

Statement of Pre-Bid Queries received from the prospective bidder in respect of Tender Notice No.HIGH COURT/Digital Signature and e-Sign/323/2026 dated 29/05/2026							
Meeting date 08/06/2026 (Through Video Conferencing)							
Sr. No.	Name of the Company	Tender Section No.	Tender Page No.	Tender Clause No	Existing Clause details	Clarification Sought	Reply of the Committee
1	Ares Global Solutions	Annexure - 9: Main Technical MT.01 & Annexure 16 (TVDS)	51 & 66	Main Technical MT.01	Annexure-9 (MT-01 Technical Specifications) and Annexure-16 (Technical Verification Data Sheet)	Kindly clarify whether both Annexure-9 and Annexure-16 are required to be submitted separately with complete technical details. If yes, kindly clarify the difference in purpose of both annexures and whether the same OEM certified technical compliance information is required to be repeated in both formats.	Both Annexure 9 and Annexure 16 are required with complete technical details.
2	Capricorn Identity Services Pvt. Ltd.	Annexure 4: Proof of completion of Similar Work Projects	45		Annexure 4: Proof of completion of Similar Work Projects.	In case the bidder is participating as an authorized partner of a Certifying Authority/OEM, whether the bidder may submit the completed projects and supporting documents of the OEM/Certifying Authority for compliance of Annexure-4.	Bidder's project completion and supporting documents are required.
3	XtraTrust DigiSign Private Limited	1.50 Helpdesk Requirement	30	1.50.4	If DSC gets deleted from USB token unknowingly, the successful bidder may be asked to re-generate DSC for that particular individual on the same USB Token or new USB token as per the requirement of the concerned court/office.	Re-generating a Digital Signature involves a cost. As a common industry practice we can reissue a certificate one time without any charge, but if Applicants DSC is deleted more than once it will have to be charged. Please confirm if this is acceptable.	As per prevailing Controller of Certifying Authorities (CCA) guidelines.
4	XtraTrust DigiSign Private Limited	Annexure 3 : Eligibility Criteria	40 & 41	2. The bidder (s) must be an IT solution provider capable of handling Supply of Digital Signature Certificate and e-sign.	The Bidder must have experience of 5 years consecutive (i.e from 2021 to 2025) for supply of Digital Signature Certificate and e-sign.  *Self Certification for the successfully completed similar work of Supply of Digital Signature Certificate from 2021 to 2025 (5 years) should be as per Annexure-1  *Enclose relevant Documents like Purchase Order, Contract, etc.  *Self Certification on the letter head signed by the Authorised signatory in the prescribed format to be furnished by the bidder in compliance of this clause.  The High Court reserves the right to seek additional supporting documents for the above Projects.	We as XtraTrust Digi Sign Private Limited got our license from the Controller of Certifying Authorities (CCA), Government of India in September 2021. We have experience of 4 years .Within 4 months we will be completing our 5 years as a Certifying Authority. Request you to allow us allow us exemption.	No Change.

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5	XtraTrust DigiSign Private Limited	Annexure 7: Support (Infrastructure Available with Bidder)	48	Para : 1	Bidders must have infrastructure support in the form of direct service centers or their franchisees at site. Bidders must submit details of their infrastructure with reference to locations and technical manpower, availability of inventory of spares etc. and also indicate their business model for providing warranty and after sales support for the aforementioned.	Digital Signature Issuance is an online process which does not require physical presence. We have successfully completed the issuance of Digital signature certificates for Honorable High Courts of Delhi, Uttar Pradesh and Punjab and Haryana following an online issuance process. We request the department to allow exemption from having support centers at district levels.	The successful bidder shall provide support and helpdesk as per Clause 1.50.1 of the Tender Document.
6	XtraTrust DigiSign Private Limited	Annexure -8: Technical	51	Item No.1	Digital Signature Certificate USB Token (Signing & Encryption) and e-Sign with 3 years validity.	Request you to clarify if e Sign is a separate requirement. An e Sign is an online service for electronic signatures without using conventional Digital Signature Certificate on physical cryptographic token .It uses Aadhaar Services for conducting eKYC of the Applicant. Esign needs to be integrated with service delivery applications via an API to facilitate an eSign user to digitally sign a document.	eSign is a separate requirement.