



REQUEST FOR QUOTATION (RFQ)

FOR

Selection of Enrolment Agencies

For

Implementation of UID Project

Tender Reference No. PSB/FI&UID/No.1/2011-12

(Cost of Document Rs.5000/-)

Punjab & Sind Bank
Financial Inclusion & UID Cell
21, Rajendra Place, New Delhi
www.psbindia.com

Tender Reference	PSB/FI&UID/No.1/2011-2012
Purpose	Selection of enrolment agencies for implementation of UID project.
Date of Commencement	25 th July, 2011
Last Date for Sale of RFQ	20.08.2011 upto 12 p.m
Last Date & Time for receipt of RFQ	20.08.2011 upto 4 p.m
Date and Time of receipt of Queries	01.08.2011 upto 4 p.m
Date and Time of Opening of Commercial Bids	To be notified later to the eligible bidders.
Date and Time of pre bid meeting	03.08.2011 at 11 a.m
Address for submission of Tender & Pre-bid Meeting	The Chief Manager Punjab & Sind Bank HO Financial Inclusion & UID Cell 4 th Floor, 21, Rajendra Place, New Delhi 1100125
Contact Numbers	25756376, 25756377
Fax Number	25725351
e-mail address	finuid@psb.org.in , sandipan.s@psb.org.in

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1. INVITATION TO BID

Dated: 25.07.2011

1. Punjab and Sind Bank invites Commercial Bids from Enrolling Agencies empanelled by UIDAI for carrying out the enrolment functions for the UID Project for the States of Punjab, Haryana, Delhi and Western Uttar Pradesh
2. The Request for Quotations (RFQ) includes the following sections:
 - a. Invitation for Quotations
 - b. Instruction to Bidders
 - c. Scope of Work
 - d. Commercial Bid Covering Letter Annexure I
 - e. Financial Bid Forms Annexure II
 - f. Guidelines for enrolment Annexure III
 - g. Bank Guarantee Proforma for Earnest Money Deposit Annexure IV
 - h. Bank Guarantee Proforma for PBG Annexure V
 - i. Specifications and formats for capture of KYR+ Information Annexure VI
3. The response to the RFQ should to be submitted on or before 20.08.2011 4 p.m at the address for communication given below
4. The "Request for Quotation" is available on the website www.psbindia.com for free download. The response to the RFQ should to be submitted on or before 4 p.m. at the address for communication given below:

The Chief Manager
Punjab and Sind Bank
Financial Inclusion and UID Cell
4th Floor, 21, Rajendra Place
New Delhi.
5. The Punjab and Sind Bank reserves the right to reject any or all the Bids in whole or part without assigning any reasons.
6. This 'Invitation to Bid' is extended only to Agencies empanelled by UIDAI for undertaking demographic and biometric data collection for enrolment of residents.
7. This 'Invitation to Bid' is non-transferable under any circumstances.

2. INTRODUCTION

2.1 About Punjab and Sind Bank UID Project.

Punjab and Sind Bank is a leading Public Sector Bank with 980 branches spread across the country. The Bank has a three tier organizational setup – Branches, Zonal Offices & Head Office. Presently, there are 23 Zonal Offices which are reporting to Head Office. Bank has signed MOU with UIDAI to work as Registrar for implementation of UID project by allotment of UIDs to public at large. The Bank as a Registrar shall select Enrolment Agencies which shall capture Know Your Resident (KYR) demographic data and biometric data from the residents to be given to UIDAI for issuance of UID number (also called Aadhaar). Along with KYR data, Enrolment Agencies will also capture additional fields what may be called as KYR+ and are detailed in Annexure VI.

2.2 About UID Project

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

The widespread implementation of the UID project needs the reach and flexibility to enroll residents across the country. To achieve this, the UIDAI proposes to partner with a variety of agencies and service providers (acting as Registrars, Sub-registrars and Enrolling Agencies) to enroll residents for UID. By participating in enrolling residents, registrars and enrolment agencies across the country would be part of a truly historic exercise, one which can make our welfare systems far more accessible and inclusive of the poor, and also permanently transform service delivery in India.

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

3. INSTRUCTION TO BIDDERS - STANDARD

PART I

STANDARD

<p>Definitions</p>	<p>(a) “Purchaser” means the registrar with which the selected Bidder signs the Contract for the Services. In this project, the ‘Purchaser’ is the Punjab and Sind Bank</p> <p>(b) “Bidder” means any entity that may provide or provides the Services to the Purchaser under the Contract.</p> <p>(c) “Bid” means the Financial Quotation consisting of one/ multiple Schedules.</p> <p>(d) “Instructions to Bidders” (Section 3 of Volume I of the RFQ) means the document which provides interested Bidders with all information needed to prepare their bids. This document also details out the process for the selection of the enrolling agency.</p> <p>(e) “Scope of Work” (SoW) means the Volume II of the RFQ which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Purchaser and the Bidder.</p> <p>(f) “Standard Contract” means standard contract agreement to be signed between the Registrar and the selected Enrolling Agency.</p> <p>(g) “Schedule” means the financial bid for each Geographical area as specified by the Registrar. Registrar may choose to have only one Schedule for the entire State OR subdivide the State into multiple Schedules (one for each geographical area as specified by the Registrar – e.g. A State may be subdivided into Division/ District/ Block etc. and have individual Schedules for each sub-division)</p>
<p>1. Introduction</p>	<p>1.1 This RFQ (Request For Quotation) is being issued only to the Enrolling Agencies empanelled by UIDAI for undertaking the Demographic and Biometric data collection of Residents in the States of Punjab, Haryana, Delhi, Rajasthan, and Western Utter Pradesh</p> <p>1.2 All the provisions listed out in the Request for Empanelment (RFE) issued by the UIDAI and Terms & Conditions of Empanelment shall be binding upon the participating bidders of this RFQ.</p> <p>1.3 The Registrar will select a firm, in accordance with the method of selection specified in the Data Sheet.</p> <p>1.4 The name of the assignment/Job has been mentioned in Part II Data Sheet. Detailed scope of the assignment/ job has</p>

	<p>been described in the Scope of Work in Volume II.</p> <p>1.5 The date, time and address for submission of the bid has been given in Part II Data Sheet</p> <p>1.6 Interested Bidders are invited to submit a Financial Bid for providing services required for the assignment named in the Data Sheet.</p> <p>1.7 The Purchaser is not bound to accept any bids, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Bidders.</p>
Only one Bid	1.8 A Bidder shall only submit one financial bid (can contain multiple Schedules). If a Bidder (single/ consortium partner/multiple subsidiary companies) submits or participates in more than one bid, such bids shall be disqualified.
Bid Validity	1.9 The Part II Data Sheet to Bidder indicates how long Bidders' bid must remain valid after the submission date.
Consortium	1.10 Only those consortiums which have been empanelled by UIDAI are eligible to submit a consortium bid. In such a case, the lead agency empanelled by UIDAI shall be the lead member of the consortium and shall be responsible and liable to the Purchaser for all aspects of their bid, contract, etc.
Tenure of Contract	1.11 The estimated tenure of the contract shall be provided in Data Sheet Para 1.11
2. Clarification and Amendment of RFQ Document	<p>2.1 Bidders may request a clarification in the RFQ document up to the number of days indicated in the Data Sheet before the bid submission date. Any request for clarification must be sent in writing, or by standard electronic means to the Purchaser's address indicated in the Data Sheet.</p> <p>2.2 At any time before the submission of Bids, the Purchaser may amend the RFQ by issuing an addendum/ corrigendum in writing or by standard electronic means. The addendum/ corrigendum shall be sent to all Bidders and will be binding on them.</p>
3. Preparation of Financial Bid	3.01 The preparation of the Financial Bid as well as all related correspondence exchanged by the Bidders and the Purchaser, shall be in English
	3.02 The Financial Bid shall be prepared using the attached Standard Forms. It shall list all costs associated with the assignment for each Schedule corresponding to the Geographical

	<p>scope of work. Each Schedule corresponds to a particular geographical area and financial bid for each Schedule shall be treated separately at the time of evaluation. The geographical areas for each Schedule are given in Data Sheet Para 3.2. The financial bid shall not include any conditions attached to it and any such conditional financial bid shall be summarily rejected.</p> <p>3.03 The Bidders shall submit a copy of the Letter of Empanelment / Registration no issued by UIDAI duly indicating the level and tier as well as the list of States the Bidder is eligible to work in. Non-submission of the letter of empanelment / Registration no. will render the bidder disqualified.</p> <p>3.04 The Bidders shall be eligible for bidding for the various Schedules based on the Eligibility criteria as per Data Sheet Para 3.4. Bidders shall strictly adhere to the Eligibility for different Schedules and shall submit Financial Bids only for those Schedules for which they are eligible. The Purchaser shall verify the contents of the 'Letter of Empanelment' with the list of empanelled agencies provided by UIDAI to check the eligibility of the Bidders for the various Schedules the Bidder has evinced interest in working in.</p>
Taxes	<p>3.05 The Bidder may be subject to local taxes (such as: VAT, Service tax, duties, fees, levies) on amounts payable by the Purchaser under the Contract. Bidders shall include such taxes in the financial bid.</p>
	<p>3.06 Bidders should provide the price of their services in Indian Rupees.</p>
Earnest Money Deposit (EMD), and Performance Guarantee.	<p>3.07 Earnest Money Deposit</p> <p>I. An EMD of Rs. Five lakhs, in the form of Bank Guarantee in favour of Punjab and Sind Bank, must be submitted along with the Proposal</p> <p>II. Bid not accompanied by EMD shall be rejected as non-responsive.</p> <p>III The EMD of the unsuccessful bidders would be returned back within one month of signing of the contract.</p>

	<p>3.08 The EMD shall be forfeited by the Purchaser in the following events:</p> <ol style="list-style-type: none"> I. If Bid is withdrawn during the validity period or any extension agreed by the Bidder thereof. II. If the Bid is varied or modified in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof. III. If the Bidder tries to influence the evaluation process. IV. If the Bidder with the lowest financial quote (L1) withdraws his Bid during finalisation (failure to arrive at consensus by both the parties shall not be construed as withdrawal of Bid by the Bidder).
	<p>3.09 Tender Fees: All Bidders are required to pay Rs.5000/- towards Tender Fees in the form of Demand Draft drawn in favor of Punjab and Sind Bank payable at New Delhi. The Tender Fee is Non-Refundable.</p>
	<p>3.10 Performance Bank Guarantee</p> <ol style="list-style-type: none"> I. The selected Bidder shall be required to furnish a Performance Bank Guarantee equivalent to 10% of the contract value rounded off to the nearest thousand Indian Rupees, in the form of an unconditional and irrevocable bank guarantee from a scheduled commercial bank in India in favour of Punjab and Sind Bank for the entire period of contract with additional 90 days claim period. The bank guarantee must be submitted after award of contract but before signing of contract. The successful bidder has to renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable/payable from/by the Bidder on any account under the contract. On submission of this performance guarantee and after signing of the contract, BG submitted towards EMD would be returned in original.
<p>4. Submission, Receipt, and Opening of Bids</p>	<p>4.1 The original Technical/ Commercial Bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidders themselves. The person who signed the Bid must initial such corrections.</p> <p>4.2 An authorized representative of the Bidders shall initial all pages of the original Commercial Bid. The authorization shall be in the form of a written power of attorney accompanying the Financial Bid or in any other form demonstrating that the representative has been fully authorized to sign. The signed Financial Bid shall</p>

	<p>be marked "ORIGINAL".</p> <p>4.3 The original Commercial Bid for each Schedule shall be placed in a separate envelope, sealed and clearly marked "COMMERCIAL BID FOR SCHEDULE – 'N'". All the sealed original commercial bids for each Schedule shall be placed in a outer envelope, sealed and clearly marked "COMMERCIAL BID" and the name of the assignment.</p> <p>The envelopes containing the Commercial Bid, EMD, and Tender Fee shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and be clearly marked "DO NOT OPEN, EXCEPT IN PRESENCE OF THE OFFICIAL APPOINTED, BEFORE 1600 hrs on DD-MM-YYYY". The Purchaser shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Bid rejection. If the Financial Bid is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Bid non-responsive.</p>
	<p>4.4 The Bids must be sent to the address/addresses indicated in the Data Sheet and received by the Purchaser no later than the time and the date indicated in the Data Sheet, or any extension to this date in accordance with para. 2.2. Any bid received by the Purchaser after the deadline for submission shall be returned unopened.</p>
Right to Accept/Reject the Bid	<p>4.5 Purchaser reserves the right to accept or reject any Bid and to annul the RFQ process and reject all such bids at any time prior to award of contract, without thereby incurring any liability to the affected applicant(s) or any obligation to inform the affected applicant(s) of the grounds for such decision.</p>
5. Public Opening and Evaluation of Financial Bids	<p>5.1 Commercial Bids of only those firms who pass Qualification Criteria shall be opened publicly on the date & time specified in the presence of the Bidders' representatives who choose to attend.</p> <p>5.2 The name of the Bidders and their financial bid for each Schedule shall be read aloud.</p> <p>5.3 The Purchaser will correct any computational errors for each Schedule. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the formers will prevail.</p> <p>5.4 The Contract shall be awarded to the lowest bidder (L1) for each Schedule.</p> <p>5.5 In case, a Bidder emerges as the Lowest Bidder (L1) for multiple</p>

	<p>schedules, then the Purchaser shall check whether the Bidder has exceeded its available Bid Capacity in terms of the cumulative target enrolments to be covered in the multiple schedules.</p> <p>In case a single bidder emerges as the lowest bidder in multiple schedules and the total number of enrolments as per the schedules exceeds the Maximum available bid capacity of the bidder (as prescribed in the Empanelment list of UIDAI less work awarded by other Registrars), then the bidder shall be considered selected in the schedules where he is the lowest bidder and within the Maximum bid capacity limits.</p> <p>In the remaining schedules over and above the lowest bidders Maximum bid capacity, the second lowest bidder shall be given an opportunity to match the L1, provided the L2 bidder also does not exceed its Bid Capacity. If the second lowest bidder does not match the lowest bid, then the offer to match the L1 is given to third lowest bidder and hence forth.</p> <p>The Purchaser shall follow this process till all the Schedules are awarded to Bidders and shall ensure that the Bidders do not exceed the available Bid Capacity (as given in Data Sheet Para 5.5 less work awarded by other Registrars) in terms of the maximum enrolments possible in a year.</p> <p>5.6 In any of the cases, if the contract of a selected agency has been terminated due to non performance, then the agencies working in the other schedule shall be given an opportunity to accept the work at the same L1 price. In case there are more than one willing agency (among the agencies working in the other schedule) to take up the work, then the work shall be divided in equal proportion (to the extent possible) among these agencies. In case there is no willing agency (among the agencies working in the other schedule) to take up the work, then a fresh tender shall be floated for that work.</p>
<p>6 Disqualification</p>	<p>Purchaser may at its sole discretion and at any time during the evaluation of application, disqualify any applicant, if the applicant:</p> <ul style="list-style-type: none"> (i) Submitted the application after the response deadline; (ii) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements; (iii) Exhibited a record of poor performance such as abandoning works, not properly completing the

	<p>contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;</p> <ul style="list-style-type: none"> (iv) Submitted an application that is not accompanied by required documentation or is non-responsive; (v) Failed to provide clarifications related thereto, when sought; (vi) Submitted more than one application either as a Single Agency/ Prime Agency/ consortium member; <p>(vii)</p> <ul style="list-style-type: none"> a. Bidder should not be state/UT level blacklisted by Government b. There should not be black listing for any fraudulent, corrupt or performance reasons c. Bidder should have not been blacklisted by the UIDAI or disqualified for any reason including for no longer meeting the empanelment criteria laid down by the UIDAI
<p>7. Award of Contract</p>	<p>7.1 The winning Bidder for each Schedule shall submit a detailed Work Plan detailing out the area to be covered in each month and the timelines for covering the enrolment work in the geographical area. Monthly work plan be submitted at least 10 days in advance for concurrence. The Work Plan should be inline with the RFQ in terms of deployment of enrolment stations. The Purchaser shall evaluate the same and make necessary modifications which shall be mutually agreed by both parties before issuance of Letter of Intent</p> <p>7.2 The Purchaser shall issue a Letter of Intent to the selected Bidder after mutual acceptance of the Work Plan</p> <p>7.2 The Bidders will sign the contract within 15 days of issuance of the letter of intent.</p> <p>7.3 The Bidder is expected to commence the assignment on the date and at the location specified in the Part II Data Sheet. In case the winning Bidder fails to start the enrolment work within 30 days of issue of Letter of Award of Work/ Letter of Intent, then the Purchaser may cancel the award of work to the lowest bidder and negotiate with the second lowest bidder (L2) for award of work.</p>

INSTRUCTION TO BIDDERS – DATA SHEET

PART II

Data Sheet

Paragraph Reference	
1.3	<p>Name and Details of Purchaser: Punjab and Sind Bank Financial Inclusion and UID Cell, 21, Rajendra Place New Delhi. E mail: finuid@psb.org.in</p> <p>Method of selection:</p> <p>a) Contract Awarded to the Lowest Bidder (L1) for each Schedule</p>
1.4	<p>Name of the assignment: Implementation of UID Project</p>
1.5	<p>The Bid submission address is:</p> <p>Chief Manager Punjab and Sind Bank Financial Inclusion and UID Cell 4th Floor, 21, Rajendra Place New Delhi -1100125</p> <p>Commercial sealed envelopes (containing one or multiple covers depending on the number of Schedules in which the bidder is interested and qualified for bidding), EMD, and Tender Fee must be submitted no later than the following date and time:</p> <p>Date: 20.08.2011</p> <p>Time: 4 p.m</p>
1.9	<p>Bids must remain valid for 120 days after the submission date.</p>
1.11	<p>The estimated tenure of contract: Twelve months</p>
2.1	<p>Clarifications may be requested not later than 01.08.2011. The email address for requesting clarifications is: finuid@psb.org.in</p>

3.2	<p>The Schedules and corresponding Geographical areas and Target Population are as given below:</p> <table border="1" data-bbox="415 296 1360 575"> <thead> <tr> <th>Sl. No</th> <th>Schedule No.</th> <th>Geographical Area under the Schedule</th> <th>Target approx. Population</th> <th>Approx No Of Enrolment Stations</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Schedule 1</td> <td>State of Punjab</td> <td>40 lac</td> <td>250</td> </tr> <tr> <td>2</td> <td>Schedule 2</td> <td>State of Haryana</td> <td>10 lac</td> <td>60</td> </tr> <tr> <td>3</td> <td>Schedule 3</td> <td>NCR Delhi</td> <td>5 lac</td> <td>10</td> </tr> <tr> <td>4</td> <td>Schedule 4</td> <td>Western Utter Pradesh</td> <td>5 lac</td> <td>10</td> </tr> </tbody> </table> <p>The period for completion of work would be 12 months.</p>	Sl. No	Schedule No.	Geographical Area under the Schedule	Target approx. Population	Approx No Of Enrolment Stations	1	Schedule 1	State of Punjab	40 lac	250	2	Schedule 2	State of Haryana	10 lac	60	3	Schedule 3	NCR Delhi	5 lac	10	4	Schedule 4	Western Utter Pradesh	5 lac	10
Sl. No	Schedule No.	Geographical Area under the Schedule	Target approx. Population	Approx No Of Enrolment Stations																						
1	Schedule 1	State of Punjab	40 lac	250																						
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4	Schedule 4	Western Utter Pradesh	5 lac	10																						
3.4	<p><u>Eligibility for Submission of Bids for the different Schedules</u></p> <table border="1" data-bbox="415 741 1360 953"> <thead> <tr> <th>Sl. No</th> <th>Schedule No.</th> <th>Minimum Technical 'Level' Requirement</th> <th>Minimum Financial 'Tier' Requirement</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Schedule 1</td> <td><i>T 1</i></td> <td><i>F 3</i></td> </tr> <tr> <td>2</td> <td>Schedule 2</td> <td><i>T 1</i></td> <td><i>F 3</i></td> </tr> <tr> <td>..</td> <td>.Schedule 3.</td> <td><i>T 1</i></td> <td><i>F 3</i></td> </tr> <tr> <td>N</td> <td>Schedule 4</td> <td><i>T 1</i></td> <td><i>F 3</i></td> </tr> </tbody> </table> <p>Bidders shall strictly adhere to the Eligibility for different Schedules and shall submit Financial Bids only for those Schedules for which they are eligible. The Bidders shall submit a copy of the 'Letter of Empanelment' along with the Financial Bid.</p>	Sl. No	Schedule No.	Minimum Technical 'Level' Requirement	Minimum Financial 'Tier' Requirement	1	Schedule 1	<i>T 1</i>	<i>F 3</i>	2	Schedule 2	<i>T 1</i>	<i>F 3</i>	..	.Schedule 3.	<i>T 1</i>	<i>F 3</i>	N	Schedule 4	<i>T 1</i>	<i>F 3</i>					
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N	Schedule 4	<i>T 1</i>	<i>F 3</i>																							
4.3	<p>Bidder must submit the following:</p> <p>a) Only the Original of the Financial Bid. The Financial Bid shall contain one/ multiple Schedules based on the geographical areas where the bidder is interested in working.</p>																									
5.1	<p>The Bid Opening Date and Time is: To be communicated later.</p>																									
5.5	<p>The Maximum Bid Capacity for the various Financial Capacity 'TIERS' is as given below:</p> <table border="1" data-bbox="415 1665 1360 1877"> <thead> <tr> <th>Sl. No</th> <th>Financial Capacity 'TIER'</th> <th>Maximum Bid Capacity (maximum enrolments in an year)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>F1</td> <td>15 Lakh enrolments</td> </tr> <tr> <td>2</td> <td>F2</td> <td>35 Lakh enrolments</td> </tr> <tr> <td>3</td> <td>F3</td> <td>125 Lakh enrolments</td> </tr> <tr> <td>4</td> <td>F4</td> <td>500 Lakh enrolments</td> </tr> </tbody> </table>	Sl. No	Financial Capacity 'TIER'	Maximum Bid Capacity (maximum enrolments in an year)	1	F1	15 Lakh enrolments	2	F2	35 Lakh enrolments	3	F3	125 Lakh enrolments	4	F4	500 Lakh enrolments										
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Qualification Criteria

A Single company/ organization (e.g. Govt./ Semi-Govt./ Private/ PSU/ NGO/ Not-for-Profit/ Microfinance Institution) or Consortium of companies/organizations (maximum of 4 members) registered in India are eligible to submit Quotations for carrying out the enrolment work as per this RFQ. In case of a Consortium, one of the members of the consortium should act as the Prime Agency and shall be solely responsible to the Registrar for executing the enrolment activities and contractual obligations, if selected for carrying out enrolment activities. The Prime Agency should submit the bid on behalf of the Consortium.

1. The Bidder (single agency/ prime agency) should have been in existence in India for a period of at least 2 years as of 31-3-2011.
2. The Bidder (single agency/ all consortium members) must be incorporated or registered in India under the Indian Companies Act, 1956 (including Section – 25 of the Act), the Partnership Act, 1932, Societies Registration Act 1860, the Indian Trusts Act 1882/ it's equivalent in the respective states OR Proprietorship entities having a PAN number.
3. The Bidder should be the panel of UIDAI.
4. The bidder/ s who have done pilot with the bank are eligible.
5.
 - a. Bidder should not be state/UT level blacklisted by Government
 - b. There should not be black listing for any fraudulent, corrupt or performance reasons
 - c. Bidder should have not been blacklisted by the UIDAI or disqualified for any reason including for no longer meeting the empanelment criteria laid down by the UIDAI
- 7.. The services of the Bidder should not have been terminated for unsatisfactory work or fraudulent activity by Central, or any State/ UT Government.

Only those bidders who meet the eligibility criteria specified above will be eligible to respond to this RFQ. The bidder's Quotation shall contain the relevant information & supporting documents (as specified below) to substantiate the eligibility of the bidder.

The list of mandatory supporting documents to be submitted are:

1. Certificate of Incorporation from Registrar Of Companies (RoC) or Certificate of Registration/ Evidence of legal status of Bidder (Single Agency/ all Consortium members)
2. Letter of Association in case of Consortium/ certified true copy of the consortium agreement between the Prime Bidder and the other members of the consortium, describing the respective roles and responsibilities of all the members, in meeting the overall scope and requirements of the proposed Project.
3. Company Auditor Certified Financial Statements (of Single Agency/ Prime Agency in case of consortium) for the financial years 2010-11,2009-10 and 2008-09 (Please include the sections on P&L, Turnover, Assets and Balance Sheet) should be provided by all types of bidders.
4.)
 - a. Declaration that Bidder is not be state/UT level blacklisted by Government
 - b. There should not be black listing for any fraudulent, corrupt or performance reasons
 - c. Bidder should have not been blacklisted by the UIDAI or

	<p style="text-align: center;">disqualified for any reason including for no longer meeting the empanelment criteria laid down by the UIDAI</p> <p>5. Declaration from the Senior Management citing that the service of the organization has not been terminated for unsatisfactory work or fraudulent activity by any Central/ State/ UT Government.</p> <p>6. In case of NGO/ Not-for-profit organizations, declaration from the Senior Management citing that the organization is a non-political and non-denominational organization with no affiliation to any political party or religion.</p> <p>7. Proof for Organization PAN number, VAT/ Service Tax number</p> <p>8. Profile of the Organization giving relevant details of nature of work, experience, infrastructure, resources etc.</p> <p>9. Letter of empanelment of UIDAI</p>
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1. SCOPE OF WORK

The scope of work of the Enrolling Agency (EA) is defined below

1.1 Functional scope

The functional scope of this engagement shall include all the steps from setting up an enrolment station/center for enrolment of residents for the UID Project up to providing requisite MIS reports to Registrar and UIDAI on enrolments completed on a daily basis till the whole enrolment operation for the targeted population is completed. The functional scope shall also include the collection of demographic details as per the KYR+ data requirements of Punjab and Sind Bank. The Enrolling Agency shall also be responsible for delivering additional services as required by the Registrar through this RFQ.

1.1.1 Procure Biometric Devices as per UIDAI Specifications

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

1.1.2 Setting up of Enrolment Stations and Enrolment Centre

1. The number of enrolment stations/ centers and the duration shall be calculated and decided by EA in concurrence with the Registrar taking into account a number of factors like population density, geographical and topographical features, accessibility etc.

The exact location and catchment area of the enrolment station shall be decided by the registrar in consultation with the Enrolment agency. A stationary enrolment station in this context would mean an enrolment station that shall be available at a particular location and address for a period more

than 7 days to complete enrolment of the population in the catchment area assigned. The Registrar may decide to provide the facilities to house the stationary enrolment station at these locations.

The process for setting up Enrolment centre, enrolment stations and the enrolment process flow is detailed out in Annexure I at the end of this document. The minimum facilities in the setup are as below.

a. Setting up of Enrolment station

Enrolment Station refers to an individual enrolment booth/enclosure inside the Enrolment Centre. The capture of Demographic and Biometric data is done in this Station.

Mandatory Requirements	
A	
A.1	Laptop/Desktop available(The minimum system , Windows Operating System requirement are defined in Aadhaar Installation Setup Manual ; 4 USB /USB hub for connecting biometric devices)
A.2	UIDAI software installed, tested, configured, registered with CIDR as per installation and configuration manual
A.3	List of Introducers loaded on laptop
A.4	UIDAI standards compliant Iris capture devices duly certified by STQC (make & model)
A.5	UIDAI standards compliant finger print capture devices duly certified by STQC (make & model)
A.6	UIDAI standards compliant digital camera as per UIDAI specifications.
A.7	White back ground screen, non reflecting, opaque, ~3ft wide, and with stand ,available for taking photographs
A.8	Extra monitor for residents to verify their data (15-16" with a resolution above 1024x768)
A.9	All devices as per UIDAI standards
A.10	Working of all equipment at every station tested
A.11	Memory Stick for data transfer (4 GB pen drive sufficient for 1 centre/day i.e. ~5 stations. Enrolment Centre should maintain a stock of 20 days)
A.12	Printer (A4 laser printer; must print photo with good quality receipt)
A.13	Printer Paper(Inventory for 5 stations for 10 days ~ 20 rims)
A.14	Anti Virus / Anti Spyware checks
A.15	Data Card /Internet connectivity for Enrolment Client to be online every 24-48 hrs
A.16	All Operators and Supervisors enrolled into AADHAAR and registered with CIDR
A.17	The pre-enrolment data from the Registrars, if used, is available for import on laptops
A.18	If Registrar has additional fields to be captured , then the KYR+ software for capturing the KYR+ fields is configured and tested

A.17 Sponge for wetting and hand-cleaning cloth available

b. Setting up of Enrolment Centre

Enrolment Centre refers to the premises located in the area where the enrolment is being carried out. The location for the enrolment center and number of enrolment stations per center shall be determined by the Enrolling agency and approved by the Registrar.

The process for setting up Enrolment centre is defined in ‘**Set up Enrolment centre sub process flow**’ in Annexure I at the end of this Volume II. The minimum facilities in the setup are as below.

The enrolment plan and schedule for the center shall be prepared by the Enrolment Agency and shared with the registrar. One Enrolment Centre can host a single or multiple Enrolment Stations. Following are the specifications for a stationary/mobile enrolment center.

	Mandatory Requirements
B	Enrolment Centre
B.1	Backup power supply (generator) of 2 KVA capacity for every five enrolment stations kept in a centre
B.2	Fuel to run the generators
B.3	Printed enrolment forms for filling data available in sufficient numbers,if used
B.4	Bubble packed , water resistant ,envelopes(CD mailer) for pen drive transfer to CIDR via India Post (2 Envelopes/day/centre. Enrolment Centre should maintain a minimum stock of 20 days)
B.5	Preprinted pre-addressed labels for envelopes (2 /day/centre. Enrolment Centre should maintain a minimum stock of 20 days)
B.6	Photocopier for xerox of resident's PoI,PoA documents
B.7	Data Backup of each station at least twice a day on an external hard disk (backup should be maintained for a minimum period of 60 days).
B.8	Adequate lighting, fans & power points for plugging various biometric devices available

B.9	Local authorities informed of enrolment schedule
B.10	Introducers informed of enrolment schedule
B.11	Banner for the Enrolment Centre placed at entrance
B.12	Posters depicting enrolment process in English & the local language present in visible places
B.13	Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrolment centre
B.14	The User Manual of the software available for ready reference & operators aware of the same
B.15	Ink pad for taking thumb impressions on consent where resident/introducer is unable to sign
B.16	External Hard disk for taking backup
B.17	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc
B.18	GPS Receiver (USB/built in)

Other Requirements at Enrolment Centre are listed as below:

Desired	
C	Other Logistics
C.1	Extension box for Power Cord
C.2	Water, soap and towel for cleaning hands
C.3	Drinking water facility available
C.4	Sufficient number of tables and chairs for enrolment station operators
C.5	Chairs/benches available in shade for waiting enrolees
C.6	Hall / room spacious & furniture organized to minimize movement of enrolee while capturing biometric information
C.7	At least one station is suitable for physically challenged, pregnant women, women with infants and elderly enrolees. This station is clearly marked with a visible

	banner.	
C.8	Carry cases for all devices available	
C.9	Material for cleaning biometric instruments and laptops as specified by device manufacturers	
C.10	A separate enclosure to enrol “purdah-nasheen” women available	
C.11	Sufficient no. of operators available for job rotation & preventing operator fatigue	
C.12	Lady operators / volunteers to assist women enrolees	
C.13	Security arrangement in place to stop enrolees from carrying bags / suitcases or any other material into the enrolment centres	
C.14	A ramp is provided for disabled and old age people	
C.15	First aid kit available	
C.16	ORS kit available for areas in extreme heat conditions	
C.17	Scanner (Optional as per Registrar's mandate)	
C.18	Bar Coded Stickers (Optional as per Registrar's mandate)	
C.19	Bar Code Reader (Optional as per Registrar's mandate)	
Enrolment Center - Health & Safety Considerations		
D.1	All the electrical equipment are properly earthed	
D.2	All wiring on the floor or along the walls properly insulated	
D.3	Wiring required for the generator backup and for connecting the various devices used for enrolment neatly organized	
D.4	Fuel for generator or any other inflammable material stored away from the enrolment area	
D.5	Fire safety equipment available handy	
D.6	Power generator kept sufficiently away from the enrolment stations	
D.7	Local Emergency Help numbers available at the center & operators aware of the same	

- i. An enrolment center shall be manned by a supervisor and technical personnel in addition to the operators at the enrolling stations. A ratio of 5:1 operators to supervisors as well as operators to technical staff subject to a minimum of one supervisor per one enrolment centre should be maintained by the Enrolment Agency.
- ii. The premises of the enrolment center are expected to be provided by the Government authorities wherever available. However the enrolling agency shall ensure required infrastructure like connectivity, power (if not already available) etc with the help of the local body authorities. In cases where such facilities are not available, the enrolling agency shall be responsible for providing alternate arrangements like power generator etc.
- iii. An area in the enrolment center shall be clearly demarcated for enrollees waiting to be enrolled and facilities for seating should be provided.
- iv. In case of mobile enrolment centers/stations also, the decision on frequency/period of availability have to be decided by EA and approved by the Registrar based on density of population, geographical terrain etc.

1.1.3 Hire & Train Manpower for Enrolment

Hiring Manpower:

The Enrolling Agency shall hire manpower to operate the enrolment station/center as per the guidelines prescribed by UIDAI.

- i. Operator: The enrolling agency shall hire manpower (operator) to execute enrolment at the enrolment stations as per the criteria provided below
 1. The operator should have passed Matriculation
 2. The operator should have a basic understanding of operating a computer and should be comfortable using the computer.
 3. The operator should have undergone training on the various equipment and - devices to be used during enrolment..
 4. The operator should have passed the Operator test for UID enrolment and certified from a testing and certifying agency authorized by UIDAI.
- ii. Supervisor: The enrolling agency shall hire Supervisors to supervise enrolment at the enrolment centers as per the criteria provided below

1. The supervisor shall preferably a graduate
 2. The supervisor shall have a good understanding and experience in using a computer.
 3. The supervisor should have undergone training on the various equipment and - devices to be used during enrolment.
 4. The operator should have passed the Supervisor test and certified from a testing and certifying agency authorized by UIDAI.
- iii. Technical personnel : The enrolling agency shall hire Technical personnel to provide technical support during enrolment at the enrolment centers as per the criteria provided below
1. The Technical personnel shall be a Graduate and have a certification/experience on hardware/software trouble shooting and maintenance
 2. The Technical personnel shall have a good understanding and experience in using a computer.
 3. The Technical personnel should have undergone training on the various equipment and -- devices to be used during enrolment.
 4. The Technical personnel should have passed the Technical personnel test and certified from a testing and certifying agency authorized by UIDAI.
- iv. Induction training: After hiring the personnel as described above, the Enrolment Agency should impart induction training on the various activities involved in the enrolment process to enable them to understand and adjust to the local situation. The induction training is to be given just before actual deployment of the personnel for enrolment operations and shall be compulsory. The period of induction training shall be from 10 to 15 days.

Training of Manpower:

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

1. The training schedule and content shall be as prescribed by UIDAI on its website.
2. The enrollment agency may prefer to have master trainers onboard. Master trainers shall be identified by the enrollment agency from its pool of trainers and get them trained by UIDAI/ its representative as per its schedule. Master trainers shall train the trainers.
3. The enrollment agency shall have the requisite number of trainers for training its personnel. Trainers have to be trained by the Master trainers and should have passed the certification exam.
4. The training and enrolment operations shall be separate activities.
5. Duration of the training will vary depending on the category/ level of the participant and shall be prescribed by UIDAI on its website.
6. The enrolling agency providing inhouse training shall translate the training material into local language and hand it over to the course participants.
7. The enrollment agency shall ensure the availability of the requisite infrastructure for imparting training which shall include
 - a. Availability of at least two sets of the equipment and gadgets listed in 1.1.2.aabove.
 - b. Certified trainers
8. The size of a batch for training shall not exceed 40 per batch.
9. The training schedule and contents for training shall be defined by UIDAI/its representative.
10. The manpower trained by the Enrolling Agency/Empanelled training agency shall be considered qualified only after passing the Certifying test conducted by a Testing and Certifying Agency authorized by UIDAI. Therefore the agency shall coordinate with the testing agency for testing and certifying its trainees.
11. The agency shall be subject to process audits for training from time to time by UIDAI/ its representative.

Indicative training modules and duration is provided in Annexure III B of Volume II. Alternatively an individual can undergo self training based on the content provided on the UIDAI website and attend

the certification test. Upon successful certification the individual is deemed competent to perform in the role he is certified and can be hired by the Enrolment agencies for enrolment operations.

1.1.4 Conduct Enrolment Operations as per Standard Processes specified by UIDAI/Registrar

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

UIDAI has defined clear-cut standard processes for enrolment as mentioned hereunder.

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

Step 1: Collect demographic data after due verification as prescribed by UIDAI

Please refer to Annexure I of Volume II for detailed standards and guidelines for demographic data collection. Please refer to Resident Enrolment Process document for the detailed process flow and description of capturing Demographic and Biometric data capture.

Step 2: Collect Biometric data from the enrollees as prescribed by the UIDAI.

Please Refer to Annexure I of Volume II for detailed standards and guidelines for capture of Biometric data.

Step 3: Get consent letter and generate acknowledgement receipt.

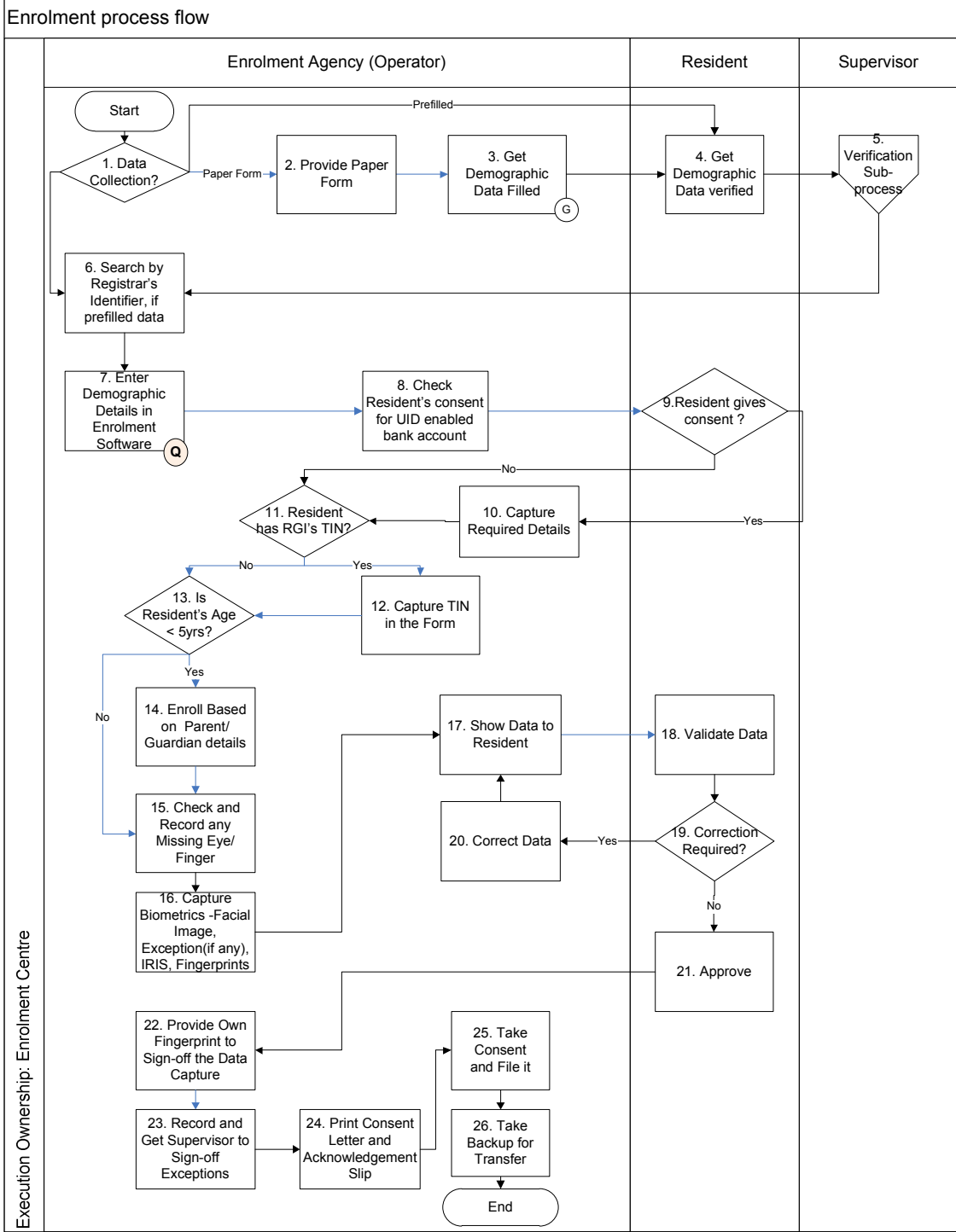
After the demographic and biometric details are captured the enrolment operator shall show the demographic data to the enrollee and get his consent. If needed any corrections are made to the data and signed off by the operator by providing his finger prints. All exceptions need to be signed off by the Supervisor. A consent letter has to be printed and the signature/ thumb impression of the

enrollee obtained and the letter filed. An acknowledgement receipt is simultaneously printed and which is provided to the enrollee as a reference.

Step 4: Data backup and transfer:

The data thus collected would be transmitted to the UIDAI for a process of de-duplication and allotment of the AADHAAR Number.

Please refer to the Guidelines for enrolment for detailed process flows of the various activities in the Enrolment process as prescribed by UIDAI. Process flow for Enrolment operations is as given below:



1.1.5 Send Enrolment Data to Registrar

The UIDAI will separately prescribe the methods by which the data has to be transferred to the Authority for storage in Central Identities Data Repository (CIDR). The guidelines from UIDAI will relate to the transfer of data into specific memory devices and transporting them through a secure network or physically by the postal or courier services to the address which will be specified. The enrolling agencies are therefore advised to obtain these instructions before they proceed to collect the demographic and Biometric Data of the willing enrollees. The UIDAI will also issue separate instructions on the form of capture and storage for the PoI and PoA documents. UIDAI will make arrangements to store the documents; till such time Registrar / EAs need to maintain the documents.

1.1.7 Privacy & Security

Enrolling agencies are responsible to make sure that the data is kept in a very secure and confidential manner and under no circumstances, shall they neither use the data themselves nor part with the data to any other agency other than the UIDAI and / or Registrar in case of KYR+ data. Mechanisms to ensure the same have to be put in place by the Enrolling agency and shall be subject to audit by UIDAI/Registrar/their representative from time to time.

1.1.8 Provide Electronic MIS Reports on Enrolment Status Daily

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

1.4 Roles and Responsibilities

The roles and responsibilities of the various parties involved in the Enrolment process are defined below:

Role	Responsibilities
Enrolment Agency	<ul style="list-style-type: none">• Procure certified biometric devices• Procure other hardware and infrastructure for enrolments• Ensure enrolment software is installed on required laptops / desktops• Ensure pre enrolment data is loaded on enrolment stations laptop, where applicable. Ensure KYR+ software integration is done and tested.• Ensure UIDAI processes and standards are followed• Assist Registrar develop enrolment schedules• Work closely with the Registrar in enrolment publicity and awareness at grass-root level• Ensure availability of certified operators and supervisors at enrolment centres• Ensure adequate stationary and other logistics available at centre• Ensure adequate backup arrangement at enrolment centre• Take remedial / corrective action in case of process / quality deviations and grievances addressal• Installation and configuration of Aadhaar Enrolment Client• Avail Enrolment auth user and auth code and Register Enrolment Client• Maintain credentials of Operators and Supervisors and share Operator ,Supervisor enrolment ID/UID with CIDR• Load pre-enrolment residents data on enrolment stations laptop, where applicable and test KYR+ application integration• Setup enrolment station• Supervise enrolment process• Handle issues and concerns of operators and residents• Ensure checklists are filled and signed• Ensure audit feedback, if any, incorporated in process

	<ul style="list-style-type: none"> • Manage data export to memory stick and data backup to external hard disk. Take enrolment data to a designated location for transfer to CIDR / Registrar • File, back up and store enrolment data as per UIDAI guidelines • Ensure safe handling and storage of documents and transfer of same to Registrar. / UIDAI • Verify PoI, PoA, DoB documents in case of document based verification. • Capture demographic and biometric data • Capture demographic and biometric data • Handle exception cases during capture of data • Obtain consent for enrolment and make corrections in data recorded, if required • Provide acknowledgement slips to Residents • Store Consent Letter, PoI, PoA for Registrar/UIDAI till handed over
Registrar	<ul style="list-style-type: none"> • Audit of Enrolment Centres' readiness • Audit of enrolment agency processes and their effectiveness • Verify PoI,PoA,DoB documents in case of document based verification. Alternatively, if due to any constraints, the Registrars needs to appoint somebody else, they can do so even from amongst EA operators/supervisors. • Define enrolment plan including locations and timeframe • Identify suitable locations for setting up enrolment centres • Setup mechanism for document verification either by Registrar's own personnel or by EA Supervisor/Personnel. • Ensure pre-enrolment data, where applicable, is available to Enrolment Agency • Ensure list of Introducers is available with their demographic, biometric details and UID numbers • Ensure communication reaches the target beneficiaries / residents • Provide template for paper-based enrolment form containing KYR and KYR+ fields • Setup mechanism for periodic process and data quality audit

UIDAI	<ul style="list-style-type: none"> • Make Enrolment software available • Make process documents available • Empanel Enrolment Agencies to facilitate speedy onboarding of Enrolment Agencies by Registrars • Facilitate certification of biometric devices • Provide training content • Appoint a training and certification agency and provide testing content to this agency • Provide required standards and guidelines • Vet awareness and publicity content • Provide solution for document storage (Registrar/EA should store the documents safely till the time UIDAI makes arrangement for document storage)
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1.5 Service Levels

Sl.	No.	Performance Indicator Service Level Metric	Penalty on breach of service level (imposed monthly)
1.	Availability of Enrollment Station (ES) at the particular locality identified for setting up of ES as per the Work Plan	The ES should be operational within 10 days from date of finalization of plan by Bank or at a specified later date as per Bank's Requirement.	Rs.2000/-per instance of violation.
2.	Data Transfer to the Registrar/agency nominated by Registrar (excluding the data related to residents getting enrolled through Introducers)	3 days from the date of Enrolment	Rs. 500/- for every day of delay
3	Data packets rejected / hold by CIDR due to enrolment through unregistered stations, operators, supervisors and introducers	EAs are expected to carry enrolment through registered stations, operators, supervisors and introducers	Rs. 50 per instance
4	Data Quality – Enrolment rejected / complaint received due to incorrect gender	EA must ensure data accuracy	Rs.200 per instance

5	Data Quality – Enrolment rejected / complaint received due to incorrect photograph	EA must ensure data accuracy	Rs.200 per instance
6	Data Quality – Enrolment rejected / complaint received due to incomplete address.	EA must ensure data accuracy	Rs.100 per instance

1.6 Payment to the Enrolment Agency

Payments shall be made to the Enrolment Agency by the Registrar on a monthly basis based on the number of AADHAAR generated and coverage of the scope of work. This payment shall be subject to adherence to the Service Level Agreements.

Annexure I – Financial Bid Covering Letter

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

To,

<Insert Address of Registrar>

Dear Sir,

Ref: Request for Quotation Notification dated dd-mm-yyyy

1. Having examined the RFQ document, we, the undersigned, herewith submit our response to your RFQ Notification dated dd/mm/yyyy for UID Project, in full conformity with the said RFQ document. (in case of consortium, the names of the consortium partners shall be provided here)
2. We, the undersigned, offer to provide services to Punjab and Sind Bank for carrying out the enrolment functions for the UID Project of Government of Punjab, Haryana, Delhi and Western Uttar Pradesh in accordance with your RFQ.
3. We have read the provisions of the RFQ document and confirm that these are acceptable to us. Hence, we are hereby submitting our Financial Bid.
4. We agree to abide by this RFQ, consisting of this letter, financial bid and all attachments, for a period of 60 days from the closing date fixed for submission of bid as stipulated in the RFQ document.
5. We hereby declare that we are interested in participating in the following Schedules and have submitted the financial bids for each Schedule specified below:
 - a. Schedule –
 - b. Schedule –
 - c.
 - d. Schedule – N
- 6.. We declare that we are not black-listed at [state](#)/UT level blacklisted by Government
6. We are not blacklisted by the UIDAI or disqualified for any reason including for no longer meeting the empanelment criteria laid down by the UIDAI

7. We hereby declare that we have not been charged with any fraudulent activities by any Central/ State/ UT Government.
8. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.
9. 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".
10. We understand that the Punjab and Sind Bank is not bound to accept any bid received in response to this RFQ.
11. In case we are engaged by the Punjab and Sind Bank as an Enrolling Agency, we shall provide any assistance/cooperation required by Punjab and Sind Bank, UIDAI appointed auditing agencies/ UIDAI officials for performing their auditing and inspection functions. We understand that our non-cooperation for the same shall be grounds for termination of service.
12. In case we are engaged as an Enrolling Agency, we agree to abide by all the terms & conditions of the Contract that will be issued by Punjab and Sind Bank.
13. The financial bid includes the cost of setting up and operating enrolment stations, cost of providing additional services and performing all functions as per the scope of work defined in Volume II of the RFQ (provide one statement for each Schedule).
14. The details of the work award by other Registrars for UID enrolments are as under :

Name of Registrars	Period of Contract	No. of Enrolments awarded

Our correspondence details with regard to this RFQ are:

No.	Information	Details
1.	Name of the Contact Person	

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

We remain,

Yours sincerely,

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

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Annexure II – Financial Bid Form (Illustrative)

SCHEDULE - 1

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

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

<i>Item</i>	<i>Costs In INR</i>
Total Cost* for undertaking demographic and biometric enrolment activities and transfer of data to CIDR / State data centre.	

** The total cost shall include all costs like the equipment costs, manpower costs, logistics for transfer of data to CIDR / State data centre, vehicle costs, travel and lodging costs, taxes and duties and any other miscellaneous costs.*

Note: The Contract Value shall be computed as:

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

SCHEDULE - 2

Geographical areas covered under Schedule - 2: <To be inserted as per the Geographical Scope of Work given in Section 1.2 of Volume II>

Financial Bid for undertaking enrolment activities as per Schedule-2:

<i>Item</i>	<i>Costs In INR</i>
Total Cost* for undertaking demographic and biometric enrolment activities and transfer of data to CIDR/ State data centre.	

** The total cost shall include all costs like the equipment costs, manpower costs, logistics for transfer of data to CIDR / State data centre, , vehicle costs, travel and lodging costs, taxes and duties and any other miscellaneous costs.*

Note: The Contract Value shall be computed as:

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

SCHEDULE - 'N'

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

Financial Bid for undertaking enrolment activities as per Schedule-N:

<i>Item</i>	<i>Costs In INR</i>
Total Cost* for undertaking demographic and biometric enrolment activities and transfer of data to CIDR / State data centre.	

** The total cost shall include all costs like the equipment costs, manpower costs, logistics for transfer of data to CIDR / State data centre vehicle costs, travel and lodging costs, taxes and duties and any other miscellaneous costs.*

Note: The Contract Value shall be computed as:

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

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2. How to Read This Document

This process document is organized into sections mentioned below:

1. Process Overview

- α) Goals and Objectives: The section provides a description of what this process document intends to accomplish. The objectives represent specific measurable outcomes of this process document.
- β) Scope: This section lists the key activities covered in this process document.
- χ) Prerequisites for Process: This section lists criteria that need to be fulfilled before the enrolment process covered in the scope of this document begins.
- δ) End of Process: This section informs what is the output of the Resident Enrollment Process.

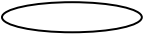

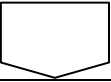
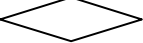


2. Process Details

- α) Process Flowcharts: Flowchart diagrams are used to define process in this document, showing the steps as boxes of various kinds, and their order by connecting these with arrows. This diagrammatic representation gives a step-by-step process flow. Process step is represented in these boxes, and arrows connecting them represent flow / direction of flow of data/information. Refer the Legends section to understand the significance of various symbols used in flowchart.
- β) Process Description: Process description is used for each flowchart to convey to the reader, a detailed description of each process step and references to annexure/other processes and sub processes. Refer Abbreviations used section for deciphering abbreviations used in the descriptions.

3. Annexure

- a) Standards and Guidelines: This section describes the standards recommended by UIDAI that need to be referred to during the enrolment process. Guidelines are provided to streamline the processes and help achieve better quality output.
- b) Formats, Templates and Checklists: This section consists of sample formats of various forms and checklists used in the scope of this process.

Legends

	Signifies Start /End of Process
	Signifies Activity/Task
	Signifies an off page reference of a Sub Process
	Signifies a Decision Box
	Signifies a Reference to either a Guideline(G), Form(F) or Quality Check point (Q) depending on the text used inside the circle
	Signifies an external process being referred

Abbreviations used

- UID - Unique Identification
- UIDAI - Unique Identification Authority of India
- DDSVP - Demographic Data Standards and Verification Procedure
- KYR - Know Your Resident
- KYR+ - Fields required in addition to KYR fields required by the Registrars
- PoI - Proof of Identity
- PoA - Proof of Address
- DoB - Date of Birth
- RGI - Registrar General of India
- TIN - Temporary Identification Number provided by RGI
- NGO - Non Government Organisation

- CSO - Civil Society Outreach
- FI - Financial Inclusion
- GNCTD - Govt. of NCT of Delhi
- DUSIB – Delhi Urban Shelter Improvement Board

3 Process Overview

3.1 Goals and Objectives

This document is intended to provide necessary inputs to the Enrollment Agency to make sure that the data capture is done in a proper manner and also the verification of the details given is done as prescribed for the process of issuing AADHAAR.

The objective is to provide detailed guidelines for the enrollment process which consists of setting up enrollment centres, capturing demographic data and biometric data, handling exceptions, and storage of data.

3.2 Scope

- Readiness of Enrollment Centres in terms of logistics, devices, hardware, software and trained operators
- Verification of Resident's information according to prescribed verification procedure
- The exercise of collection of demographic data, biometric data and storage
- Readiness for submission of enrollment data by Enrollment Agencies

3.3 Prerequisites for Process

- Enrollment Agencies appointed by Registrars
- Registration number provided to registrars, enrollment agencies and enrollment centre (*Registrar On-Boarding Process*)
- Introducers identified (*Introducer Enrollment and Monitoring Process*)
- Client enrollment software shared with enrollment agencies (*Registrar On-Boarding Process*)
- Grievance handling and technical support for enrollment agencies and residents in place (*Grievance Handling Process*)
- Training and certification modules for enrollment agencies in place
- Communication content and methodology for residents defined (*Resident Awareness and Demand Generation Process*)

3.4 End of Process

- UID data and biometrics for residents captured and ready to be taken to a designated location for transfer to CIDR (*1st Mile Logistics Process*)

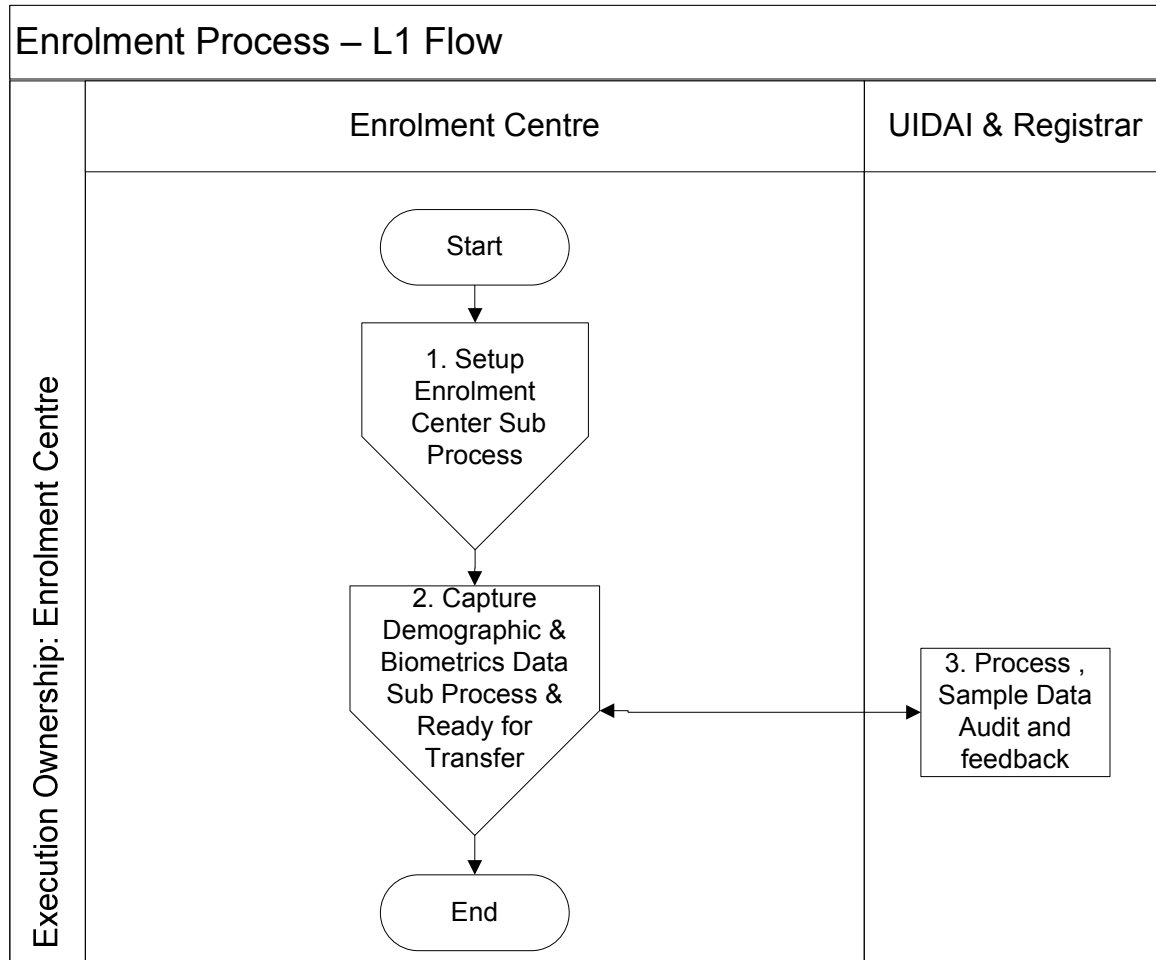
3.5 Roles and Responsibilities

Role	Organization	Responsibilities
Enrollment Agency Point of Contact	Enrollment Agency	<ul style="list-style-type: none"> • Procure certified biometric devices • Procure other hardware and infrastructure for enrollments • Ensure enrollment software is installed on required laptops / desktops • Collection of demographic details from field, after due verification, as per KYR/KYR+ requirements of GNCTD. • Load pre-enrollment residents data on enrollment stations laptop, where applicable • Ensure UIDAI processes and standards are followed • Assist Registrar develop enrollment schedules • Work closely with the Registrar in enrollment publicity and awareness at grass-root level • Ensure availability of certified operators and supervisors at enrollment centres • Ensure adequate stationary is available • Ensure adequate backup arrangement at enrollment centre • Take remedial / corrective action in case of process / quality deviations • Enable successful data transfer to CIDR
Enrollment Centre Supervisor	Enrollment Agency	<ul style="list-style-type: none"> • Setup enrollment station • Supervise enrollment process • Handle issues and concerns of operators and residents • Act as an operator, when required • Ensure checklists are filled • Ensure audit feedback, if any, incorporated in process • Take enrollment data to a designated location for transfer to CIDR • File, back up and store enrollment data as per UIDAI guidelines
Enrollment Operator	Enrollment Agency	<ul style="list-style-type: none"> • Capture demographic and biometric data • Handle exception cases during capture of data • Obtain consent letters and make corrections in data recorded, if required • Provide acknowledgement slips to Residents

Role	Organization	Responsibilities
Registrar's Supervisor	Registrar	<ul style="list-style-type: none"> • Audit of Enrollment Centres' readiness • Audit of enrollment agency processes and their effectiveness • Verify PoI, PoA, DoB documents in case of document based verification
Registrar point of contact	Registrar	<ul style="list-style-type: none"> • Define enrollment plan including locations and timeframe • Identify suitable locations for setting up enrollment centres • Ensure pre-enrollment data, where applicable, is available to Enrollment Agency • Ensure list of Introducers is available with their demographic, biometric details and UID numbers • Ensure communication reaches the target beneficiaries / residents • Provide template for paper-based enrollment form containing KYR and KYR+ fields • Setup mechanism for periodic process and data quality audit
UIDAI point of contact	UIDAI	<ul style="list-style-type: none"> • Facilitate certification of biometric devices • Provide training content • Appoint a training and certification agency and provide testing content to this agency • Provide required standards and guidelines • Vet awareness and publicity content
Introducer	Registrar	<ul style="list-style-type: none"> • Confirm the identity of the resident by giving his/her UID and fingerprints for verification
Resident	--	<ul style="list-style-type: none"> • Provide demographic and biometric information • Provide authentic documentation or be introduced by an Introducer

4 Process Details

4.1 Resident Enrollment Process Flow



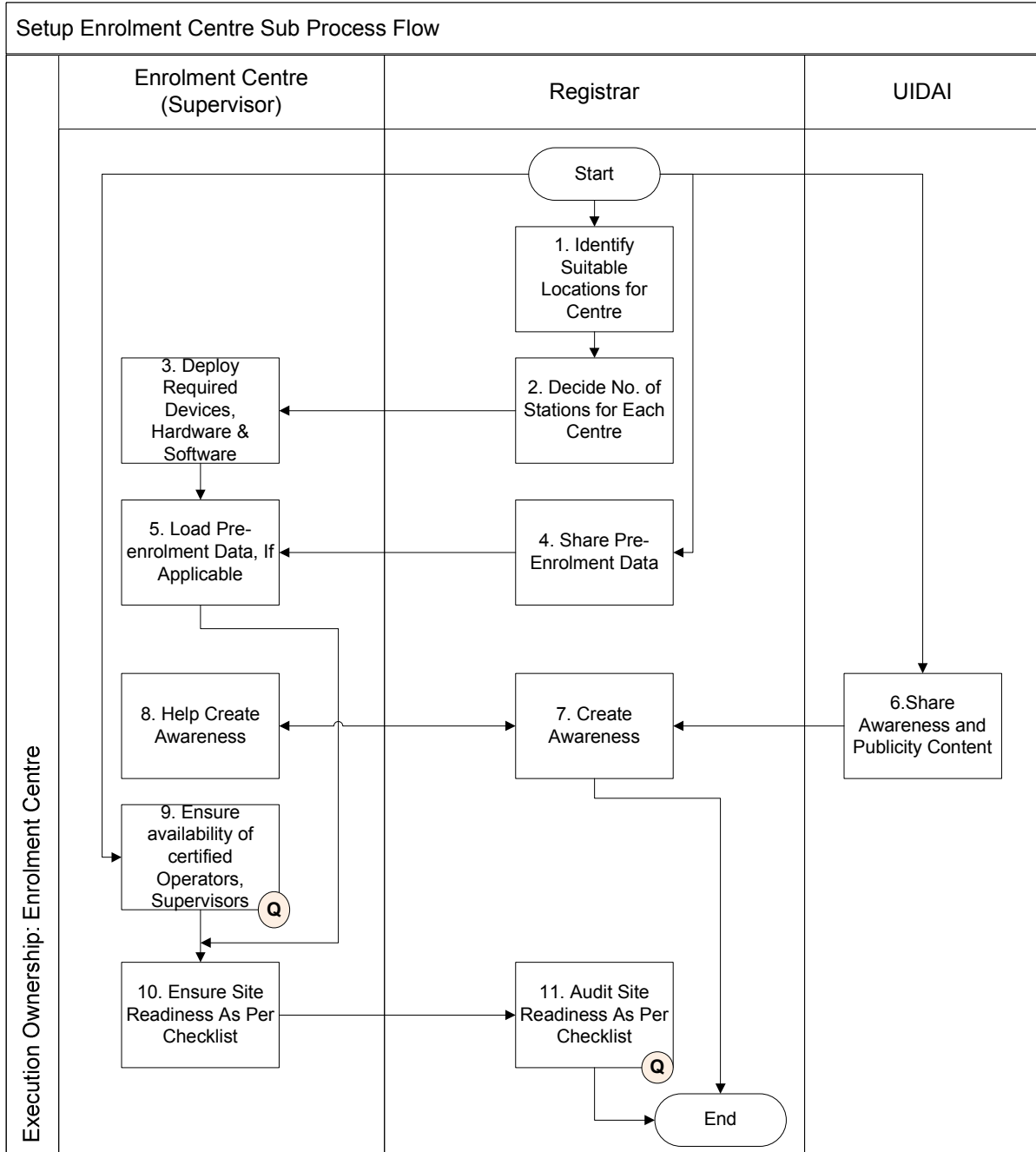
4.2 Resident Enrollment Process Description

S.No	Step	Responsibility	Reference
	<p>Start</p> <p>This process begins when an Enrollment Agency is ready to start enrolling residents. To begin enrollments, Enrollment Agency needs to Setup Enrollment Centre. Go to Step 1.</p>		
1.	<p>Setup Enrollment Centre</p> <p>Initiate sub process 4.3 Setup Enrollment Centre. This contains details on setting up an enrollment centre.</p>	Enrollment Agency	4.3 Setup Enrollment Centre

S.No	Step	Responsibility	Reference
2.	<p>Capture Demographic and Biometric Data and Ready for Transfer</p> <p>After an enrollment centre is ready, Enrollment Agencies can begin the process of capturing residents' demographic and biometric data. For details on how to capture data, go to sub process 4.5 Capture Demographic and Biometric Data.</p> <p>After Data Capture, Data files are to be ready at identified/specified location for transfer to CIDR.</p> <p>Refer external process for 1st Mile logistics which prescribes the methods by which the data has to be transferred to the Authority. The enrolling agencies are therefore advised to obtain these instructions before they proceed to collect the demographic and biometric data of the willing enrolees.</p> <p>The Unique Identification Authority of India (UIDAI) accords highest importance and primacy to the security of data collected on the enrolees who enrol themselves to obtain Unique Identification Numbers. It is the responsibility of the enrolling agencies to make sure that the data is kept in a very secure and confidential manner and under no circumstances shall they use the data themselves nor part with the data to any other agency than the UIDAI. Privacy of an individual's data is accorded utmost importance by the UIDAI. If there is any violation of privacy by the enrolling agency or through its employees, contractual or otherwise, there shall be a breach of contract, apart from attracting the penal provisions of the Act which will govern the operations of the Authority.</p>	Enrollment Agency	<p>4.5 Capture Demographic and Biometric Data and Ready for Transfer Sub Process</p> <p>External process for 1st Mile logistics Process</p>
3.	<p>Process , Sample Data Audit and feedback</p> <p>UIDAI may do sample data audits for quality. This will reduce the chances of enrollment failures/rejections later due to poor data quality.</p> <p>Registrar should audit adherence to process by enrollment agency to prevent malpractices. These audits may be conducted by the Registrar, a 3rd party appointed by the Registrar or by any other party/mechanism deemed fit by the Registrar.</p> <p>UIDAI may also undertake sample process audit during enrollment and also provide feedback on the audit conducted by the Registrar.</p> <p>Based on feedback, Enrollment Agency may need to make some adjustments/changes in its process.</p>	UIDAI and Registrar	

S.No	Step	Responsibility	Reference
	End		

4.3 Setup Enrollment Centre Sub Process Flow



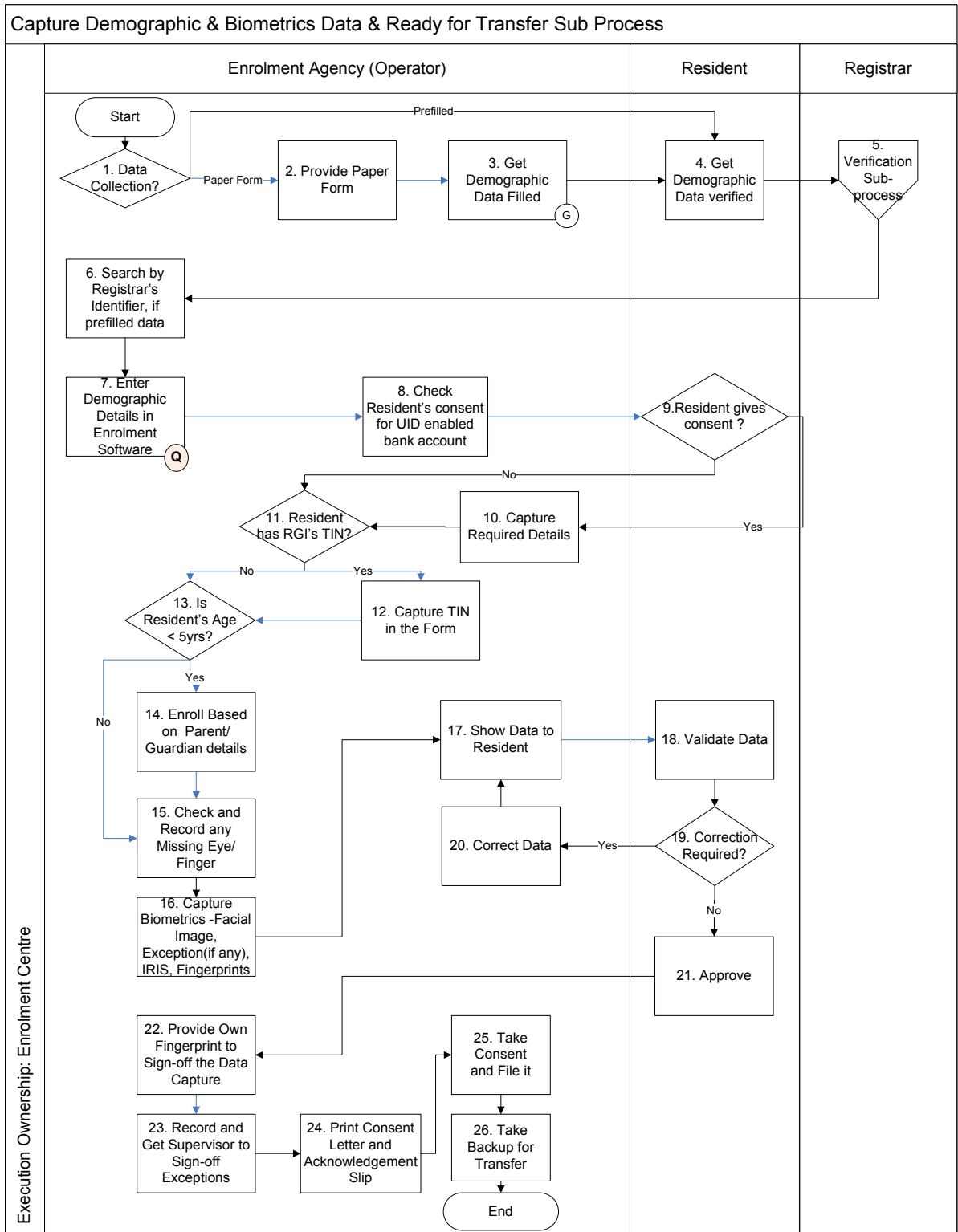
4.4 Setup Enrollment Centre Sub Process Description

S.No	Step	Responsibility	Reference
c	<p>Start</p> <p>To setup enrollment centres, activities that need to be initiated are:</p> <ul style="list-style-type: none"> • Step 1 Identify suitable locations for Enrollment • Step 4 Share Pre-Enrollment Data, if used • Step 6 Ensure Availability of Certified Operators, Supervisors • Step 7 Share Awareness and Publicity Content 		
1.	<p>Identify Suitable Locations for Centre</p> <p>Registrar identifies suitable locations where enrollment centres may be setup as follows:</p> <ul style="list-style-type: none"> • Assess details of the area including the terrain, local weather conditions, law and order situation, logistics support etc. • The enrollment Centre selected must be secured and protected from the natural elements so that there is no damage or loss to the devices and data. • Co-ordinate with the local district administration right from the planning stage to the actual roll-out of the enrollment. • In order to cover the difficult-to-reach areas and villages where proper premises are not available, it may be necessary to have mobile enrollment centres. The list of difficult areas will be available with the State Government. • In case of mobile enrollment centres/stations, the decision on frequency/period of availability shall be decided by the Registrar based on density of population, geographical terrain etc. 	Registrar	

S.No	Step	Responsibility	Reference
2.	<p>Decide Number of Stations for Each Centre</p> <p>The number of stations can be decided based on the target number of days for completion of enrollment in the particular area or the district and the expected number of enrolees in the area. It should be borne in mind that only 60-70 enrollments can be done by one station in a day.</p> <p>Typically, the Enrollment Centres set up in an area / district should be able to complete the coverage in 20 – 25 days. This would help focus the efforts of the district/ area administration in the area and also ramp up the publicity in all the modes so as to bring the residents to the Enrolling Centres for the enrollment.</p>	Registrar	
3.	<p>Deploy Hardware, Software for Enrollment</p> <p>Ensure all hardware and software as mentioned in the 5.2.1 are deployed at the enrollment centre. Test the hardware / software for proper working.</p>	Enrollment Agency	5.2.1 Checklist for Setting up Enrollment Centre
4.	<p>Share Pre-enrollment Data Available, if Used</p> <p>Where applicable, share the pre-enrollment data / beneficiary database with Enrollment Agencies for carrying out the enrollments. The details of the database need to be discussed and sent to UIDAI in advance in prescribed format and aligned to UIDAI requirements as per technology integration toolkit.</p>	Registrar	5.1.1 KYR Standards for Collecting Demographic Data
5.	<p>Load Pre-enrollment Residents Data on the Enrollment Station Laptop</p> <p>Load and test beneficiary database on enrollment centre laptops / desktops and ensure it is accessible / searchable.</p>	Enrollment Agency	
6.	<p>Share Awareness and Publicity Content</p> <p>Share awareness and publicity content, as detailed in the external process, with the Registrar. Guide them in adapting the content / communication.</p>	UIDAI	
7.	<p>Create Awareness in Target Beneficiaries / Residents</p> <p>Ensure right communication reaches the target resident groups with respect to timing and location for enrollment centres, benefits of enrolling etc.</p>	Registrar	

S.No	Step	Responsibility	Reference
8.	<p>Help Create Awareness</p> <p>Enrollment Agency needs to assist the Registrar in communication and generating resident awareness. The role of the enrollment agency should be limited to publicising the content provided by the UIDAI/ Registrars. The EA should not add to / modify /delete the content provided by Registrar/ UIDAI.</p>	Enrollment Agency	
9.	<p>Ensure Availability of Certified Operators, Supervisors</p> <p>Although training is not mandatory, certification is mandatory for Operators. Ensure certified Operators and Supervisors are available at enrollment centres. The no. of certified Operators should be more than the no. of stations for job rotation and avoiding Operator fatigue.</p> <p>The supervisor is required to handle any situation that requires immediate attention and handle exceptions at the enrollment centre itself and inform the Registrar subsequently.</p> <p>Technical personnel for attending power /system / biometric instrument related maintenance problems should be available on call in a centrally located place covering about six enrollment centres so that the downtime can be minimized.</p> <p>Proceed to Step 10. Ensure Site Readiness and Fill Checklist.</p>	Enrollment Agency	
10.	<p>Ensure Site Readiness and Fill Checklist</p> <p>Ensure the enrollment centre is setup as per 5.2.1 Checklist for Setting up Enrollment Centre. Document exceptions, if any, and sign-off the checklist.</p>	Enrollment Agency	5.2.1 Checklist for Setting up Enrollment Centre
11.	<p>Audit Site Readiness</p> <p>Audit enrollment centre for readiness using 5.2.1 Checklist for Setting up Enrollment Centre. The Registrar's supervisor will also sign-off the checklist.</p>	Registrar (Supervisor)	
	End		

4.5 Capture Demographic and Biometric Data and Ready for Transfer Sub Process Flow



4.6 Capture Demographic and Biometric Data and Ready for Transfer Sub Process Description

S.No	Step	Responsibility	Reference
	<p>Start</p> <p>This is the sub-process where actual resident enrollment begins. This process begins when a resident approaches an Enrollment Centre for enrollment.</p>		
1.	<p>Pre-Filled Data?</p> <p>Initial collection of demographic data can happen via multiple channels. The data can be either extracted from a pre-filled database OR the data can be filled in a paper-based form when a resident approaches an enrollment centre.</p> <p>If pre-filled data is not available, proceed to Step 2. Provide Paper Form</p> <p>Else go to step no. 4.</p>	Enrollment Agency (Operator)	
2.	<p>Provide Paper Form</p> <p>Enrollment forms (containing KYR fields) must be filled up at the enrollment centre along with Resident's signature. A Registrar can choose to have the Enrollment form as a part of their enrollment form OR to have separate forms for capturing KYR and KYR+ fields.</p> <p>These paper-based forms are to be maintained at enrollment centres.</p>	Enrollment Agency (Operator)	5.2.2 Enrollment Form
3.	<p>Get Demographic Data Filled Up</p> <p>Guide resident in filling up and signing the form. If the Resident is unable to fill the form himself / herself, operator may take assistance from local support such as (but not limited to) Village Accountant, Field Inspector, Introducer, NGOs / CSOs etc.</p> <p>Refer standard 5.1.1 for details on capturing the KYR field.</p> <p>Refer guideline 5.1.2 for details on capturing resident demographic information.</p>	Enrollment Agency (Operator)	5.1.1. KYR Standards for Collecting Demographic Data 5.1.2. Detailed Guidelines for Recording Demographic Data
4.	Get demographic data verified.	Resident	

	Resident needs to get the demographic data provided by him/her verified. Resident need to carry Original documents and a photocopy of Pol,PoA,DoB for verification.		
5.	Refer Verification Sub Process Flow for details 2 Distinct methods of verification are discussed in this document <ul style="list-style-type: none"> Based on supporting documents Based on introducer system 	Registrar (Supervisor)	
6.	Retrieve by Registrar’s Identifier, if prefilled data If the resident is already a part of the Registrar’s beneficiary database, retrieve resident’s demographic details using the Registrar’s Identifier. Some examples are (but not limited to) <ul style="list-style-type: none"> Ration card no (Food and Civil Supplies Department as Registrar) Job card no (Rural Development Department as Registrar) Policy no (LIC as Registrar) TIN (RGI as Registrar) EPIC no (Election Commission as Registrar) PAN no (Income Tax Department as Registrar) 	Enrollment Agency (Operator)	
7.	Enter Demographic Details in Enrollment Software Enter the verified demographic details in the enrollment software. The software has built-in features to ensure completion of mandatory data fields. In case data has been retrieved using Registrar’s identifier, then check and correct/complete the demographic data.	Enrollment Agency (Operator)	
8.	Check Resident’s Consent to participate in FI? Check with resident if he/she wants to participate in the scheme of financial inclusion (FI) by linking his current Bank A/C to his UID or by opening a new Bank A/C on the basis of his UID.	Enrollment Agency (Operator)	
9.	Resident gives consent If the resident has consented with a “Yes” to participate in financial inclusion and linking/opening a bank A/C with his UID, proceed to step 10 to Capture Required Details. If resident does not give his/her consent, proceed to step 11 Resident has RGI’s TIN?	Resident	

10.	<p>Capture Required Details</p> <p>If the resident has an existing bank A/C, the following details must be procured:</p> <p><i>Name, Bank, Bank Branch, A/C Number and IFSC Code</i>(to be filled in by the enrollment operator from the dropdown he'll have access to, in case the resident is unaware of the same).</p> <p>Irrespective of the registrar being a bank or non-bank, the above details have to be mandatorily filled in the enrollment form. Any additional information that a bank registrar would want to process may well be done after the above requirements are fulfilled.</p> <p>If a resident has consented to participate in FI, and doesn't have an existing bank A/C, then the enrollment station must procure from the resident his preferred bank in which he wants to open a UID enabled bank account from the list of banks available with the enrollment station, and fill in the BIN (Bank Identification Number) for the same.</p> <p>If the Registrar involved in enrollment is a bank, determine if the resident has an existing A/C in this Registrar's bank. In such a case, an existing A/C in any other bank will mean the same as having 'No' bank account.</p> <p>If the registrar is a bank, then their own BIN must be entered. This is subject to the approval of the resident's consent to open a new account with the registrar bank. If the resident denies doing so, proceed to check in step 11.</p>	Enrollment Agency (Operator)	
11.	<p>Resident has RGI's TIN?</p> <p>The Operator should check with the resident if the RGI (census) officials have visited his / her household for the census survey.</p> <ul style="list-style-type: none"> • If yes, proceed to Step 12. Capture TIN in the Form • If no, proceed to next check in Step 13. Is Resident's Age < 5yrs? 	Enrollment Agency (Operator)	
12.	<p>Capture TIN in the Form</p> <p>The RGI official would have provided a TIN / schedule no. to the household / individual. Capture the same in the enrollment software. Operator can inform the resident that this will be used for sharing resident's AADHAAR number with RGI. The resident may already have an AADHAAR prior to RGI process.</p>	Enrollment Agency (Operator)	

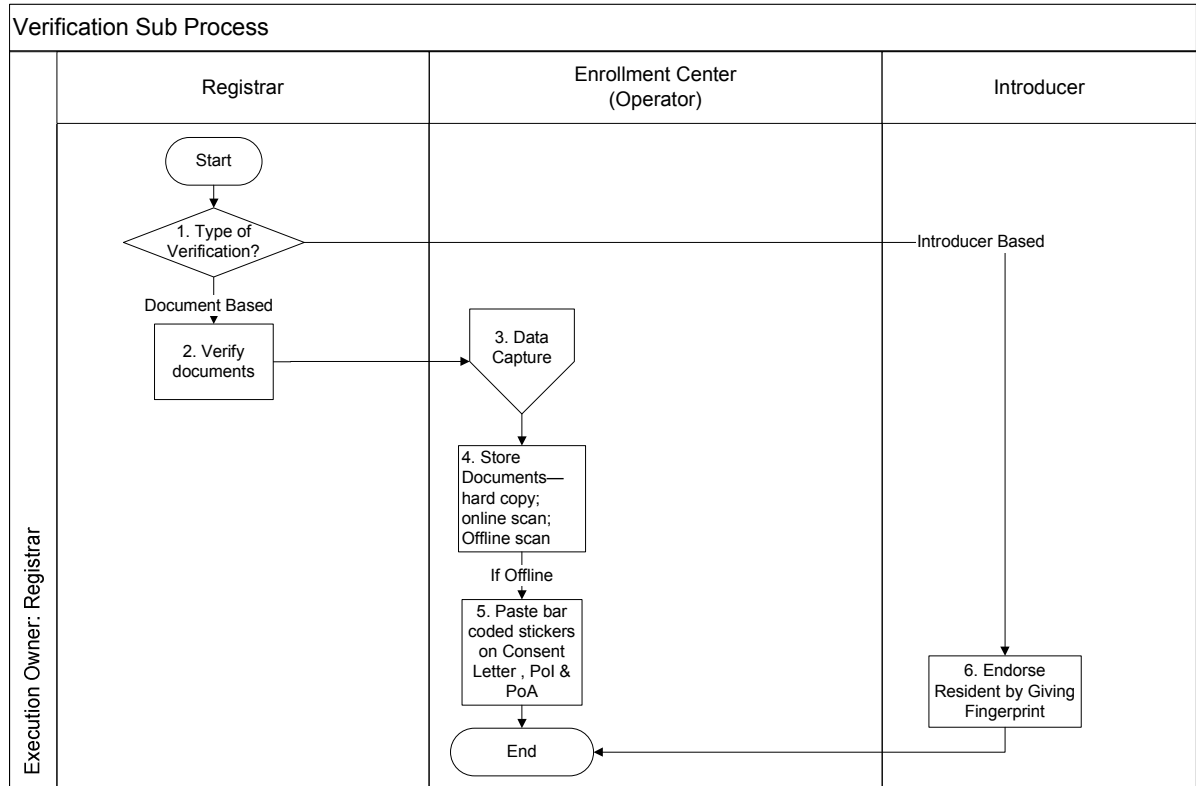
13.	<p>Is Resident's Age < 5yrs?</p> <p>Check if the resident's age is less than 5 years.</p> <p>If yes, proceed to Step 14. Enrol based on Parent/Guardian Details</p> <p>If no, proceed to Step 15. Check and Record for any Eye/ Finger Missing</p>	Enrollment Agency (Operator)	
14.	<p>Enrol based on Parent/Guardian Details</p> <p>In case of children below the age of 5 years one of the parents' or guardian's name shall be recorded and UID or Enrollment Number (either of the two numbers) shall be recorded. This is mandatory.</p> <p>If the child is being enrolled along with his father /mother / guardian, first enrol the parent / guardian and record the parent's enrollment no. in the child's form.</p> <p>If the father /mother / guardian of the child has either not enrolled or does not possess AADHAAR number at the time of enrollment, the enrollment of that child cannot be done unless the above requirements are fulfilled.</p>	Enrollment Agency (Operator)	
15.	<p>Check and Record for any Eye/ Finger Missing</p> <p>Check resident's eyes and fingers for fitness (missing/amputated). If the resident has any deformities, these also have to be captured on the Demographic screen.</p> <p>Enter Details of "Missing Eye Indication" or "Missing Finger Indication" as appropriate.</p> <p>In such a case, the operator shall assist the resident in the fingerprint capture to avoid capture of the extra finger/s.</p>	Enrollment Agency (Operator)	
16.	<p>Capture Biometrics - Facial Image, IRIS and Fingerprints</p> <p>Guide the resident to occupy the chair in front of the enrollment station. The resident should be instructed to be seated properly with their back upright and their face towards the camera.</p> <p>The images of all the ten fingers are to be captured. The fingerprints must be captured in</p>	Enrollment Agency (Operator)	<p>5.1.4 Biometric Data Capture Standards</p> <p>5.1.5 Detailed Guidelines for Collecting Biometric</p>

	<p>the sequence of slaps of four fingers of left hand, right hand followed by the two thumbs.</p> <p>The Operator can visually verify facial image quality. Apart from this in-built quality checks in the software indicate the quality of biometrics at each stage. If any biometric exceptions have been specified on the demographic screen, these should be captured as photographs on the Photograph screen.</p> <p>The software forces re-captures for a fixed number of times when quality is not OK. Afterwards the Operator may try capture again but will not be forced by the system. However, it should be borne in mind that the forced capture should not become harassment for the resident.</p> <p>If required, ask resident to clean hands on towel and/or help to apply little more pressure on hand while taking image again. Similarly, guide resident to get appropriate quality of iris and facial images.</p> <p>Policies for biometric capture:</p> <p>Iris - above 5 yrs mandatory (also used for de-duplication)</p> <p>Fingerprint - above 5 yrs capture</p> <p>Fingerprint - above 15, treated like adult</p> <p>Face - all mandatory including infants</p> <p>Below 5 yrs - guardian/parent mandatory, after that optional</p> <p>Any biometric exception (any finger missing, any eye missing) - extra photo as well as supervisor signature</p> <p><i>AADHAAR Enrollment Client software automatically takes care of enforcing these policies. UIDAI may, from time to time, make modifications to these policies</i></p>		Data
17.	<p>Show Data to Resident</p> <p>The Operator shows the data entered to the resident on a monitor facing the resident and if required, reads out the content to the enrolee, to ensure that all details captured are correct.</p>	Enrollment Agency (Operator)	
18.	<p>Validate data</p>	Resident	

	The resident will ensure that all details entered in Demographic form are correct.		
19.	Correction Required? In case any errors are pointed out to the Operator. go to step no.20, Correct Data Else go to step no. 21, Approve.	Resident	
20.	Correct Data The EA Operator then corrects the errors pointed out and again shows the data to the resident.	Enrollment Agency (Operator)	
21.	Approve If no corrections are required, resident will approve the data.	Resident	
22.	Provide Own Fingerprint to Sign-off the data capture The Operator will then provide own Fingerprint to sign-off the data captured. CIDR will process for an operator that is enrolled and has been added to valid operator list by EA.	Enrollment Agency (Operator)	
23.	Record and Get Supervisor to Sign Off Exceptions The Supervisor may sign off any exceptions observed in Data Collection.	Enrollment Agency (Operator)	5.1.6 Handling Exceptions
24.	Print Consent Letter and Acknowledgement Print Acknowledgement slip and provide to resident.	Enrollment Agency (Operator)	5.2.3 Acknowledgement Slip and Consent Letter(draft format)
25.	Take Consent and file it Operator will take Resident's consent (signature/thumb impression) and file this copy.	Enrollment Agency (Operator)	
26.	Take Backup for Transfer Operator maintains backup of data captured. Also, Operator exports data to a memory stick and keeps it ready for	Enrollment Agency (Operator)	External Process Refer 1 st Mile Logistics

	transfer at a specified location. Refer 1 st Mile Logistics Process for Data Transfer flow and Guidelines		Process for Data Transfer flow and Guidelines
	End		

4.7 Verification Sub Process Flow



4.8 Verification Sub Process Description

S. No	Step	Responsibility	Reference
	Start It is essential that key demographic data is verified properly.		
1.	Type of Verification 2 Distinct methods of verification are discussed in this document <ul style="list-style-type: none"> Based on supporting documents Based on introducer system 	Registrar	
2.	Verify Documents Registrar's Supervisor verifying the documents should be a pre enrolled resident. He may be covered during the special drive for Introducers.	Registrar (Supervisor)	5.1.3. Documents for Verifying Pol, PoAand DoB

	<p>For Verification based on Documents, the Registrar’s Supervisor present at the Enrollment Centre will verify the documents and sign/stamp the documents as a proof of Verification.</p> <p>If pre-enrollment data is used Registrar’s Supervisor will verify those documents (like Ration Card, NREGA job card etc.).</p> <p>In case Enrollment form is used for filling demographic data, then Supervisor will verify form details against Pol, PoA, DoB documents.</p> <p>Verify Name, Date of Birth, Address against Pol, DoB and PoA documents. Refer Guideline 5.1.3 for list of applicable documents.</p> <p>Verify Name and UID of Parent/Guardian in case of children.</p> <p>Registrar’s Supervisor will then sign and stamp the photocopy of documents verified.</p>		
3.	<p>Capture Demographic and Biometrics Data and Ready for Transfer Sub Process</p> <p>After verification by Registrar, the Operator will follow the process of capturing Demographic and Biometrics Data and keep it ready for transfer to CIDR.</p> <p>Refer 4.5 Capture Demographic and Biometrics Data and Ready for Transfer Sub Process</p>	Enrollment Agency (Operator)	4.5 Capture Demographic and Biometrics Data and Ready for Transfer Sub Process
4.	<p>Store Documents</p> <p>These documents need to be maintained by the Registrar at least for 7 years from the date of capture or as specified by UIDAI from time to time.</p> <p>In case of any legal requirements, Registrar shall furnish necessary documents as required by UIDAI.</p> <p>The Registrar may store documents in either</p> <ul style="list-style-type: none"> • Hard copy or • Digitise documents by online scanning during the process of data capture or • Digitise documents offline and allot Document Identification Number(DIN) – barcode <p>Registrar to prescribe suitable documentation management system for easy tracking and retrieval of documents.</p> <p>If Scanned offline, bar coding can be useful in tracking, as</p>	Enrollment Agency (Operator)	

	<p>explained in step no.5.</p> <p>Else End.</p>		
5.	<p>Paste bar coded stickers on Consent Letter, Pol and PoA</p> <p>To save on online scanning cost and time, a Registrar may opt for offline scanning of documents. If this is the case, the Operator will paste pre-printed bar coded stickers on these documents. The bar code will be read and stored on the Resident file.</p> <p>When scanning of documents will take place at a later stage, then the bar code reader will read the bar code on any of these documents. Pol, PoA documents will then be scanned and attached to the data file of the Resident that is retrieved using bar code.</p>	Enrollment Agency (Operator)	
6.	<p>Endorse Resident by giving fingerprint</p> <p>The Introducer will go through all the details to ensure that he endorses correctly. The Introducer ensures that all the residents that he is about to endorse are known and given particulars are correct. The concept of inclusiveness should not take away the credibility of the Introducer system. Any false verification by Introducer shall make him liable for legal action.</p> <p>The Introducer can endorse a resident and vouch for the validity of Resident's information by giving his/her thumbprint in the enrollment software's "Review" tab. In addition he/she should sign the Enrollment form endorsing the resident.</p> <p>Introducer will validate by giving fingerprint.</p>	Introducer	
	End		

5. Appendix

5.1 Standards and Guidelines

5.1.1 KYR Standards for Collecting Demographic Data

Information	Fields	Verification Required	Verification Procedure
Personal Details	Name	Yes	<ul style="list-style-type: none"> Any of the POI documents Introducer for people who have no documents
	Date of Birth ##	No	---
	Gender	No	---
Address Details	Residential Address(For UID letter delivery and other communications)	Yes	<ul style="list-style-type: none"> Any of the POI documents Introducer for people who have no documents Address will be physically verified during UID letter delivery. But Resident's physical presence not required during letter delivery
Parent/ Guardian Details	Father's/ Husband's/ Guardian's Name*	Conditional	<ul style="list-style-type: none"> No Verification of Father/ Husband/ Guardian in the case of adults No Verification of Mother/ Wife/ Guardian in the case of adults
	Father's/ Husband's/ Guardian's UID*	Conditional	
	Mother's/ Wife's/ Guardian's Name*	Conditional	
	Mother's/ Wife's/ Guardian's UID*	Conditional	
Introducer Details	Introducer Name**	Yes	<ul style="list-style-type: none"> Introducer's Name, UID on the form Introducer's thumbprint endorsing the resident in the Review tab of the enrollment software. In case Introducer is not present at the time of enrollment, he/she can review the list later and endorse.
	Introducer's UID**		
Contact Details	Mobile Number	No	---
	Email Address	No	---
## A flag is maintained to indicate if Date of Birth (DoB) is verified, declared, or approximate. In case exact			

DoB is not known, resident should indicate the age only. Enrollment software has the provision to capture age & calculate the year of birth.

* For infants, Father/ Mother/ Guardian's name (at least one) and UID is mandatory.

* For children under a particular age, biometric de-duplication will not be done. Hence their UID will be flagged as such until they are biometrically de-duplicated at a later age. Their UID will be linked to at least one of the parent's UID.

* In the case the adult is not in a position or does not want to disclose, name of either Father/ Husband/ Guardian or Mother/ Wife/ Guardian, select the flag in the enrollment software to indicate that resident has not given the relationship details.

** For residents with no document proof, an "Introducer" should certify his/ her identity.

5.1.2 Detailed Guidelines for Recording Demographic Data

1. Name

1. The Enrollment Agency should verify the proof of identity documents produced by the individual before recording the name.
2. The name of the person **in full** should be entered in the boxes provided for this purpose. Leave single box between two separate words.
3. It is very important to write the person's name very carefully and correctly. For example, the respondent may tell that his name is V. Vijayan whereas his full name may be Venkatraman Vijayan and similarly R. K. Srivastava's full name may actually be Ramesh Kumar Srivastava. Similarly, a female enrollee may tell her name as K. S. K. Durga while her full name may be Kalluri Surya Kanaka Durga.
4. Ascertain from her/him the expansion of her/his initials and check the same in the documentary evidence produced before recording the name in full.
5. In case of difference in the name declared and the one in document (PoI), the name as declared by the resident may be recorded by the Enrollment Agency provided the difference is only in spelling.
6. If two documentary proofs produced by the enrollee have variation in the same name (i.e., with initials and full name), the enrollee's preferred name should be recorded.
7. Sometimes the infants and children may not have been named yet. Please try to ascertain the intended name for the child by explaining to the enrollee the importance of capturing the name of the individual for allotting UID.
8. In case of non availability of supporting documents for PoI, the name should be recorded with the assistance of the Introducer.

Date of Birth (DoB)

9. Write date of birth of Enrollment Agency, indicating day, month and year in the relevant boxes provided. Record the day (2 digits), month (2 digits) and year (4 digits).
10. In the Date of Birth Field, depending on the clarity / proof provided by the resident, following should be captured:
 - "V" – When the DoB can be verified from a documentary evidence

- “D” – When resident declares the DoB without any documentary evidence
- “A” – When the resident is unable to give exact DoB and the approximate age has been given

ii. Gender:

1. Gender has to be recorded by the Enrollment Agency as declared by the enrollee in the box provided by recording Male, Female or Transgender ‘M’ or ‘F’ or ‘T’ respectively.

iii. Residential Address:

1. Record the residential address in the boxes provided.
2. The address should be recorded as available in the documentary evidence produced by the enrollee. Leave space between two words. Please ensure that the particulars are filled up correctly.
3. In line 1 of the address capture “care of” persons name if any. (Usually this has to be captured for children and old age people living with parents and children respectively). If not available, leave the Address line 1 blank.
4. Generally in rural areas, Building number, House number etc. are not available. If not available leave the address line 2 blank.
5. Write the Street Name, if any, in Address line 3, otherwise leave it blank.
6. Write major/minor landmark if any in address line 4 otherwise leave it blank.
7. Write name of Mohalla/Locality/Post Office in address line 5, otherwise leave it blank.
8. Name of the village/town/city is to be written in address line 6.
9. Write the name of District and State in address line 6 and 7.
10. Ascertain the Postal Index Number Code(PIN code) and record in the boxes.

iv. Parent/ Spouse /Guardian Information (Conditional)

1. Filling the father / husband / guardian or Mother / Wife / Guardian field is mandatory for all. If they are enrolled their UID should be recorded.
2. In case the adult is not in a position or does not want to disclose, xxx should be recorded in the field.
3. In case of children below the age of 5 years one of the parents’ or guardian’s name is recorded and UID or Enrollment Number is recorded. It is mandatory.
4. If the child’s father /mother / guardian has / have not enrolled and / or do / does not possess an UID at the time of enrollment, the enrollment of that child cannot be done unless the above requirements are fulfilled.

v. Relationship type (Conditional):

1. This field is mandatory if the information in the above field is available, otherwise leave this field as blank.
2. Here the relationship type of the above field to be recorded as “F” for Father, “M” for Mother, “H” for Husband, “W” for Wife and “G” for Guardian.

vi. Introducers Name (Conditional):

1. Name of the Introducer has to be recorded in this field in case where enrollee is not able to produce any documentary evidence as PoI and PoA.
2. When the enrollee depends on Introducer for proof of verification, the UID of the Introducer is mandatory.

၈၁. Mobile Number (optional):

1. If the enrollee possesses and is willing to provide his/her mobile/landline number, this optional field can be filled in.

၈၂. Email address (optional):

1. If the enrollee possesses and is willing to provide his/her e-mail ID, this optional field can be filled in.

5.1.3 Documents for Verifying Pol, PoA and DoB

Support Pol Documents Containing Name and Photo
<ol style="list-style-type: none"> 1. Passport 2. PAN Card 3. Ration/ PDS Photo Card 4. Voter ID 5. Driving License 6. Government Photo ID Cards 7. NREGS Job Card 8. Photo ID issued by Recognized Educational Institution 9. Arms License 10. Photo Bank ATM Card 11. Photo Credit Card 12. Pensioner Photo Card 13. Freedom Fighter Photo Card 14. Kissan Photo Passbook 15. CGHS / ECHS Photo Card 16. Address Card having Name and Photo issued by Department of Posts 17. Certificate of Identify having photo issued by Group A Gazetted Officer on letterhead
Supported PoA Documents Containing Name and Address
<ol style="list-style-type: none"> 1. Passport 2. Bank Statement/ Passbook 3. Post Office Account Statement/Passbook 4. Ration Card 5. Voter ID 6. Driving License 7. Government Photo ID cards 8. Electricity Bill (not older than 3 months) 9. Water bill (not older than 3 months) 10. Telephone Landline Bill (not older than 3 months) 11. Property Tax Receipt (not older than 3 months) 12. Credit Card Statement (not older than 3 months) 13. Insurance Policy 14. Signed Letter having Photo from Bank on letterhead 15. Signed Letter having Photo issued by registered Company on letterhead 16. Signed Letter having Photo issued by Recognized Educational Institution on letterhead 17. NREGS Job Card 18. Arms License 19. Pensioner Card 20. Freedom Fighter Card 21. Kissan Passbook 22. CGHS / ECHS Card 23. Certificate of Address having photo issued by MP or MLA or Group A Gazetted Officer on letterhead 24. Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas) 25. Income Tax Assessment Order 26. Vehicle Registration Certificate 27. Registered Sale / Lease / Rent Agreement 28. Address Card having Photo issued by Department of Posts 29. Caste and Domicile Certificate having Photo issued by State Govt.
Supported Proof of DoB Documents

- | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> 1. Birth Certificate 2. SSLC Book/Certificate 3. Passport 4. Certificate of Date of Birth issued by Group A Gazetted Officer on letterhead |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

5.1.4 Biometric Data Capture Standards

The biometrics are to be collected by the Enrolling Agency based on the standards laid down by the UIDAI. The recommended standards for the capture of facial image, finger prints and the iris are as follows:

i. **Face Image Capture**

Key Decisions	Summary of Decisions
Enrollment	
Image capture	Full frontal, 24 bit colour
Digital / Photographic requirements	Per ISO 19794-5 Section 7.3, 7.4, 8.3 and 8.4 with Section 8.3 of Technical Corrigendum 2. Inter-eye distance – minimum 120 pixels.
Pose	Per ISO 19794-5 Section 7.2.2
Expression	Neutral expression. Specified as best practices.
Illumination	Per ISO 19794-5 Section 7.2.7
Eye Glasses	Per ISO 19794-5 Section 7.2.11
Accessories	Permissible for medical and ethical reasons only.
Multiple samples of face	Yes. Recommended for automatic face recognition.
Operational	Per ISO 19794-5 Section 7.2.4 – 7.2.10
Assistance	Yes. Specified as best practices.
Segmentation and feature extraction	Recommended for automatic face recognition
Quality check	Yes. Specified as best practice.
Storage and compression	Uncompressed image strongly recommended. For legacy reasons, lossless JPEG 2000 colour accepted.
Authentication	
Image capture	Same as enrollment
Compression	JPEG 2000 colour compression recommended. Compression ratio to be less than 10:1
Number of Images	One full frontal image

ii. **Finger Print Capture**

Key Decisions	Summary of Decisions
Enrollment	
Image capture	
Plain or rolled	Plain, live scan
Number of fingers	Ten
Device characteristics	Setting level 31 or above, EFTS/F certified
Quality check	Yes – Specified as best practice. Avoid NFIQ quality 4 and 5 level fingerprints.
Operational	
Assistance	Yes – Specified as best practice
Corrective measure	Yes – Specified as best practice
Storage and transmission Compression	Uncompressed image strongly recommended. For legacy reasons, JPEG 2000 or WSQ compression accepted.
Storage format	Per ISO Section 8.3 No deviation necessary
Minutiae format	Per ISO Section 8.3. No deviation necessary
Multi-finger fusion algorithm	Recommended. Application dependent.
Authentication	
Image capture	
Number of fingers	No minimum, no maximum. Application dependent. Recommended as best practice
Any finger option	Yes. Recommended as best practice
Retry	Maximum 5. Recommended as best practice.
Device characteristics	Setting level 28 or above
Transmission format	Per ISO. No tailoring necessary
Compression	JPEG 2000 compression recommended. Compression ratio to be less than 15:1
Minutiae format	Per ISO 19794-2. No tailoring necessary

iii. **Iris Capture**

Key Decisions	Summary of Decisions
Enrollment	
Image	Two eyes, > 140 pixel image diameter (170 pixel preferred), image margin 50% left and right, 25% top and bottom of iris diameter
Device Characteristics	Tethered, autofocus, continuous image capture, exposure < 33 mille-second, distance >300 mm for operator control, > 100mm Enrolee control
Operational	Operator controlled strongly preferred. No direct natural or artificial light reflection in the eye, capture location: indoor.
Segmentation	Non-linear segmentation algorithm
Quality Assessment	Per IREX II recommendations
Compression and Storage	ISO 19794-6 (2010) data format standard as tailored in Section 11 JPEG 2000 or PNG lossless compression, KIND_VGA of Table A.1 of ISO 19794-6 (2010)
Authentication	Same as enrollment except One and / or two eyes JPEG 2000

Annexure IV Performa for the Bank Guarantee for Earnest Money

(To be stamped in accordance with stamp act)

Ref : Bank Guarantee # _____ Date _____

Punjab & Sind Bank
Financial Inclusion & UID Cell
21, Rajendra Place,
New Delhi
Dear Sirs,

In accordance with your bid reference no. _____ Dated _____
M/s _____ having its registered office
at _____ herein after called 'bidder') wish to
participate in the said bid for UID Project of Punjab & Sind Bank having its Head Office
at 21,Rajendra Place, New Delhi -110125 An irrevocable Financial Bank Guarantee
(issued by a nationalized /scheduled commercial Bank) against Earnest Money Deposit
amounting to Rs. _____ Rupees (in words)

_____ valid up to
_____ is required to be submitted by the bidder, as a condition for
participation in the said bid, which amount is liable to be forfeited on happening of any
contingencies mentioned in the bid document. M/s

_____ having its registered office
at _____ (hereinafter called as the
bidder) has undertaken in pursuance of their offer to Punjab & Sind Bank (hereinafter
called as the beneficiary) dated _____ has expressed its intention to participate in the said bid
and in terms thereof has approached us and requested us Bank to issue an irrevocable
financial Bank Guarantee against Earnest Money Deposit amounting to
Rs _____ valid up to _____. We, the Bank at having our Head office
at _____ therefore Guarantee and undertake to pay immediately on
first written demand by Punjab & Sind Bank, the amount
Rs _____ Rupees _____ without
any reservation, protest, demur and recourse in case the bidder fails to comply with any
condition of the bid or any default in violation against the terms of the bid, without the
beneficiary needing to prove or demonstrate reasons for its such demand. Any such
demand made by said beneficiary shall be conclusive and binding on us irrespective of
any dispute or difference raised by the bidder. This guarantee shall be irrevocable and
shall remain valid up to _____. If any further extension of this Guarantee is
required, the same shall be extended to such required period (not exceeding one year)
on receiving instructions in writing, from() on whose behalf guarantee is issued. In
witness whereof the Bank, through its authorized officer has set its hand stamped on
this _____ Day of _____ 2011 at _____

Designation Bank Common Seal

Attorney as per Power of Attorney

Annexure V Format of Performance Bank Guarantee

Bank Guarantee
Punjab & Sind Bank,
Head Office Financial Inclusion & UID Cell
New Delhi – 110 125.

In consideration of Punjab & Sind Bank (hereinafter called "the said Purchaser") having its office at the aforesaid address, having agreed to purchase/engage from (hereinafter called "the said Vendor / Supplier") under the terms and conditions of an Agreement dated (hereinafter called "the said Agreement") having its office at----- . Towards the security for the due fulfillment of the terms and conditions contained in the said Agreement, it has been agreed by the said Vendor / Supplier shall provide a bank Guarantee for Rs. _ (Rupees only). We (indicate the name of the bank) (hereinafter referred to as "the Bank") at the request of (Vendor / Supplier) do hereby undertake and Guarantee to pay to the Purchaser an amount not exceeding Rs. (either in lump sum or in parts) against any loss or damage caused to or suffered or would be caused to or suffered by the Purchaser by reason of any breach by the said Vendor / Supplier(s) of any of the terms or conditions contained in the said Agreement. Unless repugnant to the context or meaning there of, expressions, Purchaser, Vendor /Supplier, Bank shall mean and include their heirs, representatives, successors, executors, administrators, assigns, etc. , as may be applicable, 1. The Bank does hereby undertakes to pay the amount/s due and payable under the guarantee without any demur, merely on a demand from the Purchaser stating that the amount/s claimed is/are 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 Vendor / Supplier of any of the terms or conditions contained in the said Agreement or by reason of the Vendor /Supplier failure to perform its obligations under the said Agreement. Any such demand made by the Purchaser on the Bank shall be conclusive as regards the amount/s due and payable by the Bank under this guarantee, whether made in one go or in parts. However, Bank's liability under this guarantee shall in totality be restricted to an amount not exceeding Rs. , whether or not invoked or if invoked, in part or otherwise. 2. The Bank undertakes to pay the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Vendor / Supplier or any suit or proceedings pending before any Court or Tribunal relating thereto. Thereby meaning that Bank's liability under the present guarantee shall be absolute and unequivocal in any circumstances what so ever, if called upon to pay by the Purchaser. 3. The Bank further agrees that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues and or advances made by the Purchaser under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till , the Purchaser certifies in writing that the terms and conditions of the said Agreement have been fully and properly carried out by the said Vendor / Supplier and accordingly the Purchaser discharges this guarantee, either in writing or by returning the Original Guarantee Bond to the Bank. 4. The bank before the release of Bank Guarantee Bond in Original by the Purchaser and before the expiry of this guarantee, as per Clause 3 of this Guarantee Bond, may at its option renew this guarantee for the same period as was initially requested upon for this guarantee or for any shorter period, at the option of the purchaser, under intimation to the vendor. The bank may at its option obtain the

original Bank guarantee bond in lieu of issue of the fresh extended Guarantee Bond. 5. The Bank further agrees with the Purchaser that the Purchaser shall have the fullest liberty without Bank's or Vendor / Supplier consent and without affecting in any manner Bank's obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Vendor / Supplier from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Vendor / Supplier and to forbear or enforce any of the terms and conditions relating to the said agreement and the Bank shall not be relieved from its liability by reason of any such variation, or extension being granted to the said Vendor / Supplier or for any forbearance, act or omission on the part of the Purchaser or any indulgence by the Purchaser to the said Vendor / Supplier or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving the Bank, in any manner what so ever. 6. This guarantee will not be discharged due to the change in the constitution of either the Bank or the Purchaser or the Vendor / Supplier, in any manner what so ever. 7. The Bank lastly undertakes not to revoke this guarantee during its currency or extensions there of, except with the previous consent of the Purchaser, in writing or otherwise than as is provided in this Guarantee. 8. The Bank also agrees that the Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as its principal debtor in first instance without proceeding against the said Vendor / Supplier, and notwithstanding any security or other guarantees that the Purchaser may have in relation to or in relation to the Vendor / Supplier liabilities from time to time, as this guarantee constitutes a separate, distinct and independent contract between the Bank and the Purchaser. 9. Any officer of the Purchaser of the rank of Senior Manager or above, duly authorized in this regard, shall be competent to issue demand/notice or to issue any appropriate instructions, as the circumstances may warrant, to the Bank under this Guarantee, which the Bank shall have to comply immediately and forthwith, without raising any dispute or question/s in regard there to, in any manner what so ever. Notwithstanding any thing contained here in above:(a) The liability of the Bank under the guarantee shall not exceed Rs. (in words). (b) This Bank Guarantee shall be valid till either the 1700 hrs. till X or till the issue of a fresh Bank Guarantee to the Purchaser with a extended period in lieu thereof or till the Purchaser certifies in writing that the terms and conditions of the said Agreement have been fully and properly carried out by the said Vendor / Supplier and accordingly the Purchaser discharges this guarantee, in writing and by returning the Original Guarantee Bond to the Bank. (c) The bank before the release of the Guarantee Bond in Original by the purchaser and before the expiry of this guarantee, may at its option renew this guarantee for the same period as was initially agreed upon for this guarantee or any shorter period, at the option of the purchaser, under intimation to the vendor. (d) The Bank is liable to consider any notice for invocation of Bank Guarantee as a default by the Vendor / Supplier and shall be under an obligation to pay to the Purchaser the entire amount of Guarantee or any part there of under this Bank Guarantee only and only if the Purchaser serves upon the Bank a written claim or demand before the expiry of either the Bank Guarantee or any extended period/s under this Bank Guarantee, as the case may be. Dated the day of . Signature

Name Designation with Bank stamps.

Annexure VI Specifications and formats for capture of KYR+ Information

Following additional information is required to be captured during demographic data capture of residents +alled KYR+.

1.	Occupation	Service/ Retired/Self Employed/Housewife/Other
2.	Additional Information	Phone/ email
3.	If in Service Name of Organization	
4.	If Self Employed – nature of business	
5.	Annual Income	
6.	Banking with	
7.	Loan requirements	