Request for Quotation (RFQ)

SELECTION OF AADHAAR ENROLMENT AGENCY

HO/FI/   02 /2017-18
29-08-2017

Contents

.. VOLUME I – INSTRUCTION TO BIDDERS

1. INVITATION TO BID

To,   Dated: <11-08-2017>

Aadhaar Enrolment Agency Empanelled by UIDAI

1. UCO BANK invites Financial Bids from Enrolling Agencies (EA) **empanelled by UIDAI** for carrying out the enrolment functions in approximately 380 branches/ bank premises (including Sponsored RRBs) under different districts across the country.

2. The Request for Quotation (RFQ) consists of 2 Volumes as mentioned below:
    a. Volume I – Instructions to Bidders
    b. Volume II – Scope of Work

3. The Financial Bid consists of **30** *schedules for 30 States and 1 schedule for PAN India*. The Bidder may quote for all or individual Schedules based on the eligibility criteria prescribed for each Schedule in this RFQ.

4. The *UCO Bank* reserves the right to reject any or all the Bids in whole or part without assigning any reasons.

5. This 'Invitation to Bid' is extended only to EAs **empanelled as on date** by UIDAI for undertaking demographic and biometric data collection for enrolment of residents.

6. This 'Invitation to Bid' is non-transferable under any circumstances.

7. The response to the RFQ should to be submitted on or before 11-*09.2017, 03:00 PM* at the following address:
   Deputy General Manager
   FI Department, 6th Floor, Head Office, UCO Bank
   10 BTM Sarani, Kolkata - 700001

2. INTRODUCTION

2.1 About Registrar

UCO Bank, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 10, B.T.M. Sarani, Kolkata-700001, India, hereinafter called "The Bank", is one of the leading public sector Bank in India having more than 3000 branches and over 2700 ATMs spread all over the country. Bank has deployed Finacle as a Core Banking Solution for all its Branches. Bank has signed MoU with UIDAI to work as Non State Registrar for Aadhaar Enrolment and willing to take up the work in various states of India.

2.2 About the Project

Government of India (GoI) has embarked upon an ambitious initiative to provide a Unique Identification (called "Aadhaar") of every resident of India and has constituted the Unique Identification Authority of India (UIDAI) for this purpose. The timing of this initiative coincides with the increased focus of the GoI on social inclusion and development through major thrust on investments in various social sector programs, and transformation in public services delivery through e-Governance programs. Aadhaar has been envisioned as a means for residents to easily and effectively establish their identity, to any agency, anywhere in the country, without having to repeatedly produce identity documentation to agencies. More details on the UIDAI and the strategy overview can be found on the website: http://www.uidai.gov.in

To ensure the widespread implementation of the UID project there is a need to increase the reach and flexibility to enroll residents across the country. To achieve this, UIDAI proposes to partner with a variety of agencies and service providers (acting as Registrars, Sub-registrars and Enrolling Agencies) to enroll residents for UID. By participating in enrolling residents, registrars and enrolment agencies across the country would be part of a truly historic exercise, one which can make our welfare systems far more accessible and inclusive of the poor, and also permanently transform service delivery in India. Further as per Aadhaar Act and second amendment in PML Act 2005 Bank has to set up Aadhaar Enrolment & Update Centres in its premises.

In this context, the Registrars shall engage EAs for carrying out the various functions and activities related to Aadhaar enrolment such as setting up of enrolment centers, undertaking collection of demographic and biometric data for Aadhaar enrollment and any other data required by the Registrar for the effective implementation of their projects. This Request for Quotation document is intended to invite bids from only those EAs which are empanelled by UIDAI as Enrolment Agencies for undertaking demographic and biometric data collection for enrolment of residents for Aadhaar enrolments.

3. INSTRUCTION TO BIDDERS

3.1 PART I - STANDARD

Definitions	(a) "Purchaser" means the registrar with which the selected Bidder signs the Contract for the Services. In this project, the 'Purchaser' is the *UCO Bank.*
	(b) "Bidder" means any entity that may provide or provides the Services to the Purchaser under the Contract.
	(c) "Bid" means the Financial Proposal consisting of one/ multiple Schedules.
	(d) "Instructions to Bidders" (Section 3 of Volume I of the RFQ) means the document which provides interested Bidders with all information needed to prepare their bids. This document also details out the process for the selection of the enrolling agency.
	(e) "Scope of Work" (SoW) means the Volume II of the RFQ which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Purchaser and the Bidder.
	(f) "Schedule" means the financial bid for each Geographical area as specified by the Registrar. Registrar may choose to have only one Schedule for the entire State OR subdivide the State into multiple Schedules (one for each geographical area as specified by the Registrar – e.g. A State may be subdivided into Division/ District/ Block etc. and have individual Schedules for each sub-division)
1. Introduction	1.1 This RFQ (Request For Quotation) is being issued only to the EA empanelled by UIDAI for undertaking the Demographic and Biometric data collection of Residents in the 31 State.
	1.2 All the provisions listed out in the Request for Empanelment (RFE) issued by the UIDAI and Terms &

		Conditions of Empanelment shall be binding upon the participating bidders of this RFQ.
	1.3	The Registrar will select a firm, in accordance with the method of selection specified in the Data Sheet.
	1.4	The name of the assignment/job has been mentioned in Part II Data Sheet. Detailed scope of the assignment/ job has been described in the Scope of Work in Volume II.
	1.5	The date, time and address for submission of the bid has been given in Part II Data Sheet.
	1.6	Interested Bidders are invited to submit a Financial Bid for providing services required for the assignment named in the Data Sheet.
	1.7	The Purchaser is not bound to accept any bids, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Bidders.
Only one Bid	1.8	A Bidder shall only submit one financial bid (can contain multiple Schedules). If a Bidder (single/ consortium partner) submits or participates n more than one bid, all such bids submitted by that bidder shall be disqualified.
Bid Validity	1.9	The Part II Data Sheet to Bidder indicates how long Bidders' bid must remain valid after the submission date.
Consortium	1.10	Only those consortiums which have been empanelled by UIDAI are eligible to submit a consortium bid. In such a case, the lead EA empanelled by UIDAI shall be the lead member of the consortium and shall be responsible and liable to the Purchaser for all aspects of their bid, contract, etc.
Tenure of Contract	1.11	The tenure of the contract shall be provided in Data Sheet Para 1.11
2. Clarification and Amendment of RFQ Document	2.1	Bidders may request a clarification in the RFQ document up to the date mentioned in the Data Sheet. Any request for clarification must be sent in writing by post/courier, or by standard electronic means i.e. email to the Purchaser's address indicated in the Data Sheet.
	2.2	At any time before the submission of Bids, the Purchaser may amend the RFQ by issuing an addendum/ corrigendum in writing or by

		electronic means. The addendum/ corrigendum shall be published on Bank's website and will be binding on them.
3. Preparation of Financial Bid	3.1	The preparation of the Financial Bid as well as all related correspondence exchanged by the Bidders and the Purchaser, shall be in English
	3.2	The Financial Bid shall be prepared using the attached Standard Forms (Annexure I and II of Volume I). It shall list all costs associated with the assignment for each Schedule corresponding to the Geographical scope of work. Each Schedule corresponds to a particular geographical area and financial bid for each Schedule shall be treated separately at the time of evaluation. The geographical areas for each Schedule are given in Data Sheet Para 3.2. The financial bid shall not include any conditions attached to it and any such conditional financial bid shall be summarily rejected.
	3.3	The Bidders shall submit a copy of the Letter of Empanelment / Registration number issued by UIDAI duly indicating the level and tier as well as the list of States the Bidder is eligible to work in. Non-submission of the letter of empanelment / Registration number will render the bidder disqualified.
	3.4	The Bidders shall be eligible for bidding for the various Schedules based on the Eligibility criteria as per Data Sheet Para 3.4. Bidders shall strictly adhere to the Eligibility for different Schedules and shall submit Financial Bids only for those Schedules for which they are eligible. The Purchaser shall verify the contents of the 'Letter of Empanelment' with the list of empanelled agencies provided by UIDAI to check the eligibility of the Bidders for the various Schedules the Bidder has evinced interest in working in.
Taxes	3.5	The Bidder may be subject to local taxes (such as: central/ state GST, fees, levies etc.) on amounts payable by the Purchaser under the Contract. Bidders shall include such taxes in the financial bid. Any upward revision in taxes shall be borne by the bidder during contract period, benefit of reduction in tax shall be passed to the Bank.
	3.6	Bidders should provide the price of their services in Indian Rupees.
Earnest Money Deposit (EMD), and	3.7	**Earnest Money Deposit**

Performance Guarantee.	I. An EMD of Rs. 2 lakh, in the form of DD drawn in favour of UCO Bank payable at *Kolkata*, must be submitted along with the Bid.
	II. Bid not accompanied by EMD shall be rejected as non-responsive.
	III. No interest shall be payable by the Purchaser for the sum deposited as earnest money deposit.
	IV No bank guarantee will be accepted in lieu of the earnest money deposit.
	V The EMD of the unsuccessful bidders would be returned back within one month of signing of the contract.
	3.8 The EMD shall be forfeited by the Purchaser in the following events: I. If Bid is withdrawn during the validity period or any extension agreed by the Bidder thereof. II. If the Bid is varied or modified in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof. III. If the Bidder tries to influence the evaluation process. IV. If the Bidder withdraws his Bid during finalization (failure to arrive at consensus by both the parties shall not be construed as withdrawal of Bid by the Bidder). On submission of performance guarantee and after signing of the contract, demand draft submitted towards EMD would be returned in original.
	3.9 **Tender Fees:** All Bidders are required to pay Rs. 2000/- towards Tender Fees in the form of Demand Draft drawn in favor of *UCO Bank* payable at Kolkata. The Tender Fee is Non-Refundable. Bids without tender fee will be rejected summarily.
	3.10 **Performance Bank Guarantee** The selected Bidder shall be required to furnish a Performance Bank Guarantee equivalent to 10% of the contract value rounded off to the nearest thousand Indian Rupees, in the form of an unconditional and irrevocable bank guarantee from a scheduled commercial bank in India in favor of UCO Bank for the entire period of contract with

		period. The bank guarantee must be submitted after award of contract but before signing of contract. The successful bidder has to renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable/payable from/by the Bidder on any account under the contract.
4. Submission, Receipt, and Opening of Bids	4.1	The original Financial Bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidders themselves. The person who signed the Bid must initial such corrections.
	4.2	An authorized representative of the Bidders shall initial all pages of the original Financial Bid. The authorization shall be in the form of a written power of attorney accompanying the Financial Bid or in any other form demonstrating that the representative has been duly authorized to sign. The signed Financial Bid shall be marked "ORIGINAL".
	4.3	The original Financial Bid for each Schedule shall be placed in a separate envelope, sealed and clearly marked "FINANCIAL BID FOR SCHEDULE – 'N'". All the sealed original financial bids for each Schedule shall be placed in a outer envelope, sealed and clearly marked "FINANCIAL BID" and the name of the assignment.
		The envelopes containing the Financial Bid, EMD, and Tender Fee shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and be clearly marked "**DO NOT OPEN, EXCEPT IN PRESENCE OF THE OFFICIAL APPOINTED, BEFORE ___ hrs on DD-MM-YYYY**". The DD-MM-YYYY is the date of bid opening as provided in the datasheet or any extension to this date in accordance with para 2.2. The Purchaser shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Bid rejection. If the Financial Bid is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Bid non-responsive.
	4.4	The Bids must be sent to the address/addresses indicated in the Data Sheet and received by the Purchaser no later than the

		indicated in the Data Sheet, or any extension to this date in accordance with para. 2.2. Any bid received by the Purchaser after the deadline for submission shall be returned unopened.
Right to Accept/ Reject the Bid	4.5	Purchaser reserves the right to accept or reject any Bid and to annul the RFQ process and reject all such bids at any time prior to award of contract, without thereby incurring any liability to the affected applicant(s) or any obligation to inform the affected applicant(s) of the grounds for such decision.
5. Tender Opening and Evaluation of Financial Bids	5.1	Financial bids for each Schedule shall be opened on the date & time specified the Data sheet, in the presence of the Bidders' representatives who choose to attend.
	5.2	The name of the Bidders and their financial bid for each Schedule shall be read aloud.
	5.3	The Purchaser will correct any computational errors for each Schedule. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the formers will prevail.
	5.4	The Contract shall be awarded to the lowest bidder (L1) for each Schedule.
	5.5	In case a single bidder emerges as the lowest bidder in multiple schedules and the total number of enrolments as per the schedules exceeds the Maximum available bid capacity of the bidder (as prescribed in the Empanelment list of UIDAI less work awarded by other Registrars), then the bidder shall be considered selected in the schedules where he is the lowest bidder and within the Maximum bid capacity limits. In the remaining schedules over and above the lowest bidders Maximum bid capacity, the second lowest bidder shall be given an opportunity to match the L1, provided the L2 bidder also does not exceed its Bid Capacity. If the second lowest bidder does not match

			the lowest bid, then the offer to match the L1 is given to third lowest bidder and hence forth. The Purchaser shall follow this process till all the Schedules are awarded to Bidders and shall ensure that the Bidders do not exceed the available Bid Capacity (as given in Data Sheet Para 5.5 less work awarded by other Registrars) in terms of the maximum enrolments possible in a year.
6	Disqualification		Purchaser may at its sole discretion and at any time during the evaluation of application, disqualify any applicant, if the applicant: (i) Submitted the application after the response deadline; (ii) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements; (iii) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years; (iv) Submitted an application that is not accompanied by required documentation or is non-responsive; (v) Failed to provide clarifications related thereto, when sought; (vi) Submitted more than one application either as a Single Agency/ Prime Agency/ consortium member; (vii) Was declared ineligible/blacklisted by the Government of India/State/UT Government; (viii) Is in litigation with any state/ central Government or PSU organizations in India.
7.	Award of Contract	7.1	The successful Bidder for each Schedule shall submit a detailed Work Plan detailing out the area to be covered in each month and the timelines for covering the enrolment work in the geographical area, which shall plan be submitted at least 10 days in advance for concurrence. The Work Plan should be inline with the RFQ in terms of deployment of enrolment stations. The Purchaser shall evaluate the same and make necessary modifications which shall be mutually agreed by both parties

		Intent
	7.2	The Purchaser shall issue a Letter of Intent to the selected Bidder after mutual acceptance of the Work Plan
	7.3	The Bidders will sign the contract as per the standard form of contract within 15 days of issuance of the letter of intent.
	7.4	The Bidder is expected to commence the assignment on the date and at the location specified in the Part II Data Sheet. In case the winning Bidder fails to start the enrolment work within 30 days of issue of Letter of Award of Work/ Letter of Intent, then the Purchaser may cancel the award of work to the lowest bidder and negotiate with the second lowest bidder (L2) for award of work.
8. Termination of Contract subject to necessary approvals		Notwithstanding the duration of the contract stated in GC 2.4, the Registrar, without prejudice or liability, reserves the right to terminate the contract for the time period beyond *contract period* in the event necessary approvals for continuation of enrolment are not available to the Registrar.

INSTRUCTION TO BIDDERS

3.2 PART II – DATA SHEET

Paragraph Reference	
1.3	**Name and Details of Purchaser:** Deputy General Manager Financial Inclusion Department 6th Floor, Head Office, UCO Bank 10 BTM Sarani, Kolkata-700001 Phone no: 033-44557718 Email: ho.fi@ucobank.co.in Website: www.ucobank.com **Method of selection:** a) Contract Awarded to the Lowest Bidder (L1) for each Schedule
1.4	**Name of the assignment**: *Selection of Aadhaar Enrolment Agency*
1.5	The Bid submission address is: **Deputy General Manager** **Financial Inclusion Department** **6th Floor, Head Office,** **UCO Bank** **10 BTM Sarani, Kolkata-700001** Financial Bid in sealed envelopes (containing one or multiple covers depending on the number of Schedules in which the bidder is interested and qualified for bidding), Tender Document including EMD, and Tender Fee must be submitted no later than the following date and time: Date: 11.09.2017 Time: 03:00 PM
1.9	Bids must remain valid for 180 days after the submission date.
1.11	The tenure of contract: *24 months*

2.1	Clarifications may be requested not later than 5th September 2017. The address for requesting clarifications is: Deputy General Manager Financial Inclusion Department 6th Floor, Head Office, UCO Bank 10 BTM Sarani, Kolkata-700001 Phone no: 033-44557718 Email: ho.fi@ucobank.co.in
3.2	The Schedules and corresponding Geographical areas and Target Population are as per Annexure IV:
3.3	**Eligibility for Submission of Bids for the different Schedules**

Sl. No	Schedule No.	Minimum Technical 'Level' Requirement	Minimum Financial 'Tier' Requirement
1	All Schedule	T1	F1

3.3	Bidders shall strictly adhere to the Eligibility for different Schedules and shall submit Financial Bids only for those Schedules for which they are eligible. The Bidders shall submit a copy of the 'Letter of Empanelment' along with the Financial Bid.
4.3	Bidder must submit the following: Only the Original of the Financial Bid. The Financial Bid shall contain one/ multiple Schedules based on the geographical areas where the bidder is interested in working subject to maximum of five districts.
5.1	The Bid Opening Date and Time is: Date: 11.09.2017 Time: 03:30 PM

5.5	The Maximum Bid Capacity for the various Financial Capacity 'TIERS' as determined by UIDAI is as given below:

Sl. No	Financial Capacity 'TIER'	Maximum Bid Capacity (maximum enrolments in an year)
1	F1	25 Lakh enrolments
2	F2	50 Lakh enrolments
3	F3	250 Lakh enrolments
4	F4	500 Lakh enrolments

6.1	Expected date and address for opening of Financial Bid Date: *To be informed in due course* Address: *Financial Inclusion Department, 6th Floor, Head Office, UCO Bank, 10 BTM Sarani, Kolkata - 700001*
7.4	Expected date for commencement of services Date: *21.09.2017*

4. FINANCIAL BID FORMS

The Financial Bid consists of one Schedule each for each geographical area outlined in Section 1.2 of Volume II. The bidder shall be responsible for doing the necessary background research to understand each geographical area, terrain, population density, urban-rural percentage as well as the infrastructure requirements.

The bidder shall quote the total cost for providing services as per the Scope of Work given in Volume II which shall include the cost for collection of demographic and biometric details of residents as per the requirements of the UCO Bank and UIDAI and the cost for providing other additional services specified in the Scope of Work. The total cost quoted shall be inclusive of all expenses like travel and lodging, cost of setting up enrolment centers and mobile units, cost of transferring data to the CIDR/ State data centre, handling and handover of resident documents to document management agency of UIDAI, taxes and duties.

4.1 Financial Bid Covering Letter

The Bidders shall submit the Financial Bid Covering Letter as given in Annexure I of Volume I.

4.2 Financial Bid Form

The Bidders shall submit the Financial Bid Form as given in Annexure II of Volume I. Financial Bids which are not submitted as per the Financial Bid Form shall be summarily rejected. Any conditional bids shall also be summarily rejected during the evaluation of the financial bids.

5. Annexure I – Financial Bid Covering Letter (Illustrative)

(To be submitted on the Letter head of the applicant)

To,

General Manager, FI Department, HO, Kolkata

Dear Sir,

Ref: Request for Quotation (RFQ) Notification dated dd-mm-yyyy

1. Having examined the RFQ document, we, the undersigned, herewith submit our response to your RFQ Notification dated dd/mm/yyyy for <Project Name>, in full conformity with the said RFQ document. (in case of consortium, the names of the consortium partners shall be provided here)

2. We, the undersigned, offer to provide services to *UCO Bank* for carrying out the enrolment functions for the <Project Name> of *UCO Bank* in accordance with your RFQ.

3. We have read the provisions of the RFQ document and confirm that these are acceptable to us. Hence, we are hereby submitting our Financial Bid.

4. We agree to abide by this RFQ, consisting of this letter, financial bid and all attachments, for a period of ___ days from the closing date fixed for submission of bid as stipulated in the RFQ document.

5. We hereby declare that we are interested in participating in the following Schedules and have submitted the financial bids for each Schedule specified below:
    a. Schedule – 1
    b. Schedule – 2
    c. ......
    d. Schedule – 31

6. We would like to declare that we are not involved in any litigation with any Government in India and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

7. We hereby declare that we have not been blacklisted by any Central/ State/ UT Government.

8. We hereby declare that we have not been charged with any fraudulent activities by any Central/ State/ UT Government.

9. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.

10. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".

11. We understand that the *UCO Bank is* not bound to accept any bid received in response to this RFQ.

12. In case we are engaged by the *UCO Bank* as an EA, we shall provide any assistance/cooperation required by *<Name of the Registrar>,* UIDAI appointed auditing agencies/ UIDAI officials for performing their auditing and inspection functions. We understand that our non-cooperation for the same shall be grounds for termination of service.

13. In case we are engaged as an EA, we agree to abide by all the terms & conditions of the Contract that will be issued by *<Name of the Registrar>.*

14. The financial bid includes the cost of setting up and operating of ___ Stationary enrolment stations and ____mobile enrolment stations, cost of providing additional services and performing all functions as per the scope of work defined in Volume II of the RFQ (provide one statement for each Schedule).

15. The details of the work award by other Registrars for UID enrolments to our firm/consortium are as under :

Name of Registrars	Period of Contract	No. of Enrolments awarded

Our correspondence details with regard to this RFQ are:

No.	Information	Details
1.	Name of the Contact Person	
2.	Address of the Contact Person	

3.	Name, designation and contact address of the person to whom all references shall be made regarding this RFQ	
4.	Telephone number of the Contact Person	
5.	Mobile number of the Contact Person	
6.	Fax number of the Contact Person	
7.	Email ID of the Contact Person	
8.	Corporate website URL	

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Note: Additional Sheet of preference of district in each schedule may be attached along with.

6. Annexure II – Financial Bid Form (Illustrative)

SCHEDULE – 1 to 31 (separate sheet for each schedule shall be enclosed

Geographical areas proposed to be covered under Schedule - 1: <To be inserted as per the Geographical Scope of Work given in Section 1.2 of Volume II>

Financial Bid for undertaking enrolment activities per successful Aadhaar Generation as per Schedule- 1:

Activity	UIDAI specified unit rates –paid by UIDAI or charged from the customer (Rs)	Bidder's Share* (out of B) same share shall be applicable on each type of activity permitted by UIDAI
A	B	C
New Aadhaar Generation	50.00	
Mandatory Biometric Update	25.00	
Other Biometric Update	25.00	
Demographic update (Any type/ any channel)	25.00	
Aadhaar Search using e-KYC/ Find Aadhaar/ any other tool and color print out on A4 sheet	20.00	
Aadhaar Search using e-KYC/ Find Aadhaar/ any other tool and B/W print out on A4 sheet	10.00	

(Note: Commission share payable shall be computed after rounding off actual amount to lower value)

Bidder's share shall cover total cost including all costs like the equipment costs, manpower costs, logistics for transfer of data to UIDAI, CIDR / State data centre, cost of scanning of document if implemented by UIDAI, DMS dispatch cost, vehicle costs, travel and lodging costs, taxes and duties and any other miscellaneous costs.

Note: The Contract Value shall be computed as:

Total Cost of the Schedule as per the Financial Bid x Target population for the Schedule

SCOPE OF WORK

The scope of work of the Enrolling Agency (EA) is defined as follows:

1. Functional scope
2. Geographical scope

1.1 Functional scope

The functional scope of this engagement shall include all the steps from setting up an enrolment centre (EC)/Enrolment station (ES) on for enrolment of residents for the Aadhaar Enrollment in various districts of across the country up to providing requisite MIS reports to Registrar and UIDAI on enrolmscopeents completed till the whole enrolment operation for the targeted population is completed. The functional scope shall also include the collection of demographic details as per the *KYR+ data requirements* of *UCO Bank*, if any. The EA shall also be responsible for delivering additional services as required by the Registrar through this RFQ.

a) The scope of work of the EA includes the following:

   i. Procure enrolment hardware, software including Biometric Devices as per UIDAI specifications; Upgrade to latest requirements as per process/technology changes from time to time
   ii. Hire & Train Manpower for Enrolment; supervise the enrolment process at the field level to ensure that the enrolments are in accordance with prescribed processes and guidelines of UIDAI
   iii. Enrol Operator/Supervisors; Certify, Register and Activate them at UIDAI
   iv. Software Installation, Configuration and Registration
   v. Setting up of EC and ES
   vi. Set up a Help Desk at for crowd management and addressing resident grievances
   vii. Help create awareness
   viii. Capture Demographic and Biometric Data using UIDAI enrolment client
   ix. Data Transfer to UIDAI
   x. MIS
   xi. Ensuring Data Privacy and Security
   xii. Document Management as per UIDAI guidelines [Note that Scanning of resident documents during enrolment may be made mandatory.]
   xiii. Ensure Adherence to UIDAI Guidelines including provisions of Aadhaar Act/ IT Act

b) To understand the complete scope of work of an EA, refer the latest versions of the following documents available in the "Process Manuals and Guidelines" section on UIDAI website http://www.uidai.gov.in/registrar-enrolments.html:

    i)   **EA roles and responsibilities – for activities that an EA needs to undertake during the Aadhaar Enrolment Program**

    ii)   Checklist for Setting up EC – for hardware and software requirements and specifications at enrolment centre and station level that the EA needs to arrange/procure. Note that GPS and scanning of documents will be made mandatory by UIDAI.

c) For Hiring and Training of Manpower, refer following documents:
    i)   Operator roles and responsibilities – for Operator hiring
    ii)   Supervisor roles and responsibilities -for Supervisor hiring
    iii)   Capability Building Framework – for training of EA personnel

d) In addition applicants must familiarize themselves with the following documents for understanding of Aadhaar process and requirements:
    i)   Resident Enrolment Process Document
    ii)   EA Checklist for Refresh Phase
    iii)   Suspension Policy
    iv)   Data Quality and Penalty Policy
    v)   Data Protection and Security Guidelines for EA
    vi)   Process for Document Handover to DMS agency
    vii)   Update Policy
    viii)   Policy on Permanent Enrolment Centres (PECs)
    ix)   Exit and Stolen Machines Policy

UIDAI accords highest priority to quality of data and imposes penalties for Demographic and Process errors. Similarly UIDAI also imposes penalties for delay in upload of Resident Data Packets or not uploading the data packets.

The EA must appraise itself and ensure compliance with the latest versions of policy /process/technology requirements and guidelines issued by UIDAI from time to time.

1.1.1 Procure Biometric Devices as per UIDAI Specifications

The EA should procure camera and biometric devices (for fingerprint and iris capture), used for capture of biometric data at the ES, which conform to UIDAI specifications and certified by UIDAI appointed agencies.

1.1.2 Setting up of ES and EC

The number of ES/ EC and the duration shall be decided by the Registrar taking into account a number of factors like population density, geographical and topographical features, accessibility etc. The Annexure IV of this document provides minimum number of ES the EA is expected to set up based on:

1. Population to be covered
2. Density of population and
3. Maximum distance between two ES

The Annexure III provides the number of enrolment stations to be available for enrolment operation. The exact location and catchment area of enrolment station shall be decided by the registrar in consultation with the EA. These enrolment stations may be operated in camp mode or as permanent enrolment centre (PEC). A camp mode enrolment station in this context would mean an ES housed in a camp mode vehicle with facilities as defined in this section and shall move around in the catchment area (locality) assigned until the enrolment of the target population in the locality is completed. The detail about PEC shall be as per PEC policy framed and issued by UIDAI and available at http://www.uidai.gov.in/registrar-enrolments.html.

The minimum facilities in the setup are as follows:

a. **Setting up of ES**

ES refers to an individual enrolment booth/enclosure inside the EC. The capture of Demographic and Biometric data is done in this Station. An ES shall be equipped with all the necessary machinery at all times.

S. No	Checkpoints
Mandatory Requirements	
A	**Station**
A.1	Laptop/Desktop available USB hub for connecting biometric and other devices; (Always Check with **techsupport@uidai.gov.in** for latest requirements). For ECMP version 2.0 • 2Ghz,Dual core CPU or later • 3GB RAM or higher • 160GB HDD • Dedicated USB 2.0 Port(minimum 5 ports required) Note: (Windows Vista/any 64 bit Operating System is not supported)
A.2	UIDAI software installed, tested, configured and registered with CIDR as per installation and configuration manual. A new version must be installed latest within one month of release on all registered laptops. VDM installed and services for the devices are running.
A.3	Iris capturing device available(record Make & Model)
A.4	Fingerprint capturing device available(record Make & Model)
A.5	Digital Camera (Record Make & Model) must conform to UIDAI's specifications.
A.6	White back ground screen, non reflecting, opaque, ~3ft wide, and with stand ,available for taking photographs
A.7	Extra monitor for residents to verify their data (15-16" with a resolution above 1024x768)
A.8	All devices necessary for enrolment must conform to UIDAI's specifications
A.9	Working of all equipment at every station tested
A.10	Memory Stick for data transfer (4 GB pen drive sufficient for 1 centre/day i.e. ~5 stations. EC should maintain a stock of 20 days)
A.11	Printer (A4 laser printer; must print photo with good quality receipt)
A.12	Printer Paper(Inventory for 5 stations for 10 days ~ 20 rims)
A.13	Antivirus / Anti Spyware checks
A.14	Data Card /Internet connectivity for Enrolment Client. Client synch is mandatory at least once in 10 days.
A.15	All Operators and Supervisors enrolled into Aadhaar, registered with UIDAI CIDR, Certified and Activated
A.16	All Operators, Supervisors and Introducers on boarded into Aadhaar client for local authentication.
A.17	The pre-enrolment data from the Registrars, if used, is available for import on laptops
A.18	If Registrar has additional fields to be captured , then the KYR+ software for capturing the KYR+ fields is configured and tested
A.19	Sponge for wetting and hand-cleaning cloth available
A.20	GPS Receiver as per UIDAI specs
A.21	Hardware keys for ESs for security reason (may be prescribed by UIDAI later)
A.22	Scanner for scanning documents during enrolment, where scanning is being used (pre-scanned documents can also be attached)

b. Setting up of EC

EC refers to the premises located in the area where the enrolment is being carried out. The location for the EC and number of ES per center shall be determined by the EA and approved by the Registrar. The enrolment plan and schedule for the center shall be prepared by the EA and shared with the registrar. One EC can host a single or multiple ES. Following are the specifications for a enrolment center.

B	Centre
B.1	Backup power supply (generator) of 2 KVA capacity for every five ESs kept in a centre
B.2	Fuel to run the generators
B.3	Printed Aadhaar Enrolment/Correction Forms available in sufficient numbers at centre / pre-distributed.
B.4	Bubble packed, water resistant, envelopes (CD mailer) for transferring pen drives/ hard disks to CIDR (wherever required)
B.5	Download and install latest version of Aadhaar SFTP client if using online mode for data transfer to CIDR. All packets need to be uploaded within 20 days of enrolment. The enrolment client will freeze if packet pending for uploads exceed 1000 on the station.
B.6	Photocopier for xerox of resident's PoI,PoA documents(or provisions as per contract)
B.7	Data Backup of each station at least twice a day on an external hard disk (backup should be maintained for a minimum period of 60 days).
B.8	Adequate lighting, fans & power points for plugging various biometric devices available
B.9	Local authorities informed of enrolment schedule
B.10	Introducers informed of enrolment schedule
B.11	Banner for the EC placed at entrance
B.12	Posters depicting enrolment process in English & the local language present in visible places
B.13	Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the EC
B.14	The User Manual of the software available for ready reference & operators aware of the same
B.15	Ink pad for taking thumb impressions on consent where resident/introducer is unable to sign
B.16	External Hard disk for taking backup
B.17	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc

Other Requirements at EC are listed as below:

Desired	
C	**Other Logistics**
C.1	Extension box for Power Cord
C.2	Water, soap and towel for cleaning hands
C.3	Drinking water facility available
C.4	Sufficient number of tables and chairs for enrolment station operators
C.5	Chairs/benches available in shade for waiting enrollees
C.6	Hall / room spacious & furniture organized to minimize movement of enrollee while capturing biometric information
C.7	At least one station is suitable for physically challenged, pregnant women, women with infants and elderly enrollees. This station is clearly marked with a visible banner. EC is preferably setup in ground floor.
C.8	Carry cases for all devices available
C.9	Material for cleaning biometric instruments and laptops as specified by device manufacturers
C.10	A separate enclosure to enroll "purdah-nasheen" women available
C.11	Sufficient no. of operators available for job rotation & preventing operator fatigue
C.12	Lady operators / volunteers to assist women enrollees
C.13	Security arrangement in place to stop enrollees from carrying bags / suitcases or any other material into the ECs
C.14	A ramp is provided for disabled and old age people; It is recommended that the centre should be setup in the ground floor of the building
C.15	First aid kit available
C.16	ORS kit available for areas in extreme heat conditions
D	**EC - Health & Safety Considerations**
D.1	All the electrical equipment are properly earthed
D.2	All wiring on the floor or along the walls properly insulated
D.3	Wiring required for the generator backup and for connecting the various devices used for enrolment neatly organized
D.4	Fuel for generator or any other inflammable material stored away from the enrolment area
D.5	Fire safety equipment available handy
D.6	Power generator kept sufficiently away from the ES
D.7	Local Emergency Help numbers available at the center & operators aware of the same

i. An EC shall be manned by a supervisor and technical personnel in addition to the operators at the enrolling stations. A ratio of 5:1 operators to supervisors as well as operators to technical staff subject to a minimum of one supervisor per EC should be maintained by the EA.

ii.   The premises of the EC are expected to be provided by the government authorities wherever available. However the EA shall ensure required infrastructure like connectivity, power (if not already available) etc. with the help of the local body authorities. In cases where such facilities are not available, the EA shall be responsible for providing alternate arrangements like power generator etc.

iii.   An area in the EC shall be clearly demarcated for enrollees waiting to be enrolled and facilities for seating should be provided.

iv.   In case of camp mode enrolment center/stations also, the decision on frequency/period of availability shall be decided by the Registrar based on density of population, geographical terrain etc.

v.   Key figures on the ES/EC are provided separately in Annexure III of this document.

1.1.3 Hire & Train Manpower for Enrolment

Hiring Manpower:

The EA shall hire manpower to operate the ES/ECs as per the guidelines prescribed by UIDAI.

i.   Operator: An Operator is employed by an EA to execute enrolment at the ES. To qualify for this role, person should satisfy the following criteria:

a.   The person should be of age 18 years and above.
b.   The person shall be minimum 10+2 pass.
c.   The person should have a basic understanding of operating a computer and should be comfortable with local language keyboard and transliteration.

Before starting work as an Operator:

a.   The Operator should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated.
b.   The Operator should have undergone training on the process of UID Enrolment and various equipment and devices used during Aadhaar enrolment. Organizing this training is the responsibility of the EA.
c.   The Operator should have obtained certificate from a testing and certifying agency authorized   by   UIDAI.

d. The Operator should have been activated, in accordance with UIDAI guidelines, prior to commencing enrolments. The EA is required to have a unique Operator ID for each, to activate them.

ii. <u>Supervisor</u>: A Supervisor is employed by an EA to operate and manage ECs. It is mandatory to have one Supervisor at each EC. Charges payable to Sepervisor will be borne by EA. To qualify for this role, the person should satisfy the following criteria:

a. The person should be of age 18 years and above.
b. The person shall be 10+2 pass and should preferably be a graduate
c. The person should have a good understanding and experience of using a computer
d. The person should preferably have prior experience of working in Aadhaar Enrolment program

Before starting work as a Supervisor:

a. The Supervisor should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated.
b. The Supervisor should have undergone training on the process of UID Enrolment and various equipment and devices used during Aadhaar enrolment.
c. The Supervisor should have obtained certificate from a testing and certification agency appointed by UIDAI.
d. The Supervisor should have been activated in accordance with UIDAI guidelines prior to commencing enrolments. The EA is required to have a unique ID for each, to activate them.

iii. <u>Technical personnel</u> : The EA shall hire Technical personnel to provide technical support during enrolment at the EC.

iv. <u>Induction training</u>: After hiring the personnel as described above, the EA should impart induction training on the various activities involved in the enrolment process to enable them to understand and adjust to the local situation. The induction training is to be given just before actual deployment of the personnel for enrolment operations. The period of induction training shall be from 10 to 15 days.

Training of Manpower:

The EA shall identify resources to employ in the enrolment operations, get them trained and certified and then deploy them on the ES. UIDAI shall empanel training institutes to impart training in UIDAI prescribed enrolment operations. EAs may opt for engaging specialized training agencies (only those who have been empanelled with UIDAI) for providing training to its enrollment personnel. However the enrolling agencies may also train their own manpower subject to certain conditions as prescribed below.

1. The training schedule and content shall be as prescribed by UIDAI on its website.
2. The EA may prefer to have master trainers onboard. Master trainers shall be identified by the enrollment agency from its pool of trainers and get them trained by UIDAI/ its representative as per its schedule. Master trainers shall train the trainers.
3. The EA shall have the requisite number of trainers for training its personnel. Trainers have to be trained by the Master trainers and should have passed the certification exam.
4. The training and enrolment operations shall be separate activities.
5. Duration of the training will vary depending on the category/ level of the participant and shall be prescribed by UIDAI on its website.
6. The EA providing in house training shall translate the training material into local language and hand it over to the course participants.
7. The EA shall ensure the availability of the requisite infrastructure for imparting training which shall include:
   a. Availability of at least two sets of the ES for training purposes
   b. Certified trainers
8. The size of a batch for training shall not exceed 40 per batch.
9. The training schedule and contents for training shall be defined by UIDAI/its representative.
10. The manpower trained by the EA/Empanelled training agency shall be considered qualified only after passing the Certifying test conducted by a Testing and Certifying Agency authorized by UIDAI. Therefore the agency shall coordinate with the testing agency for testing and certifying its trainees.
11. The agency shall be subject to process audits for training from time to time by UIDAI/ its representative.

Indicative training modules and duration is provided in Annexure III B of this document. Alternatively an individual can undergo self training based on the content provided on the UIDAI website and attend the certification test. Upon successful certification the individual is deemed competent to perform in the role he is certified and can be hired by the EA for enrolment operations.

1.1.4 Conduct Enrolment Operations as per Standard Processes

Prior to the commencement of the Enrolment operations the EA shall work closely with the local governing bodies, key introducers in publicizing the UID, its importance and schedule for UID registration in that location. During the enrolment operation, also publicity and awareness shall be done in coordination with the local authorities to encourage enrolments. All content and material for such publicity will be jointly worked by UIDAI/Registrar and shall conform to specifications laid down by UIDAI.

The EA would use the software provided by the UIDAI/Registrar for the collection of demographic data and the biometric data. The software will be supported by a User Manual. The Registrar will provide pre enrolled data to agencies, if available.

UIDAI has defined clear-cut standard processes for Aadhaar enrolment which are published on UIDAI website

1.1.5   Send Enrolment Data to UIDAI and Registrar

The enrollment data must uploaded through SFTP client of UIDAI within the prescribed time limit notified from time to time. The registrar packet of enrollment data must also be transferred on the same day.

The UIDAI has issued separate instructions on capture, storage and handing over of documents i.e. Consent Slip, Enrollment Form, PoI, PoA and POR documents to DMS agency. The instructions are available on website http://uidai.gov.in. The selected EA has to ensure adherence to these instructions.

UIDAI mandates GPS and scanning of resident document in future. UIDAI may further revise the DMS process in future.

1.1.6 Additional Services to be provided by the EA

Help filling the enrolment forms for the illiterate.

Photo-copying of POI and POA of enrollee, if needed, should be done free of cost. As and when Scanning policy comes in place, EA will have follow the same and/or adhere to any other UIDAI prescribed process for DMS.

Establishment of ECs, second-time for mop-up Enrolment.

The operator should mandatorily ask from resident for consent for sharing data for availing various welfare schemes of Government.

1.1.7 Privacy & Security

EAs are responsible to make sure that the data is kept in a very secure and confidential manner and under no circumstances, shall they either use the data themselves or part with the data to any other agency other than the UIDAI and / or Registrar in EAs agency and shall be subject to audit by UIDAI/Registrar/their representative from time to time.

1.1.8 Provide Electronic MIS Reports on Enrolment Status

Operator shall send enrollment statistics on enrolment status to Registrar/UIDAI on a regular basis. The formats and contents of the MIS reports shall be decided by the UIDAI/Registrar.

1.2 Geographical Scope

The geographical locations/area and the target population for that geographical location/area to be catered to by the EA is given in Annexure IV.

1.3 Service Levels (Illustrative)

Sl. No.	Performance Indicator	Service Level Metric	Penalty on breach of service level (imposed monthly)
1	Availability of Enrollment station (ES) at the particular centre/ Branch identified by the Bank for setting up of ES as per the work plan	The ES should be operational within 10 days after the Registrar issues Letter of Intent/ Work Order	Rs. 5000/- per month per instance of violation.
2	Deployment of Mobile Enrolment Stations (if any requested by the Registrar) where vehicle has been arranged by the Bank	The number of mobile enrolment stations operating in any specific geographic locations should be in line with the approved work plan	Rs. 5000/- per month per instane, if not rectified within 30 days of notification by Registrar.
3	Data transfer to the UIDAI/ Registrar/ Agency nominated by Registrar (excluding data related to residents)	3 days from the data of enrolment	Rs 1000 for every day of delay.
4	All other functions which the EA is liable to carry out as contract and under the guidelines of UIDAI	No penalty shall get imposed by the statutory/ controlling authorities including UIDAI on the Registrar due to fault/ act/ malpractices etc. of EA or any personnel engaged by it	The entire penal amount imposed on Registrar shall be recovered from the EA.

1.4 Roles and Responsibilities

Roles and Responsibilities of Registrar, EA and their personnel like Introducers, Verifiers, Operators and Supervisors are defined with respect to Aadhaar processes and the latest versions of these documents are available in the "Process Manuals and Guidelines" section on UIDAI website http://www.uidai.gov.in/registrar-enrolments.html

    i)   Roles and responsibilities
    ii)   Resident Enrolment Process Document

Registrar will act as per guidelines of UIDAI with additional support of providing space inside its premises for setting up ES.

1.5 Timelines

The task of setting up Aadhaar Enrolment and Update Centres in Bank's premises shall get rollout in first week of September 2017 and remain in force till contract period with a target of covering all existing customers of the Bank and its sponsored RRBs latest by 31.12.2017.

1.6 Payment to the EA

Outcome based payments shall be made to the EA by the Registrar on a monthly basis based on the number of enrolments completed (Aadhaar Generated) and coverage of the scope of work. This payment shall be subject to adherence to the Service Level Agreements. Therefore 90% of payment due will be made on monthly basis and balance 10% will be made on adherence of Service Level Agreements and compliance of all terms of contract.

The EA has to submit his Bill/ Invoice with comprehensive statement of enrollment/ UID issued etc. details as per Bank's requirement to be submitted to respective controlling office as identified by Bank for payments. Taxes deducted at source (TDS) as applicable will be recovered from payments to the supplier.

2. Annexure III – Guidelines for Enrolment

For guidelines pertaining to Resident Enrolment for Aadhaar refer the latest versions of the following documents available in the "Process Manuals and Guidelines" section on UIDAI website http://www.uidai.gov.in/registrar-enrolments.html

- iii) Resident Enrolment Process Document
- iv) EA roles and responsibilities – for activities that an EA needs to undertake during the Aadhaar Enrolment Program
- v) EA Checklist for Refresh Phase
- vi) Checklist for Setting up EC– for hardware and software requirements and their specifications at EC and ES level that the EA needs to arrange/procure. Note that GPS and scanning of documents will be made mandatory by UIDAI.
- vii) Operator roles and responsibilities – for Operator hiring
- viii) Supervisor roles and responsibilities -for Supervisor hiring
- ix) Capability Building Framework – for training of EA personnel
- x) Suspension Policy
- xi) Data Quality and Penalty Policy
- xii) Data Protection and Security Guidelines for EA
- xiii) Process for Document Handover to DMS agency
- xiv) Update Policy
- xv) Policy on PECs
- xvi) Stolen Machines Policy
- xvii) Exit Policy

3. Annexure IV – Indicative Number of ECs& Training Requirements

A. Indicative Number of ES and ECs based on Population to be covered are as under:

S. No	State	Total Population (Projected 2017)	Aadhaar Enrolment	Saturation % 2017	Total Customer base (UCO & RRB)	Aadhaar Seeding (UCO & RRB)	Tentative number of branches for setting up Enrolment update centre
1	A & N Islands	414057	383656	92.66	2165	1662	1
2	Andhra Pradesh	52380243	47992380	91.62	167853	170887	3
3	Bihar	11715309	92063335	78.58	4933365	2917445	40
4	Chandigarh	1149382	1097189	95.46	34562	29980	2
5	Chhattisgarh	28125421	26075088	92.71	359215	286096	18
6	Dadra & N. Haveli	373636	353242	94.54	4144	4107	1
7	Daman & Diu	264721	202980	76.68	4738	4962	1
8	Delhi	18110349	20887899	115.34	274596	198525	7
9	Goa	1588605	1522106	95.81	24604	16233	1
10	Gujarat	65805207	58126561	88.33	439359	332061	24
11	Haryana	27744012	27373209	98.66	398277	376359	16
12	Himachal Pradesh	7261763	7238514	99.68	632349	578898	15
13	Jharkhand	36672687	33444311	91.2	384409	344681	4
14	Karnataka	65426566	59785565	91.38	256678	212111	5
15	Kerala	35043531	34541001	98.57	173959	156867	5
16	Madhya Pradesh	80894777	71412494	88.28	1134721	775999	30
17	Maharashtra	11958173	10980254	91.82	684391	542595	12
18	Manipur	2966130	2116681	71.36	103710	65535	2
19	Mizoram	1188971	792374	66.64	5215	2464	1
20	Orissa	44912901	39450458	87.84	2012697	1306509	31
21	Puducherry	1356199	1253676	92.44	67982	58916	1
22	Punjab	29257517	29219523	99.87	771997	685669	20
23	Rajasthan	76802294	63813426	83.09	1671028	1224201	29
24	Sikkim	662250	573883	86.66	17556	18897	1
25	Tamil Nadu	75844451	69143146	91.16	495028	345157	16
26	Telangana	38042884	38222963	100.47	152555	136797	8
27	Tripura	4000638	3541385	88.52	158352	151578	4
28	Uttar Pradesh	22429880	18220762	81.23	1468966	981121	33
29	Uttarakhand	10956753	10546913	96.26	168705	117767	14
30	West Bengal	96775592	88108536	91.04	5009229	3280243	35
31	PAN India	1047084269	932236896	89.03%	22012405	15324322	380

B. Indicative Training Design Structure - details of training modules & their duration (in days)

Module Name & course Duration	Master Trainer	Enrolment Operator	Supervisor	Technical Support	Registrar Representative
UIDAI Overview	0.5	0.5	0.5	0.5	1
Introduction to UIDAI enrolment process	0.5	1	1	0.5	
Basics on Hardware devices (Biometric, camera, PC etc)	0.5	0.5	0.5	0.5	0.5
Working with the bio metric devices	0.5	1	1	0.5	
UID Client Application Software	1.5	2	2	2	0.5
Trouble Shooting on UID Client Application Software and Biometric devices	0.5	0.5	0.5	1	
Setting up an Enrollment center	0.5	---	1	1.5	
Enrollment Centre Management	0.5	---	0.5	0.5	0.5
Exception Handling	0.5	1	1	0.5	
Soft Skills - Interaction with Residents / Senior Residents, Grievance handling,, Crowd handling etc	1	1.5	1.5	0.5	0.5
Training Delivery Techniques	1.5	---	---	---	
Total	**8**	**8**	**9.5**	**8**	3