

**Unique Identification Authority of India (UIDAI)  
Planning Commission, Government of India**

Reference Number: A-11016/118/KMP/2010-UIDAI



सत्यमेव जयते

**AADHAAR**

**INVITATION FOR EXPRESSION OF INTEREST**

**FOR**

**UIDAI Intranet and Knowledge Management Portal**

**15<sup>th</sup> September 2010**



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## 1 Invitation for Expression of Interest

- 1.1 This is an invitation from Unique Identification Authority of India (“UIDAI”) for submission of a non-qualifying Expression of Interest (EOI) for established, reputed and reliable Solution Providers/consortium for the Design, Development, Implementation, Maintenance and support of UIDAI Intranet and Knowledge Management (KM) Portal.
- 1.2 This document should not be construed as Tender / Request for Proposal (RFP).
- 1.3 Prospective Firms/Consortiums are advised to study the EOI document carefully. Submission of EOI shall be deemed to have been done after careful study and examination of the EOI Document with full understanding of its implications.
- 1.4 The EOI document can be downloaded from the UIDAI website (<http://uidai.gov.in/>). The proposed timelines are given below in Table 3
- 1.5 Shortlisted parties will be invited for the presentation on the following dates:

EOI Presentation Begin	13 October 2010
EOI Presentation End	15 October 2010

- 1.6 UIDAI reserves the right to qualify or disqualify any or all EOI responses without assigning any reasons

## 2 Eligibility Criteria

All companies, responding to the EOI must conform to the eligibility criteria and provide supporting documents as specified in **Table 1** below:

1	Full Name of the Prime Respondent and Consortium Details (if applicable)			
2	Proposed role of the Consortium members			
3	Mailing Address in India			
4	Telephone and Fax number			
5	E-mail address			
6	Name and designation of the person authorized to make commitments to the Purchaser			
7	Year of establishment and constitution of organization			
Sl No.	Pre-Qualification Criteria	Supporting Documents	Compliance (Yes/No)	Detailed Remarks
1	Company registered in India under the Companies Act 1956	<i>Certificate of Incorporation/ Registration</i>		
2	Proof of Bidder (Prime Bidder in case of consortium) having Average overall annual turnover of at least Rs. 5 Crore (Rupees Five crores) during the previous three financial years (2007-2008, 2008-2009, 2009-2010)	<i>Audited/ Certified financial statements &amp; annual report for 2007-2008, 2008-2009, 2009-2010. In case revenue from providing data connectivity is not mentioned explicitly, a certificate from the statutory auditors of the company qualifying the revenue</i>		
3	Proof of Bidder (Prime Bidder in case of consortium) having net profit in at least two of the previous three financial years (2007-2008, 2008-2009, 2009-2010).	<i>Same as above</i>		
4	Shall not have defaults on any bank/institutions' loans in the past	<i>Certificate from statutory auditor</i>		
5	Shall have no default in payment	<i>Certificate from statutory</i>		



	of statutory dues or liabilities	<i>auditor</i>		
6	Shall have implemented at least 2 such similar projects in the past	<i>2 most relevant completion certificates</i>		
6	Shall have filed income tax returns for the three financial years (2006-07, 2007-2008, and 2008-2009).	<i>Copy of the IT returns for 2006-07, 2007-2008, 2008-2009, duly acknowledged by Income-Tax department</i>		
7	Shall not be blacklisted by any other government agency	<i>Certificate from statutory auditor</i>		
8	Shall submit to UIDAI an overview of the solution proposed	<i>2 page summary of specific solution for UIDAI</i>		



### 3 Schedule for invitation to EOI

Table 2: Details of the purchaser

Sr. No.	Items of information	Information
1	Name of the Purchaser	Unique Identification Authority of India (UIDAI), Planning Commission, Government of India
2	Addressee and Address at which EOI can be obtained/ to be submitted	Label envelope "EOI for creating UIDAI Intranet and Knowledge Management Portal" addressed to: Deputy Director General, Unique Identification Authority of India (UIDAI), Planning Commission, Government of India (GoI), 3 <sup>rd</sup> Floor, Tower – II, Jeevan Bharti Building, Connaught Circus, New Delhi – 110001
3	Address for query submission	Email: <a href="mailto:kmportal@uidai.gov.in">kmportal@uidai.gov.in</a>

Table 3: Important dates

<b>Release EOI</b>	<b>15 September 2010</b>
Last Date for raising queries on EOI through email	23 <sup>rd</sup> September 2010, 1500 Hrs
Date for publishing of EOI query responses on website	29 <sup>th</sup> September 2010
Last Date for Submission of EOI Responses	11 October 2010, 1500 Hrs
EOI Presentation Begin	13 October 2010
EOI Presentation End	15 October 2010
Shapeup RFP	29 October 2010
Release RFP	02 November 2010
Pre-Bid Conference	16 November 2010
Last Date for Submission of Written Queries Clarification	18 November 2010
Date of issue of clarifications	23 November 2010
<b>Last Date for submission of Bids</b>	<b>07 December 2010</b>
Opening of Pre-Qualification Sheets	07 December 2010
Paper Evaluation Ends	14 December 2010
<b>Bid Presentation Start</b>	<b>15 December 2010</b>
<b>Bid Presentation End</b>	<b>17 December 2010</b>
Declaration of Technical Evaluation	22 December 2010
Opening of Financial Offers	22 December 2010
Date of Award	28 December 2010
<b>Date of Starting Operation</b>	<b>06 January 2011</b>
<b>Release of Beta Version (Phase 1)</b>	<b>08 February 2011</b>

The timelines are indicative. These may be reduced to enable faster deployment, for which adequate notice will be given.

## 4 Instructions to prospective parties

- 4.1 Proposal responses should be in one large envelope marked as “EOI for creating UIDAI Intranet and Knowledge Management Portal” containing two separate sealed envelopes.
- 4.2 Each of the sealed envelopes shall have one ORIGINAL and one COPY of the Expression of Interest.
- 4.3 The EOI is available to be downloaded online, free of cost at the website [www.uidai.gov.in](http://www.uidai.gov.in) under the ‘Tenders’ section, under Tender Category ‘Technology’.
- 4.4 Proposals received after due date & time or without necessary documents will be rejected
- 4.5 The sealed envelopes will be opened as per schedule detailed in Table 3. Firms may send one person on their behalf to be present when the sealed envelopes are being opened.
- 4.6 The firm may send an email to [kmportal@uidai.gov.in](mailto:kmportal@uidai.gov.in) for any clarifications or queries as per schedule in Table 3 The last date for raising queries through email is 23.9.2010. Consolidated response to emails received will be posted on the website on 29.9.2010.
- 4.7 Based on the responses received for the EOI, UIDAI reserves the right to invite interested parties for the EOI presentation at its own discretion. The invited parties will be intimated over phone/e-mail.
- 4.8 Parties that are invited for the presentation should note that the time limit for the presentation will be 45 minutes inclusive of 15 minutes for Q&A. The presentation should cover the details provided in Table 4

Table 4: Requirements for EOI Presentation

Item No.	Criterion	Description
1.	Financial overview of the Firm	Brief snapshot of company financial including but not limited to: <ul style="list-style-type: none"><li>• Turnover</li><li>• Earnings</li><li>• Profit from operations</li></ul>

2.	Past Experience	Case studies of two (2) similar projects implemented. A list of most relevant solutions provided detailing the profile of clients, including but not limited to, the area of their activity.
3.	Solutioning for UIDAI	<p>Overview of the features and functionality of the specific solution for UIDAI, including</p> <ul style="list-style-type: none"> <li>• Range of products proposed</li> <li>• Scalability of the solution</li> <li>• Ease of use</li> <li>• Training and hand holding during deployment</li> <li>• Extent of open source software and user license requirements</li> <li>• Level of maturity of the office automation solution conforming to the usual procedures of the Government of India. [The Manual of Office Procedures issued by the Department of Administrative Reforms and Public Grievances (DARPG) is the reference document and is available at <a href="http://darpg.nic.in/argp-website/eReference/ManualReportGuideline.asp">http://darpg.nic.in/argp-website/eReference/ManualReportGuideline.asp</a> ]</li> <li>• Upgrade requirements and schedule for the proposed solution</li> <li>• Hardware hosting cost (indicative) as a percentage of total project cost</li> </ul>
4.	Team composition and experience	Profile of proposed team for implementation of the solution.
5.	Ongoing Support and Maintenance	Overview of the ongoing maintenance and support for solution proposed. Multiple models may be proposed for the same.
6.	Modular approach	Case studies of two (2) projects where the party added fresh functional modules to a an existing knowledge management portal developed by another party.
7.	License Requirements	Additional license requirements, if any.
8.	Options available vs. Impact on costing	The prospective bidder may here outline the various options available in a modular manner and outline the implications on cost and functionality.
9.	Any other relevant information	Solutions not specifically asked for, that could add value to the proposed portal.



## 5 Scope of work

The SOW will be valid for a period of 3 years, extendable up to 5 years, subjected to satisfactory performance.

### 5.1. Expectations from the Vendor:

**Purpose:** Design, Development, Implementation, Maintenance and support of UIDAI Intranet and KM Portal to enhance the performance and productivity of the UIDAI Ecosystem for better knowledge sharing and project collaboration.

**Scope:** The intranet portion of the portal, expected to host the office automation, finance and HR modules, project management and file management modules, calendars and such is expected to be used by the 8 Regional Offices of UIDAI, the UIDAI technology center in Bangalore and the UIDAI Headquarters in Delhi.

The information exchange and collaboration portal, likely to be driven by dynamic databases (in an ASP interface or equivalent) is to be used by Registrars, EAs and other stakeholders who would need to be provided user-based restricted access based on the extranet capabilities.

**Integration:** Integration with all the UIDAI business applications and databases (Applications Portal, CIDR, CRM, Online testing software, UIDAI website and other UIDAI business applications)

**Preference for open source platform:** Solutions based on an open source platform limiting user license requirements will be preferred.

### 5.2. Portal Features:

#### 5.2.1. File Management System/Document Management System:

- All documents, files, circulars, Government Orders, Memorandums, Dak etc that flow as part of the process today are in physical paper form and need to be digitized.
- An online workflow needs to be put in place for the movement of the said documents from one stakeholder to another.
- This should facilitate disaster recovery management of documents and also enable easy scrutiny in future.
- Management of organizational documents: All documents need to be populated under a well defined Taxonomical Structure (Parent –Child).

- The flexibility to create various document libraries for different organizational units of UIDAI and further drilling down would lead to folders, sub-folders, documents defining the access control at each level.

#### 5.2.2. Version Control Functionality:

- The document libraries should have the version control functionality for all the populated information (Documents) under various taxonomical units defined for the purpose.
- Version Control functionality would track all the details of any particular knowledge units updating on regular basis under the taxonomical structure defined for the purpose.

#### 5.2.3. *Document Security Control*: Security of the Intellectual Property of UIDAI would need to be addressed at each level of the document library (From folder structure to the document level). The various levels would be:

- Administrator (for Folder, Sub-folder, etc) – Full Rights
- Full Access (Read, Write, Modify, Add, Delete)
- Read Access (Read Access only, Restrict Download)
- Limited Access (Role Based Access defined by the Administrator)

#### 5.2.4. *Design of Document Approval Workflow*: Online workflows for document approval must be easy to design/modify at every stage of document creation. Flexible and easy to design Document workflow process for approvals at every stage of the document creation. Access Control, version control, comments, tracking changes etc should be editable and maintained in the whole document approval process.

- a. The vendor should have capabilities to design the application in such a manner that a non-technical employee can easily initiate the process with minimum effort of training.
- b. **Biometric Digital signatures** should be an option at the various stages of the document approval.

#### 5.2.5. *Alerts and Notifications*: For every new addition, deletion, due date for updation, an alert/notification would be automatically triggered to the respective owner of the any Knowledge Item defined under the Taxonomical structure.

**NOTE:** The scope for the feature should extend up to/and permit integration of File Management System/Document Management System with the KM Portal.

#### 5.2.6. Project Management (Task Management/Issue Tracking/Group Calendars):

- a. Issue tracking for various projects: Create, edit and assign access control to
  - i. Individual/group Tasks.
  - ii. Group Calendars to manage meetings
  - iii. Group Tasks, Project Tasks with various view (Gantt Chart View, etc).
- b. Facility to export various lists in number of formats like Excel, pdf, word, etc).
- c. Flexibility to design various headings, subheadings for various Projects, Tasks, etc.
- d. Each Project Task should contain a Risk Management Feature where risks associated with each task will be outlined.
- e. Alerts and Notifications to the task assigned should be included.

**NOTE:** The scope for the feature should extend upto/and permit integration of Project Management Tool with the KM Portal. The feasibility study would be submitted by the vendor with all the technical as well as functional requirements for the same.

#### 5.2.7. Discussion Groups/Forums/Communities of Practice:

- a. The solution would include the provision for creating Discussion Forums for all the stakeholders of UIDAI.
- b. Bookmarking/Tagging should be enabled for all discussion threads.
- c. Moderated access control
- d. The communities of practice would include the provision for sharing documents, lessons learned from past experiences, related suggestions provided on the internet site, etc.

#### 5.2.8. Project Sites

- a. The solution would have the provision to create any number of project sites for various projects of the UIDAI with having Project Management tool, corresponding documents generated during the project with workflow management, security control, etc.
- b. Administrator will have the rights to move all the data from Project site to the main Repository after the completion of the project.



5.2.9. Web 2.0: The KM Portal would be required to have almost all the functionalities of Web 2.0 like Blogging, Wikipedia, RSS feeds, personalized work space to collect, store and share information, etc. *Conceptual Search functionality is a must and based on the pull strategy instead of Push mechanism for personalized information display.*

5.2.10. Business Intelligence capability and dashboards: The Portal should generate real time matrix for all the latest updates on the portal. This should be flexible enough to facilitate the individual dashboards depending on the individual’s sphere of duty. Furthermore, the Administrator should be able to have a clear data matrix for the entire portal.

**Other Basic Functionalities include the following:**

- 1) Community based architecture to enhance ideas, share best practices, lessons learned, discussion forums, etc
- 2) Vendor management, contract management, contact management, asset management, etc
- 3) HR Module, Finance Module etc. either built into the portal or the ability to integrate with existing modules being used by UIDAI.

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