

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

Reference Number: T-11014/05/2010-Tech



**INVITATION FOR EXPRESSION OF INTEREST  
FOR  
“Managed Services Provider (MSP) for Central ID Data  
Repository (“CIDR”)”**

**18 June 2010**

## Contents

<b>1. INVITATION FOR EXPRESSION OF INTEREST .....</b>	<b>3</b>
<b>2. INTRODUCTION .....</b>	<b>5</b>
2.1. <i>About the Unique Identification Authority of India .....</i>	<i>5</i>
2.2. <i>Concept and overview of Unique ID.....</i>	<i>5</i>
2.3. <i>The Central ID Data Repository.....</i>	<i>5</i>
2.4. <i>Approach to issuance of UID.....</i>	<i>5</i>
<b>3. DETAILS OF TENDER.....</b>	<b>6</b>
3.1. <i>Tender Methodology.....</i>	<i>6</i>
3.2. <i>Earnest Money Deposit (EMD) .....</i>	<i>6</i>
3.3. <i>Prime Respondent and Consortium Approach.....</i>	<i>6</i>
3.4. <i>Pre-Qualification Criteria .....</i>	<i>6</i>
3.5. <i>Evaluation of EOI Responses .....</i>	<i>7</i>
3.6. <i>Submission of EOI Responses.....</i>	<i>7</i>
<b>4. PROPOSED ENVIRONMENT.....</b>	<b>9</b>
4.1 <i>Overview.....</i>	<i>9</i>
4.2 <i>Details of each component.....</i>	<i>9</i>
4.2.1 <i>Data Centre / BCP Centre .....</i>	<i>9</i>
4.2.2 <i>Network Operations Centre and Network Connectivity Equipment .....</i>	<i>9</i>
4.2.3 <i>Servers and Storage .....</i>	<i>10</i>
4.2.4 <i>Biometric ABIS and Verification Solutions.....</i>	<i>10</i>
4.2.5 <i>Applications Software (ASDMSA) .....</i>	<i>10</i>
4.2.6 <i>Technical Support.....</i>	<i>10</i>
4.2.7 <i>Fraud Detection and Analytics .....</i>	<i>10</i>
4.2.8 <i>Business Intelligence and Data Warehousing .....</i>	<i>10</i>
4.2.9 <i>Outbound Logistics and Capacity Planning .....</i>	<i>10</i>
4.3 <i>Service Providers already on board or to come on board shortly:.....</i>	<i>11</i>
4.3.1 <i>Application Software Development, Maintenance, &amp; Support Services Agency (ASDMSA).....</i>	<i>11</i>
4.3.2 <i>Biometric Solutions Provider (BSP) .....</i>	<i>11</i>
4.3.3 <i>Data Centre Service Provider (PDC / BCP-DR).....</i>	<i>11</i>
4.3.4 <i>Technical Support Centre .....</i>	<i>11</i>
4.3.5 <i>Logistics Provider.....</i>	<i>11</i>
<b>5. SCOPE OF WORK .....</b>	<b>12</b>
5.1 <i>Overview of Scope of Work.....</i>	<i>12</i>
5.2 <i>MSP Services .....</i>	<i>12</i>
5.3 <i>Scope of Work .....</i>	<i>13</i>
5.3.1 <i>Scaling Plan.....</i>	<i>13</i>
5.3.1.1 <i>Modeling, Framework and Methodology for Scaling .....</i>	<i>13</i>
5.3.1.2 <i>Individual Scaling plans for respective modules .....</i>	<i>13</i>
5.3.2 <i>Governance.....</i>	<i>13</i>
5.3.3 <i>Service Level Agreements .....</i>	<i>14</i>
5.3.4 <i>Transition Plan .....</i>	<i>14</i>
5.3.4.1 <i>Technical Aspects of Transition.....</i>	<i>14</i>
5.3.4.2 <i>Non-Technical Aspects Transition.....</i>	<i>14</i>
5.3.5 <i>Information security.....</i>	<i>14</i>
5.3.6 <i>Vendor and Technical Team Management .....</i>	<i>14</i>
5.3.7 <i>Payments and Commercial Model .....</i>	<i>14</i>
5.3.8 <i>Third Party Audit.....</i>	<i>15</i>
5.3.9 <i>Design Principles and Solution Architecture.....</i>	<i>15</i>
<b>6. ANNEXURES .....</b>	<b>16</b>
Annexure 6.1 <i>General Particulars to be provided by the Respondents .....</i>	<i>16</i>
Annexure 6.2 <i>Technical Particulars to be provided by the Respondent .....</i>	<i>18</i>
Annexure 6.3 <i>Verification.....</i>	<i>22</i>
Annexure 6.4 <i>Proforma – EMD Form.....</i>	<i>23</i>

## 1. Invitation for Expression of Interest

- 1.1. This is an invitation from Unique Identification Authority of India (“UIDAI”) for submission of Expression of Interest (EOI) for selection of Managed Service Provider (MSP) to implement, and manage the Central ID Data Repository (CIDR).
- 1.2. UIDAI is looking at this engagement as a complete set of services provided as per the Scope of work for Managed Service Provider. Response forms to be provided by the prospective Respondents are provided in Annexure 6. Details of pre-qualification criteria are available in Section 3 - Details of Eoi. The contract period is for seven years and extendable by three years.
- 1.3. The details on proposed infrastructure & service providers are available under the section on Proposed Environment.
- 1.4. This document should not be construed as Tender / Request for Proposal (RFP).
- 1.5. Prospective respondents 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.
- 1.6. The EOI document can be obtained from the office of UIDAI, at the address given in Clause 1.12, by making a payment of Rs 5000/- (Rupees Five Thousand Only) in the form of a bank draft during working hours on all working days between 10:30 to – 15:00 Hours. The EOI document can also be downloaded from the UIDAI website (<http://uidai.gov.in/>). In such a case, the cost of EOI document should be remitted in the form of a demand draft enclosed with response to EOI document. The Bank Draft should be drawn in favor of “**PAO, UIDAI, New Delhi**” and payable at New Delhi. Please note that the EOI response of a respondent shall not be entertained in case the cost of EOI document is not paid by them as per the details mentioned above.
- 1.7. Sealed EOI response prepared in accordance with the procedures enumerated in EOI document along with the Earnest Money Deposit (EMD) and cost of EOI. The document in case downloaded, should be submitted to the UIDAI not later than the date and time laid down, at the address given in the Schedule for Invitation to EOI under Clause 1.12.
- 1.8. This EOI document is not transferable.
- 1.9. The EOI should not be used by Prospective Respondents to market their Product or Services.
- 1.10. UIDAI reserves the right to qualify or disqualify any or all EOI responses without assigning any reasons
- 1.11. UIDAI reserves the right to update, amend and supplement the information in EOI document including qualification process at its discretion but before the date of submission of response to EOI as per clause 1.12 below

## 1.12. Schedule for Invitation to EOI

S.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	Shri B B Nanawati Deputy Director General Unique Identification Authority of India (UIDAI), Planning Commission, Govt. of India (GoI), 3rd Floor, Tower II, Jeevan Bharati Building, Connaught Circus, New Delhi – 110001
3	Latest time and date for submission of EOI	5 July 2010 15:00 Hours IST
4	Place, Time and Date of opening of response to EOI	Unique Identification Authority of India (UIDAI), Planning Commission, Govt. of India (GoI), 3rd Floor, Tower II, Jeevan Bharati Building, Connaught Circus, New Delhi – 110001  5 July 2010 15:30 Hours IST
5	Name of the contact person for any clarification	Shri. B B Nanawati Deputy Director General Unique Identification Authority of India (UIDAI),  Queries should be submitted via E-mail and followed by paper copy in post.  E-mail – <a href="mailto:misp@uidai.gov.in">misp@uidai.gov.in</a> , CC – <a href="mailto:ddquidai@gmail.com">ddquidai@gmail.com</a>
6	Last date for submission of Queries	24 June 2010 10:00 Hours IST
7	Date of Eoi briefing session	25 June 2010
8	Date till which the EOI response should be valid	180 days from the date of opening of EOI responses

## **2. Introduction**

### **2.1. About the Unique Identification Authority of India**

The Unique Identification Authority of India (“UIDAI”) was established in February, 2009 as an office attached to the Planning Commission, Government of India. The purpose of the UIDAI is to issue a unique identification number (“UID”) to all Indian residents that is robust enough to eliminate duplicate identities, and which can be used to verify resident identity in subsequent encounters in an easy, cost effective way.

### **2.2. Concept and overview of Unique ID**

The Government of India (GoI) intends to provide a Unique Identification Number (“UID”) to every resident of India which will serve as a universal proof of identity allowing residents to establish their credentials anywhere in India. The Unique ID shall be assigned on the basis of uniqueness of a resident’s biometrics. At present, it is proposed to capture Fingerprints and Iris related biometrics of every resident and these are to be used for the dual purposes of:

- a. 1:N biometric identification and
- b. Biometric verification

### **2.3. The Central ID Data Repository**

To manage the issuance of UID and provide identity verification services, the UIDAI intends to create and manage a Central ID Data Repository (“CIDR”), which will issue UID numbers, update resident information, and authenticate the identity of residents as required.

### **2.4. Approach to issuance of UID**

The UIDAI will start issuing Unique ID based on a partnership model. UIDAI will partner with Central and State Government departments and Public Sector agencies who will act as ‘Registrars’ for UIDAI. Registrars will process UID applications and the demographic and biographic data shall be captured and transmitted to the CIDR. Based on the data received, the CIDR shall perform de-duplication based on the resident’s biometrics and generate UID numbers.

### 3. Details of Tender

#### 3.1. Tender Methodology

The tender methodology proposed to be adopted will be in two stages comprising of Expression of Interest in the first stage,. The second stage of tendering process will comprise of inviting techno-commercial bids by issuance of Request for Proposal (RFP) to EOI respondents, shortlisted on the basis of pre-qualification criteria mentioned Clause 3.4. The EOI process also envisages conducting of presentations and sharing the required technical expertise and experience with customers.

#### 3.2. Earnest Money Deposit (EMD)

An EMD of Rs. 2,00,00,000 (Rupees Two crores only), in the form of a bank guarantee issued by a Nationalized / Scheduled Bank and valid for 60 days beyond the validity period of the EOI, in the proforma provided as Annexure 0 – EMD Form, should be submitted along with the EOI response. The EMD of the unsuccessful respondents would be returned within one month of issuing of RFP to successful respondents. In the case of successful respondents however, the bank guarantee would remain in force till RFP evaluation process is complete. Accordingly, the successful respondents may have to extend the EMD, if required, till such time.

#### 3.3. Prime Respondent and Consortium Approach

The Prime Bidder should be an Enterprise-wide System Integrator having experience of providing Managed Services in multi vendor environment including the fields of Application, Hardware, Networking, Data Center Operations, Hosting and preferably in the fields of Biometrics Application, Logistics and Call center.

The Prime Respondent shall have the option to submit the EOI response **either alone or in consortium with other partners/agencies**. However, the Prime Respondent shall be responsible for the Managed Services that include Design, Supply, Integration, Installation, Commissioning and Maintenance of all the services. The Consortium Member(s) may assist the Prime Respondent in the implementation of the project in the area of their responsibility. However, the Prime Respondent shall be responsible to UIDAI for meeting all the obligations. The Prime Respondent participating with a consortium approach shall briefly define the role of each Consortium Member including itself in the EOI Response clearly indicating their scope of work/responsibilities and relationship. It should be noted that the Prime Respondent is allowed to form a consortium with only:

1. an Original Equipment Manufacturer (OEM) for supply of servers and storage subject to the condition that the OEM would not be allowed to partner with more than three Prime Respondents.
2. a Telecom Company (TC) / ISP, which owns and operates an All-India MPLS based Virtual Private Network for providing network services and for provisioning of bandwidth, subject to the condition that the TC/ISP would not be allowed to partner with more than three Prime Respondents.

It should also be noted that UIDAI reserves the right to amend the consortium related conditions at the RFP stage.

#### 3.4. Pre-Qualification Criteria

The EOI response envelopes of only those Respondents, whose EMD and EOI document fees are in order, shall be opened..The EOI response bids will then be evaluated and shortlisted on the basis of prequalification criteria. The bidders should clearly indicate, giving explicit documentary evidence with respect to each criteria, in absence of which, the response would be rejected summarily at the pre-qualification stage.

The respondents will be pre-qualified on the basis of following prequalification criteria:

- 3.4.1 The Prime Respondent should be an Enterprise-wide System Integrator having experience of providing Managed Services in multi vendor environment including the fields of Application, Hardware, Networking, Data Center Operations, Hosting and preferably in the field of Biometrics Application, Logistics and Call center.
- 3.4.2 The Prime Respondent should have an average annual turnover of INR 6,000 Crore, over last 3 financial years immediately preceding the last date of submission of Response to EOI (2007-08, 2008-09, 2009-10)
- 3.4.3 The Prime Respondent should have an average Annual Turnover from Systems Integration & Managed Services of INR 500 Crore, over last 3 financial years immediately preceding the last date of submission of Response to EOI (2007-08, 2008-09, 2009-10)
- 3.4.4 Networth of the Prime Respondent should be equal to at least Rs. 4000 Crore or equivalent USD computed as the Networth based on unconsolidated audited annual accounts of any of the last 3 financial years immediately preceding the last date of submission of Response to EOI (2007-08, 2008-09, 2009-10).
- 3.4.5 The Prime Respondent should have technical strength of minimum 4,000 technical manpower of which 2,000 should have appropriate qualification and experience in Database/ITIL/Application Software/Hardware maintenance.
- 3.4.6 The Prime Respondent should have executed at least 2 projects of INR 100 Crore or more in gross value with System Integration or Managed Services as a major component of the scope of work in the field of IT Services. International projects with similar scope of work and similar value will be accepted.
- 3.4.7 At least one reference of completed project in handling Managed Services successfully for more than 24 months.

### **3.5 Evaluation of EOI Responses**

- 3.5.1 The evaluation of EOI Responses and short listing of Respondents shall be paper-based and on the basis of technical presentations to UIDAI.
- 3.5.2 UIDAI can at its sole discretion short list or reject any of the EOI responses without assigning any reason whatsoever.
- 3.5.3 For documents to be submitted for pre qualification, refer to Clause 6.1 n, Annexure A-Response to EOI.

### **3.6 Submission of EOI Responses**

The Respondents are expected to submit the EOI responses, before due date and time, covering all the required information in the Proformas wherever provided. Incomplete or late EOI Responses are liable to be outrightly rejected.

The EOI Responses should be submitted in a sealed envelope super scribing "EOI Response for Managed Services Provider Selection" and the envelope should contain the following:

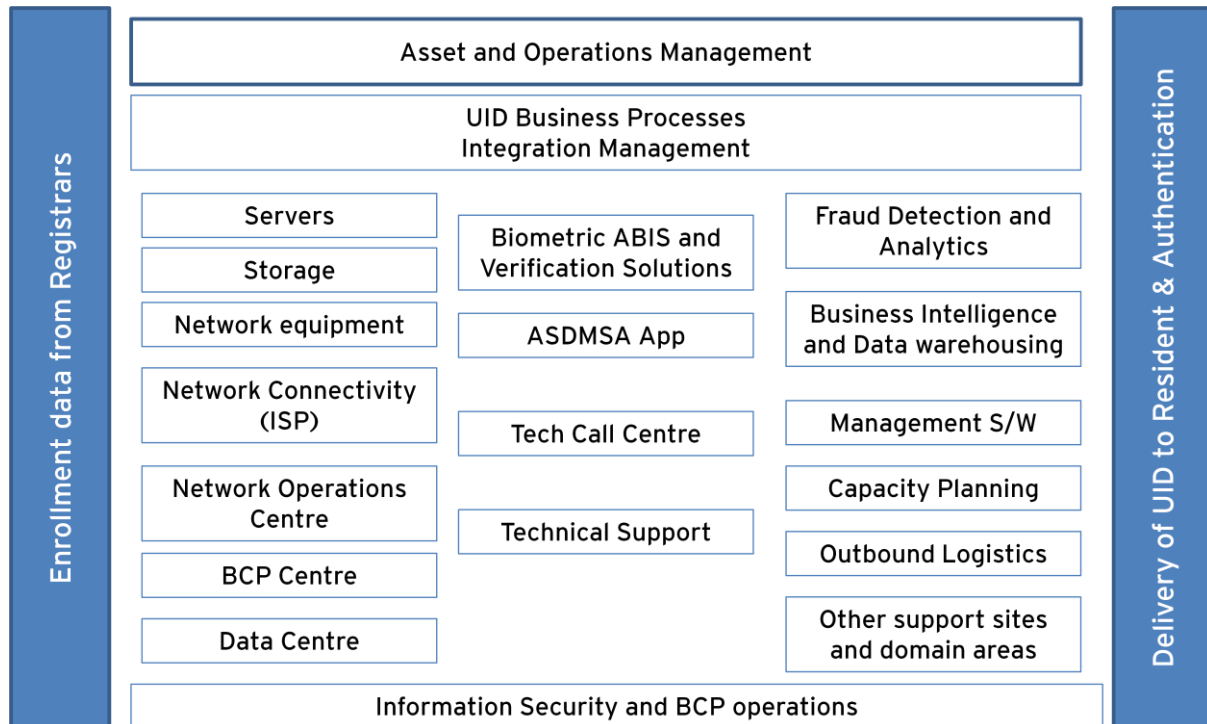
- 3.6.1 Two (2) hard copies of the EOI Responses,
- 3.6.2 Demand Draft towards EOI Document Fee (if the EOI document is downloaded from the UIDAI website),
- 3.6.3 The EMD of requisite amount as stated in Clause 3.2 and
- 3.6.4 Two (2) soft copies in separate non-rewriteable CD-ROMs in MS Excel/Word format

The Respondents must ensure that the documents/information furnished by them in the respective non-rewriteable CD-ROMs are identical to that submitted in the original paper EOI Response document. In case of any discrepancy observed by the UIDAI in the contents of the non-rewriteable CD-ROMs and the original paper EOI Response document, the documents/information furnished with original paper EOI Response document shall prevail over the soft copy.



## 4. Proposed Environment

### 4.1 Overview



### 4.2 Details of each component

#### 4.2.1 Data Centre / BCP Centre

There can be a number of Data Centres performing the core UIDAI functions. Briefly stated, UIDAI will have:

- i. A Primary Data Centre (PDC), a BCP-DR and a near DR Data Centre. Auxiliary data centres performing only verification, may be distributed in many locations where UIDAI Regional offices are located or may be geographically distributed in other cities in India.
- ii. The CIDR will be in the Primary Data Center and Business Continuity sites. However, BCP-DR will be in different seismic zone from the Primary Data Centre. The Data Centre location is subject to change based on UIDAI decisions. The Primary Data Centre and Disaster Recovery will be of equal capacity.

The selected Prime Respondent will have to take into account the required infrastructure, integration and management services for all these data centres.

#### 4.2.2 Network Operations Centre and Network Connectivity Equipment

The Network Operations Centre is a dedicated framework for monitoring all system elements within UIDAI network. It involves monitoring, escalations, coordination and resolution of the issues as required. Network Operations Centre is the extension of the Network Security and Management framework.

The network equipment would be as per the network architecture which will be shared with the short-listed Respondents at a RFP stage.

### **4.2.3 Servers and Storage**

The selected Respondent is expected to do the following:

1. Procure the Servers and Storage devices.
2. Install, configure and commission the Servers and Storage in a planned/incremental manner so that the system can ramp up/down to ensure business continuity.
3. Manage and administer the servers and storage as part of the overall managed services.

### **4.2.4 Biometric ABIS and Verification Solutions**

The selected Respondent would be required to ensure the performance of the UID-APP and Biometrics solution jointly with the ASDMSA and the biometrics vendor(s) in “live” condition at both the sites (Primary Data Centre and BCP-DR).

### **4.2.5 Applications Software (ASDMSA)**

Application Software Development, Maintenance, & Support Services are provided by ASDMSA for designing, developing, testing, integrating, supporting and maintaining quality UID Application (UID-APP) software. The nature of this relationship between the selected Respondent and ASDMSA should be based on a collaborative application development model principled on quality and trust.

### **4.2.6 Technical Support**

The selected Respondent needs to ensure technical support in all areas of services to have the new applications installed and the current ones running, thereby facilitating smooth enrolment and verification process.

### **4.2.7 Fraud Detection and Analytics**

The selected Respondent shall have to bring effectiveness in reducing incidence of fraud and enhanced loss control. The cycle time in identifying and enabling timely detection and corrective action to prevent frauds shall be required.

### **4.2.8 Business Intelligence and Data Warehousing**

The Business Intelligence and Data Warehousing shall be developed by the selected Respondent with the appropriate tools, so as to extract, transform and load the data, to ensure complete reporting and analysis requirements.

### **4.2.9 Outbound Logistics and Capacity Planning**

The “Logistics Network” for “UID letter dispatch centre” should provide the ability to print the voluminous UID letters. The despatch centre maybe housed at the UIDAI Head Office or regional offices or third party offices.

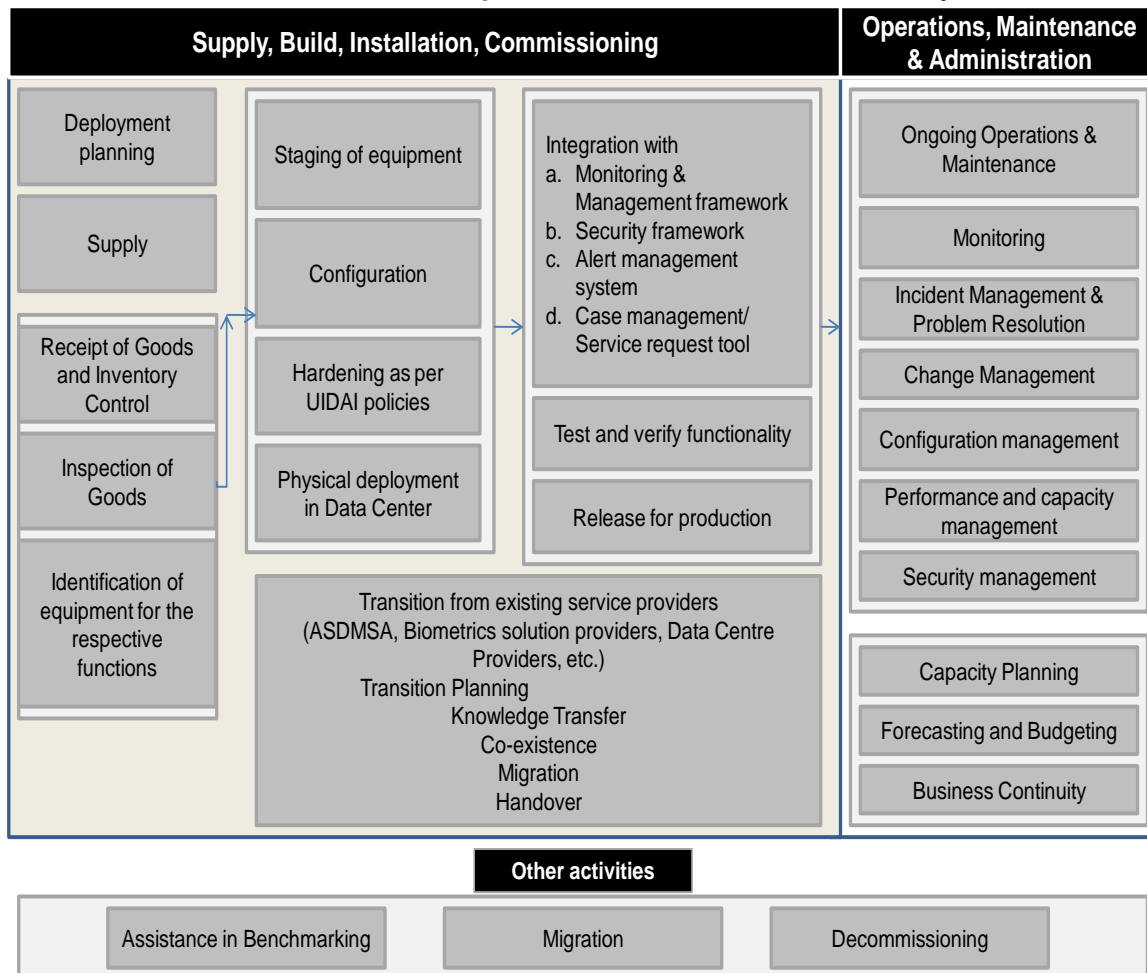
**4.3 Service Providers already on board or to come on board shortly:**

- 4.3.1 Application Software Development, Maintenance, & Support Services Agency (ASDMSA)
- 4.3.2 Biometric Solutions Provider (BSP)
- 4.3.3 Data Centre Service Provider (PDC / BCP-DR)
- 4.3.4 Technical Support Centre
- 4.3.5 Logistics Provider

## 5. Scope of Work

### 5.1 Overview of Scope of Work

### MSP Services – Scope of work across lifecycle



### 5.2 MSP Services

- 5.2.1 Design, Development, and Implementation of the CIDR based on the functional and technical requirements of the CIDR
- 5.2.2 Procurement, supply, installation, and commissioning of IT infrastructure components
- 5.2.3 Migration of the IT infrastructure from the interim co-location facilities to the permanent CIDR facilities
- 5.2.4 Implementation of Information Security management systems and Infrastructure Monitoring & management systems
- 5.2.5 Monitoring & Evaluation of current UIDAI contracts with respect to supply of deliverables for Biometrics, Applications, Logistics, as enumerated in Section 4.2
- 5.2.6 Testing and Benchmarking
- 5.2.7 Documentation and Training
- 5.2.8 Operations Support and Maintenance
- 5.2.9 Managed Services for all operations and processes of the CIDR

- 5.2.10 Technical Helpdesk and facilitation centers, and support services
- 5.2.11 End-to-end Logistics management of UID numbers
- 5.2.12 Facilities Management services for CIDR
- 5.2.13 System and Database administration
- 5.2.14 IT Systems management of UIDAI regional offices

### **5.3 Scope of Work**

The Scope of Work listed below is representative but not exhaustive and includes the processes and functions that have to be addressed by the selected Respondent:

#### **5.3.1 Scaling Plan**

UIDAI plans to scale up the enrolment process in a staggered manner as follows:

- 0-1 Crore
- 1-10 Crore
- 10-20 Crore
- 20-50 Crore
- 50-70 Crore
- 70-100 Crore
- 100 – 110 Crore

According to the structure given below, the prospective respondents are requested to provide the scaling process and activities that the selected Respondent would carry out, to ensure successful operations to reach the desired goals and objectives of UIDAI:

##### 5.3.1.1 Modeling, Framework and Methodology for Scaling

- 5.3.1.1.1 Forecasting for scaling up/down
- 5.3.1.1.2 Decision making process
- 5.3.1.1.3 Implementation of scaling plan

##### 5.3.1.2 Individual Scaling plans for respective modules

- 5.3.1.2.1 Scaling of Primary Data Centre
- 5.3.1.2.2 Scaling of Biometric Solutions
- 5.3.1.2.3 Scaling of UID-APP
- 5.3.1.2.4 Scaling of Managed Services
- 5.3.1.2.5 Scaling of Hardware assets (IT Systems) and Connectivity (ISP)
- 5.3.1.2.6 Scaling of Logistics
- 5.3.1.2.7 Scaling of Technical Support Centre
- 5.3.1.2.8 Scaling for BCP-DR

#### **5.3.2 Governance**

The primary goals for selected MSP under information technology governance would be to assure that the investments in IT generate business value and to mitigate the risks that are associated with IT. To this end, based on Prime Bidder's previous diverse experience, the prospective bidders are requested to explain the Governance aspect according to the following structure:

- 5.3.2.1 Framework for Governance
- 5.3.2.2 Governance Components: Structure, Composition, Roles and Responsibilities
- 5.3.2.3 Administration
- 5.3.2.4 Performance
- 5.3.2.5 Scaling
- 5.3.2.6 Continuance and Transition

- 5.3.2.7 SLA Monitoring and Management
- 5.3.2.8 Disputes and Conflicts Resolution
- 5.3.2.9 Governance Process

### **5.3.3 Service Level Agreements**

The Service Level Agreements will be required to be met for both individual components of service as well as for the overall delivery, as indicated in the diagram in Section 4.1. SLAs exist for services already contracted and penalties are levied in a graded method for non-conformance. Please detail as to how would you ensure system and tool based reporting for the respective measurements.

### **5.3.4 Transition Plan**

According to the structure given below, detail the proposed transition methodology and processes that you would adopt for successful transition of each of the following to reach the desired goals:

#### **5.3.4.1 Technical Aspects of Transition**

- 5.3.4.1.1 Transition of Data Centre
- 5.3.4.1.2 Transition of Biometric Solutions
- 5.3.4.1.3 Transition of UID-APP
- 5.3.4.1.4 Transition of Managed Services
- 5.3.4.1.5 Transition of hardware assets and connectivity (ISP)
- 5.3.4.1.6 Transition of logistics
- 5.3.4.1.7 Transition of Technical Support Centre
- 5.3.4.1.8 Transition for BCP-DR

#### **5.3.4.2 Non-Technical Aspects Transition**

- 5.3.4.2.1 Transition of Contracts (Termination/takeover/replacement/extension)
- 5.3.4.2.2 Transition of SLA
- 5.3.4.2.3 Transition of Staff
- 5.3.4.2.4 Transition of Documentation
- 5.3.4.2.5 Transition of Liabilities

### **5.3.5 Information security**

The selected MSP would be responsible for protecting information and information systems from unauthorized access, use, disclosure, disruption, modification or destruction, thereby achieving the three-pronged goals of Confidentiality, Integrity and Availability. Among other things, the following also come under the purview of selected MSP:

- 5.3.5.1 Application of appropriate Patches, Antivirus, Firewall, Intrusion Prevention, Authentication-Authorization-Audit Log(AAA), Anti-virus plug-in
- 5.3.5.2 Maintaining Access list for network, servers and storage
- 5.3.5.3 Monitoring vulnerabilities and failed attempts to access
- 5.3.5.4 Define and update Server hardening procedures
- 5.3.5.5 Alert Mgmt Co-relation and appropriate authentication systems for DB systems

### **5.3.6 Vendor and Technical Team Management**

The MSP would be required to scrutinize prospects at appropriate times, monitor performance and communicate constantly with the various vendors. Also, the selected MSP needs to manage and steer the technical team. The Prospective Respondents need to share the strategy they envisage for Vendor and Technical Team management.

### **5.3.7 Payments and Commercial Model**

The Prospective Respondents should propose the payment model and framework for such type of management, where there are pre-existing contracts which will transition to the selected MSP; and at

the same time, the operations will be scaling over the contracted period. The prospective bidders may share their best practices experience of having worked with similar models and the challenges faced if any.

#### **5.3.8 Third Party Audit**

Third Party Audit (TPA) would be in place to monitor and evaluate the performance of the selected MSP with a view to ensure desired Quality of Service (QoS). In any case of non-conformance, the TPA would notify UIDAI.

#### **5.3.9 Design Principles and Solution Architecture**

The basic goal of MSP is to setup a robust Information Technology (IT) CIDR system that can cater to the unique and large scale requirements of UIDAI. Accordingly, Prospective Bidders are requested to provide the elemental design principles and architecture *for instance*, type of storage model(s), deployment architecture for servers, storage and hardware, blade server model, clustered environment server and online update model.

## 6. Annexures

### Annexure 6.1 General Particulars to be provided by the Respondents

The Respondent should provide the following particulars along with relevant supporting documentation:

- a. Full Name of the Prime Respondent and Consortium Details (if applicable)
- b. Proposed role of the Consortium members
- c. Mailing address in India
- d. Telephone and fax number
- e. E-mail address
- f. Name and designation of the person authorized to make commitments to UIDAI
- g. Year of establishment and constitution of organization
- h. The details of the top management with their professional qualification and experience
- i. Description of business and business background
- j. Whether the Firm / Company has any widely accepted certification. If yes, furnish details.
- k. Profile of personnel with qualification & experience, who will be assigned to the project.
- l. Details of offices in India and number of technical manpower related with IT/ITES for each location.
- m. Details of projects undertaken by the consortium members in a similar capacity (Minimum two projects, executed recently):
  1. Organization name and nature of business
  2. The role performed by the consortium member
- n. The bidder should provide proof of pre-qualification criteria's

S.No	Description	Proof
1.	Enterprise wide System Integration experience of providing Managed Services in multi vendor environment operating in the fields of Application, Hardware, Networking, Data Center, Hosting and preferably Biometrics Application, Logistics and Call center	Duly certified statement from their appointed statutory auditor
2.	Proof of Bidder having average annual turnover of Rs. 6000 Crore, over a period of last 3 financial years (2007-08, 2008-09, 2009-10)	Duly certified statement from their Appointed Statutory auditor or Balance Sheet copies for the relevant period



3.	Proof of Bidder (Prime Bidder in case of a consortium) having a minimum average annual turnover of Rs. 500 Crore in each year during the last 3 financial years (2007-08, 2008-09, 2009-10) from System Integration and Managed Services related operations	Duly certified statement from their Appointed Statutory Auditor and Copy of Work Order
4.	Proof of Prime Bidder's Networth being equal to at least Rs. 4000 /- Crore or equivalent USD computed as the Networth based on unconsolidated audited annual accounts of any of the last 3 financial years (2007-08, 2008-09, 2009-10) <b>{Networth = Equity share capital + Reserves – Miscellaneous expenditures to the extent not written off and carry forward losses}</b>	Duly certified statement of Prime Bidder's net worth from their appointed statutory auditor
5.	Proof of provision of Managed Services Provider and infrastructure management services for last 3 years	Duly certified statement from their appointed statutory auditor or self certification by MD/ CEO of the prime bidder
6.	Prime Bidder should have Technical strength of minimum 4,000 people of which 2,000 should be with ITIL/Database/Application Software/Hardware maintenance qualification and experience	Duly certified statement by the MD/CEO of the prime bidder
7.	Should have executed at least 2 projects of INR 100 Crore or more in gross value with Managed Services as a major component of the scope of work. International projects with similar scope of work with similar value can also be cited	Provide copy of work order and contract/ purchase order for verification or client certificate / testimonial with clear reference to value of the contract
8.	At least one reference of completed project in handling Managed Services successfully for more than 24 months	Provide copy of work order/ contract/ purchase order for verification or client certificate / testimonial with clear reference to the nature of services rendered

The Prime Respondent shall be required to submit a draft of joint Memorandum of Understanding (MOU) between the consortium member(s) for the engagement in response to this EOI. Any other remarks or documents to substantiate your consideration.

## Annexure 6.2 Technical Particulars to be provided by the Respondent

The Primary Bidder is expected to submit details. The responses should mandatorily include technical responses with sufficient explanations to the following key questions:

1
<p><b>Explain the development of MSP business over the past 5 years and the experience with respect to transition management.</b></p> <p>The Respondent response should outline the change in the type and size of the services provided to clients during the period; per se, the accounts under management; experience of administering arrangements similar to requirements, transitioning of vendor services.</p>
<p><b>Consideration Criteria:</b></p> <p>Prime Respondent should demonstrate how their MSP business has developed and grown during the last three years and their experience of administering services with solution and system architecture near to UIDAI, management framework and policies under lying transition; and actual experience of 'transitioning-in' and 'transitioning-out'.</p>
<p><b>Prospective Respondent's Response:</b></p>
2.
<p><b>How has your organization used technology to support the MSP services delivered?</b></p> <p>Prime Respondent response should demonstrate the architecture they employed and their experience in utilizing e-enablement, straight-through processing methodology and self-service functionality. The MSP should also explain the advantages that technology has had to their customer – demonstrated by quantifiable improvements and any effect on the service delivery.</p>
<p><b>Consideration Criteria:</b></p> <p>Prime Respondent should demonstrate their relevant experience, effects and benefits of e-enablement, straight through processing, self service functionality for members, clear and transparent 'no touch' / manual interventions between systems; and well evidenced and clearly defined benefits that are quantified for customer service improvement.</p>
<p><b>Prospective Respondent's Response:</b></p>
3.
<p><b>Explain your experience, during the last three years, of dealing with sensitive personal information.</b></p> <p>The response should include an explanation of Prime Respondent's data management processes and data security systems.</p>

**Consideration Criteria:**

Prospective Respondents who can demonstrate relevant experience of designing and implementing robust data integrity, management systems and processes, the maintenance and continual improvement of which is performed to meet changing requirements and secure growing data set sizes. Demonstration of understanding and experience in fair and lawful processing, clear and transparent reasons for holding specific data sets, the effective retention and archiving of data, robust and protected data transfers and the maintenance and protection of client's data rights.

**Prospective Respondent's Response:**

4

**Describe the regulatory framework that governs the administration of services that the MSP provided. Explain how the regulatory environment impacts your businesses.**

**Consideration Criteria:**

Prime Respondent who has operated within the regulatory environment for Indian Government projects, where this experience does not exist, consideration will be available for those Respondents who can demonstrate that the regulatory environments in which they have operated provide a sound foundation for taking on the responsibilities of an India Government sponsored project.

Prime Respondent is to clearly demonstrate in their response, where they are relying upon non-Indian experience, how it is comparable to the Indian regulatory environment, thereby demonstrating their understanding of the Indian regulatory environment itself. In the absence of such evidence of comparability from the Respondent, UIDAI will not be able to take purportedly equivalent experience into account.

**Prospective Respondent's Response:**

5

**Provide an example of a large scale business administration service you have delivered via a high scale staging to a client in the last five years.**

Prime Respondent should include information on the approach and rationale for the staged introduction; whether the roll-out was delivered to time and budget (please explain the reasons and lessons learned where it was not delivered); set out the scale of service delivered to include the metrics of delivery, viz. the number of accounts set up, transactions processed etc., by time phase; the project management and governance arrangements employed to roll out a programme within a fast implementation; the IT infrastructure used and the benefits gained; and the approach to managing risk and the complexities of scaling up and rolling out service operations.

**Consideration Criteria:**

Prime Respondent should demonstrate an effective approach that met the requirements, ideally of a new service to a new customer base, with clear rationale for the staged introduction;

evidence that the roll out was delivered to time and budget and/or where strong demonstration of learning was achieved; comparable scale of change for the service delivered to include the number of customer accounts set up, the number of transactions processed by time phase; demonstration of robust project management and governance arrangements that delivered fast and effective implementation; effective use of IT and clear demonstration of the benefits gained; strong awareness and approach to managing risk and the complexities of scaling up and rolling out service operations; and business change capability.

**Prospective Respondent's Response:**

6

**Demonstrate where you have built and operated a business administration service in the last three years that was ramped up and down explaining how you met changing customer volume/demands in both the short and long term (explaining the size of the change in volumes/demand explained in relation to the original business model/size); how you mitigated the subsequent costs in demand fluctuations for you and your client; how you managed both expected and unexpected changes; how you made rapid reaction to volume/demand changes; how you used information technology to achieve outcomes; and how you managed the impact on service quality.**

**Consideration Criteria:**

Prime Respondent should demonstrate a strong explanation for managing changing customer volume/demands in both the short and long term; strong explanation and process for mitigating the subsequent costs in demand fluctuations for the client; strong explanation and process for managing both expected and unexpected changes; strong explanation and process for enabling rapid reaction to volume/demand changes; information technology usage clearly linked to outcomes and strong explanation and process for protecting service quality and meeting unexpected changes.

**Prospective Respondent's Response:**

7

**Demonstrate where you have effected a service delivery and have experience to accommodate unexpected changes in each of the following technology components constituting the MSP services:**

- a) **Data Centre build, operate, manage, transition**
- b) **Biometrics Service management – creation and verification**
- c) **Application Services management**

Your response should include information on the nature systems, processes and/or solutions for each; how they were flexed; how outcomes were achieved.

**Consideration Criteria:**

Prime Respondent services within a comparable business administration service to those required by UIDAI; clear and tangible improvements evidenced with minimal increases in costs to the client; clear cause and effect of flexed service improvements by the Respondent outside of business as usual service to secure the required client outcomes and avoiding profiled

business risks; strong examples of any quantifiable improvements that resulted for the client.

**Prospective Respondent's Response:**

8

**For each business example you have used to answer the questions above outline whether you have worked within the proposed related organizations or consortium members. Your response should include what projects or work you have achieved by working together.**

**Consideration Criteria:**

Prime Respondent should demonstrate where their proposed consortium members, related organizations or work relationships with other business units with a group have successfully worked together.

**Prospective Respondent's Response:**

**Annexure 6.3 Verification**

- 6.1.1 We confirm that we will abide by all the terms and conditions contained in the Expression of Interest document.
- 6.1.2 All the details mentioned above are true and correct and if UIDAI observes any misrepresentation of facts on any matter at any stage, UIDAI has the right to reject the proposal and disqualify us from the process.
- 6.1.3 We hereby acknowledge and unconditionally accept that UIDAI can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the Expression of Interest and related documents, in short listing of Managed Service Providers.
- 6.1.4 We also acknowledge the information that this response of our Company for the UIDAI process of Expression of Interest is valid for a period of six months, for the short-listing purpose.
- 6.1.5 We also confirm that we have noted the contents of the including various documents forming part of it and have ensured that there is no deviation in filing our offer in response to the tender. UIDAI will have the option to disqualify us in case of any such deviations.
- 6.1.6 We understand that the bid security furnished by us may be forfeited:
- (a) if we withdraw our participation from the EOI during the period of validity of EOI document; or
  - (b) in the case we do not participate in the subsequent Tender process after having been short listed;

**Place:****Date:****Seal and Signature of the Prime Respondent**

### Annexure 6.4 Proforma – EMD Form

Whereas ----- (hereinafter called 'the Respondent') has submitted its EOI dated ----- for selection of Managed Services Provider (MSP) for the Unique Identification Authority of India ("UIDAI") (hereinafter called "the EOI Response")

KNOW ALL MEN by these presents that WE ----- of ----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the Unique Identification Authority of India ("UIDAI") (hereinafter called "the Client") in the sum of ----- for which payment well and truly to be made to the said Client, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this ----- day of ----- 2010

THE CONDITIONS of this obligation are:

1. If the Respondent, having been notified of the acceptance of its EOI by the Client during the period of validity of EOI
  - (a) Withdraws his participation from the EOI during the period of validity of EOI document; or
  - (b) Fails or refuses to participate in the subsequent tender process after having been short listed in accordance of the EOI Document;

We undertake to pay to the Client up to the above amount upon receipt of its first written demand, without the Client having to substantiate its demand, provided that in its demand the Client will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 60 days after the period of EOI Response validity, and any demand in respect thereof should reach the Bank not later than the above date.

-----  
**(Authorised Signatory of the Bank)**