to establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks in each district of assigned division out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least 'X'


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					functional and transactive kiosks in assigned division out of which at least '50% of X' kiosks must be in rural area, where 'X' = no. of districts in that particular division multiplied by 10. Non-functional kiosks will not be considered
5	21	3.1.16	Online Fund Transfer: e-Mitra application is integrated with wide range of digital payment options that are to be used by LSP / kiosk for advance payment to RISL to avail prepaid limit.	Currently, the e-Mitra application is integrated with various digital payment options that allow kiosk holders to make advance payments to RISL for availing prepaid limits. To further streamline the process and enhance operational efficiency, it is proposed that a separate wallet facility should be introduced for Local Service Providers (LSPs). This wallet would enable LSPs to recharge their own wallet in a lump sum and, as per requirement, transfer funds to the wallets of their respective kiosks. This approach would not only improve the speed and convenience of fund transfers but also enhance transparency, control, and operational flexibility for LSPs. Such a system would allow LSPs to plan finances more effectively, avoid frequent small transactions, and provide timely support to kiosks in urgent situations, ultimately contributing to better service delivery.	No Change
6	21	3.1.21	Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or	As per the previous RFP, the performance security for one district was 1 lakh. However, in the current RFP, the performance security has been significantly increased to approximately 2.5 lakhs per district, which appears to be disproportionately high. Given that the entire project is	Revised Clause: Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.)


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			through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the performance security amount of as mentioned below:	operating on a prepaid model, it is recommended that the Performance Security at the division level should be calculated as one lakh per district under that division. This approach would be more balanced and justifiable while still ensuring sufficient financial safeguards.	on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the security amount per division, as detailed below, in favour of the Managing Director, RISL: • The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district. Mode of Payment: Demand Draft or Bank Guarantee
7	22	3.1.23	A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs already operating in specific districts of that division as of 31-05-2025 will not be eligible to receive incoming migration of kiosks within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-	Case 1: It is suggested that if an existing LSP, operating in a district prior to 31-05-2025, agrees to work at the L1 rate, they should also be considered eligible to receive incoming migration of kiosks in that district. This is important because such LSPs have prior experience of working at the local level, which directly contributes to the quality and continuity of service delivery. Additionally, there are several existing LSPs with fewer than 50 kiosks, which may put them at a disadvantage in terms of numbers, despite their consistent and dedicated service. On the other hand, newly selected LSPs, without prior experience, may receive more kiosks simply by virtue of new selection—leading to an unfair outcome for the experienced LSPs. Hence, to ensure fairness, operational continuity, and service quality, existing LSPs should be given equal opportunity for incoming migration.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month


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			month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Case 2: Migration Process for Kiosks in Case of LSP Exit/Termination: For the LSPs selected through this RFP process, if an LSP exits or is terminated from the project/division, all its kiosks shall be permitted to apply for migration. A dedicated migration window of one month shall be opened from either the date the LSP submits its exit request or the date of termination. During this period, all kiosks under the existing LSP must complete the migration process. Kiosk can migrate to any other LSP in that division. Any kiosks that do not complete the migration within this one-month window will be automatically closed. B. Liability of Migrated Kiosk: All earlier liabilities of migrated kiosk will be responsibility of new LSP in which	Migration Process: The establishment, training, technical support, and overall operational arrangements of kiosks are carried out through the Local Service Provider (LSP). Additionally, in cases of any error or misconduct in kiosk operations, the penalties are also borne by the LSP. Therefore, it is important that the migration process includes a provision whereby the LSP is granted the authority to transfer kiosks within a district to another LSP in a consolidated manner. At the same time, it must also be ensured that the kiosk operator retains the right to reject such migration and opt for another suitable LSP if they are not in agreement with the transfer. Such a system would ensure a transparent, fair, and well-structured migration process, protecting the interests of both the LSP and the kiosk operator. RISL should act only as a supervisory and monitoring e-Governance body, not as an operational LSP. If RISL assumes the role of an LSP, it will eliminate healthy competition among LSPs, leading to increased risks of overcharging, corruption, and irregularities. Maintaining a clear separation between governance and service provision is essential for transparency and accountability.	time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.


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			kiosk is migrating. C. Timeline for LSP to accept or reject migration request of kiosk: LSP will be allowed to accept or reject migration application of kiosk till T+10 days where T is the start date of Migration Period. Kiosks for which migration application has been approved by 2nd LSP will be migrated. Migration applications not approved by LSP within given time will stand rejected. In such cases, kiosk may apply for migration in another LSP (if available). If the LSP exiting or being terminated is the sole LSP in that division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission.		
8	24	3.2.1	Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e-Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge an non-	Since the Local Service Provider (LSP) is required to physically visit the site for verification and support during the selection and establishment of a new kiosk, it is recommended that the LSP's share from the non-refundable application fee should be ₹1,000 + GST. The remaining portion of the application fee may be retained by RISL. This adjustment would help ensure fair compensation for the LSP's field efforts and administrative	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of


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			refundable application fee of ₹1,500 (inclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹500 (inclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.	responsibilities.	the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
9	25	3.2.4 B	Security Wallet: A security wallet provision is available with following features: a) Security wallet is separate from kiosk e-wallet and kiosk is not authorized to use the amount kept in it. b) Security wallet is top-up with 10% amount of kiosk commission before GST of each month. c) Maximum limit of security wallet is ₹ 50,000/-. If security wallet has maximum amount, then full monthly commission will be released to kiosk. d) The amount kept in Security wallet will be transferred to kiosk e-Wallet/ Bank account at the end of each financial year subject to verification of kiosk outstanding amount/ liability (If any).	It is suggested that for newly approved kiosks, a fixed Security Wallet amount of ₹10,000 should be made mandatory, which must be collected immediately after kiosk approval and before allowing any transactions. Additionally, following the selection of new LSPs under the current RFP, all existing kiosks should also be required to deposit this Security Wallet amount within one to three months, failing which their transaction rights should be suspended. Furthermore, the Security Wallet amount should only be refunded in the event of permanent closure of the kiosk, and only after ensuring that there are no outstanding dues or penalties associated with the kiosk. This provision is essential because, in several cases, kiosk operators have been found involved in overcharging, financial irregularities, or document tampering, and they often fail to pay penalties imposed on them. In such instances, the recovery is made from the LSP, which is unfair. This kind of	No Change


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				structure will help ensure accountability among kiosk operators and prevent them from assuming themselves free from responsibilities.	
10	30	5	REVENUE MODEL / COMMISSION CHARGES: The Per transaction commission charges to be shared between Kiosk, Local Service Provider (LSP) and RISL is as per RFP	As per the current RFP, the commission allocated to kiosk operators has been fixed at a minimum of 65%, whereas under the previous rate structure, they received up to 78% commission based on their performance and efficiency. This reduction is detrimental to the financial interests of kiosk operators, who serve as the most crucial link in delivering e-governance services at the grassroots level. Maintaining their motivation and ensuring fair remuneration is essential. Any reduction in their share is likely to negatively impact the quality and outreach of services. Therefore, it is imperative that the commission for kiosk operators be fixed at a minimum of 80% to ensure their continued participation, operational stability, and consistent quality in service delivery. Additionally, it is suggested that the commission structure should not be divided into "government" and "non-government" kiosks. Instead, a <i>simplified and uniform commission system</i> should be adopted, making it easier and fairer for kiosk operators to understand and operate within. This would eliminate confusion, avoid discrimination, and promote more sustainable participation. <i>RISL</i>, which previously operated at a 0% commission, is now	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.



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				proposing a maximum commission of 18% for itself. This change is not only unjustified but also contrary to the long-term interests of the project. <i>RISL</i> should function as a <i>facilitating and supervisory body</i>, not as a profit-seeking stakeholder. If <i>RISL</i> is allotted such a high commission, it will significantly reduce the shares of kiosk operators and LSPs, thereby affecting service quality and raising questions about the project's overall sustainability. It would therefore be appropriate to cap RISL’s commission at a maximum of 5% in order to maintain balance and transparency in the system. Furthermore, the RFP proposes that the LSP commission be determined through <i>division-wise bidding</i> by prospective bidders, with a minimum cap of 10% and a maximum of 17% (15% for the Jaipur division). Reconsidering this approach, it would be preferable that the LSP commission be pre-defined, as was the practice in the previous RFP model, rather than determined through competitive bidding. This would ensure fair, transparent, and stable compensation for service providers and allow them to focus on delivering high-quality services in alignment with the project's core objectives.	
11	36	7.10	Selection Method: The selection method is Least Cost Based Selection (LCBS or L1).	The current RFP mentions the selection method as Least Cost Based Selection (LCBS or L1). However, it is strongly recommended that instead of LCBS/L1, the selection should be	No Change



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				based on Pre-Qualification/Eligibility Criteria. Selecting LSPs purely on the basis of the lowest cost undermines the quality, sustainability, and long-term viability of service delivery. A more balanced approach focused on technical capability, experience, infrastructure, and service commitment—as outlined under the eligibility criteria—will ensure that only competent and reliable service providers are selected to achieve the project’s intended outcomes.	
12	53	9.1	SLA for Kiosk only	It is suggested that the total penalty imposed on a kiosk under SLA should not exceed the total commission earned by the kiosk in that month, including the balance available in both its prepaid wallet and security wallet. This will ensure financial feasibility for kiosk operators while maintaining accountability under the SLA terms.	No Change
13	53	9.1 (i)	Non-performing kiosk: A Kiosk is to be suspended if it did zero transaction in a month or less than 10 transactions for three (3) continuous calendar months.	A Kiosk is to be suspended if it did zero transaction in a month or less than 30 transactions for three (3) continuous calendar months.	Revised Clause: A Kiosk is to be suspended if it did zero transaction in a calendar month or less than 30 transactions for each of the three (3) continuous calendar months
14	55	9.3 (ii)	LSP Manpower: Division Coordinator: 5 days in a month at Division Office of the Additional Director, DoIT&C	It is suggested that, in addition to the mandatory presence of the Division Coordinator for 5 days a month at the Division Office of the Additional Director, DoIT&C, the LSP should be allowed to mark attendance either at the Division-level or District-level DoIT&C office, as per operational feasibility and requirements. This flexibility will ensure better coordination, optimize resource utilization, and facilitate efficient handling	Revised Clause: LSP Manpower: Division Coordinator: Minimum Required Attendance


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				of kiosk-related support activities.	5 days in a month, consolidated at either the Division Office of the Additional Director, DoIT&C or at the District-level Office of DoIT&C.
15	56	9.3 (iii)	Average Commission of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total kiosks operated by an LSP within a division must earn commission equal to or greater than the average commission for that division. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.	The clause related to <i>Average Commission of Kiosks</i> as a Service Level Agreement (SLA) is impractical and potentially damaging, especially considering the ground-level realities of service delivery. Many services offered through the e-Mitra platform do not provide commission in the same month the transaction is performed. Instead, payments are released by the concerned departments in the subsequent month or even later, depending on internal processes and reconciliation timelines. Due to this delay, accurately calculating the monthly average commission of kiosks is not feasible, especially for real-time compliance. Even if such real-time commission data becomes available on the portal, it would still be unrealistic to enforce this metric at the kiosk level, as it fails to account for geographical disparities and demand variation across rural, semi-urban, and urban areas. The fear of non-compliance may lead LSPs to shut down low-earning kiosks, particularly those in remote villages, small hamlets, or underserved urban colonies. This would directly contradict the core objective of the e-Mitra project, which is to ensure inclusive access to digital services for every citizen, regardless of location.	SLA 'Average Commission of Kiosks' is replaced with 'Average Transaction of Kiosks'. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.


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				Therefore, it is strongly recommended that this SLA be removed from the RFP. Alternatively, the model used in the previous RFP—which was based on Average Transactions per Kiosk (Avg. Txn SLA)—should be reinstated. That approach was more realistic, performance-oriented, and aligned with on-ground service patterns, without compromising accessibility in low-demand areas. This change will help maintain service presence in all areas, especially rural and remote locations, while still promoting operational efficiency.	
21. SVG Express Services Pvt. Ltd.					
1.	30	Clause 5 – Revenue Model / Commission Charges	Revenue sharing model between Kiosk, LSP, and RISL	Taking inflation into account, all kiosks should be provided equal commission regardless of their location. The LSP's share should not be determined based on the L1 rate; instead, a maximum limit should be defined. The commission for B2C services should be increased annually to encourage kiosk operators. Kiosks that perform well in terms of transactions and actively utilize all new services should be rewarded with incentive amounts by RISL and the LSP (Joint Venture). Additionally, such outstanding kiosks should be promoted as role models.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.
2.	22	Clause 3.1.23	Migration policy of kiosks from one LSP to another	All LSPs should have equal migration rights, whether they are new or existing.	Revised Clause: A. Eligibility of LSP for Incoming Migration:


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		– Migrati on of Kiosks		RISL should not have monopoly over migration; a partnership-based model with the local LSP should be adopted.	Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn’t participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.



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3.	54	Clause 9.2 – SLA for Kiosk & LSP	Mandatory transaction of new services within 3 months; penalties for non-compliance	• Mandatory transactions for each new service are not practical, as they depend on regional demand. • Instead of imposing penalties, incentives should be provided for initial usage. • There should be a provision for warning and training before suspending a kiosk. • LSPs should not be penalized for mistakes committed by kiosks. • Kiosks located within government premises should be granted exemptions.	SLA 'Action on failure to adopt and deliver new services' does not apply to kiosks located in government premises, except for those operating in Atal Sewa Kendra.
4.	56	Clause 9.3 – SLA for LSP	20% of kiosks must earn above average commission or heavy LSP penalty applies	• Performance evaluation should be based on average transactions. • A warning should be issued before declaring an LSP as a defaulter. • Instead of imposing penalties of 50%, 75%, or 100%, an incentive- based model should be adopted.	SLA 'Average Commission of Kiosks' is replaced with 'Average Transaction of Kiosks'. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited.


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					In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.
5.	24	Clause 3.2 – Kiosk Application Fee	₹1500 application fee; ₹500 goes to LSP	The fee should be redistributed as follows: ₹1400 to the LSP and ₹100 to RISL. A fixed amount should be allocated to support training, onboarding, and awareness activities. In the initial phase, the LSP should provide banners and rate lists to kiosks, which should be included within the above ₹1400 amount. Additionally, if a kiosk completes 100 transactions on a quarterly basis, ₹500 should be credited to its wallet.	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
6.	49	Clause 8.6 – RISL's Right to	RISL can change RFP clauses without prior notice	• All service providers should be informed before any amendment is made. • If any service provider has an objection, they should be given the option to exit without penalty. • A transparent and participatory process should be adopted	No Change


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		Modify RFP		to maintain trust. • Performance pricing should be determined based on the average value plus 30 transactions.	
22. Zephyr Limited					
1.	11 & 67	IV & 4.1	The bidder must submit EMD amounting to INR 6 Lakhs per division - in the form of Bank Guarantee. And PSD amount Division wise	It is humbly suggested that existing LSPs who are already active and have a valid BG on record with RISL may be exempted from submitting a fresh EMD (Bank Guarantee) for the same project in the new RFP. Alternatively, to promote wider and fairer participation, it is requested that: - EMD should be reduced to INR 2 Lakhs per division - PSD (Performance Security Deposit) should be capped at INR 5 Lakhs per division This flexibility will reduce the financial burden and simplify participation for bidders, especially for those already serving under e-Mitra. A declaration or request letter from such LSPs may be considered sufficient, subject to verification of existing BG.	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee. Existing LSP performance security already deposited with the department will not be adjusted against the said EMD. • The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.
2.	22	3.1.23	Only new LSPs selected on L1 rate in a division are eligible for migration of kiosks from an outgoing LSP. Existing LSPs already operating in specific districts of that division as of 31-05-2025 are not eligible to receive migration.	It is requested that in case of outgoing LSP (who is not participating or refusing L1 rates), the migration of kiosks should be allowed to all eligible LSPs in that division, including existing ones. This will help ensure uninterrupted service delivery and give fair opportunity to all LSPs who are already operational in the area.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive


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					additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
3.	5	Bid Submis sion Details	Last date & time of submission of bid is 07/08/2025 at 03:00 PM	It is requested to extend the bid submission deadline by at least 15 days to allow sufficient time for the preparation of comprehensive and compliant proposals, especially for firms managing large scale operations.	Last date & time of submission of bid is 20/08/2025 at 03:00 PM
23. A1 Services					
1.	15	2.3.5	Bidding divisions of Emitra scheme	ईमित्र परियोजना की गुणवत्ता बेहतर स्थानीय सेवा प्रदाता द्वारा प्रबंधन करने योग्य होने की दृष्टि से कम से कम 5 डिवीज़न में भाग लेने की अनिवार्यता की जावे जिससे राजस्थान राज्य में भौगोलिक व आर्थिक	No Change



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				परिपेक्ष्य में सुदृढ़ और ईमित्र कीओस्को का प्रबंधन व सञ्चालन के लिए बेहतर स्थानीय सेवा प्रदाता का चयन हो सके।	
2.	19	3.1.7	Service Management	- ईमित्र पोर्टल पर उपलब्ध G2C या B2C सेवाओं की डिलीवरी आमजन को ईमित्र कीओस्को द्वारा ईमित्र पोर्टल से ही की जानी चाहिए - यदि किसी स्थानीय सेवा प्रदाता द्वारा ईमित्र पोर्टल पर उपलब्ध सेवाओं के लिए कीओस्को से ईमित्र पोर्टल के आलावा स्वयं के या अन्य किसी सर्विस प्रोवाइडर के पोर्टल का उपयोग करवाने या उसके प्रमोशन करने का कार्य किया जाता है तो उस स्थानीय सेवा प्रदाता को ईमित्र परियोजना से स्थायी रूप से ब्लैकलिस्ट किया जा कर उसके सभी किओस्क अन्य स्थानीय सेवा प्रदाताओं को माइग्रेट करने के लिए खोला जाए जिससे ईमित्र पोर्टल पर उपलब्ध सेवाओं की आमजन को डिलीवरी ईमित्र पोर्टल से ही करना सुनिश्चित की जा सके और बेहतर ई-गवर्नेंस मॉडल विकसित किया जा सके।	No Change
3.	21	3.1.19	Invoicing	वर्तमान में ईमित्र परियोजना में हम स्थानीय सेवा प्रदाता को प्रत्येक माह 15 तारीख से पहले विभाग में अपने समस्त ईमित्र कीओस्को के सेवाओं के कमीशन के प्रति बिल प्रस्तुत करने होते हैं जिसमें एक पिछले माह तक के बकाया GST व TDS सम्बंधित देनदारियों के भुगतान का प्रमाणीकरण भी प्रस्तुत कर दिया जाता है। अतः विभाग से अनुरोध है कि स्थानीय सेवा प्रदाता को नए निविदा के तहत प्रत्येक पिछले माह तक का कमीशन भुगतान वर्तमान माह की 30 तारीख से पहले किया जाना सुनिश्चित करावें जिससे हमारे (स्थानीय सेवा प्रदाता) द्वारा गत माह तक के देनदारियों को समय पर चुकाने में आर्थिक विषमताओं का सामना नहीं करना पड़े।	No Change
4.	21	3.1.21	Performance Security	प्रति संभाग निश्चित PGB राशि 5 लाख की जावे और EMD राशि प्रति संभाग 2 लाख की जावे।	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee.


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					Existing LSP performance security already deposited with the department will not be adjusted against the said EMD. The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.
5.	22	3.1.23	Migration of existing Kiosks from One LSP to Another A. Eligibility of LSP for incoming migration Case 1: Firm operating as LSP under emitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP Case 2: Migration process for kiosk in case of LSP Exit/Termination	सभी सेवा प्रदाताओं को समान माइग्रेशन अधिकार दिया जाए - चाहे वे नए हों या पहले से कार्यरत, सभी LSPs को एक समान रूप से माइग्रेटेड कियोस्क प्राप्त करने का अवसर दिया जाना चाहिए। - Exit करने वाले LSP को सक्रिय भूमिका मिलनी चाहिए - ऐसे LSP को यह अधिकार दिया जाए कि वह अपने कियोस्क को जिस भी दूसरे LSP के अंतर्गत माइग्रेट करना चाहे, उन्हें ऐसा करने दिया जाए। - RISL के साथ सह-प्रबंधन मॉडल लागू किया जाए - यदि किसी डिवीजन में कोई सक्रिय LSP न हो, तो RISL अकेले प्रबंधन न करे बल्कि स्थानीय सेवा प्रदाताओं के साथ मिलकर सह-प्रबंधन की नीति अपनाई जाए।	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division


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					shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
6.	24	3.2.1	Roles and responsibilities of Emitra Kiosks- Application for becoming e-mitra Kiosks	रजिस्ट्रेशन शुल्क के वितरण को ₹1200/- सेवा प्रदाता (LSP) और ₹300/- RISL के बीच बाँटा जाए, जिससे सेवा प्रदाता ब्रांडिंग, जागरूकता अभियान, मार्केटिंग व्यय एवं कियोस्क की गुणवत्ता सुधारने हेतु आवश्यक व्यय कर सके।	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
7.	30	5	Revenue Model/ Commission Charges	- सभी ई-मित्र धारको का कमीशन समान किया जावे। - RISL का सेवा शुल्क अधिकतम 5% कमीशन किया जावे। - ई-मित्र सेवा प्रदाताओं का कमीशन L1 द्वारा चयन के स्थान पर	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.



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				20% निर्धारित किया जावे जिससे ई-मित्र कियोस्क का समय-समय पर प्रशिक्षण, निरीक्षण, ई-मित्र सेवाओं का प्रचार-प्रसार, ई-मित्र कियोस्क पर ब्रांडिंग इत्यादि सुनिश्चित की जा सके। B2C सेवाओं का कमीशन सालाना 20% बढ़ाया जाना चाहिए। जो ई-मित्र कियोस्क 25,000 से अधिक मासिक आधार पर अर्जित कर रहा है तो इस दशा में RISL का 5% के अलावा राशि 1,000 कमीशन अलग से रखा जा सकता है।	
8.	49	8.6	Exclusivity of Rights	- RFP में किसी भी प्रकार के संशोधन से पूर्व सेवा प्रदाताओं को सूचित किया जाए। - सेवा प्रदाताओं के सुझाव एवं आपत्तियों पर विचार कर सहमति प्राप्त की जाए अगर कोई सेवा प्रदाता उक्त किसी भी संशोधन से सहमत नहीं है तो वह बिना किसी दंड/ जुर्माना के करार समाप्त कर सकता है। - एक पारदर्शी व लोकतांत्रिक प्रक्रिया अपनाई जाए जिससे सभी हितधारकों का विश्वास बना रहे।	No Change
9.	54	9.2	SLA for Kiosk and LSP (iii) Action on failure to adopt and deliver new services	- नई सेवा के लेनदेन हेतु अनिवार्यता के स्थान पर प्रोत्साहन आधारित प्रणाली अपनाई जाए, जैसे कि सेवा अपनाने वाले कियोस्कों को अतिरिक्त कमीशन या मान्यता दी जाए। - सेवा अनुपालन का मूल्यांकन क्षेत्रीय मांग आधारित हो, जिससे निष्पक्षता बनी रहे। - LSP पर दंड लगाने की प्रक्रिया पुनः विचार की जाए, तथा दोषपूर्ण कियोस्कों को सुधार हेतु पर्याप्त समर्थन प्रदान किया जाए। B2C सेवाओं का कमीशन सालाना 20% बढ़ाया जाना चाहिए।	Action on failure to adopt and deliver new services: Penalty on LSP: If more than 10% of the total unique transactive kiosks operated by an LSP are suspended during a given quarter i.e. three (3) continuous calendar months, 25% of the total commission accrued by the LSP in the last month of that quarter will be forfeited. This SLA does not apply to kiosks located in government premises, except for those operating in Atal Sewa Kendra.



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RFP for Selection of Service Providers to set up and manage e-Mitra kiosks (urban and rural) under e-Mitra Project in the state of Rajasthan
Reference No. F4.9(1193)/RISL/Tech/Misc./2025/25189001 dated 08-07-2025; UBN RIS2526SLOB00016 dated 08-07-2025

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10.	56	9.3	SLA for LSP only (iii) Average Commission of Kiosks	- औसत कमीशन के स्थान पर औसत लेनदेन पर आधारित मूल्यांकन प्रणाली अपनाई जाए, जिससे प्रत्येक क्षेत्र की विशिष्टता के अनुसार वास्तविक मूल्यांकन संभव हो सके। - डिफॉल्टर घोषित करने से पूर्व उचित चेतावनी व सुधार का अवसर प्रदान किया जाए। दंडात्मक प्रवृत्ति की बजाय प्रोत्साहन आधारित प्रणाली को बढ़ावा दिया जाए, जिससे LSP सेवा गुणवत्ता सुधारने के लिए उत्साहित हो सकें।	SLA ‘Average Commission of Kiosks’ is replaced with ‘Average Transaction of Kiosks’. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP’s commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP’s commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP’s commission for the concerned division will be forfeited.
11.	36	7.11	Earnest Money Deposit(EMD)	MSME रजिस्टर्ड फर्म के लिए EMD राशि में छूट के प्रावधानों के अंतर्गत MSME फर्म्स को इस निविदा में छूट है या नहीं कृपया स्पष्ट करें।	EMD as detailed below is to be submitted by every bidder.



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					EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee.
24. Artham Techno Solutions Private Limited					
1	20	3.1.10	Number of kiosks: The LSP shall submit their kiosk roll out plan for 1 Year (Annexure-12) within 15 days from signing of agreement with RISL. The LSP would need to ensure to open targeted number of kiosks in each district of assigned Division(s). This will not restrict the right of the government to open similar kiosks for providing e-gov services. In other words, the related LSP will not have exclusive right to set up kiosks in the division/district.	It is suggested that since the RFP defines the LSP level at the Division level, the kiosk rollout targets should also be set at the Division level instead of District-wise. This approach will enhance the effectiveness, reach, and execution of the project A minimum of 50 functional and transactive kiosks should be mandated per Division, ensuring an adequate number of these are located in rural areas.	LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks* in each district out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least 'X' functional and transactive kiosks* in assigned division out of which at least '50% of X' kiosks must be in rural area, where 'X' = no. of districts in that particular division multiplied by 10. *Non-functional kiosks will not be considered
2	21	3.1.21	Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the performance security amount of as mentioned	As per the previous RFP, the performance security for one district was 1 lakh. However, in the current RFP, the performance security has been significantly increased to approximately 2.5 lakhs per district, which appears to be disproportionately high. Given that the entire project is operating on a prepaid model, it is recommended that the Performance Security at the division level should be calculated as one lakh per district under that division. This approach would be more balanced and justifiable while still ensuring sufficient financial safeguards.	Revised Clause: Performance Security: The service providers shall be solely responsible & liable for any kind of irregularity/ manipulation (including fraud, overcharging, financial irregularities, document tampering, SLA Violation etc.) on its part or through any of their kiosks, manually or through e-Mitra portal. The LSP shall have to execute an agreement with RISL within 30 days of issuance of LOI (Letter of Intent) and deposit the security amount


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			below:		per division, as detailed below, in favour of the Managing Director, RISL: The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district. Mode of Payment: Demand Draft or Bank Guarantee
3	22	3.1.23	A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs already operating in specific districts of that division as of 31-05-2025 will not be eligible to receive incoming migration of kiosks within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All	We wish to keep it as mentioned in the RFP. Bidders who qualify as an LSP in a fresh & New District should only give rights to start their expansion through migration due to existing player has already registered the many kiosks under its banner but the survival for the new incoming LSP is crucial to create kiosk in a such Saturated Market. RISL should act only as a supervisory and monitoring e-Governance body, not as an operational LSP. If RISL assumes the role of an LSP, it will eliminate healthy competition among LSPs, leading to increased risks of overcharging, corruption, and irregularities. Maintaining a clear separation between governance and service provision is essential for transparency and accountability.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division


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			existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Case 2: Migration Process for Kiosks in Case of LSP Exit/Termination: For the LSPs selected through this RFP process, if an LSP exits or is terminated from the project/division, all its kiosks shall be permitted to apply for migration. A dedicated migration window of one month shall be opened from either the date the LSP submits its exit request or the date of termination. During this period, all kiosks under the existing LSP must complete the migration process. Kiosk can migrate to any other LSP in that division. Any kiosks that do not complete the migration within this one-month window will be automatically closed. B. Liability of Migrated Kiosk: All earlier liabilities of migrated kiosk will be responsibility of new LSP in which kiosk is migrating. C. Timeline for LSP to accept or reject migration request of kiosk: LSP will be allowed to accept or reject migration application of kiosk till T+10 days where T is the		shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.



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			start date of Migration Period. Kiosks for which migration application has been approved by 2nd LSP will be migrated. Migration applications not approved by LSP within given time will stand rejected. In such cases, kiosk may apply for migration in another LSP (if available). If the LSP exiting or being terminated is the sole LSP in that division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission.		
4	30	5	REVENUE MODEL / COMMISSION CHARGES: The Per transaction commission charges to be shared between Kiosk, Local Service Provider (LSP) and RISL is as per RFP	It is imperative that the commission for kiosk operators be fixed at a minimum 75% to ensure their continued participation, operational stability, and consistent quality in service delivery. Additionally, it is suggested that the commission structure should not be divided into "government" and "non-government" kiosks. Instead, a <i>simplified and uniform commission system</i> should be adopted, making it easier and fairer for kiosk operators to understand and operate within. This would eliminate confusion, avoid discrimination, and promote more sustainable participation.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.



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				RISL, which previously operated at a 0% commission, is now proposing a maximum commission of 18% for itself. This change is not only unjustified but also contrary to the long-term interests of the project. <i>RISL</i> should function as a <i>facilitating and supervisory body</i>, not as a profit-seeking stakeholder. If <i>RISL</i> is allotted such a high commission, it will significantly reduce the shares of kiosk operators and LSPs, thereby affecting service quality and raising questions about the project's overall sustainability. It would therefore be appropriate to cap RISL’s commission at a maximum of 8% in order to maintain balance and transparency in the system. Furthermore, the RFP proposes that the LSP commission be determined through <i>division-wise bidding</i> by prospective bidders, with a minimum cap of 10% and a maximum of 17% (15% for the Jaipur division). Reconsidering this approach, it would be preferable that the LSP commission be pre-defined, as was the practice in the previous RFP model, rather than determined through competitive bidding. This would ensure fair, transparent, and stable compensation for service providers and allow them to focus on delivering high-quality services in alignment with the project's core objectives. So final Calculation can be based on given commission Structure Kiosk = 75% LSP = 17%	



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				RISL = 8%	
5	56	9.3 (iii)	Average Commission of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total kiosks operated by an LSP within a division must earn commission equal to or greater than the average commission for that division. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.	The clause related to <i>Average Commission of Kiosks</i> as a Service Level Agreement (SLA) is impractical and potentially damaging, especially considering the ground-level realities of service delivery. Many services offered through the e-Mitra platform do not provide commission in the same month the transaction is performed. Instead, payments are released by the concerned departments in the subsequent month or even later, depending on internal processes and reconciliation timelines. Due to this delay, accurately calculating the monthly average commission of kiosks is not feasible, especially for real-time compliance. Even if such real-time commission data becomes available on the portal, it would still be unrealistic to enforce this metric at the kiosk level, as it fails to account for geographical disparities and demand variation across rural, semi-urban, and urban areas. The fear of non-compliance may lead LSPs to shut down low-earning kiosks, particularly those in remote villages, small hamlets, or underserved urban colonies. This would directly contradict the core objective of the e-Mitra project, which is to ensure inclusive access to digital services for every citizen, regardless of location. Therefore, it is strongly recommended that this SLA be removed from the RFP. Alternatively, the model used in the previous RFP—which was based on Average Transactions per Kiosk (Avg. Txn SLA)—should be reinstated. That approach	SLA 'Average Commission of Kiosks' is replaced with 'Average Transaction of Kiosks'. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.


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				was more realistic, performance-oriented, and aligned with on-ground service patterns, without compromising accessibility in low-demand areas. This change will help maintain service presence in all areas, especially rural and remote locations, while still promoting operational efficiency.	
25. CHOUDHARY COMPUTERS					
1	21	3.1.21	Performance Security	PGB amount should be Rs.1 lakh per District in per division.	The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.
2	22	3.1.23	Migration of existing kiosks from one LSP to another	Migration should be given only to those LSPs who have less than 50 kiosks in their district so that they get equal opportunity to grow and work. Otherwise the rules given in the New RFP are very good and the migration process should be done according to them. All service providers should be not given equal migration rights.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional



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					role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
3	24	3.2.1	Application for becoming e-Mitra kiosks	• Distribution of registration fee ₹1200/- to be split between Service Provider (LSP) and ₹300/- to RISL, so that Service Provider can incur necessary expenditure on branding, awareness campaign and improving quality of Kiosk. • Registration fee of LSP owned Kiosk should be kept free • All uploading documents for new e-Mitra kiosks should be verify by metadata like- Aadhar, Jan Aadhar, Pan Card, Police Verification Certificate, Mark sheet, Voter ID, Bonafide/Cast certificate while Appling new e-Mitra kiosk.	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.



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4	30	5	REVENUE MODEL / COMMISSION CHARGES	The state government has not increased the service fee (commission) of e-Mitra Kiosk for the last 5 years. - Commission of all e-mitra holders should be made equal to 78% Service charge of RISL should be maximum 4% commission. - The commission of e-Mitra service providers should be fixed at 18% instead of selection by L1 so that periodic training, inspection of e-Mitra kiosks, promotion of e-Mitra services, branding on e-Mitra kiosks etc. can be ensured.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.
5	36	7.11	EMD	EMD amount should be Rs.4 lakh per division.	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee.
6	56	9.3	(iii) Average Commission of Kiosks	Instead of average commission, a system of evaluation should be adopted based on average transactions, so that realistic evaluation can be possible according to the specificity of each area. - Before declaring a defaulter, proper warning and opportunity for improvement should be provided. - Instead of a punitive approach, an incentive-based system should be promoted to encourage LSPs to improve service quality.	SLA ‘Average Commission of Kiosks’ is replaced with ‘Average Transaction of Kiosks’. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP’s commission for the concerned division will be forfeited.


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					In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.
7	53	9	Service Level Standards/ Requirements/ Agreement 9.1 SLA for Kiosk only 9.2 SLA for Kiosk & LSP	The responsibilities and penalty limits of the e-Mitra kiosk operator and service provider have been clearly defined under the SLA (Service Level Agreement) associated with e-Mitra services. According to this: If any penalty is imposed on any e-Mitra Kiosk for rate list, I-card, unauthorized location, absence from camp duty, overcharging, refusal to provide service, etc., that amount should be recovered only from the concerned Kiosk Operator / e-Mitra Kiosk Wallet. In such a situation, penalty should not be recovered from the concerned service provider.	No Change
8	53	9.1	(i) Non-performing kiosk:	50% of the penalty amount for non-functional and non-performing e-Mitra Kiosks should be shared by RISL with the respective LSP.	No Change
9	55	9.3	Kiosk Rollout	LSP Rollout plan should be according to division wise.	Revised Clause: LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period.


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					LSP shall roll-out at least 6 functional and transactive kiosks* in each district out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least 'X' functional and transactive kiosks* in assigned division out of which at least '50% of X' kiosks must be in rural area, where 'X' = no. of districts in that particular division multiplied by 10. *Non-functional kiosks will not be considered
26. Balaji Digital Services					
1	21	3.1.21	Performance Security	PGB amount should be Rs.1 lakh per District in per division.	The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.
2	22	3.1.23	Migration of existing kiosks from one LSP to another	Migration should be given only to those LSPs who have less than 50 kiosks in their district so that they get equal opportunity to grow and work. Otherwise the rules given in the New RFP are very good and the migration process should be done according to them. All service providers should be not given equal migration rights.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new


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					LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
3	24	3.2.1	Application for becoming e-Mitra kiosks	• Distribution of registration fee ₹1200/- to be split between Service Provider (LSP) and ₹300/- to RISL, so that Service Provider can incur necessary expenditure on branding, awareness campaign and improving quality of Kiosk. • Registration fee of LSP owned Kiosk should be kept free • All uploading documents for new e-Mitra kiosks should be verify by metadata like- Aadhar, Jan Aadhar, Pan Card, Police Verification Certificate, Mark sheet, Voter ID, Bonafide/Cast certificate while Appling new e-Mitra kiosk.	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application.


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 SA (Jt. Director)

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					LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
4	30	5	REVENUE MODEL / COMMISSION CHARGES	The state government has not increased the service fee (commission) of e-Mitra Kiosk for the last 5 years. - Commission of all e-mitra holders should be made equal to 78% Service charge of RISL should be maximum 4% commission. - The commission of e-Mitra service providers should be fixed at 18% instead of selection by L1 so that periodic training, inspection of e-Mitra kiosks, promotion of e-Mitra services, branding on e-Mitra kiosks etc. can be ensured.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.
5	36	7.11	EMD	EMD amount should be Rs.3 lakh per division.	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee.
6	56	9.3	(iii) Average Commission of Kiosks	Instead of average commission, a system of evaluation should be adopted based on average transactions, so that realistic evaluation can be possible according to the specificity of each area. - Before declaring a defaulter, proper warning and opportunity for improvement should be provided. - Instead of a punitive approach, an incentive-based system should be promoted to encourage LSPs to improve service quality.	SLA ‘Average Commission of Kiosks’ is replaced with ‘Average Transaction of Kiosks’. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division.


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					In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.
7	53	9	Service Level Standards/ Requirements/ Agreement 9.1 SLA for Kiosk only 9.2 SLA for Kiosk & LSP	The responsibilities and penalty limits of the e-Mitra kiosk operator and service provider have been clearly defined under the SLA (Service Level Agreement) associated with e-Mitra services. According to this: If any penalty is imposed on any e-Mitra Kiosk for rate list, I-card, unauthorized location, absence from camp duty, overcharging, refusal to provide service, etc., that amount should be recovered only from the concerned Kiosk Operator / e-Mitra Kiosk Wallet. In such a situation, penalty should not be recovered from the concerned service provider.	No Change
8	53	9.1	(i) Non-performing kiosk:	50% of the penalty amount for non-functional and non-performing e-Mitra Kiosks should be shared by RISL with the respective LSP.	No Change
9	55	9.3	Kiosk Rollout	LSP Rollout plan should be according to division wise.	Revised Clause:


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					LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks* in each district out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least ‘X’ functional and transactive kiosks* in assigned division out of which at least ‘50% of X’ kiosks must be in rural area, where ‘X’ = no. of districts in that particular division multiplied by 10. *Non-functional kiosks will not be considered
27. Golden Era Technology Pvt Ltd					
1	19	3.1.7	Service Management	ईमित्र पोर्टल पर उपलब्ध G2C या B2C सेवाओं की डिलीवरी आमजन को ईमित्र कीओस्को द्वारा ईमित्र पोर्टल से ही की जानी चाहिए यदि किसी स्थानीय सेवा प्रदाता द्वारा ईमित्र पोर्टल पर उपलब्ध सेवाओं के लिए कीओस्को से ईमित्र पोर्टल के आलावा स्वयं के या अन्य किसी सर्विस प्रोवाइडर के पोर्टल का उपयोग करवाने या उसके प्रमोशन करने का कार्य किया जाता है तो उस स्थानीय सेवा प्रदाता को ईमित्र परियोजना से स्थायी रूप से ब्लैकलिस्ट किया जा कर उसके सभी किओस्क अन्य स्थानीय सेवा प्रदाताओं को माइग्रेट करने के लिए खोला जाए जिससे ईमित्र पोर्टल पर उपलब्ध सेवाओं की आमजन को डिलीवरी ईमित्र पोर्टल से ही करना सुनिश्चित की जा सके और बेहतर ई-गवर्नेंस	No Change



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				मॉडल विकसित किया जा सके।	
2	21	3.1.19	Invoicing	वर्तमान में ईमित्र परियोजना में हम स्थानीय सेवा प्रदाता को प्रत्येक माह 15 तारीख से पहले विभाग में अपने समस्त ईमित्र कीओस्को के सेवाओं के कमीशन के प्रति बिल प्रस्तुत करने होते हैं जिसमें एक पिछले माह तक के बकाया GST व TDS सम्बंधित देनदारियों के भुगतान का प्रमाणीकरण भी प्रस्तुत कर दिया जाता है। अतः विभाग से अनुरोध है कि स्थानीय सेवा प्रदाता को नए निविदा के तहत प्रत्येक पिछले माह तक का कमीशन भुगतान वर्तमान माह की 30 तारीख से पहले किया जाना सुनिश्चित करावें जिससे हमारे (स्थानीय सेवा प्रदाता) द्वारा गत माह तक के देनदारियों को समय पर चुकाने में आर्थिक विषमताओं का सामना नहीं करना पड़े।	No Change
3	21	3.1.21	Performance Security	प्रति संभाग निश्चित PGB राशि 5 लाख की जावे और EMD राशि प्रति संभाग 1 लाख की जावे।	The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.
4	22	3.1.23	Migration of existing Kiosks from One LSP to Another A. Eligibility of LSP for Incoming Migration Case 1: Firm Operating as LSP under emitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP Case 2: Migration Process for kiosk in case of LSP Exit/Termination	- केवल उन सेवा प्रदाताओं को माइग्रेशन अधिकार दिया जाए जो उस जिले में नया हो - चाहे वे नए हों या पहले से किसी दूसरे जिले में कार्यरत हो , - Exit करने वाले LSP को सक्रिय भूमिका मिलनी चाहिए - ऐसे LSP को यह अधिकार दिया जाए कि वह अपने कियोस्क को जिस भी दूसरे LSP के अंतर्गत माइग्रेट करना चाहे, उन्हें ऐसा करने दिया जाए।	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for


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					one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
5	24	3.2.1	Roles and responsibilities of Emitra Kiosks – Application for becoming e-mitra Kiosks:	रजिस्ट्रेशन शुल्क के वितरण को ₹1200/- सेवा प्रदाता (LSP) और ₹300/- RISL के बीच बाँटा जाए, जिससे सेवा प्रदाता ब्रांडिंग, जागरूकता अभियान, मार्केटिंग व्यय एवं कियोस्क की गुणवत्ता सुधारने हेतु आवश्यक व्यय कर सके।	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be



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					transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
6	30	5	Revenue Model / Commission Charges	- सभी ई-मित्र धारको का कमीशन समान किया जावे। - RISL का सेवा शुल्क अधिकतम 5% कमीशन किया जावे। - ई-मित्र सेवा प्रदाताओं का कमीशन L1 द्वारा चयन के स्थान पर 20% निर्धारित किया जावे जिससे ई-मित्र कियोस्क का समय-समय पर प्रशिक्षण, निरीक्षण, ई-मित्र सेवाओं का प्रचार-प्रसार, ई-मित्र कियोस्क पर ब्रांडिंग इत्यादि सुनिश्चित की जा सके। - B2C सेवाओं का कमीशन सालाना 20% बढ़ाया जाना चाहिए। - जो ई-मित्र कियोस्क 25,000 से अधिक मासिक आधार पर अर्जित कर रहा है तो इस दशा में RISL का 5% के अलावा राशि 1,000 कमीशन अलग से रखा जा सकता है।	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.
7	49	8.6	Exclusivity of Rights	- RFP में किसी भी प्रकार के संशोधन से पूर्व सेवा प्रदाताओं को सूचित किया जाए। - सेवा प्रदाताओं के सुझाव एवं आपत्तियों पर विचार कर सहमति प्राप्त की जाए अगर कोई सेवा प्रदाता उक्त किसी भी संशोधन से सहमत नहीं है तो वह बिना किसी दंड/ जुर्माना के करार समाप्त कर सकता है। - एक पारदर्शी व लोकतांत्रिक प्रक्रिया अपनाई जाए जिससे सभी हितधारकों का विश्वास बना रहे।	No Change



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8	54	9.2	SLA for Kiosk and LSP (iii) Action on Failure to adopt and deliver new services	- नई सेवा के लेनदेन हेतु अनिवार्यता के स्थान पर प्रोत्साहन आधारित प्रणाली अपनाई जाए, जैसे कि सेवा अपनाने वाले कियोस्कों को अतिरिक्त कमीशन या मान्यता दी जाए। - सेवा अनुपालन का मूल्यांकन क्षेत्रीय मांग आधारित हो, जिससे निष्पक्षता बनी रहे। - LSP पर दंड लगाने की प्रक्रिया पुनः विचार की जाए, तथा दोषपूर्ण कियोस्कों को सुधार हेतु पर्याप्त समर्थन प्रदान किया जाए। - B2C सेवाओं का कमीशन सालाना 20% बढ़ाया जाना चाहिए।	Action on failure to adopt and deliver new services: Penalty on LSP: If more than 10% of the total unique transactive kiosks operated by an LSP are suspended during a given quarter i.e. three (3) continuous calendar months, 25% of the total commission accrued by the LSP in the last month of that quarter will be forfeited. This SLA does not apply to kiosks located in government premises, except for those operating in Atal Sewa Kendra.
9	56	9.3	SLA for LSP Only (iii) Average Commission of Kiosks	- औसत कमीशन के स्थान पर औसत लेनदेन पर आधारित मूल्यांकन प्रणाली अपनाई जाए, जिससे प्रत्येक क्षेत्र की विशिष्टता के अनुसार वास्तविक मूल्यांकन संभव हो सके। - डिफॉल्टर घोषित करने से पूर्व उचित चेतावनी व सुधार का अवसर प्रदान किया जाए। - दंडात्मक प्रवृत्ति की बजाय प्रोत्साहन आधारित प्रणाली को बढ़ावा दिया जाए, जिससे LSP सेवा गुणवत्ता सुधारने के लिए उत्साहित हो सकें।	SLA ‘Average Commission of Kiosks’ is replaced with ‘Average Transaction of Kiosks’. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division.



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					In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.
10	36	7.11	Earnest Money Deposit (EMD)	MSME रजिस्टर्ड फर्म के लिए EMD राशि में छूट के प्रावधानों के अंतर्गत MSME फर्म को इस निविदा में छूट दी जावे	No Change
28. LKG InfoSolutions Private Limited					
1	22	3.1.23 A	“A special migration window will be opened for one month from the date on-boarding of all new LSPs in that division...post which these kiosks will be auto closed.”	We request that, for incoming migration of existing kiosks to new LSPs only , the migration window be extended from one month to six months , to allow sufficient time for seamless migration in geographically remote areas.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP


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					needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
2	30	5	“Revenue Sharing Structure for Kiosk, LSP and RISL... LSP Share: L1 rates for [each] division.”	We request removal of the Lowest Cost Based Selection (L1) mechanism for determining LSP share and instead adoption of a uniform fixed commission percentage for all LSPs across all divisions, ensuring equal treatment and operational clarity.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.
3	12	3 – Financial: Turnover	“The bidder must have an average annual turnover from IT/ITeS services of ₹ 20 Crores in the last three financial years ending on 31-03-2025.”	We request that the average annual turnover requirement for new LSP applicants be reduced from ₹ 20 Crores to ₹ 12–15 Crores for the last three financial years, to enable broader participation from qualified firms.	No Change
4	69	6.3 (iii)	“Any penalties, as applicable, for delay and non-performance...will be deducted from the payments for the respective milestones/ period or from security deposit.”	We request that newly onboarded LSPs be granted a grace period of 6–12 months during which no penalties for delay or	No Change


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				non-performance are imposed, allowing them to ramp up operations and fully adopt RISL's processes smoothly.	
5	22	3.1.23 A	"A special migration window will be opened for one month from the date on-boarding of all new LSPs..." (eligibility restricted to L1-only scenarios)	We request that new incoming LSPs be permitted to migrate kiosks from any existing LSP (not limited to those abstaining or disagreeing on L1 rates) and that the migration window be extended from one month to six months , leveraging our existing ICT counters.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission.


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 SA (Jt. Director)

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					Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
6	21	3.1.11	“LSP shall roll-out at least 10 functional and transactive kiosks in each district of assigned division out of which at least 5 kiosks must be in rural . Non-functional kiosks will not be considered.”	We request that the minimum rollout requirement of 10 kiosks (5 rural) be applied per division instead of per district , allowing new LSPs to consolidate operations, optimize resources and ensure service quality across the entire division.	Revised Clause: LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks* in each district out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least ‘X’ functional and transactive kiosks* in assigned division out of which at least ‘50% of X’ kiosks must be in rural area, where ‘X’ = no. of districts in that particular division multiplied by 10. *Non-functional kiosks will not be considered
29. B&B INFRAPROJECTS PVT LTD					
1	20	3.1.14	Branding of Kiosks:	As per the suggestions received from the e-Mitra kiosk holders since long time, e-Mitra kiosk would like to make some changes in the banner and rate list size, because most of the e-Mitra kiosk holders have small shops or the e-Mitra holder also does some other type of business along with e-Mitra work due to this there is not much free space available in the kiosk holder's	No Change


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				shop, hence e-Mitra wants to make a small change in the e-Mitra branding size. Kindly allow e-mitra branding in vertical and horizontal shape.	
2	21	3.1.21	Performance Security	PBG amount should be Rs.5 lakh per division.	The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.
3	22	3.1.23	Migration of existing kiosks from one LSP to another	All service providers should be given equal migration rights. • If a Service Provider terminates or voluntarily terminates the contract with RISL, it shall be at the sole discretion of the Service Provider to transfer the Kiosk under its control to another Service Provider. Further, if a Kiosk wishes to migrate from its current Service Provider (LSP), it may submit an application to RISL for the same. Such transfer shall be decided by RISL in accordance with its policies, procedures and discretion.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets.


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					Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
4	30	5	REVENUE MODEL / COMMISSION CHARGES	- The state government has not increased the service fee (commission) of e-Mitra Kiosk for the last 5 years. - Commission of all e-mitra holders should be made equal to 75% Service charge of RISL should be maximum 5% commission. - The commission of e-Mitra service providers should be fixed at 20% instead of selection by L1 so that periodic training, inspection of e-Mitra kiosks, promotion of e-Mitra services, branding on e-Mitra kiosks etc. can be ensured. - If the e-Mitra kiosk is earning more than 25,000 on a monthly basis, then in this case, in addition to 5% of RISL, a separate commission of Rs 1,000 can be kept.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.
5	24	3.2.1	Application for becoming e-Mitra kiosks	- Distribution of registration fee ₹1200/- to be split between Service Provider (LSP) and ₹300/- to RISL, so that Service Provider can incur necessary expenditure on branding, awareness campaign and improving quality of Kiosk. - Registration fee of LSP owned Kiosk should be kept free - All uploading documents for new e-Mitra kiosks should be verify by metadata like- Aadhar, Jan Aadhar, Pan Card, Police	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable


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				Verification Certificate, Marksheet, Voter ID, Bonafide/Cast certificate while applying new e-Mitra kiosk.	application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.
6	56	9.3	(iii) Average Commission of Kiosks	Instead of average commission, a system of evaluation should be adopted based on average transactions, so that realistic evaluation can be possible according to the specificity of each area. • Before declaring a defaulter, proper warning and opportunity for improvement should be provided. • Instead of a punitive approach, an incentive-based system should be promoted to encourage LSPs to improve service quality.	SLA ‘Average Commission of Kiosks’ is replaced with ‘Average Transaction of Kiosks’. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP’s commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP’s commission for the concerned division will be forfeited.



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					If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.
7	36	7.11	EMD	EMD amount should be Rs.2 lakh per division.	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee.
8	50	8.16	Taxes & Duties	- Kindly ensure that the GST amount is not withheld. - Invoices must be submitted by LSP on the 10th of each month, and the payment should be released by the concerned department by the 25th of the same month.	No Change
9	53	9	Service Level Standards/ Requirements/ Agreement 9.1 SLA for Kiosk only 9.2 SLA for Kiosk & LSP	The responsibilities and penalty limits of the e-Mitra kiosk operator and service provider have been clearly defined under the SLA (Service Level Agreement) associated with e-Mitra services. According to this: - If any penalty is imposed on any e-Mitra Kiosk for rate list, I-card, unauthorized location, absence from camp duty, overcharging, refusal to provide service, etc., that amount should be recovered only from the concerned Kiosk Operator / e-Mitra Kiosk Wallet. - In such a situation, penalty should not be recovered from the concerned service provider. Punitive Action - RISL will issue a certificate against the defaulter kiosk holder/kiosk operator to all the service providers and departments, which will mention that the person and all his family members will not be able to avail the benefits of any kind of government or non-government services and a clear description of this act should also be ensured in the police verification report and along with this,	No Change


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				the details of the guilty kiosk should be published on the e-Mitra portal.	
10	53	9.1	(i) Non-performing kiosk:	50% of the penalty amount for non-functional and non-performing e-Mitra Kiosks should be shared by RISL with the respective LSP.	No Change
11	54	9.2	SLA for Kiosk & LSP, (iii) Action on failure to adopt and deliver new services:	- Assessment of service compliance should be based on regional demand - Warning, guidance and training should be provided to the kiosks before suspension so that they can understand and implement the new services as it is unfair to apply this rule on e-Mitra kiosks which are established in government places like Century Park, Archology, RTDC, DISCOM, PHED, UAT/JDA etc.	Action on failure to adopt and deliver new services: Penalty on LSP: If more than 10% of the total unique transactive kiosks operated by an LSP are suspended during a given quarter i.e. three (3) continuous calendar months , 25% of the total commission accrued by the LSP in the last month of that quarter will be forfeited. This SLA does not apply to kiosks located in government premises, except for those operating in Atal Sewa Kendra.
12	49 & 68	8.6 & 11	Exclusivity of Rights:	Service providers should be informed before making any amendment in the RFP. - The suggestions and objections of the service providers should be considered and consent should be obtained. If a service provider does not agree with any amendment, then it can terminate the agreement without any penalty/fine. - A transparent and democratic process should be adopted so that the trust of all stakeholders is maintained.	No Change


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13	53	9.1(i)	Non-performing kiosk: A Kiosk is to be suspended if it did zero transaction in a month or less than 10 transactions for three (3) continuous calendar months.	A Kiosk is to be suspended if it did zero transaction in a month or less than 20 transactions for three (3) continuous calendar months.	Revised Clause: A Kiosk is to be suspended if it did zero transaction in a calendar month or less than 30 transactions for each of the three (3) continuous calendar months
14	55	9.3 (ii)	LSP Manpower: Division Coordinator: 5 days in a month at Division Office of the Additional Director, DoIT&C	It is suggested that, in addition to the mandatory presence of the Division Coordinator for 5 days a month at the Division Office of the Additional Director, DoIT&C, the LSP should be allowed to mark attendance either at the Division-level, District-level And Block Level DoIT&C office, as per operational feasibility and requirements. This flexibility will ensure better coordination, optimize resource utilization, and facilitate efficient handling of kiosk-related support activities.	Revised Clause: LSP Manpower: Division Coordinator: Minimum Required Attendance 5 days in a month, consolidated at either the Division Office of the Additional Director, DoIT&C or at the District-level Office of DoIT&C.
30. Kamtech Associates Pvt. Ltd.					
1	20	3.1.14	Branding of Kiosks:	- As per the suggestions received from the e-Mitra kiosk holders since long time, e-Mitra kiosk would like to make some changes in the banner and rate list size, because most of the e-Mitra kiosk holders have small shops or the e-Mitra holder also does some other type of business along with e-Mitra work due to this there is not much free space available in the kiosk holder's shop, hence e-Mitra wants to make a small change in the e-Mitra branding size. - Kindly allow e-mitra branding in vertical and horizontal shape	No Change
2	21	3.1.21	Performance Security	PBG amount should be Rs.5 lakh per division	The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.


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3	22	3.1.23	Migration of existing kiosks from one LSP to another	• All service providers should be given equal migration rights. • If a Service Provider terminates or voluntarily terminates the contract with RISL, it shall be at the sole discretion of the Service Provider to transfer the Kiosk under its control to another Service Provider. Further, if a Kiosk wishes to migrate from its current Service Provider (LSP), it may submit an application to RISL for the same. Such transfer shall be decided by RISL in accordance with its policies, procedures and discretion.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn't participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to



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					randomly allocate kiosks among the eligible LSPs.
4	30	5	REVENUE MODEL / COMMISSION CHARGES	- The state government has not increased the service fee (commission) of e-Mitra Kiosk for the last 5 years. - Commission of all e-mitra holders should be made equal to 75% Service charge of RISL should be maximum 5% commission. - The commission of e-Mitra service providers should be fixed at 20% instead of selection by L1 so that periodic training, inspection of e-Mitra kiosks, promotion of e-Mitra services, branding on e-Mitra kiosks etc. can be ensured. - If the e-Mitra kiosk is earning more than 25,000 on a monthly basis, then in this case, in addition to 5% of RISL, a separate commission of Rs 1,000 can be kept.	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.
5	24	3.2.1	Application for becoming e-Mitra kiosks	- Distribution of registration fee ₹1200/- to be split between Service Provider (LSP) and ₹300/- to RISL, so that Service Provider can incur necessary expenditure on branding, awareness campaign and improving quality of Kiosk. - Registration fee of LSP owned Kiosk should be kept free - All uploading documents for new e-Mitra kiosks should be verify by metadata like- Aadhar, Jan Aadhar, Pan Card, Police Verification Certificate, Marksheet, Voter ID, Bonafide/Cast certificate while applying new e-Mitra kiosk.	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant


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					applying for kiosk. Individual person shall not own more than one kiosk.
6	56	9.3	(iii) Average Commission of Kiosks	• Instead of average commission, a system of evaluation should be adopted based on average transactions, so that realistic evaluation can be possible according to the specificity of each area. • Before declaring a defaulter, proper warning and opportunity for improvement should be provided. • Instead of a punitive approach, an incentive-based system should be promoted to encourage LSPs to improve service quality.	SLA ‘Average Commission of Kiosks’ is replaced with ‘Average Transaction of Kiosks’. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP’s commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP’s commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP’s commission for the concerned division will be forfeited.



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S. No.	Bid Document Page	Rule No.	Rule Details	Query/Suggestion/Clarification	Response by RISL
7	36	7.11	EMD	EMD amount should be Rs.2 lakh per division.	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee.
8	50	8.16	Taxes & Duties	- Kindly ensure that the GST amount is not withheld. - Invoices must be submitted by LSP on the 10th of each month, and the payment should be released by the concerned department by the 25th of the same month.	No Change
9	53	9	Service Level Standards/ Requirements/ Agreement 9.1 SLA for Kiosk only 9.2 SLA for Kiosk & LSP	The responsibilities and penalty limits of the e-Mitra kiosk operator and service provider have been clearly defined under the SLA (Service Level Agreement) associated with e-Mitra services. According to this: - If any penalty is imposed on any e-Mitra Kiosk for rate list, I-card, unauthorized location, absence from camp duty, overcharging, refusal to provide service, etc., that amount should be recovered only from the concerned Kiosk Operator / e-Mitra Kiosk Wallet. - In such a situation, penalty should not be recovered from the concerned service provider. Punitive Action - RISL will issue a certificate against the defaulter kiosk holder/kiosk operator to all the service providers and departments, which will mention that the person and all his family members will not be able to avail the benefits of any kind of government or non-government services and a clear description of this act should also be ensured in the police verification report and along with this, the details of the guilty kiosk should be published on the e-Mitra portal.	No Change


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S. No.	Bid Document Page	Rule No.	Rule Details	Query/Suggestion/Clarification	Response by RISL
10	53	9.1	(i) Non-performing kiosk:	50% of the penalty amount for non-functional and non-performing e-Mitra Kiosks should be shared by RISL with the respective LSP.	No Change
11	54	9.2	SLA for Kiosk & LSP, (iii) Action on failure to adopt and deliver new services:	- Assessment of service compliance should be based on regional demand - Warning, guidance and training should be provided to the kiosks before suspension so that they can understand and implement the new services as it is unfair to apply this rule on e-Mitra kiosks which are established in government places like Century Park, Archology, RTDC, DISCOM, PHED, UAT/JDA etc.	Action on failure to adopt and deliver new services: Penalty on LSP: If more than 10% of the total unique transactive kiosks operated by an LSP are suspended during a given quarter i.e. three (3) continuous calendar months , 25% of the total commission accrued by the LSP in the last month of that quarter will be forfeited. This SLA does not apply to kiosks located in government premises, except for those operating in Atal Sewa Kendra.
12	49 & 68	8.6 & 11	Exclusivity of Rights:	- Service providers should be informed before making any amendment in the RFP. - The suggestions and objections of the service providers should be considered and consent should be obtained. If a service provider does not agree with any amendment, then it can terminate the agreement without any penalty/fine. - A transparent and democratic process should be adopted so that the trust of all stakeholders is maintained.	No Change
13	53	9.1(i)	Non-performing kiosk: A Kiosk is to be suspended if it did zero transaction in a month or less than 10 transactions for three (3) continuous calendar months.	A Kiosk is to be suspended if it did zero transaction in a month or less than 20 transactions for three (3) continuous calendar months.	Revised Clause:


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					A Kiosk is to be suspended if it did zero transaction in a calendar month or less than 30 transactions for each of the three (3) continuous calendar months
31. Sahaj Retail Ltd.					
1.	11	1	Eligibility Criteria- A Partnership Firm registered under Limited Liability Partnership (LLP) Act, 2008	Request to exclude the companies to registered under LLP Act	No Change
2.	12	7	EMD- The bidder must submit EMD amounting to INR 6 lakhs per division	Please clarify, if there is any exemption limit for LSP registered	No
3.	21	3.1.21	Performance Security	Please clarify, if there is any exemption limit for Performance Security registered under MSME	No
4.	53	9.1	SLA for kiosk only- Non-performing kiosk: A kiosk is to be suspended if it did zero transaction in a month or less than 10 transactions for three (3) continuous calendar months Such suspended Kiosk will have facility to apply online for reinstatement as below: 0 to 3 rd month, the kiosk may apply for reinstatement by paying Rs. 500/- 4 th to 6 th month, the kiosk may apply for reinstatement by paying Rs. 1000/- 7 th to 12 th month, the kiosk may apply for reinstatement by paying Rs. 1500/- After 12 th month, the kiosk owner will be blacklisted from applying for new kiosk for next 2 years	Request to amend the clause in RFP, to apply Rs. 250/- per month per kiosk max Rs. 1000 per kiosk	No Change


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5.	53	9.2	Action on overcharging- If kiosk is found overcharging as per annexure- 13, following action would be taken	Request to amend the clause, to apply penalty of Rs. 1000/- on 1 st instance of overcharging. Penalty of Rs. 2000/- on 2 nd instance of overcharging.	No Change
6.	53	9.2	Penalty on LSP- overcharging is found in more than 2% of the total kiosks operated by LSP within a given quarter, 5% of the commission accrued by the LSP in the last month of that quarter will be forfeited	Request to amend the clause to apply 5% of LSP commission if more than 3% kiosk is found overcharging	No Change
7.	53	9.2	SLA for kiosk and LSP, (ii) Action on fraud. Penalty on LSP- If more than 1% of the total kiosks operated by an LSP are found involved in financial embezzlement, fraud, biometric bypass, forgery, document tampering or similar malpractices during a given quarter, 50% of the total commission accrued by the LSP in the last month of that quarter will be forfeited	Request to amend the clause to apply 20% of LSP commission if more than 2% kiosk is found in fraudulent activity	No Change
8.	54	(iii)	Action on failure to adopt and deliver new services- Penalty on Kiosk- each kiosk must perform at least one transaction for new service within a period of three (3) calendar months	Request to apply each kiosk must perform at least one transaction for new service within a period of three 5 calendar months	No Change
9.	54	(iii)	Action on failure to adopt and deliver new services- Penalty on Kiosk- If more than 2% of the total kiosks operated by an LSP are suspended during a given quarter, 25% of the total commission accrued by the LSP in the last month of the quarter will be forfeited	Request to apply 5% of LSP commission will be forfeited if more than 3% kiosk is found in this category	Action on failure to adopt and deliver new services: Penalty on LSP: If more than 10% of the total unique transactive kiosks operated by an LSP are suspended during a given quarter i.e. three (3) continuous calendar months , 25% of the total commission accrued by the LSP in the last month of that quarter will be forfeited.


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					This SLA does not apply to kiosks located in government premises, except for those operating in Atal Sewa Kendra.
10.	54	(iv)	Action on denial of services/non-compliance to guidelines/directions issued by DoIT&C/RISL. Penalty on Kiosk- Rs. 500/- per instance per kiosk, two (2) or subsequent instances of denial of any service/ non- compliance to guidelines/directions may lead to termination of kiosk	Request to amend the penalty of Rs. 200/- per instance/ termination of kiosk for subsequent instances.	No Change
11.	54	(iv)	Action on denial of services/non-compliance to guidelines/directions issued by DoIT&C/RISL. Penalty on LSP- If 25% or more of the total kiosks operated by an LSP in a division are terminated in a financial year due to denial of any service/non-compliance to guidelines/directions issued by the LSP in the last month of that financial year will be forfeited	If more than 25% or more of the total kiosks operated by an LSP in a division are terminated in a financial year due to denial of any service/non-compliance to guidelines/directions issued by DoIT&C/RISL, 50% of the commission accrued by the LSP in the last month of that financial year will be forfeited	No Change
12.	54	(v)	Action on no 'service rate list' and 'co-branded banner' at e-Mitra kiosk outlet. at e-Mitra kiosk outlet. Penalty on Kiosk- Penalty of Rs. 1000/-per instance per kiosk, for all kiosks where the rate list is not displayed	Request to amend the clause to apply Penalty of Rs. 200/- per instance	No Change


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13.	54	(v)	Action on no 'service rate list' and 'co-branded banner' at e-Mitra kiosk outlet. at e-Mitra kiosk outlet. Penalty on Kiosk- Penalty of Rs. 500/- per instance per kiosk, for all kiosks where the rate list is not displayed	Request to amend the clause to apply penalty of Rs. 100/- per instance	No Change
14.	55	9.3	SLA for LSP Penalty- Non- rollout or non-maintain rollout as per kiosk roll out plan	Request to apply Rs. 250/- per month per kiosk max Rs. 1000/- per kiosk	Penalty on LSP: ₹250/- per short kiosk each month
15.	56	(iii)	Average commission of kiosks- in each calendar month, a minimum of twenty percent (20%) of the total kiosks operated by an LSP within a division must earn commission equal to or greater than the average commission for that division. Failure to meet the threshold shall render the LSP a defaulter for that division	Request to amend the clause to apply Ten Percent (10%) of the LSPs commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (15%) of the LSPs commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (50%) of the LSPs commission for the concerned division will be forfeited.	SLA 'Average Commission of Kiosks' is replaced with 'Average Transaction of Kiosks'. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division. In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited.


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					If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.
16.	56	(iv)	Monthly Training of Kiosk- LSP will have to conduct atleast one online training of its e-Mitra kiosks on new and regular services on monthly basis at division level. In case of default, 25% of the commission accrued by the LSP in that division for the defaulter month will be forfeited	Request to amend the clause in case of default 5% of commission accrued by the LSP in the defaulter month will be forfeited	No Change
17.	56	(vi)	It is mandatory for the LSP to have at least one office within three (3) calendar months from the date of issuance of the work order, the 25% of the total commission accrued by the LSP for the fourth calendar month and all subsequent calendar months will be forfeited until the office is duly established	Request to amend the clause in case of failure for consecutive 5 months, LSP commission of that division will be forfeited	No Change
32. OV Technology Services Private Limited					
1	19	3.1.5	Deployment of Manpower by LSP	We request that the RFP include a clear provision requiring mandatory attendance marking of deployed LSP manpower (Division Coordinator) at respective District or Division DEGS offices.	LSP Manpower: Division Coordinator: Minimum Required Attendance 5 days in a month, consolidated at either the Division Office of the Additional Director, DoIT&C or at the District-level Office of DoIT&C.


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2	20	3.1.11	Roll Out	As the RFP defines “Division” as the basic bidding unit, and allocations are done accordingly, we request whether the kiosk rollout targets (minimum 10 kiosks per district as per clause 3.1.11) should be presented and evaluated division-wise in the rollout plan instead of a district wise	LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 6 functional and transactive kiosks* in each district out of which at least 3 kiosks must be in rural. Collectively, LSP shall roll-out at least ‘X’ functional and transactive kiosks* in assigned division out of which at least ‘50% of X’ kiosks must be in rural area, where ‘X’ = no. of districts in that particular division multiplied by 10. *Non-functional kiosks will not be considered
3	20	3.1.14	Branding of Kiosks:	Based on consistent feedback received from existing e-Mitra kiosk holders, we request flexibility in the branding guidelines related to banner size and orientation . Many kiosk holders operate from small shops or shared commercial spaces where available wall/display area is limited. In several cases, the kiosk is part of a multi-service setup, and allocating a 3x5 sq. ft. space for both branding and rate list banners becomes practically challenging.	No Change.
4	21	3.1.21	Performance Security	We request that the performance security amount be standardized to ₹1 lakh per district in each division, instead of fixed lump-sum amounts. This is in line with the RFP structure where division is the bidding unit and each division contains a different number of districts. For example: Jaipur (7 districts)	The performance security amount for each division shall be calculated by multiplying the number of districts in that division by ₹2 Lakhs per district.


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				→ ₹7 Lakhs We request that RISL consider the existing valid performance security Bank Guarantees already submitted by current LSPs for previously allocated districts. Current LSPs may be allowed to submit BG only for the remaining amount, after adjusting already deposited BGs.	
5	22	3.1.23	Migration of existing kiosks from one LSP to another	We request that equal migration rights be granted to all Service Providers (LSPs) under the e-Mitra project, irrespective of whether they are newly onboarded or existing. This will promote fair competition, transparency, and better service delivery across divisions. Additionally, we propose the following points be considered for inclusion or clarification in the RFP: Voluntary Transfer of Kiosks by LSPs: In the event a Service Provider voluntarily exits or terminates its engagement with RISL, the transfer of kiosks under its control to another eligible Service Provider should be permitted. The transferring LSP may recommend the preferred receiving LSP; however, the final decision shall remain with RISL, as per its guidelines. Kiosk-Initiated Migration Requests: If a kiosk owner wishes to migrate from their current LSP to another, they should be allowed to submit a formal migration request to RISL. The request should be considered and decided by RISL in accordance with its defined policies, platform procedures, and overall discretion, while ensuring the kiosk’s operational continuity and adherence to compliance norms.	Revised Clause: A. Eligibility of LSP for Incoming Migration: Case 1: Firm operating as LSP under e-Mitra project in Rajasthan doesn’t participate or disagree to work on L1 rates in particular division under this RFP For e-Mitra kiosks of such Firm in that division, all new LSPs selected on L1 rates in that division will be eligible for incoming migration. Existing LSPs with more than 50 active kiosks operating in the specified districts of a division as of 31-05-2025 will not be eligible to receive additional kiosks through migration within those districts. A special migration window will be opened for one month from the date on on-boarding of all new LSPs in that division, all existing kiosks of outgoing LSP needs to complete the migration within one-month time frame, post which these kiosks will be auto closed. In the event of no participation or no bid is successful for a particular division, RISL shall assume the notional role of LSP. All existing e-Mitra kiosks in that division shall be brought under the management of RISL and operated as independent entrepreneurs' outlets. Accordingly, the LSP commission share shall be allocated to RISL, while the entrepreneurs shall



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					continue to receive the designated e-Mitra kiosk commission. Kiosk migration will be conducted online through the e-Mitra system, using a round-robin mechanism to randomly allocate kiosks among the eligible LSPs.
6	30	5	REVENUE MODEL / COMMISSION CHARGES	We respectfully submit the following concerns and recommendations regarding the existing commission distribution among stakeholders in the e-Mitra project. These suggestions are aimed at promoting long-term sustainability, fairness, and quality service delivery: 1. Non-Revision of Service Charges for e-Mitra Kiosks The service commission structure for e-Mitra kiosks has not been revised in the past five years, despite inflation, operational cost increases, and expanded responsibilities at the kiosk level. We request a review and upward revision of the commission structure to support kiosk viability. 2. Equal Commission Allocation to Kiosk Owners It is proposed that 75% of the total service charge be allocated to e-Mitra kiosk owners to ensure their financial sustainability and encourage higher service penetration at the last mile. This step will incentivize quality service delivery and increased citizen engagement. 3. Service Provider Commission to Be Fixed (Not L1-Based) Currently, the commission share of LSPs is determined via L1 selection, which often leads to unsustainable financial margins for service providers. We recommend that the LSP commission be fixed at 20% of the service charge to ensure:	The minimum bid cap is revised to 12% and maximum bid cap is revised to 17% for all divisions, including Jaipur.



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				Regular and effective training programs, Periodic inspection and monitoring of kiosks, Awareness and promotional campaigns, Uniform branding and compliance activities. 4. RISL Share to Be Capped We recommend that the RISL commission share be fixed at a maximum of 5%. This will streamline the structure and leave a more viable portion for LSPs and kiosks who handle the bulk of the operational responsibilities.	
7	24	3.2.1	Application for becoming e-Mitra kiosks	• Distribution of registration fee ₹1200/- to be split between Service Provider (LSP) and ₹300/- to RISL, so that Service Provider can incur necessary expenditure on branding, awareness campaign and improving quality of Kiosk. • Registration fee of LSP owned Kiosk should be kept free 1. Revision of Registration Fee Distribution We request that the distribution of the ₹1,500 non-refundable registration fee collected for new e-Mitra kiosk applications be revised as follows: ₹1,200 to the Local Service Provider (LSP) ₹300 to RISL This redistribution will support the LSP in covering on-ground operational costs, including: Branding and signage at kiosks, Awareness campaigns,	Revised Clause: Application for becoming e-Mitra kiosks: Applicant (Prospective kiosk) shall submit e- Mitra Kiosk Registration application online along with application fees and all requisite documents including eligibility proofs, police character certificate, bank credential of the kiosk owner, etc. RISL will charge a non-refundable application fee of ₹1,500 (exclusive of GST) from applicants seeking to set up new e-Mitra kiosks. From this amount, ₹1,000 (exclusive of GST) would be transferred to the LSP for processing the application. LSP shall not charge any fees from the applicant applying for kiosk. Individual person shall not own more than one kiosk.



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				Onboarding support and verification processes, Overall improvement in kiosk setup quality and compliance. 2. Registration Fee Exemption for LSP-Owned Kiosks We further recommend that LSP-owned kiosks be exempted from the ₹1,500 registration fee, as LSPs are already contractually obligated to bear branding, training, and compliance costs. This exemption will reduce redundant administrative overhead and encourage LSPs to directly invest in high-quality kiosk rollouts.	
8	25	3.2.4 B	Security Wallet	We request that the security amount should be fixed and collected one-time at the time of kiosk activation, rather than being deducted monthly from commission	No Change
9	56	9.3	(iii) Average Commission of Kiosks	1. Shift from Average Commission to Average Transaction-Based Evaluation Currently, performance evaluation appears to rely heavily on the average commission earned by kiosks, which may not reflect the true service outreach or geographical challenges faced in various areas (e.g. Rural locations). We propose that RISL adopt an average transaction-based evaluation model, which would: Provide a more realistic and equitable measure of performance, Account for variations in service type and population density,	SLA ‘Average Commission of Kiosks’ is replaced with ‘Average Transaction of Kiosks’. Average Transaction of Kiosks: Following six (6) months from the activation of the LSP on the e-Mitra portal, the following SLA will apply: In each calendar month, a minimum of twenty percent (20%) of the total unique transactive kiosks operated by an LSP within a division must do transactions equal or more than the average transaction for that division till 25th day of each month. Failure to meet this threshold shall render the LSP a defaulter for that division.



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				Promote kiosk engagement based on actual service delivery. 2. Opportunity for Improvement Before Declaring a Defaulter We request that before any LSP or kiosk is classified as a "defaulter," a structured warning and compliance improvement opportunity be provided. This may include: Issuance of an official notice or warning letter,	In such cases, fifty percent (50%) of the LSP's commission for the concerned division will be forfeited. In the event of three (3) consecutive monthly defaults, seventy five percent (75%) of the LSP's commission for the concerned division will be forfeited. If the 75% of the commission penalty is incurred for three (3) consecutive months, hundred percent (100%) of the LSP's commission for the concerned division will be forfeited.
10	36	7.11	EMD	We request that the EMD amount be standardized to ₹2,00,000 (Rupees Two Lakhs only) per division across all bids.	EMD: The bidder must submit EMD amounting to INR 5 Lakhs per division – Demand Draft or Bank Guarantee.
11	50	8.16	Taxes & Duties	1. GST Amount Should Not Be Withheld It is requested that the entire invoiced amount, including GST, be released without deduction, to ensure proper compliance with tax regulations and to avoid complications in GST returns and reconciliation. LSPs are responsible for timely GST payments and filing, and withholding GST may lead to compliance issues and interest liabilities. 2. Defined Timeline for Invoice Submission and Payment Release To maintain financial stability and accountability, we propose the adoption of a standardized payment cycle, as follows: Invoices to be submitted by LSPs by the 10th of each month, for the services rendered in the previous month.	No Change



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				Payments to be processed and released by the concerned department by the 25th of the same month, subject to completeness and correctness of invoice and documentation.	
12	53	9	Service Level Standards/ Requirements/ Agreement 9.1 SLA for Kiosk only 9.2 SLA for Kiosk & LSP	The responsibilities and penalty limits of the e-Mitra kiosk operator and service provider have been clearly defined under the SLA (Service Level Agreement) associated with e-Mitra services. According to this: • If any penalty is imposed on any e-Mitra Kiosk for rate list, I-card, unauthorized location, absence from camp duty, overcharging, refusal to provide service, etc., that amount should be recovered only from the concerned Kiosk Operator / e-Mitra Kiosk Wallet. • In such a situation, penalty should not be recovered from the concerned service provider.	No Change



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