

**GOVERNMENT OF INDIA  
PLANNING COMMISSION**

**UNIQUE IDENTIFICATION AUTHORITY OF INDIA**



**BID DOCUMENT**

**Design, Manufacturing, Supply, Installation,  
Testing, Commissioning, support service and  
maintenance of Aadhaar-based Authentication  
Kiosk at Kempegowda International Airport  
Limited, Bangalore**

**TENDER No.14/UIDAI/RO/BLR/2014-15**

**Dated: 21<sup>st</sup> October, 2014**

**Regional Office: Khanija Bhavan, #49, 3<sup>rd</sup> Floor, South Wing, Race Course  
Road, Bangalore – 560 001**

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Date of publication of tender	23.10.2014
Pre-bid Meeting for clarifications	29.10.2014
Last Date & Time for Submission of Tenders	06.11.2014 15:00 hours
Time & Date of Opening Bid	06.11.2014 15:30 hours

## **NOTICE INVITING TENDER**

**ON BEHALF OF PRESIDENT OF INDIA, Unique Identification Authority of India,** Planning Commission, Govt. of India, Regional Office, Bangalore invites sealed bids from reputed and experienced agencies for the work of Design, Manufacturing, Supply, Installation, Testing, Commissioning and maintenance of Aadhaar-based Authentication Kiosk at Kempegowda International Airport Limited, Bangalore along with required software.

The interested agencies are required to submit bid in a Sealed Cover super-scribed “**Bid for Kiosk at KIAL**” and should reach the office of Deputy Director General, UIDAI, Regional Office, No. 49, 3<sup>rd</sup> Floor, South Wing, Khanija Bhavan, Race Course Road, Bangalore on or before 06.11.2014 15:00 hours. The bids will be opened on the same day at 15.30 hours at the office of Deputy Director General, UIDAI, Regional Office, No.49, 3<sup>rd</sup> Floor, South Wing, Khanija Bhavan, Race Course Road, Bangalore – 560 001 in the presence of bidders or their representatives.

The tender document containing eligibility criteria, scope of work, terms & conditions is available for download on UIDAI website [www.uidai.gov.in](http://www.uidai.gov.in). The cost of tender document is free. However, the bidders shall remit ₹8,000 towards EMD in the form of DD drawn on any Nationalized Bank in favour of “**CDDO, UIDAI**” payable at Bangalore.

At any time prior to the deadline for submission of bids, UIDAI may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the terms and conditions of the bid by an Addendum. The Addendum will be communicated by fax/mail to the bidders. They will acknowledge receipt of the Addendum. The Addendum will also be available on the UIDAI’s website [www.uidai.gov.in](http://www.uidai.gov.in) and it will be responsibility of the bidder to check the website on regular basis for updates.

Any further clarifications and/or corrigendum(s) shall be communicated through UIDAI website [www.uidai.gov.in](http://www.uidai.gov.in).

**Deputy Director,  
UIDAI,  
R.O., Bangalore.**

## **Brief Description of the Work to be carried out:**

UIDAI, Regional Office, Bangalore along with CISF and KIAL, plans to roll-out an eKYC based application at the KIAL airport. The solution to be deployed consists of the following components:

- Self Service Biometric Kiosk (at airport)
- CISF Security Display Unit (at airport)
- eKYC Server (at Bangalore RO)

### **Self Service Biometric Kiosk:**

#### **Hardware:**

- 10' touch-screen
- Iris Scanner – STQC certified for Aadhaar Authentication
- Fingerprint scanner – STQC certified for Aadhaar Authentication
- QR-code scanner
- USB interface for broadband connectivity
- Battery based device (6 hours operation)
- Touch keypad
- WiFi connectivity
- 1GB RAM, 4 GB Storage
- 2 USB ports

#### **Software:**

- eKYC based application (multi-lingual)
- Integration with Web-service based server
- Application Upgrade

#### **Physical/Mechanical:**

- Industrial grade design for 24x7 rough usage
- Pole mounted
- Stable stand – can withstand impact by luggage trolleys
- Suitable for airport outdoor 24x7 deployment

### **CISF Security Display Unit:**

#### **Hardware:**

- 10' touch-screen on both sides
- Touch keypad on both sides
- Battery based device (6 hours operation)
- WiFi connectivity
- 1GB RAM, 4 GB Storage
- USB interface for broadband connectivity

### **Software:**

- Client application to display passenger information
- Distinct display windows on both display units
- Integration with Web-service based server
- Application Upgrade

### **Physical/Mechanical:**

- Industrial grade design for 24x7 rough usage
- Dual displays systems mounted on a pole
- Stable stand; can withstand impact by luggage trolleys
- Suitable for airport outdoor 24x7 deployment

***Note: All the specifications above are minimum specifications and higher specifications shall be used wherever necessary / required. Deviation on higher side shall only be considered and no extra weightage shall be awarded for such deviations. Also, the bidder is required to submit the technical compliance statement for each item***

***All the supplied Hardware/ Software should be in compliance with the policies / guidelines issued by DeITY, GoI in this regard. Also, the bidder is to quote/ propose only one make/ model against the respective item.***

The successful commissioning of the project requires the selected bidder to provide quality & timely delivery, installation, commissioning and maintenance of the touch screen kiosk. All the activities performed by the selected bidder during different phases / stages of the project shall be closely monitored by UIDAI / designated authority.

The broad scope of work during the period of contract / engagement would include the following two phases: -

1. Phase-I: Design, Supply, Installation, Testing & Commissioning
2. Phase-II: Support Services (Support Services for supplied items during maintenance & warranty / support period)

During installation, selected bidder shall not cause any damage to buildings / premises / property. However, if any damage occurs, the selected bidder shall restore it to the original state at its own cost to the satisfaction of UIDAI.

The responsibility of making Kiosk live at the location lies with the selected bidder and for this it shall take all required installation steps integrating hardware, software, power supply etc. The selected bidder shall be responsible for providing necessary interface, middleware, hardware and database, if required for seamless interfacing / connecting to UIDAI server.

The application to be run on the kiosk shall be developed by the selected bidder. It may be noted that selected bidder shall have to show the kiosk with running this content with active internet connective / LAN connection to UIDAI.

After this, the selected bidder shall submit the installation report to UIDAI. The report shall consist of a photographic proof (soft/hard copy) of the kiosk installed on actual location. The information kiosk at a location shall be considered live or commissioned only after successful verification of submitted installation and commissioning report.

The cost and fee of such testing, if decided to be done externally, shall be the responsibility of the selected bidder. If any discrepancy is found, the bidder shall be required to replace the entire lot with new devices without any additional time delay or cost implications. In case of any delay due to such an issue, suitable penalty / LD shall be levied on the selected bidder.

## 2) Phase-II: Support Services

Support service phase for the installed kiosk shall commence from the “Date of commissioning” of the kiosk and shall be for a period of twelve (12) months. During this period, the selected bidder shall:

- a) provide comprehensive onsite technical support, maintenance and warranty services for supplied items. This involves comprehensive maintenance under the warranty as per Warranty clause including repairing, replacement of faulty modules, sub-modules, assemblies, sub-assemblies, spares, etc. with genuine OEM components to make the kiosk functional / operational.
  - b) At the end of every month, submit a report on the number of issues reported and solved with time taken during the process. This report shall be verified by UIDAI for cross verification.
  - c) provide a helpdesk number, email address so that end-user may report problems, if any, using any of the available methods.
- The UIDAI shall ensure maintaining a complaint resolution register where kiosk is supplied, installed and commissioned with the following details:
    - a) Date and Time of Complaint Lodging on helpdesk number/email
    - b) Details of issue being faced
    - c) Date and Time when concerned technical representative has visited the location for complaint resolution
    - d) Date and Time of Complaint Resolution
    - e) Date and Time of removal/re-commissioning of the kiosk, if in case the kiosk is taken out of premises for repair
  - A copy of this report shall be sent to UIDAI every month, which shall be mapped with the report submitted by the selected bidder for penalty calculation purpose, if any.

UIDAI may require a bidder, who is pre-qualified, to demonstrate its qualifications again in accordance with the same criteria used to pre-qualify such bidder. The UIDAI shall disqualify any bidder that fails to demonstrate its qualifications again, if requested to do so. The UIDAI shall promptly notify each bidder requested to demonstrate its qualifications again as to whether or not the bidder has done so to the satisfaction of the UIDAI.

**Location of installation of kiosk: Kempegowda International Airport, Devenahalli, Bangalore**

## **Instructions to the Bidders:**

1. Any prospective bidder may, in writing, seek clarifications in respect of the bidding documents.
2. A pre-bid conference is also scheduled as per the details mentioned in the Tender document and to clarify doubts of potential bidders in respect of the procurement. The clarifications shall be sought before the Pre-bid Meeting.
3. UIDAI reserves the right to ask for a technical elaboration / clarification in the form of a technical presentation from the bidder on the already submitted technical bid at any point of time before opening of the commercial bid. UIDAI may at its discretion, visit the office of the bidder any time before the issue of Letter of Intent / Work Order / Award.
4. Bidders must make their own arrangements to obtain import licence, if necessary. If a bidder imposes conditions which are in addition to or in conflict with the conditions mentioned herein, his bid is liable to summary rejection. In any case none of such conditions will be deemed to have been accepted unless specifically mentioned in the letter of acceptance of bid issued by the Purchase Officer.

## **Changes in the Bidding Document**

- 1) At any time, prior to the deadline for submission of Bids, UIDAI may for any reason, whether on its own initiative or as a result of a request for clarification by a bidder, modify the bidding documents by issuing an addendum in accordance with the provisions below.
- 2) In case, any modification is made to the bidding document or any clarification is issued which materially affects the terms contained in the bidding document, the UIDAI shall publish such modification or clarification in the same manner as the publication of the initial bidding document.
- 3) In case, a clarification or modification is issued to the bidding document, UIDAI may, prior to the last date for submission of Bids, extend such time limit in order to allow the bidders sufficient time to take into account the clarification or modification, as the case may be, while submitting their Bids.
- 4) Any bidder, who has submitted his Bid in response to the original invitation, shall have the opportunity to modify or re-submit it, as the case may be, within the period of time originally allotted or such extended time as may be allowed for submission of Bids, when changes are made to the bidding document by the UIDAI:
- 5) Provided that the Bid last submitted or the Bid as modified by the bidder shall be considered for evaluation.
- 6) The bidder should ensure that all the required documents, as mentioned in this bidding document, are submitted along with the Bid and in the prescribed format only. Non-submission of the required documents or submission of the documents in a different format/ contents may lead to the rejections of the Bid submitted by the bidder.
- 7) Alternative/ Multiple Bids shall not be considered at all. Also, the bidder shall not quote for multiple brands / make / models but only one in the technical Bid and should also mention the details of the quoted make / model.

## **Bidding and selection process:**

Selection of the Bidder will be selected on two stage evaluation process:

- a. Technical Evaluation and
  - b. Commercial Evaluation.
- i) The Technical evaluation will be performed on the basis of technical qualification mentioned in Part I of this document. Technical Bids received without EMD shall be rejected.

### **COST OF TENDER DOCUMENT IS FREE.**

**EMD:** The bidder is required to submit Rs.8,000/- in the form of DD drawn on any Nationalized Bank in favour of “**CDDO, UIDAI**” payable at Bangalore.

- ii) UIDAI shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the:
  - a. bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable);
  - b. bid is valid for the period, specified in the bidding document;
  - c. bid is unconditional and the bidder has agreed to give the required performance security; and
  - d. other conditions, as specified in the bidding document are fulfilled.
  - e. any other information which the committee may consider appropriate.
- iii) The Financial Bid cover shall be kept unopened and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical Bids.
- iv) To assist in the examination, evaluation, comparison and qualification of the Bids, the bid evaluation committee may, at its discretion, ask any bidder for a clarification regarding its Bid.
- v) Any clarification submitted by a bidder with regard to its Bid that is not in response to a request by the committee shall not be considered.
- vi) No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the committee in the evaluation of the financial Bids.
- vii) No substantive change to qualification information or to a submission, including changes aimed at making an unqualified bidder, qualified or an unresponsive submission, responsive shall be sought, offered or permitted.
- viii) Commercial bid would be opened only of those Bidders who have been found to be qualified on the basis of technical evaluation.
- ix) UIDAI is not bound to accept the lowest Tender as it will compare to the better technical perspective and measures and valuation of quality too. UIDAI

University may reject any part of the tender without assigning any reason thereof.

- x) EMD and Commercial bid will be returned to the bidders who do not qualify technically.
- xi) Commercial Offer shall be on a fixed price basis. The price shall remain fixed for the period of the contract and no changes for any reason what so ever will be allowed.

## **Submission and withdrawal of Bids:**

- a. Bids are to be submitted in sealed envelopes, marked and addressed as directed in the above Paragraphs.
  - b. Bids transmitted by fax or email will not be accepted for consideration.
  - c. Bids received after the closing date and time will immediately be treated as disqualified. No over-writing / corrections etc. of any kind are allowed.
  - d. Bids can be withdrawn by a written request received from the Bidder prior to the closing date and time.
1. **The bidders qualifying the eligibility criteria will be required to give a live demonstration of work before awarding the work to the bidder. No payment will be made for this.**
  2. **The decision taken by the UIDAI in the process of tender evaluation will be full and final.**
  3. **Security Deposit:** The successful Bidder shall execute an agreement within 7 days from issue of letter of intent by UIDAI failing which EMD shall be forfeited.
  4. **At the time of signing the agreement, the successful bidder shall submit Security Deposit in the form of Performance Bank Guarantee (PBG) equal to 05 per cent of the value of the contract from a Nationalized Bank. The Performance Bank Guarantee shall be valid until the end of three months after the expected completion date of the contract with the successful bidder. The PBG will be released upon satisfactory completion of the work.**

## **Project Deliverables, Milestones & Time Schedule:**

Time is the essence of the contract and the successful bidder shall adhere to the time schedule and deadline as prescribed by UIDAI for execution of the work. The milestones, deliverables and time schedule for the implementation of the project would be as follows:

- a) The time specified for delivery and other activities as mentioned in the table below shall be deemed to be the essence of the contract and the selected bidder shall arrange supplies and provide the required services within the specified period.



b) It should be noted that any delay in the project timelines shall attract Liquidated Damages (LD) to the selected bidder as per the details mentioned in subsequent sections of this bidding document.

c) "T" is the event marking UIDAI issuing the work order to the selected bidder.

Sl. No.	Milestone/ Phase	Scope of Work	Deliverables	Timelines (T=Date of WO)
1	Supply & Installation	Supply and Installation of Kiosk	<input type="checkbox"/> Delivery Challan <input type="checkbox"/> OEM Warranty Certificate <input type="checkbox"/> Installation reports by the agency <input type="checkbox"/> Verified installation report by nodal officer	T1 = T+10 days
2	Commissioning	Commissioning of Kiosk	<input type="checkbox"/> Verified Commissioning report by nodal officer	T2 = T1+2
3	Support Services	Support and warranty services	<input type="checkbox"/> Monthly SLA report	Twelve Months from the date of commissioning

The successful bidder shall start the work within one day from the date of issuance of PO / work order, failing which penalty of 2% of the order value per week of delay shall be levied on the bidder and same shall be deductible from the vendor's payment.

## **Liquidated Damages (LD)**

- 1) In case of extension in the delivery period with liquidated damages the recovery shall be made on the basis of following percentages of value of Stores with the bidder has failed to supply, install, commission:-
  - a) delay up to one fourth period of the prescribed delivery period: 2.5%
  - b) delay exceeding one fourth but not exceeding half of the prescribed period: 5.0%
  - c) delay exceeding half but not exceeding three fourth of the prescribed period: 7.5%
  - d) delay exceeding three fourth of the prescribed period: 10%
- 2) The maximum amount of liquidated damages shall be 10% of the contract value.

- 3) If the supplier requires an extension of time in completion of contractual supply on account of occurrence of any hindrance, he shall apply in writing to the authority, which has placed the supply order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
- 4) Delivery period may be extended with or without liquidated damages if the delay in the supply of goods is on account of hindrances beyond the control of the bidder.

## **Payment terms:**

Payment schedule - Payments to the bidder, after successful completion of the target milestones (including specified project deliverables), would be made as under:-

Sl. No.	Milestone/ Phase	Scope of Work	Deliverables	Payable amount
1.	Supply & Installation	Supply and Installation of Kiosk	<input type="checkbox"/> Delivery Challan <input type="checkbox"/> OEM Warranty Certificate <input type="checkbox"/> Installation reports by the selected bidder <input type="checkbox"/> Verified installation report by UIDAI	80% of total value of actual items supplied and installed
2.	Commissioning	Commissioning of Kiosks	<input type="checkbox"/> Verified Commissioning report by UIDAI	10% of total value of actual items supplied and installed
3.	Support Services	Support and warranty services	<input type="checkbox"/> Monthly SLA report	Remaining 10% of total value of actual items commissioned in twelve equated monthly instalments over a period of twelve months

### **Note: NO ADVANCE PAYMENT SHALL BE MADE.**

In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.

Payment in case of those goods which need testing shall be made only when such tests have been carried out, test results received conforming to the prescribed specification.

Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.

Payments shall be subject to deductions of any amount for which the successful bidder is liable under the agreement against this contract (such as penalties / damages). Further, all payment shall be made subjects to deduction of TDS (Tax deduction at source) as per the income-Tax Act and other Taxes as per rules. The successful bidder will be responsible for payment of statutory liabilities of all kind including local and other taxes. Service Tax would be paid on actual basis on production of proof of payment / document.

**For transferring the payment through EFT/RTGS, successful bidder should furnish the details of Bank A/c No., MICR & IFSC code.**

## **Service Level Standards/ Requirements/ Agreement:**

Service level plays an important role in defining the Quality of Services (QoS). The prime objective of service levels is to ensure high quality of services from selected bidder, in an efficient manner to the identified users under this procurement.

The service level shall be tracked on a periodic basis i.e. quarterly and have penalty clauses on non-adherence to any of them. The bidder shall submit reports on all the service levels to UIDAI in accordance with the specified formats and reporting periods and provide clarification, if required. The service levels defined below provide for target level of services required, measurements thereof and associated penalties.

Sl. No.	Services Description	Measurement Parameter	Service Level	Penalty	Remarks
1.	The items procured shall be kept up and running	Repair Time for items deployed	Within 48 hours of lodging the complaint	₹ 1000 for every 24 hours past after expiring of 48 hours of lodging the complaint	Penalty for an item shall not be more than the total cost of the item. Maximum applicable penalty shall not exceed 5% of the total order value in a year.

## **Authenticity of Equipment:**

1. The selected bidder shall certify that the supplied goods are brand new, genuine/ authentic, not refurbished, conform to the description and quality as specified in this bidding document and are free from defects in material, workmanship and service.
2. If during the contract period, the said goods be discovered counterfeit/ unauthentic or not to conform to the description and quality aforesaid or have determined (and the decision of the Purchase Officer in that behalf will be final and conclusive), notwithstanding the fact that UIDAI may have inspected and/ or approved the said goods, UIDAI will be entitled to reject the said goods or such portion thereof as may be discovered not to conform to the said description and quality, on such rejection the goods will be at the selected bidder's risk and all the provisions relating to rejection of goods etc., shall apply. The selected bidder shall, if so called upon to do, replace the goods etc., or such portion thereof as is rejected by Purchase Officer, otherwise the selected bidder shall pay such damage as may arise by the reason of the breach of the condition herein contained. Nothing herein contained shall prejudice any other right of the Purchase Officer in that behalf under this contract or otherwise.
3. Goods accepted by UIDAI in terms of the contract shall in no way dilute UIDAI's right to reject the same later, if found deficient in terms of the this clause of the contract.

## **Warranty:**

1. The bidder must supply all items with comprehensive on-site OEM warranty valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to, installed and accepted at the final destination(s) indicated in the bidding document. However, if delay of installation is more than a month's time due to the reasons

ascribed to the bidder, the warranty shall start from the date of last successful installation of the items covered under the PO.

2. At the time of goods delivery, the selected bidder shall submit a certificate / undertaking from all the respective OEMs mentioning the fact that the goods supplied are covered under comprehensive warranty & support for the prescribed period.
3. UIDAI shall give a written notice to the selected bidder stating the nature of any defect together with all available evidence thereof, promptly following the discovery thereof. UIDAI shall afford all reasonable opportunity for the selected bidder to inspect such defects. Upon receipt of such notice, the selected bidder shall expeditiously cause to repair the defective goods or parts thereof or replace the defective goods or parts thereof with brand new genuine/ authentic ones having similar or higher specifications from the respective OEM, at no cost to UIDAI. Any goods repaired or replaced by the selected bidder shall be delivered at the respective location without any additional costs to UIDAI.
4. If having been notified, the selected bidder fails to remedy the defect within the period specified, UIDAI may proceed to take within a reasonable period such remedial action as may be necessary, in addition to other recourses available in terms and conditions of the contract and bidding document.
5. During the warranty period, the bidder shall also be responsible to ensure adequate and timely availability of spare parts needed for repairing the supplied goods.
6. The warranty on supplied software media, if any, should be at least 90 days.

## **Change Orders and Contract Amendments:**

1. UIDAI may at any time order the supplier / selected bidder through Notice, to make changes within the general scope of the Contract in any one or more of the following: -
  - i. drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for UIDAI;
  - ii. the method of shipment or packing;
  - iii. the place of delivery; and
  - iv. the related services to be provided by the supplier / selected bidder.
2. If any such change causes an increase or decrease in the cost of, or the time required for, the supplier's/ selected bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly should be amended. Any claims by the supplier/ selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the supplier's/ selected bidder's receipt of UIDAI's change order.
3. Prices to be charged by the supplier/ selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier/ selected bidder for similar services.

## **TERMINATION OF THE CONTRACT:**

If the bidder is not able to fulfill its obligations under the contract, which includes non-completion of the work, UIDAI reserves the right to select another bidder to accomplish the work. Any costs, damages etc. resulting out of the same shall have to be borne by the outgoing bidder. Violation of any of the terms and conditions of the tender / contract will attract forfeiture of EMD/Security deposit and cancellation of work order / termination of the contract.

## **GENERAL TERMS & CONDITIONS:**

1. The bidder shall keep the offer open for a minimum period of 90 days from the date of opening of tender. If the bidder withdraws or amends or impairs or derogates the offer during this period, the earnest money deposit (EMD) shall be forfeited.
2. UIDAI reserves the right to reject any tender without assigning any reason and not necessarily accept the highest bid. The decision taken by UIDAI shall be full and final.
3. Conditional offers are liable to be summarily rejected. UIDAI may waive any minor infirmity, non-conformity, or irregularity in a bid that does not constitute a material deviation and that does not prejudice or affect the relative ranking of any bidder.
4. The work may be awarded to one or more successful bidder(s) as the case may be at the discretion of UIDAI.
5. An appropriate agreement will be executed by the successful bidder with UIDAI, on the agreed terms & conditions. UIDAI in its discretion reserves the right to cancel the contract at any time without assigning any reason. In case the work order is cancelled then the costs incurred will be borne by the successful bidder and under no circumstances the successful bidder shall claim for any payment or damages from UIDAI.
6. UIDAI reserves the right to elect:
  - a) To have any portion completed at the work order and/or the contract terms and prices; and/or
  - b) To cancel the remainder and pay to the successful bidder an agreed amount for partially completed services.
7. In the event of termination of Contract, UIDAI shall be entitled to forfeit the security deposit either full or in part apart from taking such legal remedies as per available in law. The successful bidder shall thereupon forthwith hand over the documents, which are in its possession. The successful bidder shall also leave the digitized data, which will be the property of UIDAI.
8. The successful bidder will comply with all Acts and/or Rules and Regulations framed by or Government of India / Competent Authorities relating to the work. UIDAI will not be answerable for the terms and conditions of employment of the staff engaged or the work undertaken by the successful bidder. The minimum wage, remuneration, working condition, holidays, leaves, employment benefits, etc. of supplied manpower

should comply with applicable Labour Laws and other applicable rules of Government of Karnataka and Government of India.

#### **I. SUB-CONTRACTING:**

The successful bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the contract or any part thereof, as well as to give or to let third party take benefit or advantage of the present contract or any part thereof. No outsourcing / sub-contracting of work shall be allowed and in the event if it is known and proved to UIDAI that the work is outsourced / sub-contracted, the contract shall be terminated immediately.

#### **II. FORCE MAJEURE:**

1. Notwithstanding the provisions contained above, the selected bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
2. For purposes of this Clause, "Force Majeure" means an event beyond the control of the selected bidder and not involving the selected bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of UIDAI either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
3. If a Force Majeure situation arises, the selected bidder shall promptly notify UIDAI in writing of such conditions and the cause thereof. Unless otherwise directed by UIDAI in writing, the selected bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. After due consideration, UIDAI may fix the target date for completion of the work.

#### **III. ARBITRATION:**

The contract is governed by Arbitration Act, 1996 and any dispute resolution will lie in the jurisdiction of UIDAI, RO Bangalore. The successful bidder will make every effort to resolve amicably by direct informal negotiation any disagreement, dispute arising in connection with this contract any dispute which cannot be resolved shall be referred to a sole arbitrator to be appointed by mutual consent of both the parties. The award made under this reconciliation shall be final and binding upon the parties hereto, subject to legal remedy available under law. Such differences/proceedings will be held at UIDAI, RO Bangalore. All legal disputes are subject to the jurisdiction of Civil Courts Bangalore only.

**TENDER DOCUMENT**

**Design, Manufacturing, Supply, Installation,  
Testing, Commissioning, support service and  
maintenance of Aadhaar-based Authentication  
Kiosk at Kempegowda International Airport  
Limited, Bangalore**

**PROFORMA FOR TECHNICAL BID**

(In separate sealed Cover-I super-scribed as Technical Bid along with EMD)

<p>Name &amp; Address of the bidder (including legal status, ownership) with phone number, email and name and telephone/mobile number of authorized person for contact</p>	
<p>Prior experience in satisfactory supply, implementation, performance and maintenance of similar KIOSKs (Self-attested order copy issued by central/state/PSUs, banks, govt. offices, etc. to be enclosed along with tender documents).</p> <p>This shall cover the details of the works of similar nature, approximate quantity ordered/covered and duration of the contract carried out for the previous 3 years (2010-11, 2011-12 &amp; 2012-13)</p> <p>Note: The genuineness of the documents submitted by the bidder along with the tender will be verified from the concerned issuing authority.</p> <p>Bidder should have a turnover of at least ₹10 lakh in any of the last 3 years mentioned above.</p>	

**DOCUMENTS TO BE SUBMITTED:**

1	Please attach balance sheet of the company, duly attested by Chartered Accountant for last three (3) years, viz., FY 2010-11,2011-12 and 2012-13	
2	(i) Service Tax Registration No. (Please attach copy)  ii) PAN No.	
3	Acceptance of terms & conditions attached (Yes/No). Please sign each page of terms and conditions as token of acceptance and submit as part of tender document.	
4	Power of Attorney/authorization for signing the bid documents	
5	Details of the DD of Rs.2,500 towards bid security (EMD) DD No. Date: Drawn on:	
6	Technical Presentation in a CD or hard copy. Vendors are requested to include all information that may be necessary for such type of projects.	
7	<b>Additional Information:</b> <ul style="list-style-type: none"><li>• Hardware equipment proposed to be used.</li><li>• Number of technical persons proposed to be deputed by you for the work.</li></ul>	



	<ul style="list-style-type: none"> <li>• Number of non-technical persons proposed to be deputed by you.</li> <li>• The Software proposed to be used may be mentioned.</li> <li>• List of clients with amount of work completed, their addresses and contract person's details.</li> <li>• Maintenance and technical support services to be provided after execution of the work.</li> </ul>	
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**Declaration by the bidder:**

This is to certify that I / We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them and also declare that I / We shall comply with all the statutory requirements and legal provisions, relevant in execution of the said work.

**Encls:**

1. DD No. \_\_\_\_\_ towards EMD.

2. Terms & Conditions (each page must be signed and sealed)

**Note:**

- 1) **If information given in the Technical Bid Form is incomplete to assess the technical capability of the firm to undertake the work offers from that firm shall be rejected.**
- 2) **Over-writing/over-typing or erasing of figures is not allowed and shall render the tender invalid.**

**(Signature of bidder with seal)**

**Name :**.....

**Seal :**

**Address:** .....

.....

.....

**Phone No :** .....

**Fax No :** .....

**E-mail:** .....

**Place :** .....

**Date :** .....

**TENDER DOCUMENT**

**Design, Manufacturing, Supply, Installation,  
Testing, Commissioning, support service and  
maintenance of Aadhaar-based Authentication  
Kiosk at Kempegowda International Airport  
Limited, Bangalore**

**PROFORMA FOR COMMERCIAL BID**

(In separate sealed Cover-II super-scribed as Commercial Bid)

Sl. No.	Item Description	Unit	Unit Rate including all taxes, levies and duties applicable but excluding VAT & Service Tax (INR)	Service Tax on Unit Rate (INR) if applicable	VAT on Unit Rate (INR), if applicable	Total Amount including all taxes, levies, duties applicable
<b>Total Amount (In Figures): INR</b>						
<b>Total Amount (In Words): INR</b>						

**Rate:** The bidder is required to quote its lowest rate for the work enunciated in the tender. The rate so quoted should be all inclusive and no hike on whatsoever ground / reason would be allowed during the validity of the agreement. The successful bidder shall have to arrange its own staff. UIDAI would neither bear any expenses nor accept any responsibility for the same and there would be no relationship between UIDAI and the staff of the successful bidder. Rates so quoted shall be inclusive of all inputs, hardware cost, software cost, manpower, training and transportation or any other cost involved in the execution of work.

**Note:**

**Over-writing/over-typing or erasing of figures is not allowed and shall render the tender invalid.**

**Declaration by the Bidder:**

This is to certify that I / We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them and also declare that I / We shall comply with all the statutory requirements and legal provisions, relevant in execution of the said work.

**Note:**

1. No other charges would be payable by UIDAI.
2. There would be no increase in rates during the contract period of one year.

**(Signature of bidder with seal)**

**Name :**.....

**Seal :**

**Address:** .....

.....

.....

**Phone No :** .....

**Fax No :** .....

**E-mail:** .....

**Place :** .....

**Date :** .....

## **DECLARATION**

1. I / We hereby declare that we have quoted rates in commercial bid after careful study of terms and conditions of tender documents. I / We shall also accept the decision of the UIDAI, in this regard.
2. I / We hereby also declare that I / We are in the business of above work, for which I / we have enclosed appropriate work experience certificate. I / We have all technical infra-structure and technical staff etc. for smooth and effective execution of above work. I / We have not been black listed by any Government (Central and state)/Board/Public undertakings/Banks/ R.B.I. etc.
3. I/We certify that the tender document contains \_\_\_\_\_(\_\_\_\_) pages downloaded in the exact form published by UIDAI. No alterations and additions have been made in it to the best of my/our knowledge.

**SIGNATURE OF BIDDER  
WITH SEAL**