



**REQUEST FOR PROPOSALS**  
**FOR**  
**AADHAAR HOLOGRAM PROVIDERS**

24<sup>th</sup> January, 2022

**RFP NO: HQ-22011/8/2021-LOG-HQ (Computer No. 6490) - Logistics**

**UNIQUE IDENTIFICATION AUTHORITY OF INDIA**

Government of India (GoI)  
Unique Identification Authority of India  
6th Floor, Bangla Sahib Road, Behind Kali Mandir,  
Gole Market, New Delhi – 110 001

## TABLE OF CONTENTS

<b>SECTION-I</b> .....	<b>1</b>
<b>PART-I: INVITATION TO BID:</b> .....	<b>1</b>
<b>PART-II: INTRODUCTION</b> .....	<b>3</b>
<b>PART-III: GLOSSARY AND ACRONYMS:</b> .....	<b>5</b>
<b>SECTION-II</b> .....	<b>6</b>
<b>PART-I: GENERAL:</b> .....	<b>6</b>
1. DEFINITIONS .....	6
2. PROCEDURE FOR SUBMISSION OF ONLINE BIDS ON CPP PORTAL.....	7
3. GENERAL.....	10
3.1 <i>Only one Bid</i> .....	10
3.2 <i>Bid Validity</i> .....	10
3.3 <i>Consortium</i> .....	10
3.4 <i>Tenure of Contract</i> .....	10
4. CLARIFICATION AND AMENDMENT OF RFP DOCUMENT .....	11
5. PREPARATION OF FINANCIAL BID.....	11
6. TAXES.....	11
7. EARNEST MONEY DEPOSIT (EMD .....	11
7.1 <i>Forfeiture of EMD</i> .....	12
8. TENDER FEES .....	12
9. PERFORMANCE SECURITY/PERFORMANCE BANK GUARANTEE.....	13
10. SUBMISSION, RECEIPT AND OPENING OF BIDS.....	13
11. RIGHT TO ACCEPT/ REJECT THE BID.....	14
12. PUBLIC OPENING AND EVALUATION OF FINANCIAL BIDS.....	14
13. DIS-QUALIFICATION .....	14
14. AWARD OF CONTRACT.....	15
15. TERMINATION OF CONTRACT .....	15
<b>PART-II: DATA SHEET:</b> .....	<b>16</b>
<b>PART-III: ELIGIBILITY CRITERIA</b> .....	<b>18</b>
1. PRE-QUALIFICATION CRITERIA .....	18
<b>PART-IV: SELECTION PROCESS</b> .....	<b>22</b>
1. EVALUATION OF PROPOSALS: THE EVALUATION OF THE PROPOSAL WILL BE DONE IN FOLLOWING PARTS: .....	22
2. SELECTION OF FIRMS:.....	22
<b>PART-V: INSTRUCTIONS ON BID PREPARATION AND DOCUMENTS</b> .....	<b>24</b>
1. ONLINE BIDS SUBMISSION PROCESS .....	24
2. FINANCIAL BID FORMS .....	24

3.	FINANCIAL BID COVERING LETTER .....	24
4.	FINANCIAL BID .....	25
<b>SECTION-III.....</b>		<b>26</b>
<b>PART-I: DESCRIPTION OF SERVICES .....</b>		<b>26</b>
1.	GENERAL.....	26
2.	INFORMATION SECURITY GUIDELINES .....	29
<b>PART-II: SERVICE LEVEL AGREEMENT .....</b>		<b>30</b>
<b>SECTION-IV.....</b>		<b>31</b>
1.	GENERAL CONDITIONS OF CONTRACT .....	31
1.1	<i>Definitions</i> .....	31
1.2	<i>Relationship between the Parties</i> .....	32
1.3	<i>Law Governing Contract</i> .....	32
1.4	<i>Language</i> .....	33
1.5	<i>Notices</i> .....	33
1.6	<i>Location</i> .....	33
1.7	<i>Authorized Representatives</i> .....	33
1.8	<i>Taxes and Duties</i> .....	33
1.9	<i>Fraud and Corruption</i> .....	33
1.9.1	<i>Definitions</i> .....	33
1.9.2	<i>Measures to be taken by the Purchaser</i> .....	35
1.9.3	<i>Commissions and Fees</i> .....	35
1.10	<i>Interpretation</i> .....	35
2.	COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT .....	36
2.1	<i>Effectiveness of Contract</i> .....	36
2.2	<i>Termination of Contract</i> .....	36
2.2.1	<i>Termination of Contract for Failure to Become Effective</i> .....	36
2.2.2	<i>Termination of Contract subject to necessary approvals</i> .....	36
2.3	<i>Commence- ment of Services</i> .....	36
2.4	<i>Expiration of Contract</i> .....	37
2.5	<i>Entire Agreement</i> .....	37
2.6	<i>Modifications or Variations</i> .....	37
2.7	<i>Force Majeure</i> .....	37
2.7.1	<i>Definition</i> .....	37
2.7.2	<i>No Breach of Contract</i> .....	38
2.7.3	<i>Measures to be Taken</i> .....	38
2.8	<i>Suspension</i> .....	38

2.9	Termination .....	39
2.9.1	Termination .....	39
2.9.2	Cessation of Rights and Obligations.....	40
2.9.3	Cessation of Services.....	40
2.9.4	Payment upon Termination .....	41
2.9.5	Disputes about Events of Termination: .....	41
2.10	Extension of Contract.....	41
3.	OBLIGATIONS OF THE SUPPLIER.....	41
3.1	Standard of Performance.....	41
3.2	Suppliers Not to Benefit from Commissions, Discounts, etc. ....	42
3.3	Prohibition of Conflicting Activities.....	42
3.4	General Confidentiality.....	42
3.5	Insurance to be Taken Out by the Supplier .....	42
3.6	Accounting, Inspection and Auditing .....	43
3.7	Sub- contracting.....	43
3.8	Reporting Obligations.....	43
3.9	Rights of Use .....	43
3.10	Safety & Security of Data, Premises, Location/ site.....	44
3.11	Equipment & Materials Provided by the Suppliers .....	44
3.12	Intellectual Property Rights (IPR).....	44
3.13	Assignment .....	44
4.	SUPPLIER'S PERSONNEL .....	45
4.1	General .....	45
4.2	Project Manager .....	45
5.	OBLIGATIONS OF THE PURCHASER.....	45
5.1	Assistance and exemptions.....	45
5.2	Change in the applicable Law related to Taxes and Duties.....	45
5.3	Services, Facilities and Property of the Purchaser .....	45
6.	PAYMENTS TO THE SUPPLIER .....	45
6.1	Payment for Services.....	45
6.2	Currency of Payment.....	46
6.3	Terms of Payment.....	46
7.	GOOD FAITH .....	46
7.1	Good Faith .....	47
7.2	Operation of the Contract.....	47
8.	SETTLEMENT OF DISPUTES.....	47
8.1	Amicable Settlement.....	47
8.2	Arbitration .....	47

9.	LIQUIDATED DAMAGES .....	48
9.1	<i>Definition</i> .....	48
9.2	<i>Limitation</i> .....	48
10.	ADHERENCE TO RULES & REGULATIONS.....	48
10.1	<i>Adherence to Safety Procedures, Rules, Regulations &amp; Restrictions</i> .....	48
11.	LIMITATION OF LIABILITY .....	49
11.1	<i>Limitation of Liability</i> .....	49
12.	MISCELLANEOUS PROVISIONS .....	50
12.1	<i>Miscellaneous Provisions</i> .....	50
<b>PART-II : SPECIAL CONDITIONS OF CONTRACT .....</b>		<b>52</b>
<b>SECTION-V.....</b>		<b>54</b>
<b>ANNEXURE I: FINANCIAL BID COVERING LETTER.....</b>		<b>55</b>
<b>ANNEXURE II: FINANCIAL BID FORM .....</b>		<b>57</b>
<b>ANNEXURE III: STANDARD CONTRACT FORM.....</b>		<b>58</b>
<b>ANNEXURE IV: LETTER FORMAT FOR MATCHING DISCOVERED RATE .....</b>		<b>61</b>
<b>ANNEXURE V: LETTER FORMAT FOR INABILITY TO MATCH DISCOVERED RATE.....</b>		<b>62</b>
<b>ANNEXURE VI: LIST OF DOCUMENTS SUBMITTED .....</b>		<b>63</b>
<b>ANNEXURE VII: CERTIFICATE UNDER PREFERENCE TO 'MAKE IN INDIA' .....</b>		<b>64</b>
<b>APPENDIX A: FORM OF PERFORMANCE SECURITY BANK GUARANTEE .....</b>		<b>65</b>
<b>APPENDIX B: NON-DISCLOSURE AGREEMENT .....</b>		<b>68</b>
<b>APPENDIX C: SPECIFICATION OF AADHAAR PVC CARD.....</b>		<b>72</b>
<b>APPENDIX E: BANK GUARANTEE FOR EMD .....</b>		<b>74</b>

## SECTION-I

### PART-I: INVITATION TO BID:

1. The Chief Executive Officer, Unique Identification Authority of India invites proposals from reputed and reliable firms for the “AADHAAR HOLOGRAM PROVIDER”.
2. Bidders are advised to study the Bid document carefully. Online Submission of bid shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications. Bid offers prepared in accordance with the procedures enumerated in **Section II** should be submitted online only through Central Public Procurement Portal (CPPP) website: <https://eprocure.gov.in/eprocure/app> not later than the date and time laid down in Data Sheet in Part II of Section II of RFP. Bidders are advised to follow the instructions provided in the ‘Instructions to Bidders’ for the e-submission of the bids online through the CPPP for e-Procurement at <https://eprocure.gov.in/eprocure/app>. Bid documents may be scanned and uploaded.
3. **Manual bids shall not be accepted.**
4. Bidder shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered/ modified in any manner, tender will be completely rejected and EMD will be forfeited and bidder is liable to be banned from doing business with UIDAI.
5. Not more than one Bid shall be submitted by one bidder or bidders having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
6. Intending bidders are advised to visit again UIDAI website [www.uidai.gov.in](http://www.uidai.gov.in) and CPPP website <https://eprocure.gov.in/eprocure/app> **at least 1 day** prior to closing date of submission of tender for any corrigendum/addendum/amendment.
7. The Hard Copy of original of Earnest Money Deposit and original copy of affidavits must be delivered at the address as mentioned in the Data Sheet (Part II of Section-II of RFP) Bid will be rejected in case of non-receipt of original payment instrument against the submitted bid.
8. Bids will be opened as per date/time as mentioned in the Data Sheet of Part II of Section II of the RFP. After online opening of Pre-Qualification-Bid the results of their evaluation as well date of Price-Bid opening will be intimated later.
9. Bids shall be submitted online only at CPPP website: <http://eprocure.gov.in/eprocure/app>
10. The Purchaser shall not be responsible for non-receipt/non-delivery of the Bid documents due to any reason whatsoever.

11. The Request for Proposal consists of 5 Sections as mentioned below:

**Section I Invitation to Bid and Introduction**

**Section II Instructions to Bidders**

**Section III Scope of Work**

**Section IV General Conditions of Contract**

**Section V Annexures and Appendices**

12. The response to the RFP should be uploaded on or before the date and time specified in the schedule for RFP in Data Sheet (Part II of Section-II).

13. The UIDAI reserves the right to reject any or all the Bids in whole or part without assigning any reasons.

14. This "Invitation to Bid" is non-transferable and or non- assignable under any circumstances.

15. Address for Communication:

"AADHAAR HOLOGRAM PROVIDER"

Assistant Director General- Logistics

Unique Identification Authority of India

6th Floor, Bangla Sahib Road, Behind Kali Mandir,

Gole Market, New Delhi – 110 001

## PART-II: INTRODUCTION

1. **The Unique Identification Authority of India (UIDAI)** is a statutory authority established under the section 11 of the **Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (“Aadhaar Act 2016”)** on 12 July 2016 by the Government of India, under the Ministry of Electronics and Information Technology (MeitY).
2. Prior to its establishment as a statutory authority, UIDAI was functioning as an attached office of the then Planning Commission (now NITI Aayog) vide its Gazette Notification No.-A-43011/02/2009-Admn.I) dated 28th January, 2009. Later, on 12 September 2015, the Government revised the Allocation of Business Rules to attach the UIDAI to the Department of Electronics & Information Technology (DeitY) of the then Ministry of Communications and Information Technology.
3. UIDAI was created with the objective to issue Unique Identification numbers (UID), named as "Aadhaar", to all residents of India that is (a) robust enough to eliminate duplicate and fake identities, and (b) can be verified and authenticated in an easy, cost-effective way. The first UID number was issued on 29 September 2010 to a resident of Nandurbar, Maharashtra. The Authority has so far issued around 130 crore Aadhaar numbers to the residents of India.
4. Under the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (as amended), UIDAI is responsible for Aadhaar enrolment and authentication, including operation and management of all stages of Aadhaar life cycle, developing the policy, procedure and system for issuing Aadhaar numbers to individuals and perform authentication and also required to ensure **the security** of identity information and authentication records of individuals.
5. The Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (as amended) and rules and regulations made there under (available at the link <http://www.uidai.gov.in>) provide for good governance, efficient, transparent and targeted delivery of subsidies, benefits and services, the expenditure for which is incurred from the Consolidated Fund of India, to all residents of the country, through assigning unique identity numbers called Aadhaar numbers, thereby providing a legislative backing for Aadhaar.

As per **Section 7** of Chapter III of the Aadhaar Act, 2016 “Proof of Aadhaar number necessary for receipt of certain benefits and service, etc”- The Central Government or, as the case may be, the State Government may, for the purpose of establishing identity of an individual as a condition for receipt of a subsidy, benefit or service for which the expenditure is incurred from, or the receipt there from forms part of, the Consolidated Fund of India (or the Consolidated Fund of State), require that such individual undergo authentication, or furnish proof of possession of Aadhaar number or in the case of an individual to whom no Aadhaar number has been assigned, such individual makes an application for enrolment:



Accordingly, various Central government and state government ministries and department would be using Aadhaar to establish identity of individuals and hence demand for Aadhaar and its update is expected to rise. UIDAI has recently introduced 'Order Aadhaar PVC card' (OAC) service for residents of India for ordering Aadhaar PVC Card online by paying a nominal fee. Aadhaar printed on PVC (along with some security and standard features) is dispatched to the resident's address (as registered with Aadhaar) through Speed Post services of Department of Posts or any other mode of delivery.

6. This "Request for Proposal (RFP)" [RFP used interchangeably with Tender] document is therefore intended to invite bids from reputed and reliable companies for undertaking the work of Manufacturing and Supply of Aadhaar Hologram for hot stamping on Aadhaar PVC Cards.
  
7. It is estimated that UIDAI would receive **5 (five) crore** requests for Aadhaar PVC Card in **03 (three)** years from the date on which this Contract comes into force and same number of Holograms would be required (the estimation has been made based on the average requests received from residents which is subject to changes also). The volume stated above is an estimation and may increase during 03 (three) years in which case contract volume may be revised and additional Performance security will be sought from selected Print service providers within the limit of tenure of the contract. Request volumes will be divided between two Hologram Service Providers (HSPs) i.e. HSP1 (L1) and HSP2 (Matching L1) in ratio of 60:40.

*Note: The projected number of requests to be received from resident is only indicative and meant for purpose of evaluation of Bidder proposal. Actual volumes may vary. Bidders may make a reasonable estimation of the market.*

**PART-III: GLOSSARY AND ACRONYMS:****A. Glossary of Terms**

1. **The Aadhaar Act, 2016** - means Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 ( as amended) and the regulations framed thereunder, as amended from time to time.
2. **Aadhaar/Aadhaar number** – “Aadhaar number” means an identification number issued to an individual under sub-section (3) and (4) of section 3 of Aadhaar Act, 2016
3. **Authority** – “Authority” means the Unique Identification Authority of India established under sub-section (1) of section 11 of Aadhaar Act, 2016
4. **Aadhaar Letter** – A printed paper form of communication for conveying UID to Resident.
5. **Aadhaar PVC Card** – A printed PVC based Aadhaar Card form of communication for conveying UID to Resident.

**B. Acronyms**

1. **CIDR** – Central Identities Data Repository
2. **DoP** – Department of Posts
3. **EID** – Enrolment Identification Number
4. **PoD** – Proof of Dispatch
5. **SoW** – Scope of Work
6. **UID** – Unique Identification number.
7. **HSP**- Hologram Service Provider
8. **PSP**- Print Service Provider

## SECTION-II

### Instructions to Bidders

#### PART-I: GENERAL:

<b>1. Definitions</b>	<p>(a) <b>“The Aadhaar Act 2016”</b> shall mean the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 ( as amended) and the regulations framed thereunder.</p> <p>(b) <b>“Bid”</b> means the Financial Proposal consisting of documents as stipulated in this RFP.</p> <p>(c) <b>“Bidder”</b> means any entity that may provide or provides the Services to the Purchaser under the Contract.</p> <p>(d) <b>“Instructions to Bidders”</b> (Section II of the RFP) means the document which provides interested Bidders with all information required to prepare their bids. This document also details out the eligibility criteria and process for the selection of the suppliers.</p> <p>(e) <b>“CPP Portal”</b> means the Central Public Procurement Portal of Government of India which facilitates all the Central Government Organizations to publish their Tender Enquiries, Corrigendum and Award of Contract details and facilitate e-tendering.</p> <p>(f) <b>“Service Provider”</b> means the Bidder/s that has been selected by the Purchaser for execution of the services.</p> <p>(g) <b>“Purchaser”</b> means, <b>“Unique Identification Authority of India”</b> (UIDAI) with which the selected Bidder signs the Contract for the Services.</p> <p>(h) <b>“Scope of Work”</b> (SoW) explains the objectives, scope of work, activities, tasks to be performed and the respective responsibilities of the Purchaser and the Service Provider. It also includes the Service Level Agreement (SLA). A complete elaboration is available in Section III of the RFP.</p> <p>(i) <b>“Standard Contract”</b> means the Annexure-III of the RFP which provides the standard contract agreement to be signed between the Purchaser and the selected Service Provider.</p> <p>(j) <b>“Confidential Information”</b> means any information disclosed to or by any Party to this Contract and includes any information in relation to the Parties, a third party including any such information that may come to the knowledge of the Parties hereto/Bidder’s team by virtue of this Contract that is by its nature confidential or by the circumstances in which it is</p>
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	<p>disclosed confidential and/or is designated by the disclosing Party as confidential or identified in terms connoting its confidentiality; but does not include information which is or becomes public knowledge other than by a breach of this Contract.</p> <p>(k) "Sub-Contractor" means any person or persons or firm/company or their legal representatives, successors, assignees to which part of contract has been sublet by the successful bidder after necessary consent of UIDAI.</p>
<p><b>2. Procedure for Submission of online Bids on CPP Portal</b></p>	<p>i) The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificate. The instructions given below are meant to assist the bidders in registering on the CPP Portal, preparing their bids in accordance with the requirements and submitting their bids online on the CPP Portal.</p> <p>ii) More information useful for submitting online bids on the CPP Portal may be obtained at: <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a></p> <p><b>1. Registration</b></p> <p>i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> ) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.</p> <p>ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.</p> <p>iii) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.</p> <p>iv) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by Controller of Certifying Authorities (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.</p> <p>v) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC to others which may lead to misuse.</p> <p>vi) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.</p> <p><b>2. Searching for tender document</b></p> <p>i) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such</p>

as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

- ii) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- iii) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### **3. Preparation of bids**

- i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of packets in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- iii) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. However bidder must ensure that the submitted documents are legible.
- iv) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **4. Submission of bids**

- i) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to any issues. The system will not permit submission of documents beyond the deadline.
- ii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- iii) Bidder has to select the payment option as "offline" to pay the tender fee and EMD as applicable and enter details of the instrument.
- iv) Bidder should prepare the EMD as per the instructions specified in the

tender document. The original should be posted/couriered/given in person to the concerned official, so as to reach latest by the last date and time of bid submission or as specified in the tender documents. The details of the Bank guarantee/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

- v) Bidders are requested to note that they should necessarily submit their financial bids in the format provided in the RFP and no other format is acceptable. If the price bid has been given as a standard Bill of Quantities (BoQ) format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- vi) Bidder should comply with 'Make in India' (MII) guidelines issued by Gol and submit duly filled Annexure VII for reference.
- vii) The server time (which is displayed at the top of the tender site on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- viii) As per CPP Portal, all the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the Secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers. These instructions are available CPPP website at link <https://eprocure.gov.in>
- ix) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- x) The bid summary has to be printed and kept as an acknowledgement of

	<p>the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.</p> <p><b>5. Assistance to bidders</b></p> <p>i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.</p> <p>ii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Foreign bidder can get help at +91-7878007972, +91-7878007973.</p>
<b>3. General</b>	<p>i) All the provisions listed out in the Request for Proposal (RFP) issued by the UIDAI shall be binding upon the participating bidders of this RFP.</p> <p>ii) UIDAI will select Suppliers, in accordance with the method of selection as detailed in Part-IV of Section-II "Selection Process".</p> <p>iii) The detailed scope of the assignment/job has been described in the Scope of Work in Section III of RFP.</p> <p>iv) The date, time and address for submission of the bid have been given in Data Sheet at Part II of Section-II of RFP.</p> <p>v) Interested Bidders are invited to upload the documents for Pre-Qualification and Financial Bid, strictly as per Part V of Section II – "Instructions on Bid Preparation and document Checklist".</p> <p>vi) The Purchaser is not bound to accept any or all the 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.</p>
<b>3.1 Only one Bid</b>	<p>i) A Bidder shall upload only one Financial Bid. If a Bidder submits or participates in more than one bid, such bids shall be disqualified.</p>
<b>3.2 Bid Validity</b>	<p>ii) The Part II of Section-II 'Data Sheet' indicates the period for which the Bidders' Bid must remain valid after the submission date.</p>
<b>3.3 Consortium</b>	<p>i) Bids received from Consortiums will be rejected. Subcontracting of any work resulting from the tender is not allowed, except where the RFP explicitly allows for the bidder to enter into a contract with a third party.</p>
<b>3.4 Tenure of Contract</b>	<p>i) The tenure of the Contract shall be as specified in 'Data Sheet' at Part-II of Section-II.</p> <p>ii) Extension of the contract: The contract may be extended as specified in 'Data Sheet' at Part-II of Section-II.</p> <p>iii) Termination of the contract: Notwithstanding the allocation of the volume of work during the tenure of Contract, the UIDAI reserves the right to terminate the contract without prejudice or liability after giving</p>

	notice of 30 days.
<b>4. Clarification and Amendment of RFP Document</b>	<p>i) Bidders may request a clarification in the RFP document up to the number of days indicated in 'Data Sheet', before the bid submission date. Any request for clarification must be sent by standard electronic means to the Purchaser's address as indicated in the Schedule.</p> <p>ii) At any time, before the submission of Bids, the Purchaser may amend the RFP by issuing an addendum/corrigendum in writing or by standard electronic means. The addendum/corrigendum issued shall be binding on all Bidders.</p>
<b>5. Preparation of Financial bid</b>	<p>i) The preparation of the Financial Bid as well as all related correspondence exchanged by the Bidders and the Purchaser shall be in English.</p> <p>ii) The Financial Bid shall be prepared using the attached Standard Form as in BOQ (MS Excel format), Annexure-I and Annexure-II. It shall include all costs associated with the Service/Assignment. The financial bid shall not include any conditions attached to it. Any such conditional financial bid shall be summarily rejected.</p> <p>iii) The Financial Proposal/Commercial bid format as in Annexure-II of Section V is also provided as BOQ_XXXX.xls along with this tender document at <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> Bidders are advised to download this BoQ_XXXX.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, bid will be rejected and EMD will be forfeited and service provider is liable to be banned from doing business with UIDAI. In case of discrepancy between the BOQ and Annexure-II of RFP, <b>BOQ will prevail.</b></p>
<b>6. Taxes</b>	<p>i) The Bidder may be subject to taxes, such as, but not limited to GST, Service tax, duties, fees, levies etc. on amounts payable by the Purchaser under the Contract. Bidders shall mention all such taxes in quoted cost in the financial bid separately as per the format provided.</p> <p>ii) Bidders shall provide the price of their services in Indian Rupees and up to two decimal places only (for example: Rs 00.00)</p> <p>iii) The HSP shall be entirely responsible for all taxes, duties, octroi, license fees, and demurrage charges etc., incurred of the contracted Services to the Purchaser. If there is any reduction or increase in duties and taxes due to any reason whatsoever after submission of Bid by the Bidder, the same shall be passed on to the Purchaser/HSP. Bidder shall provide the cost of the services and all applicable taxes separately as per the format provided in the RFP.</p>
<b>7. Earnest Money</b>	<p>i) An EMD of the value as specified in the 'Data Sheet' may be deposited in the form of FDR (Fixed Deposit receipt), in favour of "Unique Identification Authority of India" payable at New Delhi.</p>



<b>Deposit (EMD)</b>	<p>(ii) EMD in the form of Bank Guarantee will also be accepted from any of the commercial banks. The Bank Guarantee may be addressed to the 'Unique Identification Authority of India, Bangla Sahib Road, Behind Kali Mandir, Gole Market, New Delhi – 110 001'. The Bank Guarantee should be valid for 45 days beyond bid validity period from the last date of submission of the online bids. <b>The hard copy of the original instrument in respect of EMD must be delivered at the address as mentioned in Data Sheet (Part II of Section-II of RFP) on or before bid opening date and time as specified. Bid will not be accepted if original payment instrument against the submitted bid are not reached by the specified date and time</b></p> <p>(iii) The Micro and Small Enterprises (MSE) as defined in MSE Procurement Policy of Department of Micro, Small and Medium Enterprises or who are registered with the Central Purchase Organisation, or with the Ministry of Electronics and Information Technology (MeitY), or Startups as recognized by Department of Industrial Policy &amp; Promotion (DIPP) are exempted from submission of EMD. Such Bidders must furnish a valid certificate in this regard along with the bid.</p> <p>(iv) Bids not accompanied by EMD shall be rejected as non-responsive.</p> <p>(v) Non compliance of given clauses by successful bidder shall constitute sufficient grounds for the annulment of award, UIDAI through a written notice to the other Party, may declare this contract to be null and void. Purchaser may award the contract to next ranked bidder or may publish new RFP.</p>
<b>7.1 Forfeiture of EMD</b>	<p>The entire EMD shall be forfeited by the Purchaser in the following events:</p> <p>i) If Bidder withdraws its bid during the validity period or any extension agreed by the Bidder thereof.</p> <p>ii) If the Bidder varies or modifies its proposal in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof.</p> <p>iii) If the Bidder tries to influence the evaluation process.</p> <p>iv) If the Bidder/s selected as 'Suppliers' chose to withdraw the Bid before the finalization process (failure to arrive at consensus by both the parties shall not be construed as withdrawal of Bid by the Bidder).</p>
<b>8. Tender Fees</b>	Tender Fee is not applicable as per GFR, 2017

<p><b>9. Performance Security/Performance Bank Guarantee</b></p>	<p>i) The selected Bidder shall be required to furnish a Performance Security of 10% of the assessed project value of the contract for the bidder estimated on the basis of finalized rates in the form of an unconditional and irrevocable Bank Guarantee or FDR from a scheduled commercial bank in India in favour of Unique Identification Authority of India' for the entire period of contract with additional 60 days claim period.</p> <p>ii) Selected HSP shall have to submit additional PS @ 10 per cent of the cost of the additional allocated volume of work, in case such allocation is required.</p> <p>iii) Performance Security shall be submitted by the successful bidder within 15 days of notification of Award of contract but before the signing of the contract.</p> <p>iv) The successful bidder has to renew the Bank Guarantee on same terms and conditions for the period of extension of contract including claim period.</p> <p>v) In the event of the Bidder being unable to service the terms and conditions for whatever reasons, UIDAI shall have the right to invoke the performance security. Notwithstanding and without prejudice to any rights whatsoever of UIDAI under the contract in the matter, the proceeds of the performance security shall be payable to UIDAI as compensation for any loss resulting from the Bidder's failure to comply/performance its obligation under the contract.</p> <p>vi) UIDAI shall notify the bidder in writing of the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation for which the Bidder is in default. UIDAI shall also be entitled to make recoveries from the Bidders bills, performance security, or from any other amount due to inadvertence, error, collusion, misrepresentation or misconduct.</p> <p>vii) Performance Security would be returned 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.</p> <p>viii) On submission of this Performance Security and after signing of the contract, the FDR/bank guarantee submitted towards EMD would be returned in original.</p>
<p><b>10. Submission, Receipt and Opening of</b></p>	<p>i) An authorized representative of the Bidders shall initial/sign all pages of the original Financial Bid before uploading on CPPP website. The authorization shall be in the form of a written power of attorney or board resolution in the name of the authorized signatory accompanying the</p>

<p><b>Bids</b></p>	<p>technical bid and Financial Bid demonstrating that the representative has been duly authorized to sign.</p> <p>ii) For instructions on bid preparation and checklist of documents required for bid submission please refer Part-V of Section-II.</p> <p>iii) Bids shall be submitted online only at CPPP website: <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a> not later than the time and the date indicated in the Data Sheet, or any extension to this date by the purchaser Any bid received by the Purchaser after the deadline for submission shall not be considered.</p> <p>iv) Bidder should comply with 'Make in India' (MII) guidelines issued by Gol and submit duly filled <b>Annexure VII</b> for reference.</p>
<p><b>11. Right to Accept/ Reject the Bid</b></p>	<p>The Purchaser reserves the right to accept or reject any Bid and to annul the RFP 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 applicants(s) of the grounds for such decision. The purchaser reserves the right to reject incomplete or incorrect bids.</p>
<p><b>12. Public Opening and Evaluation of Financial Bids</b></p>	<p>i) Financial bids shall be opened on the date &amp; time specified in the Schedule.</p> <p>ii) The Purchaser reserves the right to correct any computational errors, arithmetic errors. If there is a discrepancy between the unit cost and total cost (unit cost multiplied by volume), unit cost will be considered as final number and also in case of discrepancy between words and figures, words will be considered as final figure.</p> <p>iii) Award of contract to the qualified bidder will be done as per the process defined in <b>Part-IV of section-II</b>.</p>
<p><b>13. Dis-qualification</b></p>	<p>1. Purchaser has the sole discretion to disqualify any applicant and at any time during the evaluation of application, if the applicant:</p> <p>i) Submitted the application after the response deadline:</p> <p>ii) Made misleading or false representations in the forms, statements and attachments submitted as proof of the eligibility requirements;</p> <p>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;</p> <p>iv) Submitted an application that is not accompanied by required documentation or is non-responsive;</p> <p>v) Failed to provide clarifications related thereto, when sought;</p>

	vi) Submitted more than one application either as a Single Agency/ Prime Agency/ consortium member;
<b>14. Award of Contract</b>	<p>i) The Purchaser shall issue a 'Letter of Award of contract' to the selected Bidder after acceptance of work plan</p> <p>ii) The Bidder will sign the contract within 15 days of notification of Award of contract.</p> <p>iii) The Selected Bidders are expected to commence the services within 30 days of signing of Contract. In case the winning Bidder fails to start the services within 30 days of signing of contract, then the Purchaser may exercise the right to cancel the award of work to the selected bidder and award to the next lowest bidder or cancel the RFP, as the case may be. In exceptional cases UIDAI may grant extension if the delay is due to reason not in control of the Service Provider.</p> <p>iv) <b>No Claim Certificate-</b> The HSPs shall not be entitled to make any claim whatsoever against the Purchaser under or by virtue of or arising out of this contract, nor shall the Purchaser entertain or consider any such claim, if made by the HSPs after it shall have signed a "No claim" certificate in favour of the Purchaser in such forms as shall be required by the Purchaser, after the works are finally accepted.</p> <p>v) Before commencing the Services under the Contract and as required thereafter, the HSPs shall obtain all applicable permits and licenses required to carry out its obligations under the Contract and all the statutory payments are to be borne by the Service Provider.</p>
<b>15. Termination of Contract</b>	Notwithstanding the duration of the contract/ allocation of volume of work, the termination of the Contract is subject to the conditions as stipulated in General Conditions of Contract.

**PART-II: DATA SHEET:**

Paragraph Reference	Details
3 (iv)	<p><b>Name and Details of Purchaser:</b></p> <p>Chief Executive Officer (CEO),            Unique Identification Authority of India            9th Floor, Bangla Sahib Road,            Behind Kali Mandir, Gole Market            New Delhi – 110 001</p>
3 (iv)	<p><b>The Bid submission address is:</b></p> <p><b>“AADHAAR HOLOGRAM PROVIDER”</b></p> <p>Assistant Director General - Logistics            Unique Identification Authority of India            6th Floor, Bangla Sahib Road,            Behind Kali Mandir, Gole Market            New Delhi – 110 001</p> <p><i>(The Hard Copy of original instruments in respect of tender document and EMD(as per the prescribed format) must be delivered to the above address as per the procedure defined in Part-V of Section-II and as specified in Schedule provided in the Data Sheet.)</i></p>
3.2	Bids must remain valid for <b>180 days</b> after the closing date of bid.
3.4 (i)	<p><b>Tenure of Contract:</b></p> <p>The contract shall be in force for <b>03 (three) years from the date of signing of the Contract</b>. In case the volume exceeds the estimate during the tenure of the contract (including extended period) appropriate additional PS will be rendered by the selected bidder.</p>
3.4 (ii)	<p><b>Extension of Contract:</b></p> <p>With reference to the Clause 3.4(i) above, on culmination of contract, UIDAI may extend the contract by a period of one year or part thereof at the same rate, terms and conditions subject to satisfactory performance by the Bidder.</p>
4.	<p>Clarifications may be requested not later than the date defined in the Schedule. Clarifications may be e-mailed (only) to the following address:</p>

	<p><a href="mailto:letter@uidai.net.in">letter@uidai.net.in</a></p> <p>(bidders are requested to send their official email-ids on the email given above to receive VC link to join Pre-bid meeting as per schedule)</p> <p>(The clarification will be given on the CPP portal only).</p> <p>All email must have "Pre Bid queries: AADHAAR HOLOGRAM PROVIDER" as subject.</p>	
7.	<b>Amount of EMD is 4.8 Lakhs (Rupees Four Lakhs Eighty Thousand only)</b>	
8.	<b>Tender Fee is not applicable as per GFR, 2017</b>	
9.	Performance Bank Guarantee will be 10% of the contract value	
	Method of Selection (determined through bidding process): <b>HSP1 (60% Volume) : L1 (Discovered Rate)</b> <b>HSP2 (40% Volume) : Matching L1</b>	
	<b>Schedule for RFP</b>	
S. No.	Activity	Date
1	Date of issue of the RFP	<b>24.01.2022</b>
2	Pre-Bid Conference (Venue: UIDAI HQ, Bangla Sahib Road, Behind Kali Mandir, Gole Market, New Delhi-110001)	<b>03.02.2022</b> (at 1500 hrs) (For VC link please share your details on email: <a href="mailto:letter@uidai.net.in">letter@uidai.net.in</a> )
3	Last date for submission of written queries (Through email only) for clarification on Bid document	<b>10.02.2022</b> (up to 1700 hrs)
4	Date of issue of clarifications	<b>23.02.2022</b>
5	Bid submission Start Date	<b>25.02.2022</b>
6	Last Date of submission of Bids	<b>07.03.2022</b> (up to 1500 hrs)
7	Opening of pre-qualification sheets	<b>08.03.2022</b> (at 1500 hrs)
8	Opening of Financial Offers	<b>Shall be communicated later</b>

**PART-III: ELIGIBILITY CRITERIA****1. Pre-Qualification Criteria**

Evaluation of Pre-qualification criteria will be as per the information/response provided by the bidders against Pre-qualification criteria along with the relevant supporting documents.

**Important:** Those service providers who do not qualify Pre-Qualification Criteria(s) will not be considered for any further processing and are liable to be rejected.

**TABLE 1: CRITERIA FOR PRE-QUALIFICATION**

1	Name of the Bidder			
2	Mailing address			
3	Telephone and Fax Number			
4	E-mail address			
5	Name and designation of the person authorized to make commitments to UIDAI( <i>Certificate of Authority to be provided</i> )			
6	Year of establishment of firm			
7	Other financial activities of the firm/ company			
S. No.	Pre-Qualification Criteria	Supporting Documents	Compliance (Yes/No)	Detailed Remarks
1.	Company registered in India under the Companies Act 1956/Companies Act, 2013.	Certificate of Incorporation / Registration in the name of the bidder valid as on the date of bid submission.		
2.	The Bidder's <u>Average Annual Turnover</u> of at least <b>Rs 4 Crore (Rupees Four Crore only)</b> from <b>Security holographic hot stamping foil for stamping on PVC card within India only</b> , during the previous three financial years ( <b>2018-19, 2019-20 and 2020-21</b> )	Certified copies from CA of audited financial statements & annual report for three financial years i.e. <b>2018-19, 2019-20 and 2020-21</b>  In case revenues from <b>Security holographic hot stamping foil for stamping on PVC card within India only</b> are not separately mentioned in the financial statement, a Certificate to the effect from the bidder's statutory auditor or Company Secretary of the firm is required to be furnished.		
3.	Should have filed income tax returns for the three financial	Certified copies of the ITRs filed by the entity for the immediately		

	years (2018-19, 2019-20 and 2020-21)	preceding three financial years i.e. 2018-19, 2019-20 and 2020-21)		
4.	The bidder should not be blacklisted or debarred banned from participating or carrying out business with the UIDAI or the Ministry of Electronics & IT or the entire Central Government at the time of the submission of the bid. An undertaking from the bidder, in this regard, should be submitted. A similar ban subsequent to the submission of the bid, but before the award of the contract shall also disqualify the bidder.	Certificate from the whole-time Company Secretary or Statutory Auditors of the bidder.		
5.	The bidder should be a <b>member</b> of Authentication Solution Providers Association (ASPA) at the time of bid submission.	Copy of the <b>ASPA</b> membership certificate valid on date of bid submission (duly signed by authorized signatory).		
6.	The bidder should be a <b>member</b> of International Hologram Manufacturers Association at (IHMA) the time of bid submission.	Copy of the <b>IHMA</b> membership certificate valid on date of bid submission (duly signed by authorized signatory).		
7.	The bidder must have successfully " <b>completed</b> " OR " <b>completed part of the ongoing</b> " projects of <u>Security holographic hot stamping foil for stamping on PVC card within India only</u> during last <b>five</b> years awarded by <u>Government / PSUs / Autonomous bodies/Banks/NPCI</u> of the following values as on <b>31.03.2021</b>	Satisfactory Work Completion Certificate(s) with date from the client / CA / CS pertaining to the value of work done as on <b>31.03.2021</b>  Also provide client reference(s) detailing Name, Designation, Phone and Email Ids.		



	(a) <b>One</b> project costing not less than a <b>Rs 80 Lakhs</b> OR (b) <b>Two</b> projects costing not less than <b>Rs 45 Lakh each</b> OR (c) <b>Three</b> projects costing not less than <b>Rs 35 Lakh each</b>			
8.	The bidder should have <b>ISO 9001</b> certifications, valid at the time of bid submission	Copy of the certification valid on date of bid submission.		
9.	The bidder must be certified under Security Certification – <b>TUV-ASPA (Formerly known as HOMAI)</b> Hologram Security Standards.	Copy of the certificate valid on date of bid submission (duly signed by authorized signatory).		
10.	The bidder must comply to the requirements given in <b>Table 2</b> below and submit requisite documentary evidence/certificates for the same.	Copy of certificates (self-certified)		

**Note:** Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the CS/authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

The Bidder should have complete manufacturing facilities, including **MASTER MAKING PROCESS** and intermediate processes to produce holographic hot stamping foils in-house. The bidder must provide a self-certification for the existence of the following along with 5 samples of Hologram (without any additional cost to UIDAI):

**Table 2**

Sl. No.	Plant & Machineries:
1	<b>Master Origination Machine</b>
2	Electroforming System (Nickel plating on Glass Master for Production of Shims)
3	Embossing Machines
4	Adhesive Coating Machine
5	Slitting Machine
6	Inspection/Numbering Machine
7	Quality Control Department
8	Control Room Equipped with facility of Monitoring through CCTV

9	CCTV Cameras (Nos.)
10	Access control system

**Note:** None of the processes shall be allowed to be subcontracted or sublet to any other agency. UIDAI reserves the right to get the samples tested from external agency and in case of any discrepancy, bid may be rejected.

**Important:**

1. Bidder must submit the presentation and video detailing the facilities (in-line with UIDAI requirements) of the proposed location(s) with the online bid.
2. UIDAI reserves the right to visit the Bidder's premises and include the same for evaluation.
3. Discrepancy between stated capacity/capabilities and site verification shall result in immediate disqualification.

## PART-IV: SELECTION PROCESS

### 1. EVALUATION OF PROPOSALS: The evaluation of the proposal will be done in following parts:

1. **Preliminary Scrutiny:** Each proposal will be scrutinized by a Screening Committee of UIDAI to determine whether the documents have been properly signed, all relevant papers submitted and the proposal is in order. Proposals not conforming to such requirements will be prima facie rejected.
2. **Pre-Qualification:** The minimum qualifying criteria mentioned in Table-1 at Part-III of Section-II will need to be met to be considered for opening of Financial Bid.

### 2. SELECTION OF FIRMS:

1. The Financial Bids of only the 'Qualified Bidders' will be opened to prepare first list of L1, L2 etc.
2. The lowest rate L1, received from a qualified bidder will be treated as the "**Discovered Rate**".
3. Once the L1 bidder is identified, the bidder at L2 will be given first rights to match the L1 rate in order to receive an order for carrying out the services.
4. In case, L2 is unable to match the rate quoted by L1, the option shall be passed to L3, this process will be repeated moving from L3 to L4 and so on, till two most successful bidders emerge, each offering the service at the discovered rate.
5. In the interest of time, the bidders from L2 to the highest will be asked to match the Discovered Rate simultaneously, as per **Annexure IV** or express inability to do so as per **Annexure V** of **Section V** of this RFP.
6. In case of a tie:
  - A. In case of a tie between 2 bidders at L1 level (Discovered Rate), no further bid will be considered for L2. Bidder with highest Average Annual Turnover (as per Pre-Qualification criteria mentioned in RFP) will be treated as L1 (Discovered Rate) and other as L2 (Matching L1). Remaining qualifying bidders will be treated as L3 and so forth.
  - B. In case of a tie among 3 or more bidders at L1 level, no further bid will be considered for L2. Bidder with highest Average Annual Turnover (as per Pre-Qualification criteria mentioned in RFP) will be considered as L1 and next to highest bidder with Average Annual Turnover will be considered as L2. Rest will be treated as L3 and so forth.
  - C. In case of a tie between 2 qualifying bidders at L2 level, Bidder with Higher Average Annual Turnover (as per Pre-Qualification criteria mentioned in RFP) will be treated as L2.
7. In case only one bidder qualifies after the technical evaluation, UIDAI will have right to select the single qualified bidder or cancel the RFP. In case UIDAI decides to continue with single qualified bidder, the entire volume may be allocated to the single qualified bidder for the contract period.

8. The UIDAI reserves the right to call for a re-tender in case UIDAI decide to cancel the previous bid with only one selected Supplier, to select a total of two Service providers for execution of the project.
9. Bidder need to provide their financial bid as per the format provided in the RFP. Financial evaluation shall be conducted on the basis of the unit rate quoted by the respective bidders.

## **PART-V: INSTRUCTIONS ON BID PREPARATION AND DOCUMENTS**

### **1. Online Bids Submission Process**

The bid shall be submitted Online (complete in all respect). It must be uploaded on <https://eprocure.gov.in/eprocure/app> in two packets i.e. Two Bid system (Pre-qualification bid and commercial bid/Financial Bid, and bidder must follow the procedure as detailed in **Part-I of Section II** of the RFP (General). After opening of commercial bid/Financial Bid, Selection of bidders will be done as **L1 (Discovered Rate) and Matching L1**.

1. The bid shall be submitted online, the Signed and Scanned copy of all the required documents in –
  - a. **Packet-1** having 1 part, viz.
    - **Part I** – Prequalification sheets (Checklist with Y/N as mentioned in the Table-1 of Part-III under Section II + Supporting Documents + Copy of EMD + copy of Presentation + video)
  - b. **Packet-2** having viz.
    - **Part I** - Financial Bid Submission (As per **Annexure-I & Annexure-II of Section V**)
    - **Part II** - Schedule of price bid in the form of BOQ\_XXXX.xls
2. All the pages of bid being submitted must be signed by the authorised signatory and sequentially numbered by the bidder irrespective of nature of content of the documents and must contain the list of contents with page numbers before uploading. All the files mentioned above should be in .pdf format except for the BoQ which should be .xls format.
3. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter. Original Instruments of EMD **and Hologram Samples** must be submitted on or before the last date of submission of Bids to the address, date and time as mentioned in the Data Sheet (Part II of Section-II of RFP)

### **2. FINANCIAL BID FORMS**

1. The bidder shall quote “Cost per unit Aadhaar Hologram and all other applicable charges incidental to the service” as per the Scope of Work given in Section III. However the taxes shall be excluded from the cost for the purpose of evaluation. Taxes should be mentioned separately in the financial bid format provided in the RFP.
2. Bidder must quote only one cost. Cost shall be provided up to two decimal places.
3. Bidder shall also separately mention all the statutory taxes, levies, duties etc.

### **3. FINANCIAL BID COVERING LETTER**

The Bidders shall submit the Financial Bid Covering Letter as given in Annexure I of Section-V. It is clarified that the bids are to be submitted only as per the manner detailed in the Tender document and no other mode is permitted for bid submission.

#### 4. FINANCIAL BID

The Bidders shall submit online the Financial Bid Form as given in Annexure-II along with covering letter as specified in Annexure-I. Financial Bids which are not submitted as per the Financial Bid Forms shall be summarily rejected. Any conditional bids shall also be summarily rejected during the evaluation of the financial bids.

#### CHECKLIST

S. No.	Category	Detailed description	Compliance (Yes/No)
1.	Pre-Qualification Criteria	Signed and scanned copy of List and Supporting Documents as per Table-1 of Part-III of Section II + copy of presentation + copy of video  Earnest Money Deposit	
2.	Commercial Bid/Financial Bid	Commercial/Financial bid filled out in the formats as specified in Annexure II schedule of price bid in the form of BOQ XXX.xls & Annexure I of Section-V.	

## SECTION-III

## SCOPE OF WORK

## PART-I: DESCRIPTION OF SERVICES

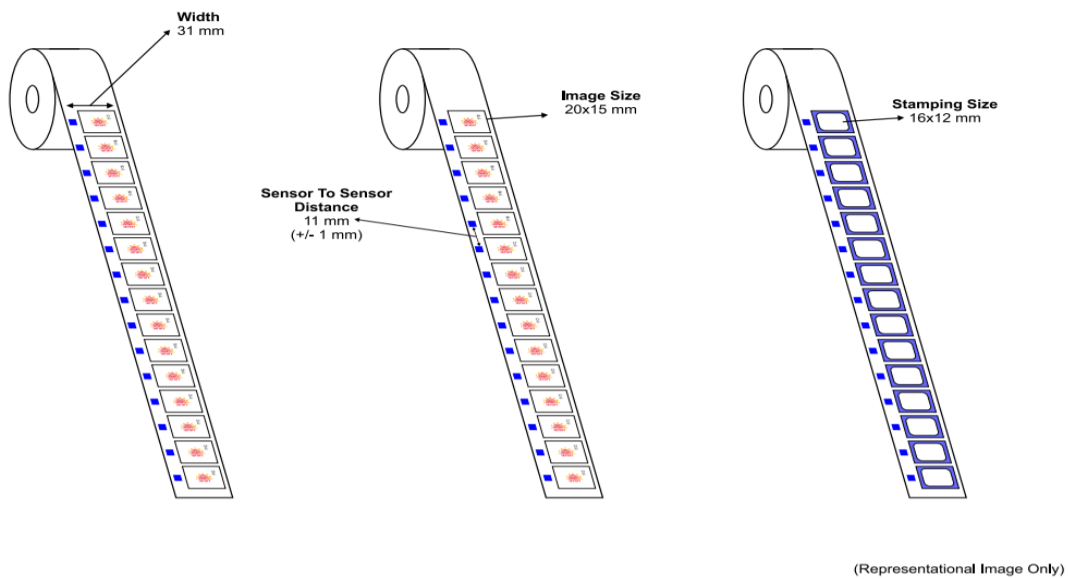
## 1. GENERAL

To manufacture & supply **Security Holographic Hot stamping Foil (Gold/Silver Foil)** for Aadhaar PVC cards as per the holographic features prescribed by Unique Identification Authority of India (UIDAI).

The bidder shall **NOT** outsource hologram master work (or any other intermediate process) to any other organization, and must have complete in-house infrastructure to manufacture UIDAI hologram as per the specifications as mentioned below.

Sl. No.	Area	Requirement
1.	Holographic Features	<p><b>Indicative list</b> of high security anti-counterfeiting holographic features are.:</p> <p><b>Overt:</b></p> <ul style="list-style-type: none"> <li>• Motion Effects</li> <li>• Multi Channel Effects</li> <li>• True Color effects</li> <li>• Gradient effects</li> </ul> <p><b>Covert:</b></p> <ul style="list-style-type: none"> <li>• Micro Security Features</li> <li>• CLR based effects</li> </ul> <p><b>Forensic:</b></p> <ul style="list-style-type: none"> <li>• Nano Security Features</li> </ul> <p><b>Note:</b> Selected bidder will be required to provide 5 sample designs in consultation with UIDAI based on aforesaid (or other better) features for finalization by UIDAI before MASTER creation. Ownership of finalized Master will remain with UIDAI.</p>
2.	Hologram Size	Hologram size (before stamping) : <b>20mm X 15mm</b> Job size or die size (after stamping) : <b>16mm X 12mm</b>
3.	Hologram Type	The security hologram must be suitable for hot stamping on Aadhaar PVC card. It should be as per the design, approved and finalized by UIDAI.
4.	Film Type	Vacuum metalized, 19 to 23 micron polyester film of Silver and Gold shade to be used.
5.	Adhesive	Thermo Plastic polymer based adhesive to be used.
6.	Hologram color	<b>Gold/Silver Foil</b> to be used
7.	Numbering	Each hologram has to be serially numbered to ensure proper accountability of the holographic hot stamping foil (numbering must not vanish by rubbing fingers upon it). Numbering may be on the holographic hot stamping foil over the holographic design or on the foil. However, upon hot stamping it must not get transferred on to the card.

- Selected bidder will be required to make delivery for the holograms to 2 PSP(s) selected by UIDAI (through separate RFP) without any extra cost.
- Details of the PSP Including name, location of delivery (within India), SPOC etc will be shared with selected bidder only.
- Bidder should maintain delivery proofs duly signed by Bidder as well as receiving PSP indicating Date/Time/Quantity etc.
- The diagrammatic representation of the UIDAI hologram for dimensions pre hot stamping and post hot stamping are as under:





Each order delivery should be accompanied by an “internal quality test report” based on the following tests:

**A) Chemical:**

Sl. No.	Agent	Total Time	Concentration	Test Procedure
1	Petrol	5 minutes	Pure	Take Petrol in a beaker & immerse the card into the beaker. Thereafter, test the Hot Stamped image for adhesion to the card surface after 5 minutes. Rub the holographic hot stamping foil with tissue paper rigorously applying pressure & note the observations.
2	Diesel	5 minutes	Pure	Take Diesel in a beaker & immerse the card into the beaker. Thereafter, test the Hot Stamped image for adhesion to the card surface after 5 minutes. Rub the holographic hot stamping foil with tissue paper rigorously applying pressure & note the observations.
3	Hot water (65°C)	30 minutes	Pure	Dip the hot stamped card in warm water (65° Celsius) kept in a beaker. The temperature of the water has to be maintained at 65° Celsius right through the test. After 30 minutes take the card out and wipe it with tissue paper rigorously applying pressure and note the changes in the appearance of the image
4	Normal Soap Water	1 hour	5%	Take 100 ml water in a beaker. Add 5 Grams of detergent (like Surf Excel) and mix the solution well. Dip the hot stamped card in this solution & place it vertically in the beaker containing the detergent. After 1 hour take the card out and wipe it with tissue paper rigorously applying pressure and check for the changes in the appearance of the image.

**B) Physical Checks:**

Sl. No.	Agent	Test Procedure
1	Image Quality	Check visually for the Brightness, visible defects/spots.
2	Flakes	The stamped image should be free from flakes along the sides of the hot stamping area. Flakes can be verified by gently rubbing the Hot stamped image with the finger & visually checking if the holographic foil along the sides of the hot stamping area is getting removed or not.
3	Smudge Test	Briskly rub the image with your finger about 10 to 12 times & check visually for any deterioration to the image.
4	Tape Test	Apply 3M 810 Scotch tape (Magic Tape), on the sample & pull it abruptly in a single jerk at 25° angle to check visually for any residue on the Tape. The sample should withstand Tape Test without peel-off.
5	Effect of Humidity	Exposing the card to 27°C at 65% RH for 18 hrs in a Humidity Chamber. After 18 hours take the card out and check visually for any deterioration to the quality of the image after rubbing the surface with tissue paper.
6	Effect after exposing the card to 50°C & 80% RH for 18 hours	Expose the card to 50°C & 80% RH for 18 hours in a humidity chamber & check visually for any deterioration to the image after rubbing the surface with tissue paper.

## Delivery Schedule

### I. Turn Around Time (TAT) to deliver holograms to Card manufactures:

Selected bidders shall deliver the Holograms to the Card Manufacturers as per the below schedule:

Order Size	Turn Around Time (working days)
25,000 to 1,00,000	5 days
100,001 to 500,000	7 days
Above 500,000	10 days

Minimum Order shall be 25,000 Holograms.

### II. Selected bidders shall maintain a minimum Hologram inventory at any point of time as prescribed by UIDAI from time to time.

### III. Hologram Supplier should submit documentary evidences on delivery (duly signed by hologram receiver at PSP) alongwith details like date, time, location, quantity of delivery etc.

### IV. **Penalty for Default in Delivery:** If the Bidders does not deliver the holographic hot stamping foils as per the above delivery schedule, or such authorized extension of delivery period as permitted in writing by UIDAI, UIDAI shall impose a penalty @ 0.5% of the total value of the Order for each day's delay subject to a maximum of 5% of the total value of the Order, without prejudice to any other right or remedy available under the Purchase Order. In the case of delay in compliance with the order beyond 10 days of the stipulated time period, UIDAI will have the right to cancel the order.

## SECURITY OF DATA

- a) Ensuring Security of electronic data provided by the UIDAI is of paramount importance. In addition to the standard guidelines of the Government of India on Data Security, the Security Guidelines issued by UIDAI on the subject and those under the Aadhaar (Targeted delivery of financial and other subsidies, benefits and services) Act, 2016 (as amended) and the regulations framed thereunder needs to be followed. Any other instructions on Data Security issued by UIDAI from time to time will have to be adhered to strictly.
- b) The HSP has to comply with the existing Information Security Guidelines of UIDAI those as relevant under Aadhaar Act 2016 (as amended). These are updated periodically as per requirement and at all times.

### 2. Information Security Guidelines

Information security guidelines applicable to HSP are outlined in the UIDAI Information Security Policy Document. The Service Provider shall ensure the confidentiality, integrity and availability of UIDAI related data and services. The Information Security directives applicable has been categorised as below:

- i. Human Resources
- ii. Asset Management

- iii. Access Control
- iv. Password Policy
- v. Cryptography
- vi. Physical and Environmental Security
- vii. Operations Security
- viii. Communications Security
- ix. Information Security Incident Management
- x. Compliance
- xi. Change Management

**Note:** Detailed guidelines will be shared with the selected Service Provider

## PART-II: SERVICE LEVEL AGREEMENT

### I. Commence of Work:

- Successful bidders should be ready for manufacturing and supply of UIDAI holographic hot stamping foils in India within 30 days of signing of the contract. In-case of failure to start work in 30 days, UIDAI may choose to terminate the contract and PBG can be forfeited.
- In exceptional case, UIDAI may consider to extend the timeline of start of work beyond 30 days.

### II. Operational SLA:

The Selected bidder shall guarantee the quality and life of hologram for a period of twelve months from the date of manufacture, subject to holograms being stored in a cool and dry area. If part of the hologram quantity is rejected or a quality defects has been identified, the selected bidder shall replace such holograms within 2 working days.

Sl. No.	Incidence	Penalty
1.	More than 3 incidences in a month	5% of the total order quantity
2.	More than 5 incidences in a month	10% of the total order quantity
3.	More than 10 incidences in a month	15% of the total order quantity
4.	More than 15 incidences in a month	Shall be disqualified for Hologram manufacturing

*Here incidences means hologram quantity is rejected or a quality defects has been identified by our Selected Card Manufacturers, UIDAI or empanelled Test Labs(s).*

**Note:** In case of any dispute, the stand of UIDAI shall be final and binding to the service provider.

**Note:** SLA penalties, if any, shall be deducted on quarterly basis.

## SECTION-IV

### GENERAL AND SPECIAL CONDITIONS OF CONTRACT

#### 1. GENERAL CONDITIONS OF CONTRACT

<b>1.1 Definitions</b>	<p>Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:</p> <p>(a) “Applicable Law” means the Aadhaar Act, 2016 (as amended) and the regulations framed thereunder and other laws and any other instruments having the force of law in India.</p> <p>(b) “Purchaser” means the entity purchasing the services under this Contract</p> <p>(c) “Contract” means the Agreement entered into between the Purchaser and the Supplier, together with the contract document referred to therein including all the attachments, appendices , annexure and all documents incorporated by reference therein.</p> <p>(d) “GC” means these General Conditions of Contract (Part-I of Section IV).</p> <p>(e) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 6 of GC, subject to such additions and adjustments thereto or deductions therefrom, as may be made pursuant to the Contract</p> <p>(f) “Effective Date” means the date on which this Contract comes into force and effect pursuant to Clause 2.1 of GC.</p> <p>(g) “Government” means the Government of India.</p> <p>(h) “Supplier” means any private or public entity that will provide the Services to the Purchaser under the Contract. The Supplier is the entity, whose bid to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement.</p> <p>(i) “Party” means the Purchaser or the Supplier, as the case may be, and “Parties” means both of them.</p> <p>(j) “Personnel” means persons hired by the Bidder and assigned to the performance of the Services or any part thereof.</p> <p>(k) “SC” means the Special Conditions of Contract (Part-II of Section IV) by which the GC may be amended or supplemented.</p>
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	<p>(l) "Services" means the work to be performed by the Supplier pursuant to this Contract, as described in Scope of Work at Section-III of RFP hereto.</p> <p>(m) "Bidder" means the entity bidding for the services under the Contract.</p> <p>(n) "Resident" means an individual who has resided in India for a period or periods amounting in all to one hundred and eighty two days or more in the twelve months immediately preceding the date of application for enrolment .</p> <p>(o) "UIDAI" means Unique Identification Authority of India.</p> <p>(p) "HSP" means the Hologram Service Provider</p> <p>(q) "In writing" means communication in written form with proof of receipt.</p> <p>(r) "Service Provider" means the Bidder intending to provide the services to Purchaser as per the Terms and Conditions of this RFP</p> <p>(s) "Contract Value" means allocated volume of the contract multiplied by discovered rate including applicable taxes.</p>
<p><b>1.2 Relationship between the Parties</b></p>	<p>Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Purchaser and the Supplier. The Supplier, subject to this Contract, has complete charge of Personnel performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.</p>
<p><b>1.3 Law Governing Contract</b></p>	<p>"This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the applicable Laws of India. The bidder in the provision of its services under the contract shall be governed at all times by the provisions of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (as amended in 2019) and the regulations framed there under as amended from time to time. Notwithstanding anything contained therein, if the bidder contravenes any provisions of Aadhaar Act, 2016 (as amended) and the regulations framed there under, as applicable to the services rendered under this RFP/Contract, the bidder shall be liable to applicable penal provisions prescribed therein, in addition to, the penalties/provisions provided in this RFP/contract."</p>

<b>1.4 Language</b>	This Contract has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
<b>1.5 Notices</b>	<p>a) Any notice, request or consent required or permission to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SC.</p> <p>b) A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the <u>SC</u></p>
<b>1.6 Location</b>	Location will be specified by UIDAI to selected bidders.
<b>1.7 Authorized Representatives</b>	Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Purchaser or the Bidder may be taken or executed by the officials specified in the <u>SC</u> .
<b>1.8 Taxes and Duties</b>	<p>(a) The Supplier and their Personnel shall pay all such direct and indirect taxes, duties, fees and other impositions levied under the Applicable Laws of India.</p> <p>(b) Bidders shall clearly mention GST in quoted rate as per Packet in financial bid.</p> <p>(c) The Bidder may be subject to taxes, such as, but not limited to GST, Service tax, duties, fees, levies etc. on amounts payable by the Purchaser under the Contract. The quoted cost in the financial bid shall be exclusive of all such taxes. Such taxes shall be quoted separately.</p> <p>(d) If there is any reduction or increase in duties and taxes due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser/HSP as the case may be. GST shall be paid to the Service Provider at the prevailing rates at the time of invoicing.</p>
<b>1.9 Fraud and Corruption</b>	
<b>1.9.1 Definitions</b>	It is the Purchaser's policy to require that the Purchaser as well as Suppliers observe the highest standard of ethics during the selection

and execution of such contracts. The Supplier shall confirm and declares to the Purchaser that :

*“The information /documents furnished along with the bid are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.”*

If it is established at any time to the satisfaction of the Purchaser that the above mentioned declaration is in any way incorrect and the supplier has submitted false document, action may be taken for debarring the Bidder from entering into any contract with the Govt. of India for a period as stipulated in the UIDAI Procurement Manual.

The Purchaser also requires that the Supplier does not demand any service charges from the Resident unless the same is agreed with the Purchaser in advance. In case the purchaser, after due diligence, agrees that the supplier/ HSP may charge notified amount for specific services from the resident, the supplier must ensure that the residents are **not over charged** on any account. If In pursuance of this policy, the Purchaser defines, for the purpose of this provision, the terms set forth below as follows:

- (i) “corrupt practice” means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;
- (ii) “fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract to the Purchaser;
- (iii) “collusive practices” mean a scheme or arrangement between two or more bidders, with or without the knowledge of the Purchaser, designed to establish prices at artificial, non-competitive levels;
- (iv) “coercive practices” mean harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract;
- (v) “unfair trade practices” mean supply of services different from what is ordered on, or change in the Scope of Work which was

	<p>agreed to;</p> <p>(vi) “Undesirable Practice” means establishing contact with any person connected with or employed or engaged by UIDAI with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the selection process; or having a conflict of interest</p>
<b>1.9.2 Measures to be taken by the Purchaser</b>	<p>(a) The Purchaser may terminate the contract if it determines at any time that representatives of the Supplier were engaged in corrupt, fraudulent, collusive, coercive, unfair trade practices and undesirable practice during the selection process or the execution of that contract, without the Supplier having taken timely and appropriate action satisfactory to the Purchaser to remedy the situation;</p> <p>(b) The Purchaser may also apply sanction against the Supplier, including declaring the Supplier ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Supplier has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or unfair trade practices or undesirable practices in competing for, or in executing, the contract.</p>
<b>1.9.3 Commissions and Fees</b>	<p>Purchaser will require the successful Supplier to disclose any commissions or fees or rebates whether statutory in nature or not that may have been paid or are to be paid to agents, representatives, or commission agents with respect to the selection process or execution of the contract. The information disclosed must include at least the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.</p>
<b>1.10 Interpretation</b>	<p>In this Contract unless a contrary intention is evident:</p> <p>(a) the clause headings are for convenient reference only and do not form part of this Contract;</p> <p>(b) unless otherwise specified, a reference to a clause number is a reference to all of its sub-clauses;</p> <p>(c) unless otherwise specified, a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the</p>



	<p>same from time to time;</p> <p>(d) a word in the singular includes the plural and a word in the plural includes the singular;</p> <p>(e) a word importing a gender includes any other gender;</p> <p>(f) a reference to a person includes a partnership and a body corporate;</p> <p>(g) reference to legislation includes legislation repealing, replacing or amending that legislation;</p> <p>(h) where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;</p> <p>(i) Words/terms not defined in this Contract shall have the meaning assigned to it under the Aadhaar Act 2016 (as amended) in the event of an inconsistency between the terms of this Contract and the Bid document and the Proposal, the terms of this Contract hereof shall prevail.</p>
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## 2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

<b>2.1 Effectiveness of Contract</b>	This Contract shall come into effect on the date the Contract is signed by both Parties as may be stated in the <b>SC</b> . The date, the Contract comes into effect is defined as the <b>Effective Date</b> .
<b>2.2 Termination of Contract</b>	
<b>2.2.1 Termination of Contract for Failure to Become Effective</b>	If this Contract has not become effective within such time period as specified in the SC, Purchaser through a written notice to the other Party, may declare this Contract to be null and void and award the contract to next lowest bidder.
<b>2.2.2 Termination of Contract subject to necessary approvals</b>	Notwithstanding the duration of the contract stated in GC 2.4, UIDAI, reserves the right to terminate the contract at any time without prejudice or liability after giving a notice of 30 days as stipulated in Cl. 2.9.1 of GCC.
<b>2.3 Commencement of</b>	The Supplier shall begin carrying out the Services within <b>30 days</b> from the Effective Date specified in the <b>SC</b> .

Services	
<b>2.4 Expiration of Contract</b>	Unless terminated earlier pursuant to Clause <b>GC 2.2</b> hereof, this Contract shall expire at the end of such time period as specified in the clause 2.4 of SC which is for 3 years, after the Effective Date or after the agreed volume/quantity has been delivered. The contract may be extended by a period of one year or part thereof, subject to satisfactory performance by the Bidder.
<b>2.5 Entire Agreement</b>	This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any other statement, representation, promise or agreement not set forth herein.
<b>2.6 Modifications or Variations</b>	<p>a) Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.</p> <p>b) In cases of substantial modifications or variations, required by the Supplier, the prior written consent of the Purchaser is required.</p>
<b>2.7 Force Majeure</b>	
<b>2.7.1 Definition</b>	<p>a) For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood, <u><b>pandemic situation causing lockdown by the order of the concerned government</b></u> or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.</p> <p>b) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract,</p>

	<p>and avoid or overcome in the carrying out of its obligations hereunder.</p> <p>c) Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.</p>
<b>2.7.2 No Breach of Contract</b>	<p>The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible and not later than 14 (fourteen) days from the date of occurrence, about the occurrence of such an event.</p>
<b>2.7.3 Measures to be Taken</b>	<p>a) A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.</p> <p>b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.</p> <p>c) Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.</p> <p>d) During the period of their inability to perform the Services as a result of an event of Force Majeure, the Supplier, upon instructions by the Purchaser, shall either:</p> <p>(i) immobilize,; or</p> <p>(ii) Continue with the Services to the extent possible, in which case the Supplier shall continue to be paid proportionately and on pro-rata basis, under the terms of this Contract.</p> <p>e) In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause <b>GC 8</b>.</p>
<b>2.8 Suspension</b>	<p>The Purchaser may, by written notice of suspension to the HSP, suspend all payments to the HSP hereunder if the HSP fails to perform any of its obligations under this Contract, including the carrying out of the</p>

	<p>Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the HSP to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the HSP of such notice of suspension.</p>
<b>2.9 Termination</b>	
<b>2.9.1 Termination</b>	<p>A. The Purchaser may, without prejudice to any other remedy for breach of Contract, by 30 days prior written notice of default sent to the Service Provider, terminate the Contract in whole or in part in case of the occurrence of any of the events specified in paragraphs (a) to (k) of this Clause GC 2.9.1.</p> <p>(a) i. If the Service Provider fails to deliver Services within the time period(s) specified in the Contract, or any extension thereof granted by the Purchaser; OR</p> <p style="padding-left: 40px;">ii. If the Service Provider fails to perform any other obligation(s) under the contract."</p> <p>(b) If the Service Provider becomes insolvent or go into liquidation or receivership whether compulsory or voluntary.</p> <p>(c) If the Service Provider, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.</p> <p>(d) If, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days.</p> <p>(e) If the Service Provider submits to the Purchaser a false statement which has a material effect on the rights, obligations or interests of the Purchaser.</p> <p>(f) If the Service Provider places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Purchaser.</p> <p>(g) If the Service Provider fails to provide the quality services as envisaged under this Contract. The Purchaser may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The UIDAI may decide to give one chance to the Service Provider to improve the quality of the services.</p> <p>(h) If the Service Provider has been blacklisted by the UIDAI or disqualified for any reason.</p>

	<p>(i) If the Service Provider fails to fulfill its obligations under Clause G.C 3 hereof.</p> <p>(j) If the Service Provider fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GC 8 hereof.</p> <p>(k) In the event of Service Provider is found :</p> <p>(i) Sub-contracting of work/services</p> <p>(ii) Provided incorrect information to UIDAI.</p> <p>(iii) Non co-operative during audits conducted by UIDAI/ UIDAI Regional Office or auditing agencies appointed for the purpose.</p> <p>(l) "If the Service Provider discloses any confidential information during its engagement with UIDAI, UIDAI may terminate this Contract, forthwith."</p> <p>(m) In the event the Purchaser, in its sole discretion and for any reason whatsoever, decides to terminate the Contract in whole or in part, pursuant to Clause 2.9.1 of GC, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not performed, and the HSP shall be liable to the Purchaser for any additional costs for such similar services. However, the HSP shall continue performance of the Contract to the extent not terminated.</p> <p>(n) If the HSP discloses any confidential information during its engagement with UIDAI, UIDAI may terminate this contract, forthwith.</p>
<p><b>2.9.2 Cessation of Rights and Obligations</b></p>	<p>Upon termination of this Contract pursuant to Clauses <b>GC 2.2 or GC 2.9</b> hereof, or upon expiration of this Contract pursuant to Clause <b>GC 2.4</b> hereof, all rights and obligations of the Parties hereunder shall cease, except:</p> <p>(i) such rights and obligations as may have accrued on the date of termination or expiration;</p> <p>(ii) the obligation of confidentiality set forth in Clause GC 3.4 hereof;</p> <p>(iii) the Supplier's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GC 3.6 hereof; and</p> <p>(iv) any right which a Party may have under the Law.</p>
<p><b>2.9.3 Cessation of Services</b></p>	<p>Upon termination of this Contract (by Purchaser) by notice pursuant to Clauses <b>GC 2.9.1 or GC 2.9.2</b> hereof, the Supplier shall, immediately upon receipt of such notice (or dispatch by Purchaser), take all necessary steps to</p>

	bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents, data, and/ or any other material prepared by the Supplier and equipment and materials furnished by the Purchaser, the Supplier shall proceed as provided, respectively, by Clauses <b>GC 3.9</b> or <b>GC 3.10</b> hereof.
<b>2.9.4 Payment upon Termination</b>	Upon termination of this Contract pursuant to Clauses <b>GC 2.9.1</b> , the supplier shall be entitled /not entitled to payments as per the following: (a) If the Contract is terminated pursuant to Clause GC 2.9.1 (d), (g), (i), k(i) to k(iii) and remuneration pursuant to Clause GC 6.3 hereof for Services satisfactorily performed prior to the effective date of termination; (b) If the agreement is terminated pursuant of Clause <b>GC 2.9.1 (a) to (c), (e), (f), (h), (j),(m) and (n)</b> the Supplier shall not be entitled to receive any agreed payments upon termination of the contract.
<b>2.9.5 Disputes about Events of Termination:</b>	In case of dispute in an event specified in Clause <b>GC 2.9.1</b> hereof has occurred, HSP may, within thirty (30) days after receipt of notice of termination, refer the matter as per provisions of Clause <b>GC 8</b> hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitration/amicable settlement.
<b>2.10 Extension of Contract</b>	The contract may be extended by a period of <b>one year or part thereof</b> at the same rate, terms & conditions, subject to satisfactory performance by the Bidder and acceptance of both the parties.

### 3. OBLIGATIONS OF THE SUPPLIER

<b>3.1 Standard of Performance</b>	The Supplier shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology with safe and effective equipment, men, machinery, materials and methods. The Supplier shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Purchaser, and shall at all times support and safeguard the Purchaser's legitimate
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	interests in any dealings with third Parties.
<b>3.2 Suppliers Not to Benefit from Rebate, Commissions, Discounts, etc.</b>	The payment of the HSP pursuant to Clause GC 6 shall constitute the HSP's only payment in connection with this Contract or the Services. The HSP shall not accept for their own benefit or in due course of business any sum whether statutory or commercial or in any form by the way of any rebate, trade commission, discount or similar payment of any nature in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the contract, and the Supplier shall use their best efforts to ensure that the Personnel and agents of either of them similarly shall not receive any such additional payment. In the event the HSP receives any such rebate, trade commission, discount etc then shall report and pass on to the Purchaser.
<b>3.3 Prohibition of Conflicting Activities</b>	<p>The Supplier and their Personnel shall not engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.</p> <p>a) The Supplier shall protect from unauthorized access, loss or damage and also keep safe, secure and confidential all demographic information, all documents, data and information of any nature provided to the Supplier for the discharge of services.</p> <p>b) The Supplier shall not store, copy, publish, print, interfere, tamper with or manipulate the information/data received from UIDAI, other than required for discharge of services.</p> <p>c) The Supplier shall not give access to the information or data collected and received from UIDAI in the course of discharge of services, to any person who is not authorized to handle the information or data. Information should only be given to authorized personnel and only used in the manner prescribed by UIDAI.</p>
<b>3.4 General Confidentiality</b>	Except with the prior written consent of the Purchaser, the Supplier and the Personnel shall not at any time communicate to any person or entity any confidential information acquired, stored and received from UIDAI in the course of the Services, nor shall the Supplier and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services. Breach of the obligation of confidentiality may invite action as per the Aadhaar Act 2016 (as amended) and the regulations framed thereunder or as per other laws as applicable.
<b>3.5 Insurance to be</b>	The Supplier

<b>Taken Out by the Supplier</b>	<p>a) shall take and maintain insurance against risks and coverage at their own cost but on terms and conditions approved by the Purchaser, as shall be specified in the SC; and</p> <p>b) at the Purchaser's request, shall provide evidence to the Purchaser showing that such insurance has been taken and maintained and the current premiums have been paid.</p>
<b>3.6 Accounting, Inspection and Auditing</b>	<p>a) The Supplier shall:</p> <p>(i) keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and</p> <p>(ii) periodically permit the Purchaser or its designated representative and/or the Purchaser, and up to five years from expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Purchaser or the Purchaser, if so required by the Purchaser. The Audit expenses shall be borne by the Supplier.</p> <p>b) The Purchaser shall have the right to carry out inspection checks, audits of the Supplier's premises and/ or locations, facilities, or point of delivery of services performed under this contract.</p> <p>c) The Purchaser shall have the right to carry out scheduled/ un-scheduled visits to any of the locations, premises &amp; facilities and oversee the processes and operations of the Supplier.</p> <p>d) If a third party audit is conducted at the instance of HSP, the cost of audit will be borne by the HSP</p>
<b>3.7 Sub- contracting</b>	The Supplier shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract.
<b>3.8 Reporting Obligations</b>	The Supplier shall submit to the Purchaser the reports and documents as specified by UIDAI time to time.
<b>3.9 Rights of Use</b>	All rights of use of any process, product, service, or data developed, generated, or collected, received from UIDAI or any other task performed by the Supplier under the execution of the contract, would lie exclusively with the Purchaser or its nominated agencies in perpetuity free from all liens, encumbrances, and other third party rights and the Supplier shall, wherever required, take all steps that may be



	necessary to ensure the transfer of such rights in favour of the Purchaser or its nominated agencies.
<b>3.10 Safety &amp; Security of Data, Premises, Location/ site</b>	<p>The Data provided by the Purchaser to the HSP, if any, is the property of the Purchaser. The HSP shall display due diligence in the handling of the said data and be responsible for the Data, thus provided.</p> <p>(b) The HSP shall not use the information, the name or the logo of the Purchaser and or Government of India except for the purposes of providing the services as specified under this contract.</p> <p>(c) The HSP shall not use and/or transmit any information, data, layouts, designs, diagrams, storage media (hard disk/tapes) or any other goods/material in physical or electronic form, which are proprietary to or owned by the Purchaser, without prior written permission from the Purchaser.</p> <p>(d) The HSP shall follow the Security Guidelines issued by UIDAI.</p> <p>(e) Data Retention period shall be defined and reviewed for adequacy at least every three months jointly by the Purchaser and the HSP.</p> <p>(f) Certificate of 'Data deletion' to be provided by the HSP, at the time of raising periodic bills.</p> <p>(g) The HSP would be governed by the provisions of the Law of the Land, including but not limited to the IT Act, the Aadhaar Act 2016 (as amended) and the regulations framed thereunder and other relevant Acts.</p> <p>(h) The Purchaser reserves the right to carry out third party Audits of the HSP to ensure compliance of stated and implicit requirements.</p> <p>(i) The rogue behavior of the employees of HSP shall fall under the 'Unlimited liability' to the HSP.</p> <p>(j) The HSP shall at all times be governed by the provisions of the Aadhaar Act 2016 and the regulations framed thereunder.</p>
<b>3.11 Equipment &amp; Materials Provided by the Suppliers</b>	Equipment or materials brought into India by the Supplier and the Personnel and used either for the Project or personal use shall remain the property of the Supplier or the Personnel concerned, as applicable.
<b>3.12 Intellectual Property Rights (IPR)</b>	The intellectual property rights to all the outputs, deliverables, data, and reports developed during the execution of this Contract shall remain sole property of the Purchaser.
<b>3.13 Assignment</b>	The Supplier shall not assign, in whole or in part, any of their obligations under this Contract.

**4. SUPPLIER'S PERSONNEL**

<b>4.1 General</b>	The Supplier shall employ and provide such qualified and experienced Personnel as are required to carry out the Services.
<b>4.2 Project Manager</b>	If required by the Purchaser, the Supplier shall ensure that at all times during the Supplier's performance of the Services a Project Manager, acceptable to the Purchaser, shall take charge of the performance of such Services.

**5. OBLIGATIONS OF THE PURCHASER**

<b>5.1 Assistance and exemptions</b>	<p>Unless otherwise specified in the SC, the Purchaser shall use its best efforts to ensure that the Government shall:</p> <p>(a) Issue to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate in its opinion for the prompt and effective implementation of the Services.</p> <p>(b) Provide to the Supplier and Personnel any such other assistance as may be required in its opinion specified in the SC.</p>
<b>5.2 Change in the applicable Law related to Taxes and Duties</b>	<p>a) The supplier and their Personnel shall pay taxes, duties, fees, and other impositions levied under the Applicable Laws of India.</p> <p>b) The supplier shall be entirely responsible for all taxes, duties, octroi, license fees, and demurrage charges etc., incurred of the contracted Services to the Purchaser. If there is any reduction or increase in duties and taxes due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser/ supplier.</p>
<b>5.3 Services, Facilities and Property of the Purchaser</b>	The Purchaser shall make available to the Supplier and its Personnel, for the purposes of the Services and free of any charge, the services, facilities and property as deemed necessary in its opinion.

**6. PAYMENTS TO THE SUPPLIER**

<b>6.1 Payment for Services</b>	(a) UIDAI shall notify the rate applicable for one unit of Aadhaar Hologram based on the price discovery proposal submitted by the bidder on this RFP. Notified unit rates shall include the material cost, Manufacturing cost, Supply cost and all or any other charges incidental to the delivery
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	<p>services as per the scope of work of the supplier for one hologram.</p> <p>(b) The amount payable shall be finalized after taking into account the Penalties, SLAs, Dues and Exemptions, if any applicable.</p> <p>(c) The selected PSPs will submit the Demand for Holograms to the selected HSP directly under intimation to UIDAI depending upon the trend of receiving requests for Aadhaar PVC cards from the residents.</p> <p>(d) The payment due to the HSP will be calculated on actual utilization of holograms by the PSPs during the invoice period (month wise), duly certified by PSPs.</p> <p>(e) The Purchaser shall make the payment within 45 days of receiving the utilization certificate from the HSP along with the invoices, subject to reconciliation process.</p>
<b>6.2 Currency of Payment</b>	All payments shall be made in Indian Rupees
<b>6.3 Terms of Payment</b>	<p>The payments in respect of the Services shall be made as follows :</p> <p>(a) The HSP shall submit UCs along with invoice for payment when the payment is due as per agreed terms on 'Calendar month basis'. The payment shall be released as per the work related milestones achieved".</p> <p>(b) The invoices submitted by the HSP and the respective SLAs to be imposed thereon, if any, will be processed and verified by UIDAI and/or any of its agencies, so authorized by it from time to time.</p> <p>(c) All payments under this Contract shall be made to the accounts of the HSP specified in the SC.</p> <p>(d) In the event of any wrong payment to HSP, the difference shall be adjusted in the subsequent payments.</p> <p>(e) In case of early termination of the contract, the payment shall be made to the HSP as mentioned here with:</p> <p>(i) Assessment should be made about work done from the previous payment period, for which the payment is made or to be made till the date of the termination.</p> <p>(ii) The HSP shall provide the details of the output/services performed during this period with supporting documents. Based on such details, the payment shall be calculated based on the rate as specified.</p>

**7. GOOD FAITH**

<b>7.1 Good Faith</b>	The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.
<b>7.2 Operation of the Contract</b>	The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but failure to agree on any action pursuant to this Clause shall not give rise to a dispute, subject to arbitration in accordance with Clause GC 8 hereof.

## 8. SETTLEMENT OF DISPUTES

<b>8.1 Amicable Settlement</b>	Performance of the contract is governed by the terms & conditions of the contract. In case of dispute arises between the parties regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, clause GC 8.2 shall become applicable.
<b>8.2 Arbitration</b>	<p>(a) Any dispute between the Parties arising out of or in connection with this contract or in respect of any defined legal relationship associated therewith or derived there from, the Parties agree to submit that dispute to arbitration as per the Arbitration &amp; Conciliation) Act 1996, (as amended) from time to time, to be decided by a sole arbitrator. The authority to appoint the arbitrator shall be the Unique Identification Authority of India.</p> <p>(b) The arbitration proceedings shall be held at New Delhi, India and language used in this proceedings shall be English.</p> <p>(c) The decision Arbitrator appointed to deal with such matters shall be accepted by the parties as final and binding on parties.</p> <p>(d) The decision to continue of performance of their respective remaining obligation under this contract or to rescind the contract shall</p>

	<p>be decided mutually, despite the continuation of arbitration proceedings.</p> <p>(e) The parties shall use their best endeavors to procure that the decision of the arbitrator is given within a period of six months or as after as is possible after it has been demanded.</p> <p>(f) It is to be noted that the parties may agree to have their dispute(s) resolved in terms of Section 29B – Fast track procedure, of the Arbitration and Conciliation Act, 1996 (as amended).</p> <p>(g) The courts in New Delhi, India shall have exclusive jurisdiction in relation to this contract including this clause.</p> <p>(h) All fees for pertaining to arbitration proceedings shall be borne by the parties equally.</p> <p>(i) All other costs incurred by the parties shall be borne by the respective parties.</p> <p>j) The parties shall continue to perform their respective obligations under this contract during the pendency of the arbitration proceedings except in so far as such obligations are the subject matter of the said arbitration proceedings.</p>
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## 9. LIQUIDATED DAMAGES

<b>9.1 Definition</b>	The parties hereby agree that due to negligence of act of any party, if the other party suffers losses, damages, the quantification of which may be difficult, and hence the amount specified hereunder shall be construed as reasonable estimate of the damages and both the parties agree to pay such liquidated damages, as defined hereunder as per the provisions of this Contract.
<b>9.2 Limitation</b>	The HSP is liable to the Purchaser for payment of penalty as specified in the SLA.

## 10. ADHERENCE TO RULES & REGULATIONS

<b>10.1 Adherence to</b>	The HSP shall comply with the provisions of Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (as amended)
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<p><b>Safety Procedures, Rules, Regulations &amp; Restrictions</b></p>	<p>and the regulations framed thereunder; IT Act 2000 and other related Laws/Acts/Policies/Guidelines/Regulation, etc. including the amendments thereof particularly with respect to data confidentiality and privacy.</p> <p>(a) The HSP shall also comply with provisions of all laws including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by Purchaser shall be applicable in the performance of this Contract and the HSP shall abide by these laws.</p> <p>(c) Access to the data centre/ data processing sites and Purchaser's locations shall be restricted to only essential personnel belonging to the HSP who are genuinely required for execution of work or for carrying out management/maintenance who have been explicitly authorized by the Purchaser. The HSP shall maintain a log of all activities carried out by each of its personnel.</p> <p>(d) The HSP shall take all measures necessary or proper to protect the personnel and facilities and shall observe all reasonable safety rules and instructions. The HSP shall adhere to all security requirement/regulations of the Purchaser during the execution of the work.</p> <p>(e) The HSP shall take all measures to ensure compliance with all applicable laws and shall ensure that the Personnel are aware of consequences of non compliance or violation of laws including Information Technology Act, 2000 (and amendments thereof) and Aadhaar Act, 2016 (as amended) and the regulations framed thereunder from time to time.</p> <p>(f) The HSP shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.</p> <p>(g) The HSP shall at all times indemnify and keep indemnified the Purchaser for any situation arising out of this clause while providing its services under the Project.</p>
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## 11. LIMITATION OF LIABILITY

<p><b>11.1 Limitation of Liability</b></p>	<p>Except in case of gross negligence or willful misconduct:</p> <p>(a) Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and</p> <p>(b) The aggregate liability of the Supplier to the Purchaser whether under</p>
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	<p>the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Supplier to indemnify the Purchaser with respect to patent infringement or any third party claims .</p> <p>(c) The Purchaser shall not be liable to the Supplier in case of any loss or profits or additional costs incurred etc. subsequent to termination of contract as per Clause 2.2 of GC of this contract.</p> <p>(d) Provided this clause shall not be applicable to the indemnification obligations, breach of confidentiality and any bodily injury caused by act and omission of the Supplier.</p>
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## 12. MISCELLANEOUS PROVISIONS

<p><b>12.1 Miscellaneous Provisions</b></p>	<p>(i) Any failure or delay on part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.</p> <p>(ii) The Supplier shall notify the Purchaser of any material change in their status, in particular, where such change would impact on performance of obligations under this Contract.</p> <p>(iii) The Supplier shall at all times indemnify and keep indemnified the Purchaser against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under this Contract.</p> <p>(iv) The Supplier shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the Supplier</p> <p>(v) The Supplier shall at all times indemnify and keep indemnified the Purchaser against any and all claims by Employees, agent(s), employed engaged or otherwise working for the Supplier, in respect of wages, salaries, remuneration, compensation or the like.</p> <p>(vi) All claims regarding indemnity shall survive the termination or expiry of the Contract.</p> <p>(vii) All materials provided to the Purchaser by bidder are subject to Country and STATE public disclosure laws such as RTI etc.</p> <p>(viii) The Supplier shall not make or permit to be made a public announcement or media release about any aspect of the Contract or any activity related to UIDAI without a written consent from the</p>
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	Purchaser.
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**PART-II : SPECIAL CONDITIONS OF CONTRACT**

The following Special Conditions of Contract (SC) shall supplement the General Conditions of Contract (GC). Whenever there is a conflict, the provisions herein shall prevail over those in the GC.

*(Clauses in brackets { } are optional; all notes should be Deleted in final text)*

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.5	<p>The addresses are:</p> <p>Purchaser: Chief Executive Officer            Attention: Assistant Director General- Logistics            Unique Identification Authority of India            6th Floor, Bangla Sahib Road, Behind Kali Mandir,            Gole Market, New Delhi – 110 001</p> <p>Facsimile: _____            E-mail: _____</p> <p>Supplier:            Attention: _____ Facsimile: _____ E-mail: _____</p>
1.6	<p>The Services shall be carried out and supplied at the site/s as agreed to and approved by the Purchaser.</p>
1.7	<p>The Authorized Representatives are:</p> <p>For the Purchaser: Assistant Director General- Logistics            Unique Identification Authority of India            6th Floor, Bangla Sahib Road, Behind Kali Mandir,            Gole Market, New Delhi – 110 001</p> <p>For the Supplier: _____</p>
2.1	<p>The effective date of the Contract: Date of Signing of the contract by both parties which is 15 days from Notification of award</p>
2.3	<p>The date for the commencement of Services: <b>Within 30 days from the signing of the contract between the Purchaser and the Supplier.</b></p>
2.4	<p>The tenure of the contract shall be: <b>36 months</b></p>

3.5	<p>The risks and the coverage shall be as follows:</p> <ul style="list-style-type: none"> <li>(a) Third Party motor vehicle liability insurance in respect of motor vehicles operated in India by the Supplier or its Personnel, with a minimum coverage as per Motor Vehicles Act 1988;</li> <li>(b) Third Party liability insurance, with a minimum coverage of the value of the contract</li> <li>(c) Professional liability insurance, with a minimum coverage of the value of the contract</li> <li>(d) Purchaser's liability and workers' compensation insurance in respect of the Personnel of the Supplier and in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and</li> <li>(e) Insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Supplier's property used in the performance of the Services, and (iii) any outputs prepared by the Supplier in the performance of the Services.</li> </ul>
6.2	The amount shall be in Indian Rupees (INR)
6.3	<p><b>General terms and conditions of Payment</b></p> <ol style="list-style-type: none"> <li>1) All undisputed and eligible payments shall be made by the Purchaser in favour of the HSP.</li> <li>2) The release of payments will be Performance (output) based, where the payments are made for measured deliverables and outputs.</li> <li>3) HSPs shall obtain sign-off for each milestone completed from the Purchaser and raise invoice against the same.</li> <li>4) Eligible Payments against invoice submitted (accompanied with all requisite documents) shall be released within 45 days of submission of invoice and subject to reconciliation.</li> <li>5) Power to withhold: Notwithstanding anything contained in the payment schedule, if in the opinion of the Purchaser, any work done or supply made or service rendered by HSP is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to withhold a reasonable portion of the payments due to the HSP, till such work/ supply/ service is made conforming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of the purchaser under this contract.</li> <li>6) All payments under this Contract shall be made to the account of the HSP with (Bank &amp; A/c No.):</li> </ol>
8.2	The Arbitration proceedings shall take place in New Delhi in India and cost of Arbitrator / Arbitration to be borne by both the parties.

## SECTION-V

### ANNEXURES AND APPENDICES

#### ANNEXURES:

- I. Financial Bid Covering letter
- II. Financial Bid Form
- III. Standard Contract Form
- IV. Letter for Matching L1- Discovered rate
- V. Letter format for Inability to match L1 rate
- VI. List of Documents to be submitted
- VII. Format for Certificate under Preference to 'MAKE IN INDIA'

#### APPENDICES:

- A. Form of Performance Bank Guarantee Bond
- B. Non-Disclosure Agreement
- C. Specifications of Aadhaar PVC card
- D. Form of Bank Guarantee for EMD

**ANNEXURE I: Financial Bid Covering Letter**

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

To,

(Address)

**Ref:** Request for Proposal (RFP) Notification No. \_\_\_\_\_ dated \_\_\_\_\_

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP Notified vide F.No. HQ-22011/8/2021-LOG-HQ dated 24.01.2022 for UIDAI, in full conformity with the said RFP document.
2. We, the undersigned, offer to provide services to UIDAI in accordance with your RFP.
3. We have read the provisions of the RFP document, confirm our acceptance for the same and we are hereby submitting our Financial Bid.
4. We agree to abide by this RFP, consisting of this letter, financial bid and all requisite supporting documents, for a period of 180 days from the closing date fixed for submission of bid as stipulated in the RFP document.
5. We hereby declare that we have not been charged with any fraudulent activities by any Central/State/UT Government.
6. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.
7. 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" and its amendments.
8. We understand that UIDAI is not bound to accept any bid received in response to this RFP.
9. In case we are engaged by UIDAI for executing the services, we shall provide any assistance/cooperation required by UIDAI/auditing agencies appointed by it/UIDAI officials for performing auditing and inspection functions. We understand that our non-cooperation for the same shall be grounds for termination of service.

10. In case we are engaged as a Supplier, we agree to abide by all the terms & conditions of the Contract that will be issued by UIDAI.
11. The financial bid includes the cost of Manufacturing and Supply of holograms (as per specifications mentioned in RFP) including incidental cost/ other expenses , cost of providing additional services and performing all functions as per the 'Scope of Work' and 'SLAs' defined in this RFP.
12. Our correspondence details with regard to this RFP 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 RFP	
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	

Yours sincerely,

Signature of Authorized Signatory [*In full as well as initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

**ANNEXURE II: Financial Bid Form**

**Reference:** RFP document F.No. HQ-22011/8/2021-LOG-HQ (Computer no. 6490) -Logistics Dated 24<sup>th</sup> January 2022

1. Financial Bid for the total per unit cost for the services required by the UIDAI is given in Table below. All taxes GST, Service tax, duties, fees, levies etc has also been quoted separately as per the format provided.

Item	Item Description	Total Unit Cost (in Rs) upto two decimal places (exclusive of all taxes)	Taxes (in %)	Total unit cost (Inclusive of taxes) upto two decimal places
(A)	(B)	(C)	(D)	(E)
1	<ul style="list-style-type: none"> <li>Manufacture and Supply of holograms (as per specifications mentioned in RFP) including incidental cost/ other expenses</li> </ul>	C1=(Unit cost)		

L1, L2, L3 so on will be decided on the basis of information furnished in column 'C'

Signature of Authorized Signatory : \_\_\_\_\_

Name and Title of Signatory : \_\_\_\_\_

Name of Firm : \_\_\_\_\_

**ANNEXURE III: Standard Contract Form****Contract for AADHAAR HOLOGRAM PROVIDER**

THIS MANUFACTURING AND SUPPLY OF AADHAAR HOLOGRAM AGREEMENT is made at New Delhi on this \_\_\_\_\_ day of \_\_\_\_\_ 2022:

**BETWEEN**

Unique Identification Authority of India (UIDAI) a statutory body of Government of India, acting on behalf of CEO of UIDAI, having its office at Bangla Sahib Road, Behind Kali Mandir, Gole Market, New Delhi 110001 (hereinafter called "**the Purchaser/ UIDAI**") which expression shall unless repugnant to the context thereof include his successors, heirs, representatives, administrators and permitted assigns, represented by its Assistant Director General who is duly authorized to execute this Contract being the Party of the FIRST PART;

**AND**

\_\_\_\_\_ having its registered office at \_\_\_\_\_ (hereinafter called "**the Supplier**") which expression shall unless repugnant to the context thereof include his successors, heirs, assigns, of the OTHER PART.

**Purchaser** and **Supplier** are collectively referred to as the "**Parties**" or individually referred to as a "**Party**" as the context may require.

WHEREAS, the Purchaser had invited bids for certain Services, viz., "RFP for AADHAAR HOLOGRAM PROVIDER" vide their bid document number -Logistics dated \_\_\_\_\_.

AND WHEREAS, various applications were received pursuant to the said bid.

AND WHEREAS, the Purchaser has accepted the said Bid by the Supplier for the supply of those Services as per the following rates exclusive of all statutory taxes (hereinafter "**the Contract Price**").

AND WHEREAS, vide a Letter of Intent dated \_\_\_\_\_, the Purchaser agreed to place order for 'AADHAAR HOLOGRAM PROVIDER' as per the rates given below:

Item	Unit Rate in INR (in figures)	Unit Rate in INR (in words)
<b>Aadhaar Hologram Manufacturing and Supply</b>		
<ul style="list-style-type: none"> <li>• Manufacture and supply of holograms (as per specifications mentioned in RFP) including incidental cost/ other expenses</li> </ul>		

And in pursuance of having accepted the said bid, the Parties have agreed to enter into this Agreement. The Parties understand that all the conditions of the RFP, its amendments and clarifications issued, including those on allocation of volume, will be binding on both the parties.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

- In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the RFP.
- The following documents (collectively referred to as “Contract Documents”) shall be deemed to form and be read and construed as part of this Agreement, viz.:
  - a) RFP for AADHAAR HOLOGRAM PROVIDER
  - b) Performance Security Bank Guarantee Bond
  - c) Letter of Intent/Acceptance letter of the bidder dated \_\_\_\_\_
  - d) Duly signed notification of Award dated \_\_\_\_\_
  - e) Amendments and clarifications issued
- The following Appendices: *[Note: If any of these Appendices are not used, the words “Not Used” should be inserted below next to the title of the Appendix,]:*
  - a) Form of Performance Bank Guarantee Bond
- The mutual rights and obligations of the Purchaser and the Supplier shall be as set forth in the Contract, in particular:
  - a) the Supplier shall carry out the Services in accordance with the provisions of the Contract; and
  - b) the supplier shall receive payment in accordance with the provisions of the Contract.



- The total estimated quantity of Volume Allocation of AADHAAR HOLOGRAM PROVIDER as per the RFP is 5 crore (Five Crore). However the supplier understands that the quantity for supplier may differ from the estimated quality.
- The Supplier has already submitted a Contract Performance Guarantee amounting to Rs \_\_\_\_\_/- (Rupees in words) which would be valid for 60 days beyond the 03 (three) year of period of contract.
- The services shall be carried out at the site / premises at \_\_\_\_\_ India as agreed by the Parties.

**IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.**

For/on behalf of (Unique Identification Authority of India (UIDAI))

Assistant Director General  
Unique Identification Authority of India (UIDAI),  
Ministry of Electronics & IT,  
Government of India (GoI)

*[Authorized Representative]*

For/ on behalf of *[name of Supplier]*

M/s

*[Name & position]*

*Authorized Representative]*

**ANNEXURE IV: Letter Format for Matching Discovered Rate**

*(To be submitted on the Letter head of the applicant, where the Bidder has been given the option of matching the Discovered Rate and the Bidder chooses to match the same)*

To,

Assistant Director General (Logistics & CRM)  
Unique Identification Authority of India  
Bangla Sahib Road, Behind Kali Mandir,  
Gole Market, New Delhi 110001

**Reference:** RFP document no. **HQ-22011/8/2021-LOG-HQ (Computer no. 6490)** -Logistics dated 24<sup>th</sup> January'2022.

**Subject:** Acceptance of Matching Discovered Rate.

Dear Sir,

1. On completion of the bid submission and opening processes, we, the undersigned, have been discovered to be the *<Insert L2,L3, L4 or L5 as applicable>*Bidder.
2. The discovered rate is *<Insert Discovered rate for the Schedule>*
3. As per the due process that followed, we were given the option of matching the discovered rate.
4. We hereby accept the offer to match the Discovered Rate and operate as per conditions laid down in the RFP.
5. We understand that all the conditions of the RFP, including those on allocation of volume will be binding on us.

We remain,

Yours sincerely,

Authorized Signature *[In full and initials]*: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

### **ANNEXURE V: Letter Format for Inability to match Discovered Rate**

*(To be submitted on the Letter head of the applicant where the Bidder has been given the option of matching the Discovered Rate and the Bidder chooses to not to match the same)*

To,

Assistant Director General (Logistics )  
Unique Identification Authority of India  
Bangla Sahib Road, Behind Kali Mandir,  
Gole Market, New Delhi 110001

**Reference:** RFP document no **HQ-22011/8/2021-LOG-HQ (Computer no. 6490)**- Logistics

**Subject:** Rejection of Matching Discovered Rate.

Dear Sir,

1. On completion of the bid submission and opening processes, we.....the undersigned, have been discovered to be the <Insert L2, L3, L4 or L5 as applicable>Bidder.
2. As per the due process that followed, we were given the option of matching the Discovered Rate.
3. We regret to inform you that we will be unable to accept the offer to match the Discovered Rate.
4. We understand, with this we forfeit the right to further participate in the selection process.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: \_\_ Name and Title of Signatory: \_\_\_\_\_ Name  
of Firm: \_

Address: \_\_\_\_\_

**ANNEXURE VI: List of Documents Submitted**

Date :

Bid No.:

**To****The Assistant Director General (Logistics)****Unique Identification Authority of India (UIDAI)****6<sup>th</sup> Floor, Bangla Sahib Road, Behind Kali Mandir,****Gole Market, New Delhi-110001.**

We, the undersigned, declare that:

The following documents listed herein have been submitted –

Sr. No.	Document Type	Fulfilling Clause No.	Page No. (Attached in the document)	Remarks

(Signature)

**Authorized Signatory**

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Office Seal: \_\_\_\_\_

Place: \_\_\_\_\_

Date: \_\_\_\_\_

**ANNEXURE VII: Certificate under Preference to ‘MAKE IN INDIA’**

Format for Self Certification under Preference to “MAKE IN INDIA” Policy

**CERTIFICATE**

In line with Government Public Procurement Order No. P-45021/2/2017-BE-II dt. 15.06.2017, as amended from time to time and as applicable on the date of submission of tender, we hereby certify that we M/s \_\_\_\_\_ (supplier name) are local supplier meeting the requirement of minimum Local content (50%) as defined in above orders for the material against Tender

No. \_\_\_\_\_

Details of location at which local value addition will be made is as follows: -----  
-----  
---

We also understand, false declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rule for which for which a bidder or its successors can be debarred for up two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

Seal and Signature of Authorized Signatory

### APPENDIX A: FORM OF PERFORMANCE SECURITY BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

The non-judicial stamp paper should be in the name of issuing Bank

Ref..... Bank Guarantee No.....

Date.....

To

Unique Identification Authority of India  
6th Floor, Bangla Sahib Road, Behind Kali Mandir,  
Gole Market, New Delhi – 110 001

Dear Sir,

- In consideration of the Unique Identification Authority of India, Ministry of Electronics & Information Technology (MeitY), Government of India, on behalf of the CEO, UIDAI, (hereinafter referred to as the ‘Purchaser’ which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s..... with its Registered/Head office at ..... (hereinafter referred to as the “Supplier” which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Notification of award No..... dated ..... and the same having been acknowledged by the Supplier, resulting in a Contract, bearing No..... dated.....valued at.....for..... (scope of Contract) and the Supplier having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract not exceeding Rs ..... (in words & figures).
- We.....(Name & Address of Bank Branch) having its Head office at ..... (hereinafter referred to as the ‘Bank’, which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the amounts due and payable under this guarantee without any demur, reservation, context, recourse or protest and/or without any reference to the Supplier merely on a demand from the Purchaser stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Purchaser by reason of breach by the said Supplier(s) of any of the terms or conditions contained in the said Agreement or by reason of the Supplier(s)’ failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive and binding notwithstanding any difference between the Purchaser and the Supplier or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Purchaser discharges this guarantee.

- 3. The Purchaser shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, from time to time to extent the time for performance of the Contract by the Supplier. The Purchaser shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Supplier, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Purchaser and the Supplier or any other course or remedy or security available to the Purchaser. The Bank shall not be released of its obligations under these presents by any exercise by the Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Purchaser or any other indulgences shown by the Purchaser or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.
- 4. The Bank also agrees that the Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Supplier and not withstanding any security or other guarantee the Purchaser may have in relation to the Supplier’s liabilities.
- 5. This guarantee will not be discharged due to the change in the constitution of the Bank or the Supplier(s)/Service Provider(s).
- 6. Notwithstanding anything contained hereinabove:
  - a. Our liability under this guarantee is restricted to Rs ..... (in words & figures).
  - b. This Bank Guarantee will be valid upto .....; and
  - c. We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before .....
  - d. In witness whereof the Bank, through its authorised officer, has set its hand and stamp on this.....day of.....2022 at.....

**WITNESS**

(Signature)	(Signature)
(Name)	(Name)
(Official Address)	(Designation with Bank Stamp)
Attorney as per Power of Attorney No.....Dated.....	





## APPENDIX B: NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (“Agreement”) is executed on \_\_\_ day of \_\_\_\_ 2022 (“Effective Date”), by and between:

**Unique Identification Authority of India** or UIDAI, through its Chief Executive Officer, having its office at 9<sup>th</sup> Floor, Bangla Sahib Road, Behind Kali Mandir, Gole Market, New Delhi – 110001, (hereinafter referred to as the “**Authority**” which expression shall, unless repugnant to the context and meaning include its successors, administrators and assigns) of the ONE PART;

**AND**

\_\_\_\_\_, a Company duly registered under the Companies Act 1956 / 2013, through its authorized representative [Name] holding the designation [Designation], having its registered office at [address], (hereinafter referred to as the “**Bidder**” which expression shall, unless repugnant to the context and meaning, include its successors, administrators, executors, attorneys, agents and assigns) of the OTHER PART.

WHEREAS:

- A. The Bidder is desirous of bidding for Bid No..... covering “[RFP FOR SELECTION OF AADHAAR HOLOGRAM PROVIDER]” (hereinafter called the said 'RFP') issued by the Authority.
- B. The Bidder is aware and confirms that the Authority’s business/ operations, information, Application/software, hardware, business data, architecture schematics, designs, storage media and other information / documents made available by the Authority in the RFP documents during the bidding process and thereafter, or otherwise (confidential information for short) is privileged and strictly confidential and/or proprietary to the Authority.

NOW THEREFORE,

In consideration of disclosure of confidential information, and in order to ensure the Authority’s grant to the Bidder of specific access to Authority’s confidential information, property, information systems, network, databases and other data, the Bidder agrees to all of the following conditions.

It is hereby agreed as under:

- 1 The confidential information to be disclosed by the Authority shall include without limitation, any and all information in written, representational, electronic, verbal or other form, whether or not expressly marked as “Confidential”, relating directly or indirectly to confidential information as per the Aadhaar Act, 2016 (as amended in 2019) and the regulations framed thereunder, inventions, processes, products, methodologies, algorithms, risk matrices, thresholds, parameters, reports, data, models, deliverables, work products, specifications, architecture, project information, money laundering typologies, related computer programs, systems, trend analysis, risk plans, strategies, operating techniques, source codes, object codes, “know how”, drawings, designs, patents, copyright, trademarks, trade secrets, unpublished records and information communicated or obtained through meetings, documents, correspondence or inspection of tangible items, facilities or inspection at any site to which access is permitted by the Authority.

- 2** Subject to clause 11 of this Agreement, it is hereby agreed by the Bidder that this Agreement shall apply in perpetuity and shall survive the termination of any other contract, agreement, arrangement or understanding entered into by or executed between the Authority and the Bidder.
- 3** Confidential Information does not include information which:
- a) the Bidder knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
  - b) information in the public domain as a matter of law;
  - c) is obtained by the Bidder from a third party without any obligation of confidentiality;
  - d) the Bidder is required to disclose by order of a competent court or regulatory authority;
  - e) is released from confidentiality with the written consent of the Authority.

The Bidder shall have the burden of proving hereinabove are applicable to the information in the possession of the Bidder.

- 4** The Bidder agrees to hold in trust any Confidential Information received by the Bidder, as part of the Tendering process or otherwise, and the Bidder shall maintain strict confidentiality in respect of such Confidential Information, and in no event the degree of confidentiality shall be less than the Bidder uses to protect its own confidential and proprietary information. The Bidder also agrees:
- a) to maintain and use the Confidential Information only for the purposes of bidding for this RFP and thereafter only as expressly permitted herein;
  - b) to only make copies as specifically authorized by the prior written consent of the Authority and with the same confidential or proprietary notices as may be printed or displayed on the original;
  - c) to restrict access and disclosure of Confidential Information to their employees, agents, and representatives strictly on a "need to know" basis, provided such employees, agents and representatives have duly executed a Non-Disclosure Agreement with the Bidder, to maintain confidentiality of the Confidential Information disclosed to them; and
  - d) to treat Confidential Information as confidential unless and until Authority expressly notifies the Bidder of release of its obligations in relation to the said Confidential Information.
- 5** The Bidder agrees to indemnify the Authority against any and all losses, damages, claims, or expenses incurred or suffered by the Authority as a result of the Bidder's breach of this Agreement.
- 6** Notwithstanding the foregoing, the Bidder acknowledges that the nature of activities to be performed as part of the Tendering process or thereafter may require the Bidder's personnel to be present on premises of the Authority or may require the Bidder's personnel to have access to software, hardware, computer networks, databases, documents and storage media of the Authority while on or off premises of the Authority. It is understood that it would be impractical for the Authority to monitor all information made available to the Bidder's personnel under such circumstances and to provide notice to the Bidder of the confidentiality of all such information. Therefore, the Bidder undertakes that it shall be liable for any and all unauthorized access to and disclosure of Confidential Information by any of its employees, agents and / or representatives.
- 7** The Bidder shall establish and maintain appropriate security measures to provide for the safe custody of the Confidential Information and to prevent unauthorised access to it.

- 8** The Bidder agrees that upon termination/expiry of this Agreement or at any time during its term, at the request of the Authority, the Bidder shall promptly deliver to the Authority the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.
- 9** Confidential Information shall at all times remain the sole and exclusive property of the Authority. Upon completion of the Tendering process and/or termination of the contract or at any time during its term, at the request of the Authority, the Bidder shall promptly deliver to the Authority the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information with immediate effect after the date of receipt of notice, or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of the Authority. Without prejudice to the above the Bidder shall promptly certify to the Authority, due and complete destruction and return. Nothing contained herein shall in any manner impair rights of the Authority in respect of the Confidential Information.
- 10** In the event that the Bidder hereto becomes legally compelled to disclose any Confidential Information, the Bidder shall notify the Authority within 24 hours and render best effort assistance to the Authority to enable the Authority to prevent or minimize to the extent possible, such disclosure. Bidder shall not disclose to a third party any Confidential Information or the contents of this RFP without the prior written consent of the Authority. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the Bidder applies to its own similar Confidential Information but in no event less than reasonable care.
- 11** The Bidder covenants and agrees that, during the term of its engagement with the Authority and for twelve (12) months after the termination thereof, regardless of the reason for the termination, the Bidder shall not, directly or indirectly, represent any entity or authority engaged in same or substantially similar nature of work as that of the Authority, anywhere in the world, for any work which is similar to the Bidder's scope of work as provided by the Authority.
- 12** This Agreement, its meaning and interpretation, and the relation between the Parties shall be governed by the applicable laws of India. The Recipient in the provision of its services under the contract shall be governed at all times by the provisions of Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (as amended) and the regulations framed there under as amended from time to time. Notwithstanding anything contained therein, if the Recipient contravenes any provisions of Aadhaar Act, 2016 (as amended) and the Regulations framed thereunder, as applicable to the services rendered under the RFP and / or this Agreement, the Recipient shall be liable to applicable penal provisions prescribed therein, in addition to, the penalties/provisions provided in this Agreement.

**13** The Bidder understands and acknowledges that any disclosure or misappropriation of any of the Confidential Information in violation of this Agreement may cause the Authority irreparable damage, the amount of which may be difficult to ascertain and, therefore, agrees that the Authority shall have the right to apply to a court of competent jurisdiction for an order restraining any such further disclosure or misappropriation and for such other relief as the Authority shall deem appropriate. Such right of the Authority shall be in addition to Remedies otherwise available to the Authority at law or in equity.

For and on behalf of:  
For Authority  
(Authorised Signatory Office Seal:)

For Bidder  
(Authorised Signatory Office Seal:)

Name:  
Designation: Chief Executive Officer  
Date:  
Place:

Name:  
Designation:  
Date:  
Place:

**APPENDIX C: SPECIFICATION OF AADHAAR PVC CARD**

1. Printing of Aadhaar PVC Card shall be as per the specifications of design and color scheme indicated by UIDAI.
2. Specifications of Aadhaar PVC Card:

1.	Material	PolyVinyl Chloride(PVC) + Polyethylene Terephthalate Glycol (PETG)  Proposed Layering is mentioned in RFP document
2.	Lamination (Overlay)	Glossy / Mat finishing
3.	Card Size	CR 80 (86 mm x 54 mm x 0.76mm)
4.	Thickness	760 microns (+/- 10%)
5.	Color	Card will follow existing color scheme of Aadhaar Letter: <ul style="list-style-type: none"> <li>- White background for normal Aadhaar</li> <li>- Light blue for Bal Aadhaar (resident in age group 0-5 yrs)) or other color scheme as decided by UIDAI time to time.</li> </ul>
6.	Design and layout	Indicative design provided in RFP. UIDAI may alter the design, color scheme and layout any time before or during the currency of the contract.
7.	ISO Standard	CR-80 type adhering to ISO/ IEC 7810 /10373 standards
8.	Special feature	QR Bar code with 3000 + text characters. However, UIDAI may alter the size, specifications and layout of the QR code any time before or during the currency of the contract.
9.	Personalization	<i>“Digital Color Laser printing of photograph of 600 dpi * 600 dpi, QR code, variable data printing(including regional language) on both sides of the card”</i>
10.	Indicative list of card features	<ul style="list-style-type: none"> <li>• <b>Hologram</b> : Hologram size (after stamping) : 16mm X 12mm. To be hot stamped made up of 19 -23 Micron polyester film of Gold/Silver shade.</li> <li>• <b>Micro text</b> : Text as border of the Photograph in size 19 to 25 micron</li> <li>• <b>Ghost Image Printing</b> : Resident Photograph (Front side)</li> <li>• <b>Guilloche pattern</b> on the base of the card. Design shall be provided by UIDAI</li> <li>• <b>Embossed Aadhaar Logo on Front side</b></li> <li>• <b>Invisible Aadhaar Logo (visible in UV light)</b></li> </ul>

# Proposed Layering of Aadhaar (PVC+PETG) Card

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- 1,7: Overlay 50 Micron Top and Bottom**
- 2,6: Variable Data Print layer (LASER Printing 600 DPI and Above)**
- 3,5: PVC Layer 180 Micron Top and Bottom**
- 4: PetG Middle Layer 340 Micron**

## APPENDIX E: BANK GUARANTEE FOR EMD

(To be Stamped in accordance with Stamp Act)

The non-judicial stamp paper should be in the name of issuing Bank

Ref..... Bank Guarantee No.....

Date.....

To  
 Unique Identification Authority of India  
 6th Floor, Bangla Sahib Road, Behind Kali Mandir,  
 Gole Market, New Delhi – 110 001

Dear Sirs,

1. In accordance with Invitation to Bid under your Specification No..... M/s ..... having its Registered/Head Office at..... (hereinafter called the 'Bidder') wish to participate in the said Bid or..... and you, as a special favour have agreed to accept an irrevocable and unconditional Bank Guarantee for an amount of..... valid upto ..... on behalf of Bidder in lieu of the Bid deposit required to be made by the Bidder, as a condition precedent for participation in the said Bid.
2. We, the ..... Bank at ..... (local address) having our Head office at ..... guarantee and undertake to pay immediately on demand by Unique Identification Authority of India (UIDAI), the amount of .....(in words & figures) without any reservation, protest, demur and recourse. Any such demand made by said 'Owner' shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.
3. This guarantee will not be discharged due to the change in the constitution of the Bank or the Supplier(s)/Service Provider(s).
4. Notwithstanding anything contained hereinabove:
  - a. Our liability under this guarantee is restricted to Rs ..... (in words & figures).
  - b. This Bank Guarantee will be valid upto .....; and
  - c. We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before .....

In witness whereof the Bank, through its authorised officer, has set its hand and stamp on this.....day of.....2022.....at.....

**WITNESS**

.....	.....
(Signature)	(Signature)
.....	.....
(Name)	(Name)
.....	.....
(Official Address)	(Designation with Bank Stamp)
Attorney as per Power of Attorney No.....	Dated.....