



Vendor Consultation Workshops: Selection of Managed Service Provider for UIDAI

Background

UIDAI ecosystem has evolved overtime and with the enrolments reaching more than 120 crores and the notification of Aadhaar Act 2016, Authentication has become the critical function in UIDAI. The Authentication services of UIDAI are being widely used by various organizations and may rise substantially given its benefit. With enrolment nearing saturation in adults, focus has gradually shifted to child enrolment and managing updates to ensure currency of the Aadhaar Database. UIDAI is going through an evolution phase where UIDAI services may be utilized in various manners that may not have been envisaged at the inception of UIDAI. Considering all the above evolving changes in UIDAI and the ending of contract with the current MSP in August 2019, UIDAI is planning to on board new MSP ensuring alignment with the new vision.

For the market sounding exercise, UIDAI is planning to organise series of vendor consultation workshops. This workshop will be an opportunity for all interested parties to find out more about the UIDAI, the requirements and contribute to discussions regarding the finalisation of the specification and the procurement strategy. At the consultation workshop, UIDAI may engage with potential bidders in order to understand the technology details, capacity, and capability of the firms to meet the procurement requirements.

Workshop 1: Industry consultation workshop with potential bidders

Workshop Dates

- 13th August and 14th August

Target potential Bidders:

1. OEMs of CRM Software and Contact Centre solutions.
2. OEMs of Contact Centre Systems.
3. Vendors with end-to-end solutions for contact centres and Call Centre
4. Vendors with experience in operating on BOM (build operate manage), build operate transfer (BOT) models of CRM and Call Centre

Location

UNIQUE IDENTIFICATION
AUTHORITY OF INDIA
UIDAI Technology Centre,
Aadhaar Complex, NTI Layout,
Tata Nagar, Kodigehalli,
Bengaluru - 560092

Guidelines for Vendors:

- Only four people are allowed from each firm.
- Team should consist of technical resources for detailed discussion with UIDAI tech team and consultants

Participants

- UIDAI Tech Team
- UIDAI Consultant
- Vendor Technical Team

Tentative Agenda for the Workshop

- Discussion with Vendor on Project requirement (High Level)
- Presentation from Vendor including Capabilities, Credentials, Current Products/Services offerings, Product/Services plan to launch in next 1-3 Years, Innovation on Procurement in other government projects etc.
- Detailed agenda will only be shared with the registered firms

Registration for the Workshop

The interested participants should register their company's name and representative's name in advance on or before 5:00 PM on 09/08/2018, for the workshop. The requests for registration shall be sent to the following email id: techdiv.hq@uidai.net.in with the name of the four representatives, their designation, email ID and phone number.