

REQUEST FOR QUOTATION (RFQ)

SELECTION OF ENROLMENT AGENCIES FOR AADHAAR ENROLMENTS (PHASE II)

Issued By

The Haryana State UID Registrar

Issued On 13th August 2012

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1. INVITATION TO BID

1. The Haryana State UID Registrar invites Financial Bids from eligible Enrolment Agencies empanelled by the UIDAI to carry out the enrolment activities for the Phase II of UID project in Haryana. The eligibility criteria are listed in Section 3.1 Instructions to Bidders – Data Sheet: Point 7.
2. This Request for Quotation (RFQ) includes the following sections:
 - i. Invitation to Bid
 - ii. Introduction
 - iii. Instruction to Bidders
 - iv. Scope of Work
 - v. About the Financial Bid
 - vi. Annexures including Financial Bid Form and Standard Contract
3. The response to the RFQ should to be submitted **on or before 27st August 2012 2:00 PM IST** by eligible bidders.
4. This 'Request for Quotation' is being issued for undertaking demographic and biometric data collection of residents (including Haryana KYR+ data) and all other activities relating to the enrolment of the residents of Haryana, as detailed in the Scope of Work (Section 4) of this RFQ.
5. The Financial Bid must be made in the specified format (Annexure III) as per the terms and conditions mentioned in this RFQ.
6. The Haryana State UID Registrar reserves the right to reject any or all the bids in whole or part without assigning any reasons.
7. This 'Invitation to Bid' is non-transferable under any circumstances.
8. Address for communication of the Bid Management Agency:

Managing Director
HARTRON
SCO 111-113, Sector 17-B,
Chandigarh.
Email: md@hartron.org

2. INTRODUCTION

2.1 About the UID Project

The Government of India (GoI) has embarked upon an ambitious initiative to provide a Unique Identification (UID) more popularly known as the “Aadhaar” number, 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. More details on the UIDAI and Aadhaar can be found on the website: <http://www.uidai.gov.in>.

In this context, the Haryana State UID Registrar invites bids from enrolment agencies presently 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 enrolment and other data required by the Registrar as per scope of work defined in this RFQ.

2.2 About Enrolment of Residents in Haryana

The State of Haryana has a population of 2.53 crores as per 2011 census. The Government of Haryana is committed towards the success of the UID project. Approximately 20 Lakh residents have been enrolled in Haryana under UID in Phase I of the project.

For the UID project in Haryana, the Additional Chief Secretary, Revenue & Disaster Management Department has been designated as the State UID Registrar.

In addition to the collection of KYR data and biometrics of residents (as mandated by the UIDAI), Haryana Government has decided to collect additional State-specific data (KYR+ data) of residents during UID enrolments. The details of KYR+ data fields and data collection process are available in Section 4.1.1 and Annexure V of the RFQ.

The Enrolment Process (Phase II) will be carried out in pre-selected seventeen (17) districts of the state grouped into seven (7) clusters based on geographical proximity – for the express purpose of this enrolment. The clusters and their constituents are detailed in Annexure VI.

3. INSTRUCTION TO BIDDERS

3.1 INSTRUCTION TO BIDDERS – DATA SHEET

1	Name and Details of Purchaser: The Additional Chief Secretary, Revenue and Disaster Management Department, Haryana 6 th Floor, New Secretariat Sector 17 Chandigarh
2	Name of the assignment: Aadhaar Enrolment in Haryana
3	Name and Address of Bid Management Agency: HARTRON SCO 111-113 Sector 17-B Chandigarh.
4	The Bid submission address is: The Managing Director HARTRON SCO 111-113 Sector 17-B Chandigarh.
5	Bids must remain valid for 90 days after the submission date.
6	The geographical clusters, corresponding districts and target population are as given in Annexure VI.
7	<u>Eligibility for Submission of Bids</u> i. The Bidder should be empanelled with UIDAI as an Enrolment Agency (EA) in the F2, F3 or F4 category for enrolment in areas including Haryana state. AND ii. The bidder should have at least 5 Lakh Aadhaars generated in their name as EA, as on the date of release of this RFQ. The number of Aadhaars generated as obtained (by the Purchaser) from the UIDAI / Aadhaar portal shall be considered final for this purpose. Further, the Bidder must not be dis-empanelled, blacklisted, suspended or charged with any fraudulent activities by the UIDAI/ Registrar/ Central/ State/ UT Government in any part of the country as on the date of bid submission.

<p>8</p>	<p>Bid Capacity The Maximum Bid Capacity for the various Financial Capacity Tiers as prescribed by the UIDAI is given below:</p> <table border="1" data-bbox="387 423 1442 768"> <thead> <tr> <th>S. No.</th> <th>Financial Capacity Tier</th> <th>Bid Capacity (Maximum Number of Enrolments allowed in a Year)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>F1</td> <td>25 Lakh Enrolments</td> </tr> <tr> <td>2</td> <td>F2</td> <td>50 Lakh Enrolments</td> </tr> <tr> <td>3</td> <td>F3</td> <td>250 Lakh Enrolments</td> </tr> <tr> <td>4</td> <td>F4</td> <td>500 Lakh Enrolments</td> </tr> </tbody> </table> <p>Note: 'year' would mean the 12 month period starting from the date of empanellment of the Bidder with the UIDAI</p> <p>The bidders should have sufficient enrolment capacity to cover the complete target population of the awarded geographical cluster . Only bidders with qualifying enrolment capacity will be considered for a given cluster.</p> <p>The Bidders must declare their enrolment commitments by submitting a declaration (as per Annexure II) on the bid submission date.</p>	S. No.	Financial Capacity Tier	Bid Capacity (Maximum Number of Enrolments allowed in a Year)	1	F1	25 Lakh Enrolments	2	F2	50 Lakh Enrolments	3	F3	250 Lakh Enrolments	4	F4	500 Lakh Enrolments
S. No.	Financial Capacity Tier	Bid Capacity (Maximum Number of Enrolments allowed in a Year)														
1	F1	25 Lakh Enrolments														
2	F2	50 Lakh Enrolments														
3	F3	250 Lakh Enrolments														
4	F4	500 Lakh Enrolments														
<p>9</p>	<p>Bid Submission Bidder must submit two separate sealed envelopes (a. Qualifications Criteria Envelope and b.Financial Bid Envelope) in the prescribed format mentioning the details of contents latest by 27st August 2012 2:00 PM IST.</p> <p>The contents of the envelopes shall be as follows:</p> <p>a) Qualification Criteria Envelope:</p> <ol style="list-style-type: none"> i. A copy of the letter of empanellment issued by UIDAI (valid as on the date of bid opening, duly indicating the level and tier as well as the list of States the bidder is eligible to work in) ii. Qualification Criteria Letter as per Annexure I iii. Declaration of Enrolment Capacity as per Annexure II iv. Tender Fees v. Earnest Money Deposit <p>b) Financial Bid Envelope:</p> <ol style="list-style-type: none"> i. Financial Bid as per Annexure III <p>Both the Envelopes shall be addressed to: Managing Director HARTRON</p>															

	SCO 111-113 Sector 17-B Chandigarh.
10	<p><u>Bid Opening:</u></p> <p>Qualification Criteria Envelope will be opened on 27nd August 2012 3:00 PM IST at the following venue:</p> <p>Venue: HARTRON SCO 111-113 Sector 17-B, Chandigarh.</p> <p>The date and venue for opening of Financial Bid Envelope shall be informed separately.</p>
11	<p><u>Estimated Tenure of Contract – 2 Years</u></p> <p>Target dates of completion:</p> <ul style="list-style-type: none"> • Completion of camp mode enrolments: 6 months from the date of start of work. • Operation of Permanent Enrollment Centers: 2 years from the date of start of work.

3.2 INSTRUCTION TO BIDDERS - STANDARD INSTRUCTIONS

Definitions	<p>a) 'Purchaser' means the agency with whom the selected bidder signs the contract for the services. For this project, the 'Purchaser' shall mean the Haryana State Registrar – who is the Additional Chief Secretary, Revenue and Disaster Management Department, Haryana</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 response to the RFQ by the empanelled Enrolment Agency/Consortium of Enrolment Agencies in regard to the prescribed qualification criteria for the Geographical Clusters.</p> <p>d) 'Instructions to Bidders' (Section 3 of the RFQ) means the document which provides interested Bidders with all information needed to prepare their bids.</p> <p>e) 'Scope of Work' means the document included in the RFQ as</p>
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	<p>Section 4 which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Purchaser and the Bidder.</p> <p>f) 'Cluster' means the geographical area(s) as specified in Annexure VI of the RFQ.</p> <p>g) 'Registrar' means the Additional Chief Secretary, Revenue and Disaster Management Department, Haryana</p>
1. Introduction	<p>1.1. This RFQ (Request For Quotation) is being issued for undertaking demographic and biometric data collection of residents and all other activities relating to enrolment for the residents of Haryana, as detailed in the scope of work (Section 4) of this RFQ.</p> <p>1.2. This RFQ is being issued only to Enrolment Agencies empanelled by the UIDAI who fulfill the eligibility criteria mentioned in the data sheet (Section 3.1, Point 7).</p> <p>1.3. 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>1.4. The Purchaser will select firms, in accordance with the method of selection specified in the Standard Instructions (Section 3.2, Point 5.6).</p> <p>1.5. The name of the assignment/job has been mentioned in the data sheet (Section 3.1, Point 2). Detailed scope of the assignment/ job has been described in the Scope of Work (Section 4).</p> <p>1.6. The date, time and address for submission of the bid has been given in the data sheet (Section 3.1, Points 4 & 9).</p> <p>1.7. Interested bidders are invited to submit a Financial Bid for providing services required for the assignment named in the data sheet.</p> <p>1.8. 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	1.9. A Bidder shall only submit one financial bid. If a Bidder (single/ consortium partner) submits or participates in more than one bid, all such bids shall be disqualified.
Bid Validity	1.10. The bids shall be valid for 90 days from the date of submission. The validity of the bid may be extended as and when required through issuance of a notice by the Managing Director, HARTRON.
Consortium	1.11. Only those consortia that have been empanelled by UIDAI are

	<p>eligible to submit a consortium bid. In such a case, the lead agency empanelled by the 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. However, the consortium partner shall be jointly and severally responsible for the performance of the contractual obligations.</p>
2. Clarification and Amendment of RFQ Document	<p>2.1. At any time before the submission of Bids, the Purchaser may amend the RFQ by issuing an addendum/ corrigendum in writing. The addendum/ corrigendum shall be published in the designated website and shall be binding on the Bidders.</p>
3. Preparation of Financial Bid	<p>3.1. The preparation of the Financial Bid as well as all related correspondence exchanged by the Bidders and the Purchaser shall be in English. Bidder shall bear all the costs associated with the preparation and submission of bids and the purchaser shall not be liable for any costs associated thereof.</p> <p>3.2. The Financial Bid shall be prepared using the attached Standard Form given as Annexure III. Details regarding the Financial Bid Form are given in Section 5 of the RFQ and the bidders are advised to familiarize themselves with the same.</p> <p>3.3. The Financial Bid shall not include any conditions attached to it; and any such conditional financial bid shall be summarily rejected.</p> <p>3.4. The Bidders shall submit the documents listed in the Data Sheet (Section 3.1, Point 9) before the bid submission deadline. Non-submission of any of the required documents prior to the deadline for bid submission shall be ground for disqualification of the bidder.</p> <p>3.5. Bidders should mention the price of their services in Indian Rupees only.</p>
Earnest Money Deposit (EMD)	<p>3.6. Earnest Money Deposit</p> <p>i. An EMD of Rs. 10,00,000/- (Rupees Ten Lakhs only), in the form of a Demand Draft drawn in favour of Managing Director, HARTRON payable at Chandigarh, must be submitted along with the Bid.</p> <p>ii. Bid not accompanied by EMD shall be rejected as non-responsive.</p> <p>iii. No interest shall be payable by the Purchaser for the sum deposited as earnest money deposit.</p> <p>iv. No performance bank guarantee will be accepted in lieu of the earnest money deposit.</p> <p>v. The EMD of the unsuccessful bidders would be returned within 45 days of signing of the contract with the selected bidders.</p> <p>vi. The EMD must be submitted along with the Qualification Criteria envelope at the following address on or before the</p>

	<p>bid submission deadline: Managing Director, HARTRON, SCO 111-113 Sector 17-B, Chandigarh</p>
<p>Conditions governing forfeiture of EMD</p>	<p>3.7. The EMD shall be forfeited by the Bidder in the following events:</p> <ol style="list-style-type: none"> i. If the Bid is withdrawn after opening of the financial bid but before award of the contract 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 fails to honor the Price that they have quoted v. In case the bidder has made misleading or false representations or suppressed any information relevant to the bid evaluation in the forms, statements and attachments submitted in proof of the eligibility requirements. vi. In the case of a successful Bidder, if the Bidder fails, <ol style="list-style-type: none"> a) To sign the contract within 7 days of issuance of Letter of Intent. b) Violates any of the conditions of this tender document or indulges in any such activity as would jeopardize the interest of the Purchaser. <p>The decision of the Purchaser regarding forfeiture of the EMD shall be final & shall not be called upon question under any circumstances.</p>
<p>Tender Fee</p>	<p>3.8. Tender Fees</p> <p>All Bidders are required to pay Rs. 10,000/- (Rupees Ten Thousand only) towards Tender Fees in the form of a Demand Draft drawn in favor of Managing Director, HARTRON payable at Chandigarh. The Tender Fee is non-refundable.</p> <p>The tender fee must be submitted along with the Qualification Criteria Envelope at the following office on or before the deadline for submission of bid:</p> <p>Managing Director, HARTRON, SCO 111-113, Sector 17-B, Chandigarh</p>

<p>Performance Bank Gaurantee</p>	<p>3.9. The selected Bidder shall be required to furnish two separate Performance Bank Guarantees (PBG) together for a total value of Rs. 1,00,00,000/- (Rupees One Crore only), in the form of unconditional, irrevocable and continuing Bank Guarantees in a form and manner acceptable to the Purchaser. The Performance Bank Guarantee shall be from a nationalised bank in India in favour of Additional Chief Secretary, Revenue and Disaster Management Department, Haryana. The Performance Bank Guarantee must be submitted before the signing of the contract. The successful bidder shall have to renew the Performance Bank Guarantee on same terms and conditions for the period up to contract including extension period, if any. The Performance Bank Guarantee shall be invoked for adjusting/recovering any dues recoverable/payable from/by the Bidder on any account under the contract.</p> <p>PBG #1: The first Performance Bank Guarantee shall be for 80% of the total value mentioned above. It shall be against enrolment operations and shall be valid for an initial period of 12 months. In the event the enrolment period is extended, the PBG will have to cover such extensions.</p> <p>PBG #2: The second Performance Bank Guarantee shall be for the remaining 20% of the total value mentioned above. It shall be against Permanent Enrolment Centers and shall be valid for a period of 30 months.</p> <p>On submission of this performance guarantee and after signing of the contract, demand draft submitted towards EMD would be returned.</p>
<p>4. Submission, Receipt, and Opening of Bids</p>	<p>4.1. The bids must be submitted not later than the time and the date indicated in the data sheet, or any extension to that date thereof. Any bid received by the Purchaser after the deadline for submission shall be returned unopened.</p>
<p>Right to Accept/ Reject the Bid</p>	<p>4.2. Purchaser reserves the right to accept or reject any bid and to annul the bid 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>
<p>5. Public Opening and Evaluation of Financial Bids</p>	<p>5.1. Qualification Criteria Envelopes shall be opened on the date & time specified in the data sheet, in the presence of the bidders' representatives.</p> <p>5.2. Financial Bid Envelopes shall be opened in the presence of the bidders' representatives. The date and venue for opening of Financial Bid Envelopes shall be informed separately.</p> <ul style="list-style-type: none"> i. At the time of Financial Bid opening, the name of the bidders and their financial bid will be read aloud. ii. The Purchaser will correct any computational errors in

	<p>the financial bid. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the former will prevail.</p> <p>5.3. Negotiations with the L1 bidder will be conducted by the Special High Power Committee, Haryana. The date and venue for the meeting shall be informed separately.</p> <p>5.4. Based on the negotiations above, the qualified bidders shall be called for a meeting for <i>award of work</i>. The date and venue for the meeting shall be informed separately.</p> <p>5.5. Each bidder shall compulsorily appoint an individual as his/her authorized representative along with a written authorization for the purpose. Each representative shall attend the said meetings at their own cost and shall have the authority to bind his/her party in relation to any matter arising out of or in connection with this bid process. Non-availability of the Bidder's representative shall be ground for disqualification of the bidder.</p> <p>5.6. Award of Work</p> <ul style="list-style-type: none">i. The offer price shall be finalized after negotiations with the L1 bidder by the Special High Power Committee, Haryana. This is termed as the <i>negotiated offer price</i>.ii. All Geographical Clusters shall be offered to separate Bidders - except as in point (v) below.iii. The Lowest Bidder (L1) shall be offered one cluster of their preference at the <i>negotiated offer price</i>.iv. For the remaining clusters, each bidder in the ascending order of quoted price (L2, L3, L4, L5 etc.) shall be offered one cluster at <i>the negotiated offer price</i>. Each such bidder shall choose from the remaining clusters, one cluster of their preference for which they are eligible to take up the enrolments.v. The above process shall be continued till all clusters are allottedvi. Bidders may be allotted (on a round-robin basis) more than one cluster in case one or more clusters remain unallocated in the process described above, provided the bidder remains qualified to commit for additional enrolment, and agrees to carry out the enrolment exercise in parallel in both the clusters. In any case, no more than two clusters in total shall be offered to any one bidder by this method.vii. In case of a tie amongst bidders, the bidder having the higher number of Aadhaar numbers generated (as obtained by the Purchaser from the UIDAI / Aadhaar
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	<p>portal as on date) will be given higher preference.</p> <p>viii. The Purchaser also reserves the right not to award one or more clusters if, in the opinion of the purchaser, is not found to be conducive for any reason. The decision of the Purchaser in such matters shall be final and binding and the Purchaser is not obliged to give reasons.</p> <p>ix. The Purchaser reserves the right to annul the bid process without any liability to the bidders in the event there are inadequate number of bidders or if any of the clusters remains unawarded.</p>
<p>6. Disqualification</p>	<p>6.1. Purchaser may at its sole discretion and at any time during the evaluation of application, disqualify any applicant, if the applicant has:</p> <ul style="list-style-type: none"> • Made misleading or false representations or suppressed any information relevant to the bid evaluation in the forms, statements and attachments submitted in proof of the eligibility requirements • Submitted an application that is not accompanied by required documentation or is non-responsive; • Failed to provide clarifications related thereto, when sought; • Submitted more than one application either as a Single Agency/ Prime Agency/ consortium member; and • Was declared ineligible/ suspended / blacklisted or otherwise restrained from enrolments or charged with any fraudulent activity by UIDAI/ the Government of India / State/ UT Government.
<p>7. Activities related to the Award of the Contract</p>	<p>7.1. The selected bidder for each geographical cluster shall submit a detailed Work Plan detailing out the number of kits to be deployed and areas to be covered each week/ month and the timelines for covering the enrolment work in the allocated geographical area.</p> <p>Each selected bidder shall be required to set up the minimum specified number of enrolment stations in the Geographical Cluster allotted to them (for details, refer Annexure VI). The work plan submitted by the bidder should provide for deployment of at least 50% of the enrolment stations within 45 days from the date of issuance of Letter of Intent at least 90% of the enrolment stations within 75 days of issuance of Letter of Intent.</p> <p>This provision for ramp-up does not conflict with the SLA requirements of minimum daily average deployment of enrolment stations. To meet the SLA, it is expected that EAs will deploy some additional stations thus compensating for day to day (as well as ramp-up) variations in the number of live</p>

	<p>stations.</p> <p>The bidder must follow all the instructions for on boarding issued by UIDAI from time to time in letter and spirit. The work plan must be in line with latest applicable UIDAI guidelines. Further, the bidder shall adhere to all planning and preparatory processes as prescribed by the Purchaser for the formulation of the work plan.</p> <p>7.2. The Letter of Intent shall be ideally issued after the finalization of the initial Work Plan by the selected bidder. However, if the finalization of the work plan prior to the issuance of Letter of Intent is not found feasible due to practical constraints - the work plan will have to be finalized within 7 days of issue of Letter of Intent in any case.</p> <p>7.3. The Bidders shall sign the contract as per the standard form of contract in Annexure VII within 7 days of issuance of the Letter of Intent.</p> <p>7.4. The Bidder is expected to commence the work in the Geographical Cluster awarded to him as per the plan mutually agreed, within 15 days from the issuance of Letter of Intent. In case the selected Bidder fails to start the work within the time specified above, then the Purchaser may, at their discretion, cancel the award of work after giving 7 days due notice. In the absence of satisfactory response, the Purchaser shall have the right to invoke the performance bank guarantee(s) in addition to retaining the option to award the work to any another eligible bidder as per the process defined in section 5.6 above.</p>
<p>8. Termination of contract</p>	<p>8.1. The Purchaser reserves the right to terminate the contract if any selected bidder is unable to perform in accordance with the submitted work plan for any two consecutive months or three non consecutive months (Please refer Section 4.3 – Service Levels & Penalties).</p> <p>8.2. The Purchaser, without any liability, reserves the right to terminate the contract in the event the selected bidder fails to maintain a valid empanellment status with the UIDAI for any reason whatsoever; or overruns the UIDAI-assigned quota/limits of enrolments; or any such contingency rendering the bidder unable to perform as required by the contract. In this context, the term “valid empanellment status” means “not expired / suspended / ineligible / blacklisted or otherwise restrained from enrolments or charged with any fraudulent activity by the UIDAI”.</p> <p>8.3. The Purchaser, without prejudice or liability, reserves the right to terminate the contract in the event necessary approvals for continuation of enrolment are not available to the Purchaser.</p>

	<p>8.4. In any such case of termination, the Purchaser reserves the right to allocate the contract to one of the other selected bidders who is highest in terms of performance, in accordance with the process described in this RFQ document. Performance in this case shall be judged on the basis of the total Aadhaar numbers generated in Haryana and as per this contract.</p>
<p>9. Taxes, Duties and Statutory Levies</p>	<p>9.1. The Bidder shall bear all personnel taxes levied or imposed on its personnel, sub-contractor(s), consultants, or any other member of Bidder’s Team, etc. on account of payment received under this Contract. The Bidder shall bear all corporate taxes, levied or imposed on the Bidder on account of payments received by it from the Purchaser for the work done under this Contract.</p> <p>9.2. The Bidder shall bear all taxes and duties etc. levied or imposed on the Bidder under the Contract including but not limited to Sales Tax, Customs duty, Excise duty, Octroi, Service Tax, VAT, Works Contracts Tax and all Income Tax levied under Indian Income Tax Act – 1961 or any amendment thereof up to the date for submission of final price bid, i.e., on account of payments received by him from the Purchaser for work done under the Contract. It shall be the responsibility of the Bidder to submit to the concerned tax authorities the returns and all other connected documents required for this purpose. The Bidder shall also provide the Purchaser such information, as it may be required in regard to the Bidder’s details of payment made by the Purchaser under the Contract for proper assessment of taxes and duties. The amount of tax withheld by the Purchaser shall at all times be in accordance with Indian Tax Law and the Purchaser shall comply with the laws laid down in this regard.</p> <p>9.3. If there is any reduction or increase in taxes / duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser.</p> <p>9.4. Bidder shall indemnify Purchaser against any and all liabilities or claims arising out of this Contract for such taxes including interest and penalty any such Tax Authority may assess or levy against the Purchaser/Bidder.</p> <p>Deductions:</p> <p>9.5. All payments to the Bidder shall be subject to the deductions of tax at source under Income Tax Act, and other taxes and deductions as provided for under any law, rule or regulation. All costs, damages or expenses which Purchaser may have paid or incurred, for which under the provisions of the Contract, the Bidder is liable, the same shall be deducted by Purchaser from</p>

	<p>any dues to the Bidder. All payments to the Bidder shall be made after making necessary deductions as per terms of the Contract and recoveries towards facilities, if any, provided by the Purchaser to the Bidder on chargeable basis.</p> <p>9.6. The Purchaser shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by the Bidder at the rates in force, from the amount due to the Bidder and pay to the concerned tax authority directly.</p>
<p>10. Additional declaration to be submitted by Enrolment Agencies currently engaged for UID enrolment work on behalf of Haryana State.</p>	<p>10.1. The following additional conditions are applicable to any bidder that is currently engaged as an Enrolment Agency for UID enrolment work on behalf of Haryana State:</p> <ul style="list-style-type: none"> i. any work allocated through this RFQ will be carried out without any adverse impact to the current (ongoing) work by way resource starvation / under-allocation / compromise in quality, etc.; ii. they will deploy adequate number of enrolment stations, operators and other resources to carry out both engagements concurrently; iii. they will apply themselves diligently and to the best of their abilities to complete both the engagements as planned and committed; iv. they will provide an Enrolment plan (that includes average live Enrolment station commitments) for both projects; v. they will report all Enrolment Operations carried out on behalf of Haryana State (including current, ongoing enrollment work) using the MIS software described in Section 4.1, Subsection VI of this RFQ; and vi. the contract breach conditions (non-compliance for two consecutive or three non-consecutive months) will apply for both the monitored enrolment plans (the project as per this RFQ, as well as the existing engagement with Haryana State). <p>Any Bidder currently engaged by Haryana State as an Enrollment Agency shall need to submit an additional declaration incorporating all above points.</p>

4. SCOPE OF WORK

4.1 FUNCTIONAL SCOPE

I. UID Enrolment as per UIDAI Guidelines

The functional scope of this document includes all the activities required by UIDAI from Enrolment Agencies for the enrolment of residents in Haryana till the enrollment targets set by the Purchaser are achieved. In the process, Enrolment Agencies will be required to plan for multiple rounds of enrolment through temporary enrolment camps in each region to ensure proper coverage of the target population.

The initial plan shall cater to two such rounds of enrolment camps in each target village/town/city. The scope includes the use of mobile enrolment centers, permanent enrolment centers and special camps for social inclusion of the underprivileged, aged, handicapped sections of the society – to achieve adequate coverage of the target population. Hence the plan shall incorporate these elements as necessary and as required by the Purchaser. The plan may also be required to be amended as required by the Purchaser, based on the active MIS and analysis process carried out by the Purchaser or his representatives along with the bidder's operational staff.

The responsibilities of the Enrolment Agency include (but not limited to) hiring, training & certification of manpower, procurement & certification of prescribed IT infrastructure (including biometric devices), setting up of enrolment camps, enrolment of residents, transfer of data to UIDAI and Registrar, handling of enrolment documents, sending enrolment MIS to UIDAI and Registrar, ensuring privacy & security of enrolment data etc. – all as per standard processes prescribed by UIDAI. As the bidders are UIDAI empaneled Enrolment Agencies, they are expected to be fully conversant with the functional scope of UID enrolment and latest UIDAI guidelines.

All guidelines and policies issued by UIDAI in this regard and any update/modification made from time to time in the functional scope shall apply and the bidder shall adhere to the same. For reference, the detailed "Guidelines for Enrolment" as available currently on the UIDAI website are attached as Annexure IV.

Further as per the latest guidelines for Phase II of enrolments by UIDAI, the following points are reiterated:

- i. The Enrolment Agency shall update the enrolment plan in the prescribed format on the designated portal. The enrolment plan shall also specifically address the approach to cover marginalized residents
- ii. The enrolment agency shall install GPS in enrolment machines in accordance with the procedure laid down by UIDAI
- iii. The Enrolment Agency shall make provision for Scanning of Enrolment & Verification Documents of residents at the time of enrolment as and when made applicable by UIDAI. The Enrolment Agency shall also be responsible for the quality control of scanned documents and shall adhere to the quality standards prescribed by UIDAI.

Until the time document scanning is made applicable by UIDAI, the Enrolment Agency shall be responsible for handing over the documents to the DMS vendor appointed by UIDAI for the purpose.

It may be noted that the enrolment Agency shall be responsible for re-enrolling residents whose enrolment has been rejected by UIDAI due to inadequate Data Quality or other errors.

II. Handing Over Registrar Data Packets to the Purchaser

In addition to transferring the KYR data packets to UIDAI, the Enrolment Agency shall hand over the Registrar Data Packets for all enrolments to the Purchaser. The frequency and the method of handing over the data shall be finalized by the Purchaser.

The Enrolment Agency shall be required to place one Operations Coordinator on a full time basis at the project management office of the Purchaser at their project office at Chandigarh area. It shall be the responsibility of the Operations Coordinator to ensure that the Registrar Data Packets are transferred to the Purchaser as per the finalized process.

It may be noted here that the Payment Terms for enrolment are based upon the receipt of Registrar Data Packets by the Purchaser (For details, please refer Section 4.4 – Terms of Payment).

III. IEC

The Enrolment Agency shall play an active role in IEC activities in collaboration with the State. While it shall be the responsibility of the State to provide IEC material (including Posters, Pamphlets, Banners etc.), the Enrolment Agency shall be required to actively participate along with the State in disseminating information pertaining to UID Enrolment in general, Key Messages, and Enrolment Camp-specific information in their respective clusters.

IV. Setting up Mobile Enrolment Stations

In addition to conducting enrolment operations in the camp mode, the enrolment agency shall be required to set up Mobile Enrolment Stations at the locations specified by the Purchaser within the cluster allotted to it. A mobile enrolment station in this context would mean an enrolment station housed in a mobile vehicle which shall move around in the catchment area (locality) assigned until the enrolment of the target population in the locality is completed. The exact location and catchment area of the mobile enrolment stations shall be decided by the Purchaser in consultation with the enrolment agency.

Details of the minimum number of mobile enrolment stations to be set up in each cluster are given in Annexure VI.

V. Special Enrolment drives for Social Inclusion

Given the stated goals of the UID Project – to achieve greater social inclusion through providing a portable identity to the hitherto economically backward / excluded /

marginalized sections of the society, it is important to make special efforts to this end. Therefore, the Enrolment Agency shall propose and incorporate in its plan, such special efforts. Any additional initiatives / enrolment drives, if necessary, shall be decided by the Purchaser in consultation with the Enrolment Agency; and the plan shall be suitably amended by the Enrolment Agency.

VI. MIS

The Enrolment Agency shall be required to update the MIS of enrolment operations across the allocated cluster on a daily basis to the Purchaser. The Purchaser shall provide the MIS Software including the formats/contents of the required reports. While the collection of such MIS data by itself is expected to be an automated process, it is mandatory on the part of the enrolment agency to synchronize this data at the end of each day. **The Enrolment Agency shall be required to provide mobile internet connectivity at each camp for this purpose.** In exceptional cases, where internet connectivity is not available at a given location, the enrolment agency shall consolidate the MIS reports and update them at the nearest location where connectivity is available. **Keeping in view the availability of internet connectivity across Haryana, it is expected that a minimum of 90% of all enrolment stations are synchronized with the MIS software at the end of each day.**

In order to ensure smooth operation MIS data synchronization is designed as a simple and quick process that does NOT include uploading of Registrar Data Packets. It may be noted here that in the event of MIS updates falling below targets, the Purchaser will levy a penalty as described in Section 4.3 – Service Levels and Penalties.

The enrolment agency shall be required to place one (1) Operations Coordinator on a full-time basis at the Project Management Office of the Purchaser. It shall be the responsibility of the Operations Coordinator to ensure that the MIS is updated to the repository of the purchaser on a daily basis.

4.1.1 ADDITIONAL SERVICES TO BE PROVIDED BY THE ENROLMENT AGENCY

I. Capture of Haryana KYR+ Data

The State of Haryana has finalized its KYR+ data fields to be used for its various e-Governance applications (for details of KYR+ fields refer Annexure V). In addition to capturing the KYR and biometric data as mandated by UIDAI at the time of resident enrolment, the enrolment agency shall:

- i. Capture the KYR+ fields on the enrolment form and digitize the same in the software developed and provided by the State for the purpose (including applying any software updates that may be necessary from time to time)
- ii. Print the acknowledgement cum consent slip containing the KYR+ data and provide a copy of the same to the resident.
- iii. Upload the KYR+ data to the Haryana State Data Repository in online mode
- iv. Manage documents provided by the resident in as proof of KYR+ data in accordance with KYR document management norms i.e.:

- a) Till the document scanning facility is made available by UIDAI in Aadhaar Software, the Enrolment Agency shall hand over the KYR+ documents to the DMS vendor appointed by UIDAI
- b) As and when the document scanning facility is made available by UIDAI in the Aadhaar software, the Enrolment Agency shall scan KYR+ documents at the time of enrolment of resident.

It may be noted here that the Purchaser will levy a fixed deduction for each Aadhaar enrolment where Haryana KYR+ data has NOT been captured (For details, please refer Section 4.3 – Service Levels and Penalties).

The State has developed a Software for the capture of KYR+ data, printing of KYR+ acknowledgement cum consent slip, upload of KYR+ data to the Haryana State Data Repository. The Enrolment Agency shall be required to adhere to this Software for KYR+ data capture.

Further it may be noted that the Purchaser reserves the right to make any changes in the KYR+ data fields.

II. Setting up Permanent Enrolment Centers

The State plans to set up Permanent Enrolment Centers at each District and Block Headquarters. These Centers will cater to the ongoing enrolment and data update needs of residents including and beyond the project period. Besides new enrolments, such Centers would be instrumental in recording changes/updates/ correction to the data of already enrolled residents (as per UIDAI guidelines) as and when required by the residents. For each data update transaction done through the permanent enrolment centers, the enrolment Agency shall be paid a flat rate of one third of the “Price per Aadhaar generated” (for details please refer section 4.4 – Terms of Payment).

It shall be the responsibility of the Enrolment Agency to set up and operate such Permanent Enrolment Centers in all Districts in their respective clusters. The Bidder shall be required to set up such Centers at specified locations within 30 days of notification by the Purchaser. Purchaser shall identify and provide the space in a designated government premises for this purpose.

The Permanent Enrolment Centers must be operated for an initial period of two years. The Purchaser may choose to extend this period by one year based on mutual agreement by both parties. No more than two such extensions will be carried out. At the time of contract extension, the price for the contract shall not be renegotiated. However, an increment of 5% will be added to the price, each year, to take care of increases arising out of inflation. However, the purchaser reserves the right to close down or shift the location any permanent enrolment center at any time during the contract.

Each Permanent Enrolment Center will have at least one (1) enrolment station which will be

operational for a minimum of 8 hours, 5 days a week. While the State shall provide suitable premises for the Center along with electric power, the Enrolment Agency shall be required to bear the cost of IT infrastructure, Manpower and Internet Connectivity capable of handling full load conditions at all times.

For Permanent Enrolment Center operations, the enrolment agency shall be paid an amount calculated on the basis of a “Minimum Support Price” decided by the Purchaser (please refer Section 4.4 – Terms of Payment)

III. Usage of a Web Based System for Pre-Enrolment/Online Appointment

The Purchaser envisages to have a web based pre-enrolment system (developed and operated by and at the Purchaser's cost) whereby residents can submit their demographic data to the Enrolment Agency through a website prior to their enrolment at any given center. The system will also allow residents to independently (of pre-enrolment) schedule an online appointment for enrolment and choose any available center for this purpose.

The Enrolment Agency shall adhere to the web based pre-enrolment system as and when the same is made operational by the State. This would involve transmission of the data related to pre enrolments and appointments collected through the web interface to the respective enrolment centers and taking these up at the time of actual enrolment for the designated individual.

IV. Printing of Enrolment Forms

It shall be the responsibility of the Enrolment Agency to print enrolment forms and make them available to residents in sufficient numbers within their allotted Clusters. The enrolment agency shall need to adhere to the enrolment form template prescribed by UIDAI.

The EA must adhere to basic printing and paper quality standards. The forms shall be printed on minimum 80 gsm paper.

4.2 GEOGRAPHICAL SCOPE

The Geographical scope of work includes **seventeen (17) districts** of Haryana which have been grouped into **seven (7) clusters**. The details of Geographical Clusters along with Target population and minimum number of enrolment stations to be deployed in each Cluster are given in Annexure VI.

4.3 SERVICE LEVELS AND PENALTIES

The following service levels shall be applicable for the entire duration of the project:

Sr. No	Performance Indicator	Service Level Requirement	Penalty
1	<p>Number of Live Enrolment Stations</p> <p>Note: An Enrolment Station is considered “Live” on any given day, only if at least 10 enrolments / updates are carried out at the station during the day. This information is captured and analyzed using the MIS software.</p> <p><u>Parameter:</u> Monthly <i>Live</i> Enrolment Station Days</p> <p><u>Measurement:</u> At the end of each month, the MIS software calculates the actual number of live-stations each day during that month and adds them up.</p> <p>The method of calculating this number on a monthly basis allows for minor deviations on day-to-day basis, provided it is compensated for in the same month.</p> <p><u>Breach:</u> Shortfall in performance of this metric for 2 (two) consecutive months or 3 (three) non-consecutive months during the temporary enrollment camp period will be considered a breach and is liable for termination of contract at the sole discretion of the Purchaser.</p>	<p>Starting with the second month of enrolment operations, this number shall not fall below the average daily minimum requirement (D) for the period of temporary enrolment camps as specified for each cluster in <u>Annexure VI</u>.</p> <p>The first month waiver is keeping in line with the rampup consideration given in Section 7.1</p> <p>The average daily minimum <i>Live</i> enrolment stations (calculated monthly) = D x 25</p> <p>Where 25 is the standard enrolment workdays taken for the purpose of this calculation.</p>	<p>Rs. 100/- per station-day shortfall</p>

Sr. No	Performance Indicator	Service Level Requirement	Penalty
2	<p>Number of Live Permanent Enrolment Stations</p> <p>Note: A Permanent Enrolment Station is considered live when a UIDAI certified operator checks in (at start of day) and checks out (at end of day) using a software provided by the Purchaser.</p> <p><u>Parameter:</u> Live (Permanent) Station Days</p> <p><u>Measurement:</u> The MIS Software calculates the number of live stations based from the enrollment MIS data received each day.</p>	<p>Each center (including the specified number of Enrolment Stations therein) must be setup within 30 days of the site-readiness notification by the Purchaser.</p> <p>Each station at the center should be <i>Live</i> each working day (5 days a week), for the entire contract period thereafter.</p>	Rs. 1000/- per station-day shortfall
3	<p>Daily synchronization of enrolments with the MIS software of the Purchaser.</p> <p><u>Parameter:</u> Number of enrolments NOT updated the same day.</p> <p><u>Measurement:</u> The MIS software calculates the percentage of “same day uploads” based on the MIS data received each day and the Registrar Data Packets received overall.</p>	<p>At least 90% of enrolment data must be updated on the MIS software on the same day.</p> <p>The 10% relaxation above is given keeping in mind potential no-mobile-coverage areas in the state.</p>	Rs. 3/- per shortfall of each update record (no. of enrolments).
4	<p>Capture of Haryana KYR+ data</p> <p>Note: KYR+ data is considered as captured if all the mandatory fields and at least one of the optional fields is captured.</p> <p><u>Parameter:</u> No. of Aadhaars generated where KYR+ data is not captured.</p>	KYR+ data must be captured for at least 90% of the residents	Rs. 3/- for each KYR+ enrolment shortfall

Sr. No	Performance Indicator	Service Level Requirement	Penalty
	<p><u>Measurement:</u> The MIS software tracks each Aadhaar generated and counts those where KYR+ data is not received.</p>		
5	<p>Data Quality – Error in KYR demographic Information</p> <ul style="list-style-type: none"> i. Incorrect Gender – Gender does not match photo/name ii. Incorrect age – Age does not match photo iii. Poor Quality Photograph/ Incorrect photo <ul style="list-style-type: none"> o Full facial Photo is not clearly visible. o Multiple Photos – with different people in them. o Photo has shutdown/ face not clear/ blurred. o ‘Noise’ in the background iv. Error in name & address <ul style="list-style-type: none"> o Name spelled differently at different places. o Relationship and name of the relative not captured correctly o Typographical error o Incomplete address v. Error in name & address transliteration <ul style="list-style-type: none"> o Discrepancy between English and local language data o Spellings Errors in transliterated information o Missing words vi. Incorrect demographic information – someone else’s demographic information is recorded against the resident 	EA must ensure data accuracy	Penalty amount as per UIDAI guidelines
6	<ul style="list-style-type: none"> i. Data Quality – Error like biometric mix-up, process violation such as capturing multiple residents photograph or biometrics in the same packet, 	EA must ensure data accuracy	Penalty amount as per UIDAI guidelines

Sr. No	Performance Indicator	Service Level Requirement	Penalty
	<p>capturing photo from a photo, recording residents as biometric exception when their biometric modalities are available and can be captured etc.</p> <ul style="list-style-type: none"> ii. Enrolment through Uncertified/ Suspended/ Inactive Operators. iii. Enrolment without the enrolment form being filled up and obtained from resident. iv. Enrolment based on unverified documents. v. Variation in enrolment data capture & enrolment form/ POI/ POA documents. vi. Consent and acknowledgement not printed/ provided to resident. vii. Consent/ acknowledgement not signed. viii. Mismanagement of documents/ lost documents/ document not legible/ torn. ix. Photo of photo in the enrolment. x. False reporting of biometric exception. xi. Not capturing biometric exception photograph in the client as per UIDAI guidelines whenever there is biometric exception. xii. Declining correction in the data within the given window of correction. 		

In addition to the above, any and all penalties as levied by UIDAI from time to time will be applicable and will be borne by the Enrolment Agency.

In case of serious errors, the State Government/ UIDAI may file criminal cases against the concerned operator and supervisor in case an attempt to fraud can be established.

4.4 TERMS OF PAYMENT

The detailed Terms of Payment are as given below:

I. Payment for Enrolments and Updates

The payment to the Enrolment Agency would be based on the number of Aadhaars generated and the receipt of KYR and KYR+ data by the Purchaser.

The total amount payable would be calculated as:

$$(P1 \times N_E) + (1/3 \times P1 \times N_U)$$

where

- i. **P1** is the finalized “Price per Aadhaar generated”.
- ii. **N_E** is the number of residents enrolled for whom UID numbers have been successfully generated **AND** Registrar Data Packets have been received by the Purchaser.
- iii. **N_U** is the number of data updates carried out for residents with Aadhaar numbers and as per the UIDAI guidelines.

Note: The price for updates is fixed at **one-third (1/3) of the price P1** by the government. This is determined on the basis of estimated effort and time-taken for an update as compared to a new enrolment.

II. Payment as Minimum Support for Permanent Enrolment Center Operations

A minimum support price (P2) of Rs. 7,300/- per month per enrolment station has been fixed by the government for operating the Permanent Enrolment Centers.

The amount payable per month as Minimum Support Price would be calculated as:

$$(P2 \times \text{Number of Permanent Enrolment Stations})$$

Note: Fees for any enrolments/updates done at the Permanent Enrolment Centers are in addition to the Minimum Support Price; they are calculated and paid for as per (I) above. The IEC (publicity) campaigns and other government projects will attempt to build sufficient awareness among the public so that the objective of such centers is well-served.

III. Payment Method

The Enrolment Agency is required to raise an invoice to the purchaser on a monthly basis based on MIS – and reconciled with (I) & (II) above. MIS data not submitted to Purchaser shall not qualify for the purpose of invoicing. The amount payable, would be:

$$\text{Payment Amount} = \text{Reconciled Invoice Value} - \text{Penalties}$$

4.5 Roles and Responsibilities

Organisation	Responsibilities
Enrolment Agency	<ul style="list-style-type: none"> • Develop Enrolment Work plan including total number of machines, target population, locations, timelines etc in consultation with the Purchaser. • Procure certified biometric devices • Procure other hardware and infrastructure for enrolments • Ensure planned number of mobile enrolment stations • Ensure enrolment software (including KYR+ software) is installed on required laptops/ desktops • Ensure processes and standards prescribed by UIDAI and the purchaser are followed • Ensure capture of KYR+ data at the time of enrolment • Work closely with the Purchaser in enrolment publicity and awareness at grass-root level • Ensure availability of certified/trained operators and supervisors at enrolment centers • Ensure availability of paper based enrolment forms in adequate numbers • Ensure adequate stationary is available • Ensure adequate backup arrangement at enrolment center • Take remedial / corrective action in case of process/quality deviations • Enable successful data transfer to CIDR and Purchaser • Ensure timely upload of enrolment MIS data to UIDAI and Purchaser • Ensure adherence to document management system prescribed by UIDAI and Purchaser. • Ensure availability of Permanent Enrolment Centers at locations prescribed by Purchaser

	<ul style="list-style-type: none"> • Carry out the enrolment operations as specified in the work plan as may be modified from time to time • Take remedial steps in case there are errors and quality issues with regard to enrolments carried out • Set up an escalation matrix for escalation and resolution of problems faced by project functionaries at the field level. Appoint personnel (with contact details - names, telephone numbers, e-mail ids) responsible for resolution/escalation of problems. Ensure details of escalation matrix are available at each enrolment camp. • Ensure adequate coordination with all operational personnel (including those from the purchaser's side) • Meet all necessary performance levels that have been agreed upon • Facilitate IEC tasks as agreed upon • Facilitate account and reconciliation
Registrar	<ul style="list-style-type: none"> • Set up Project Management Unit to monitor enrolment operations • Finalize enrolment work plan submitted by Enrolment Agency • Identify suitable locations for setting up enrolment centers • Coordinate with local administration to facilitate enrolment • Ensure presence of Verifiers at all enrolment Camps for verification of enrolment documents of resident. • Ensure presence of Introducers in adequate numbers for non-document based enrolment of residents • Provide IEC material and ensure communication reaches the target beneficiaries / residents • Provide software for enrolment & data update operations, as well as MIS • Provide the software and carry out website operations where enrolment plan data is uploaded; as well as the pre-enrolment and prior-appointment facilities are provided to

	<p>the residents.</p> <ul style="list-style-type: none">• Setup mechanism for periodic process and data quality audit• Setup mechanism to receive KYR and KYR+ data packets• Provide the space and electricity to the EAs to setup the Permanent Enrolment Centers• Reconcile the performance data and make timely payments to the EAs.
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5. ABOUT THE FINANCIAL BID

In the Financial Bid Form (Annexure III), the bidder shall quote the total cost for providing services after taking into consideration all activities detailed in Section 4, Scope of Work (such as UID enrolment of residents as per the latest UIDAI guidelines applicable from time to time, setting up enrolment centers in camp mode and mobile units, printing enrolment forms, capture and digitization of Haryana KYR+ data, printing of KYR+ acknowledgment slip, submission of KYR+ data to the Purchaser, scanning of KYR+ documents as applicable, facilitating IEC tasks, etc.).

A single price is being sought for enrolments. This price will apply to any and all of the clusters allocated to the bidder.

The price quoted by the bidder shall be inclusive of all applicable taxes and duties.

The Financial Bid shall be as per the form prescribed in Annexure III. Financial Bids that are not submitted as prescribed shall be summarily rejected. Any conditional bids shall also be rejected during the evaluation of the financial bids.

ANNEXURE I – QUALIFICATION CRITERIA LETTER

(To be submitted on the Letter head of the bidder on bid submission date)

To,

**Managing Director,
HARTRON
SCO 111-113, Sector 17-B,
Chandigarh**

Dear Sir,

Ref: Request for Quotation (RFQ) Notification dated _____

1. Having examined the RFQ document, I (name of the bidder)/ We (in case of consortium, the names of the consortium partners) , the undersigned, herewith submit our response to your RFQ Notification dated _____ for Selection of Enrolment Agency for UID, in full conformity with the said RFQ document
2. I/We, the undersigned, offer to provide services to the Haryana State UID Registrar for carrying out the enrolment functions for enrolment of residents of Haryana for UID in accordance with your RFQ
3. I/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. I/We agree to abide by this RFQ, consisting of this letter, financial bid and all attachments, for a period of 90 days from the closing date fixed for submission of bid as stipulated in the RFQ document.
5. I/We hereby declare that we are empanelled as an Enrolment Agency by the UIDAI as of date (date of submission of financial bid) and we have not been dis-empanelled, blacklisted, suspended or charged with any fraudulent activities by UIDAI/ Registrar/ Central/ State/ UT Government in any part of the country.
6. I/We declare that we are fully conversant with UIDAI guidelines pertaining to the resident enrolment process and I/We agree to abide by the same including any updates/modifications made to the same from time to time
7. I/We agree to take up the cluster(s) allocated to us as per the procedure laid down in the bid documents as per a formally agreed work plan.
8. I/We undertake that we will set up the minimum number of Enrolment Stations specified in Annexure VI of the RFQ in the Geographical Cluster allotted to us. We hereby confirm that at least 50% of the specified number of Enrolment Stations shall be set up within 45 days of receiving the LOI and at least 90% of the specified number shall be set set up within 75 days of receiving the LOI. We further agree to provide a detailed work plan along with the details of approach to be adopted for timely completion of the work awarded to us.
9. I/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.
10. I/We understand that Haryana State UID Registrar is not bound to accept any bid received in response to this RFQ.

11. In case I/We are engaged by Haryana State UID Registrar as an Enrolling Agency, we shall provide all assistance/cooperation required by Haryana State UID Registrar/ UIDAI appointed auditing agencies/ UIDAI officials for performing their auditing and inspection functions. I/We understand that our non-cooperation for the same shall be grounds for termination of service.
12. In case I/We are engaged as an Enrolling Agency, we agree to abide by all the terms & conditions of the Contract and Guidelines issued by Haryana State UID Registrar /UIDAI from time to time.
13. The financial bid includes all costs as per the Scope of Work mentioned in the tender document and our price quotes are not conditional in any manner.

Our correspondence details with regard to this RFQ are:

No.	Information	Details
1.	Name and Designation of the Contact Person(s)	
2.	Address of the Contact Person(s)	
3.	Telephone number of the Contact Person(s)	
4.	Mobile number of the Contact Person(s)	
5.	Fax number of the Contact Person(s)	
6.	Email Address of the Contact Person(s)	
7.	Corporate website URL	

I/We remain,
Yours sincerely,

Authorized Signatory(ies)[*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____ (*Affix the Official Seal of the Firm*)

Date: _____

ANNEXURE II – DECLARATION OF ENROLMENT CAPACITY

(To be submitted on the Letter head of the bidder on bid submission date)

To,

Managing Director,
HARTRON
SCO 111-113
Sector 17-B,
Chandigarh

Dear Sir,

Ref: Request for Quotation (RFQ) Notification dated _____

I/We hereby declare that we are an Enrolment Agency empaneled by UIDAI as on date.

I/We herewith furnish the below information pertaining to my/our organization.

A.	Date of Empanelment with UIDAI	
B.	Financial Tier of Empanelment by the UIDAI	
C.	Total Enrolment Capacity (across India) for the current year of empanelment	
D.	Total Number of Enrolments completed (across India) in the current year of empanelment	
E.	Total Number to Enrolments planned to be completed (across India) in the next 12 months under existing contracts with other UIDAI Registrars	

I/We hereby declare that the above information is true as on date.

I/We hereby undertake that in case my/our empanelment with UIDAI is expiring within 6 months, I/We shall renew the empanelment well within time so as to not cause any delay to the work assigned to me/us.

Authorized Signatory(ies)[*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____ (*Affix the Official Seal of the Firm*)

Date: _____

ANNEXURE III – FINANCIAL BID FORM

Price per Aadhaar Generated (in INR)	
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Note:

- *The Bidder shall fill up shaded columns*
- *The price quoted shall include all costs as per the Scope of Work (including Taxes and Duties)*

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2. How to Read This Document

This process document is organised into below sections:

(a) Process Overview


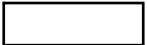
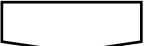
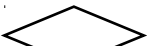

- **Goals and Objectives:** The section provides a description of what this process document intends to accomplish. The objectives represent specific measurable outcomes of this process document.
- **Scope:** This section lists the key activities covered in this process document.
- **Prerequisites for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


(b) Process Details

- **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.
- **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.

(c) Annexure

- **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.
- **Formats, Templates and Checklists:** This section consists of sample formats of various forms and checklists used in the scope of this process.

	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
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Abbreviations used

UID	- Unique Identification
UIDAI	- Unique Identification Authority of India
DDSV	- 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

3. Process Overview

3.1. Goals and Objectives

This document is intended to provide necessary inputs to the Enrolment 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 enrolment process which consists of setting up enrolment centres, capturing demographic data and biometric data, handling exceptions, and storage of data.

3.2. Scope

- a) Readiness of Enrolment Centres in terms of logistics, devices, hardware, software and trained operators
- b) Verification of Resident's information according to prescribed verification procedure
- c) The exercise of collection of demographic data, biometric data and storage
- d) Readiness for submission of enrolment data by Enrolment Agencies

3.3. Prerequisites for Process

- a) Enrolment Agencies appointed by Registrars
- b) Registration number provided to registrars, enrolment agencies and enrolment centre (*Registrar On-Boarding Process*)
- c) Introducers identified (*Introducer Enrolment and Monitoring Process*)
- d) Client enrolment software shared with enrolment agencies (*Registrar On-Boarding Process*)
- e) Grievance handling and technical support for enrolment agencies and residents in place (*Grievance Handling Process*)
- f) Training and certification modules for enrolment agencies in place

- g) Communication content and methodology for residents defined (*Resident Awareness and Demand Generation Process*)

3.4. End of Process

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

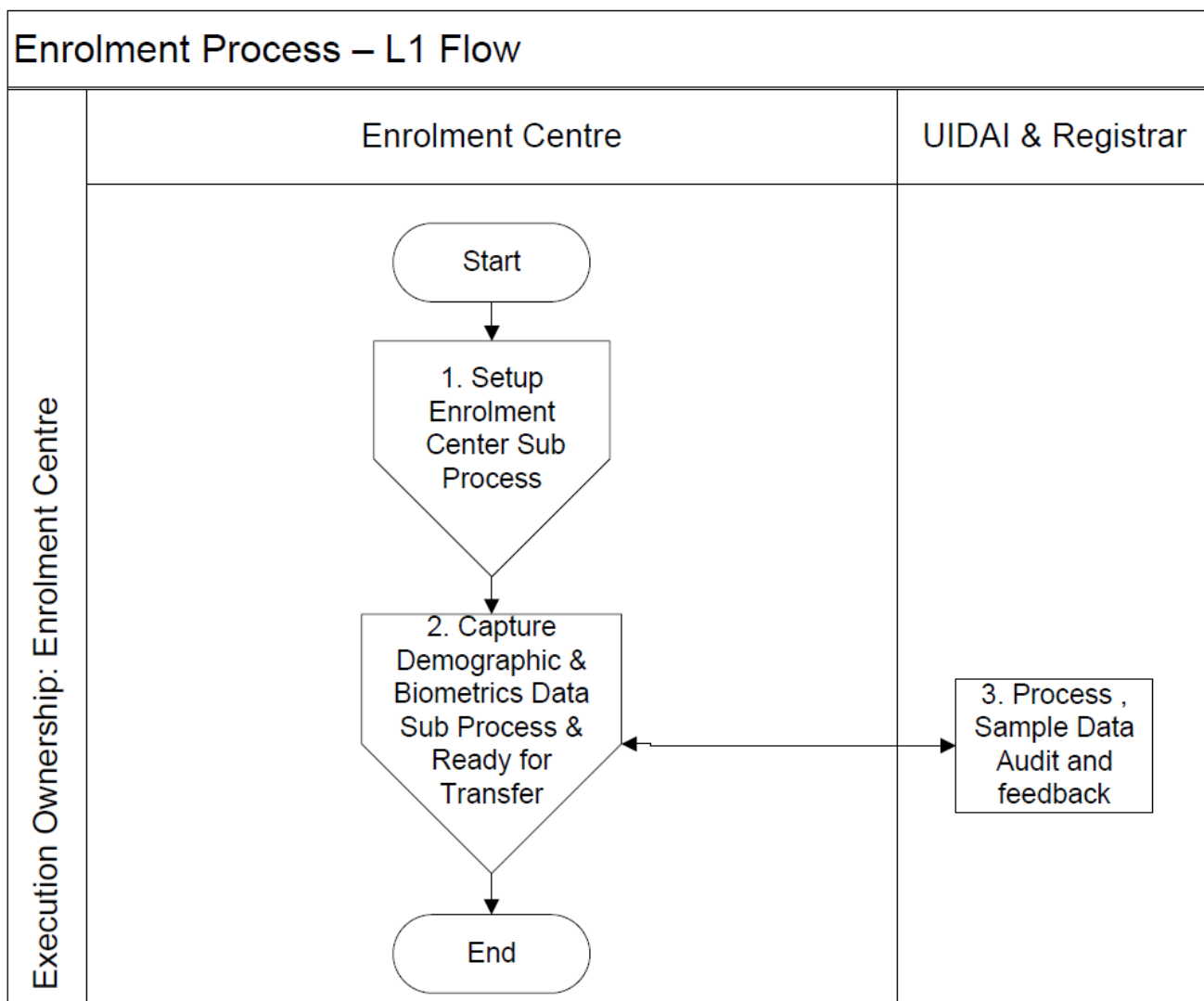
3.5. Roles and Responsibilities

Role	Organisation	Responsibilities
Enrolment Agency Point of Contact	Enrolment Agency	<ul style="list-style-type: none"> a) Procure certified biometric devices b) Procure other hardware and infrastructure for enrolments c) Ensure enrolment software is installed on required laptops/ desktops d) Load pre-enrolment residents data on enrolment stations laptop, where applicable e) Ensure UIDAI processes and standards are followed f) Assist Registrar develop enrolment schedules g) Work closely with the Registrar in enrolment publicity and awareness at grass-root level h) Ensure availability of certified operators and supervisors at enrolment centres i) Ensure adequate stationary is available j) Ensure adequate backup arrangement at enrolment centre k) Take remedial / corrective action in case of process/quality deviations l) Enable successful data transfer to CIDR
Enrolment Centre Supervisor	Enrolment Agency	<ul style="list-style-type: none"> a) Setup enrolment station b) Supervise enrolment process c) Handle issues and concerns of operators and residents d) Act as an operator, when required e) Ensure checklists are filled f) Ensure audit feedback, if any, incorporated in process g) Take enrolment data to a designated location for transfer to CIDR h) File, back up and store enrolment data as per UIDAI guidelines
Enrolment Operator	Enrolment Agency	<ul style="list-style-type: none"> a) Capture demographic and biometric data b) Handle exception cases during capture of data c) Obtain consent letters and make corrections in data recorded, if required

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

4. Process Details

4.1. Resident Enrolment Process Flow



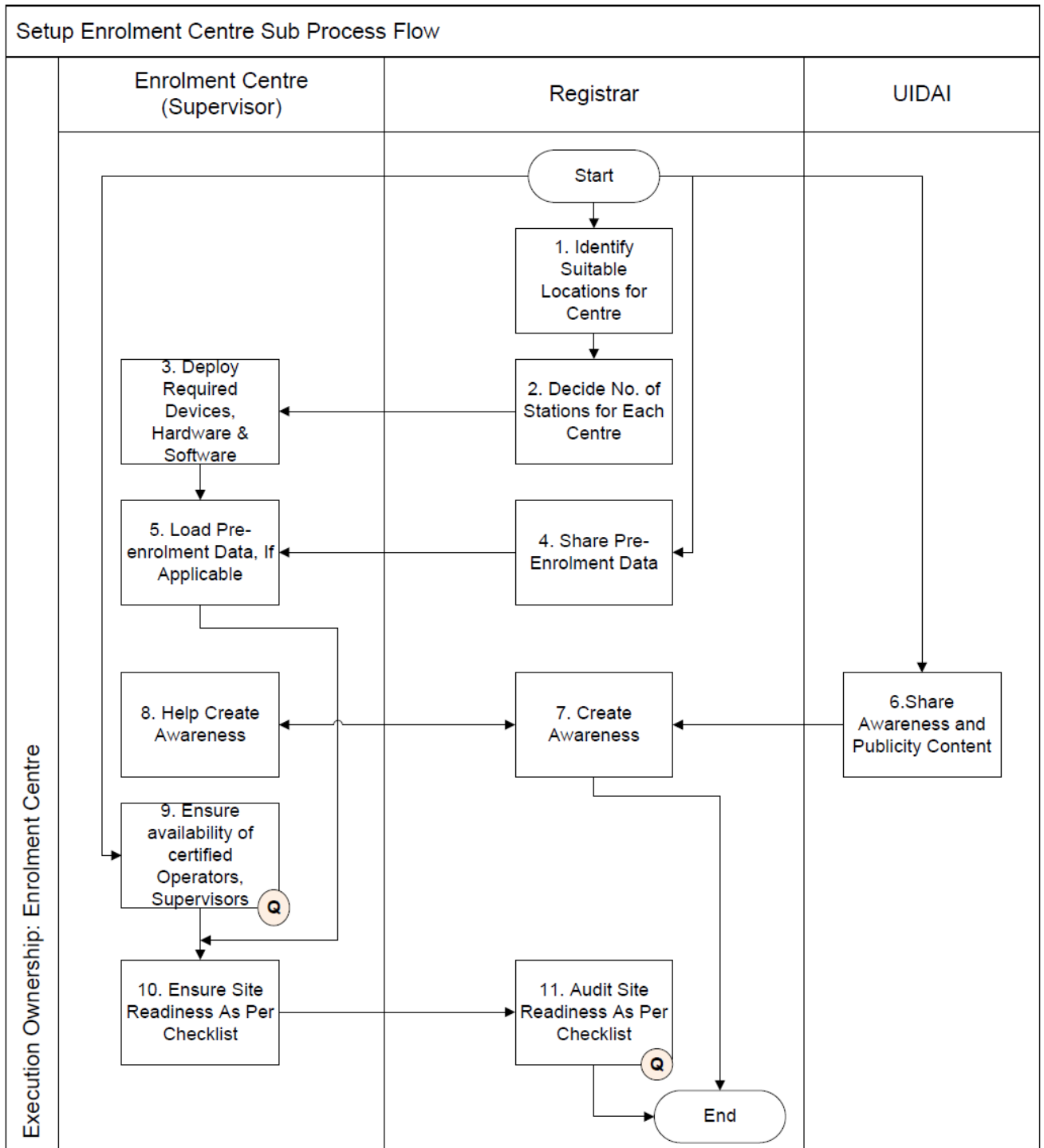
4.2. Resident Enrolment Process Description

S.No.	Step	Responsibility	Reference
	Start This process begins when an Enrolment Agency is ready to start enrolling residents. To begin enrolments, Enrolment Agency needs to Setup Enrolment Centre. Go to Step 1.		
1.	Setup Enrolment Centre Initiate sub process 4.3 Setup Enrolment Centre. This contains details on setting up an enrolment centre.	Enrolment Agency	4.3 Setup Enrolment Centre
2.	Capture Demographic and Biometric Data and Ready for Transfer	Enrolment Agency	4.5 Capture Demographic and

	<p>After an enrolment centre is ready, Enrolment Agencies can begin the process of capturing residents' demographic and biometric data. For details on how to capture data, go to sub process</p> <p>4.5 Capture Demographic and Biometric Data. After Data Capture, Data files are to be ready at identified/specified location for transfer to CIDR. 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>		<p>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 UIDAI may do sample data audits for quality. This will reduce the chances of enrolment failures/rejections later due to poor data quality. Registrar should audit adherence to process by enrolment 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</p>	UIDAI and Registrar	

	<p>audit during enrolment and also provide feedback on the audit conducted by the Registrar.</p> <p>Based on feedback, Enrolment Agency may need to make some adjustments/changes in its process.</p>		
4.	End		

4.3. Setup Enrolment Centre Sub Process Flow



4.4. Setup Enrolment Centre Sub Process Description

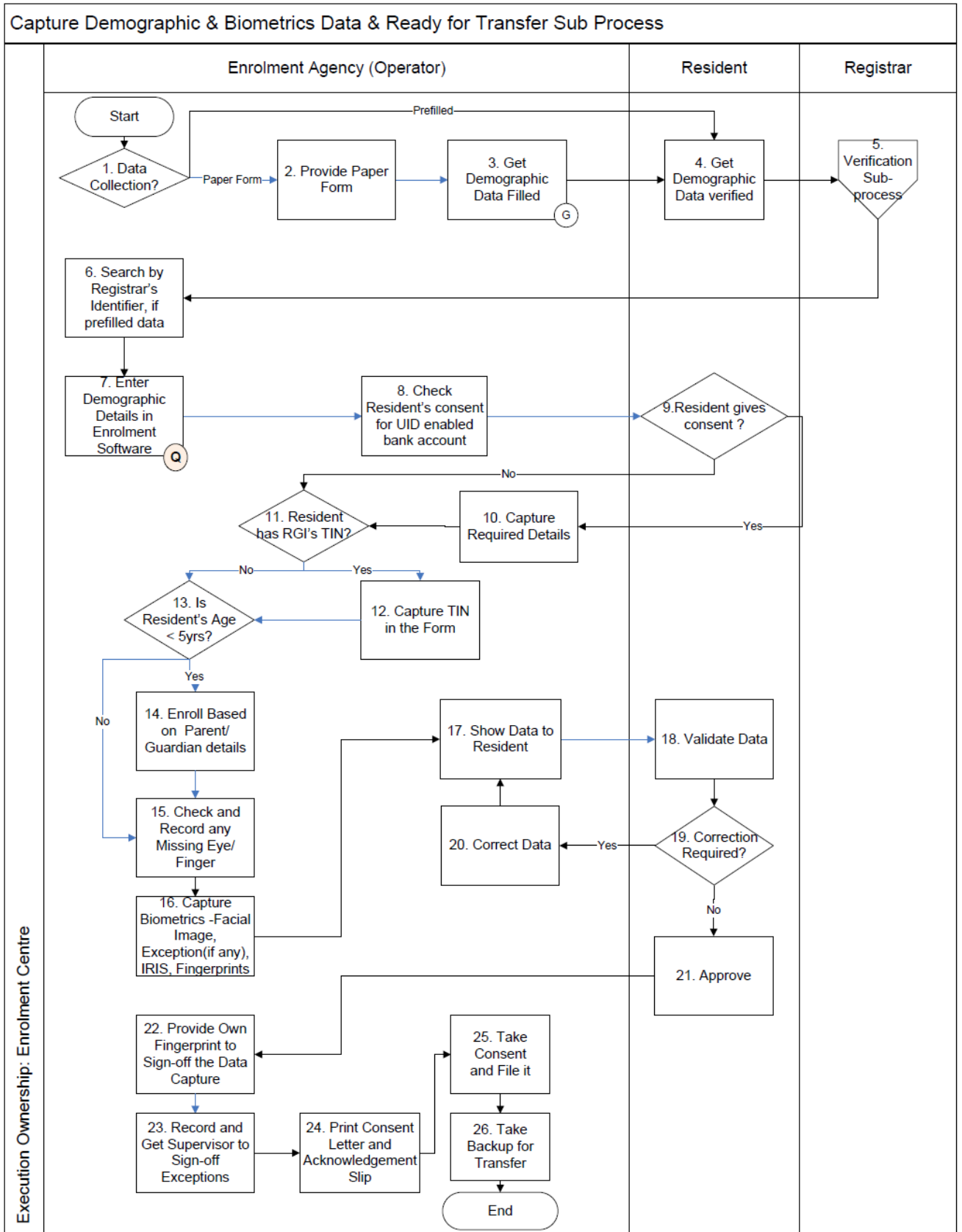
S.No.	Step	Responsibility	Reference
	Start To Setup enrolment centres, activities that		

	<p>need to be initiated are:</p> <p>(a) Step 1 Identify suitable locations for Enrolment</p> <p>(b) Step 4 Share Pre-Enrolment Data, if used</p> <p>(c) Step 6 Ensure Availability of Certified Operators, Supervisors</p> <p>(d) Step 7 Share Awareness and Publicity Content</p>		
1.	<p>Identify Suitable Locations for Centre</p> <p>Registrar identifies suitable locations where enrolment centres may be Setup as follows:</p> <p>(a) Assess details of the area including the terrain, local weather conditions, law and order situation, logistics support etc.</p> <p>(b) The enrolment Centre selected must be secured and protected from the natural elements so that there is no damage or loss to the devices and data.</p> <p>(c) Co-ordinate with the local district administration right from the planning stage to the actual roll-out of the enrolment.</p> <p>(d) In order to cover the difficult-to-reach areas and villages where proper premises are not available, it may be necessary to have mobile enrolment centres. The list of difficult areas will be available with the State Government.</p> <p>(e) In case of mobile enrolment centres/stations, the decision on frequency/period of availability shall be decided by the Registrar based on density of population, geographical terrain etc.</p>	Registrar	
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 enrolment 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 enrolments can be done by one station in a day.</p> <p>Typically, the Enrolment 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</p>	Registrar	

	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 enrolment.		
3.	Deploy Hardware, Software for Enrolment Ensure all hardware and software as mentioned in the 5.2.1 are deployed at the enrolment centre. Test the hardware / software for proper working.	Enrolment Agency	5.2.1 Checklist for Setting up Enrolment Centre
4.	Share Pre-enrolment Data Available, if Used Where applicable, share the pre-enrolment data / beneficiary database with Enrolment Agencies for carrying out the enrolments. 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.	Registrar	5.1.1 KYR Standards for Collecting Demographic Data
5.	Load Pre-enrolment Residents Data on the Enrolment Station Laptop Load and test beneficiary database on enrolment centre laptops / desktops and ensure it is accessible/ searchable.	Enrolment Agency	
6.	Share Awareness and Publicity Content Share awareness and publicity content, as detailed in the external process, with the Registrar. Guide them in adapting the content / communication.	UIDAI	
7.	Create Awareness in Target Beneficiaries / Residents Ensure right communication reaches the target resident groups with respect to timing and location for enrolment centres, benefits of enrolling etc.	Registrar	
8.	Help Create Awareness Enrolment Agency needs to assist the Registrar in communication and generating resident awareness. The role of the enrolment 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.	Enrolment Agency	
9.	Ensure Availability of Certified Operators, Supervisors Although training is not mandatory,	Enrolment Agency	

	<p>certification is mandatory for Operators. Ensure certified Operators and Supervisors are available at enrolment 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 enrolment 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 enrolment centres so that the downtime can be minimized.</p> <p>Proceed to Step 10. Ensure Site Readiness and Fill Checklist.</p>		
10.	<p>Ensure Site Readiness and Fill Checklist</p> <p>Ensure the enrolment centre is Setup as per 5.2.1 Checklist for Setting up Enrolment Centre.</p> <p>Document exceptions, if any, and sign-off the checklist.</p>	Enrolment Agency	5.2.1 Checklist for Setting up Enrolment Centre
11.	<p>Audit Site Readiness</p> <p>Audit enrolment centre for readiness using 5.2.1 Checklist for Setting up Enrolment 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
	Start This is the sub-process where actual resident enrolment begins. This process begins when a resident approaches an Enrolment Centre for enrolment.		
1.	Pre-Filled Data? 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 enrolment centre. If pre-filled data is not available, proceed to Step 2. Provide Paper Form Else go to step no. 4.	Enrolment Agency (Operator)	
2.	Provide Paper Form Enrolment forms (containing KYR fields) must be filled up at the enrolment centre along with Resident's signature. A Registrar can choose to have the Enrolment form as a part of their enrolment form OR to have separate forms for capturing KYR and KYR+ fields. These paper-based forms are to be maintained at enrolment centres.	Enrolment Agency (Operator)	5.2.2 Enrolment Form
3.	Get Demographic Data Filled Up 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. Refer standard 5.1.1 for details on capturing the KYR field. Refer guideline 5.1.2 for details on capturing resident demographic information.	Enrolment 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 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.	Resident	
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.	<p>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)</p> <ol 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) 	Enrolment Agency (Operator)	
7.	<p>Enter the verified demographic details in the enrolment 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.</p>	Enrolment Agency (Operator)	
8.	<p>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.</p>	Enrolment Agency (Operator)	
9.	<p>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?</p>	Resident	
10.	<p>Capture Required Details If the resident has an existing bank A/C, the following details must be procured: Name, Bank, Bank Branch, A/C Number and IFSC Code(to be filled in by the enrolment operator from the dropdown he'll have access to, in case the resident is unaware of the same). Irrespective of the registrar being a bank or non- bank, the above details have to be mandatorily filled in the enrolment form. Any additional information that a bank registrar would want to process may well be done after the above requirements are fulfilled. If a resident has consented to participate in FI, and</p>	Enrolment Agency (Operator)	

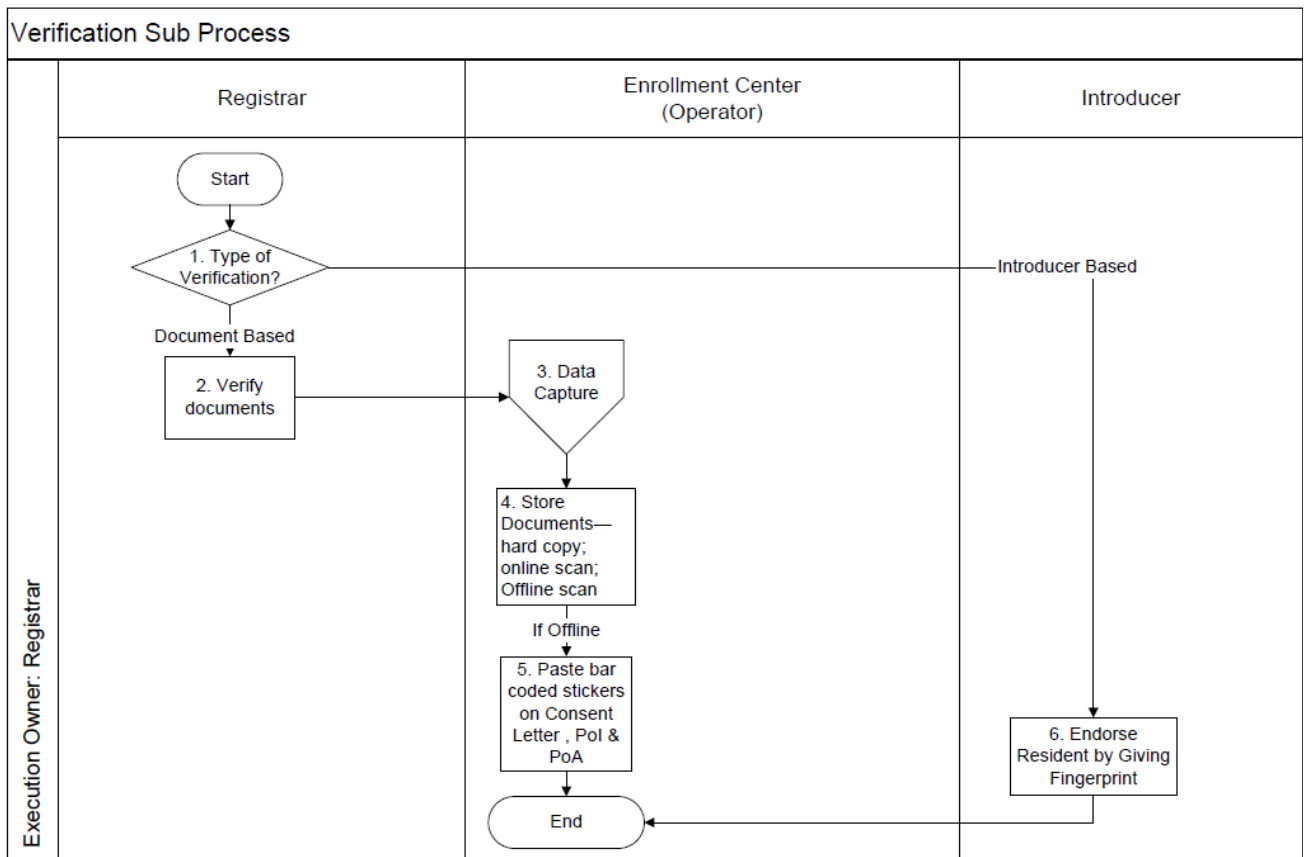
	<p>doesn't have an existing bank A/C, then the enrolment station must procure from the resident his preferred bank in which he wants to open a UID enabled bank account from the list of banks available with the enrolment station, and fill in the BIN (Bank Identification Number) for the same.</p> <p>If the Registrar involved in enrolment 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>		
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> <p>If yes, proceed to Step 12. Capture TIN in the Form</p> <p>If no, proceed to next check in Step 13. Is Resident's Age < 5yrs?</p>	Enrolment 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 enrolment 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>	Enrolment 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>	Enrolment 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 Enrolment 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 enrolment 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</p>	Enrolment Agency (Operator)	

	the time of enrolment, the enrolment of that child cannot be done unless the above requirements are fulfilled.		
15.	<p>Check and Record for any Eye/ Finger Missing 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>	Enrolment Agency (Operator)	
16.	<p>Capture Biometrics - Facial Image, IRIS and Fingerprints</p> <p>Guide the resident to occupy the chair in front of the enrolment 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 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: Iris - above 5 yrs mandatory (also used for de-duplication) Fingerprint - above 5 yrs capture Fingerprint - above 15,</p>	Enrolment Agency (Operator)	<p>5.1.4 Biometric Data Capture Standards</p> <p>5.1.5 Detailed Guidelines for Collecting Biometric Data</p>

	<p>treated like adult Face - all mandatory including infants 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 Enrolment Client software automatically takes care of enforcing these policies. UIDAI may, from time to time, make modifications to these policies</i></p>		
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>	Enrolment Agency (Operator)	
18.	<p>Validate data</p> <p>The resident will ensure that all details entered in Demographic form are correct.</p>	Resident	
19.	<p>Correction Required?</p> <p>In case any errors are pointed out to the Operator. go to step no.20, Correct Data</p> <p>Else go to step no. 21, Approve.</p>	Resident	
20.	<p>Correct Data</p> <p>The EA Operator then corrects the errors pointed out and again shows the data to the resident.</p>	Enrolment Agency (Operator)	
21.	<p>Approve</p> <p>If no corrections are required, resident will approve the data.</p>	Resident	
22.	<p>Provide Own Fingerprint to Sign-off the data capture</p> <p>The Operator will then provide own Fingerprint to sign-off the data captured.</p> <p>CIDR will process for an operator that is enrolled and has been added to valid operator list by EA.</p>	Enrolment Agency (Operator)	
23.	<p>Record and Get Supervisor to Sign Off Exceptions</p> <p>The Supervisor may sign off any exceptions observed in Data Collection.</p>	Enrolment Agency (Operator)	5.1.6 Handling Exceptions
24.	<p>Print Consent Letter and Acknowledgement</p> <p>Print Acknowledgement slip and provide to resident.</p>	Enrolment Agency (Operator)	5.2.3 Acknowledgement Slip and Consent Letter(draft format)
25.	<p>Take Consent and file it</p> <p>Operator will take Resident's consent (signature/ thumb impression) and file this copy.</p>	Enrolment Agency (Operator)	
26.	<p>Take Backup for Transfer</p> <p>Operator maintains backup of data captured. Also,</p>	Enrolment Agency	External Process

	Operator exports data to a memory stick and keeps it ready for transfer at a specified location. Refer 1 st Mile Logistics Process for Data Transfer flow and Guidelines	(Operator)	Refer 1 st Mile Logistics 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 g. Based on supporting documents	Registrar	

	3.1. Based on introducer system		
2.	<p>Verify Documents</p> <p>Registrar’s Supervisor verifying the documents should be a pre enrolled resident. He may be covered during the special drive for Introducers.</p> <p>For Verification based on Documents, the Registrar’s Supervisor present at the Enrolment Centre will verify the documents and sign/stamp the documents as a proof of Verification.</p> <p>If pre-enrolment data is used Registrar’s Supervisor will verify those documents (like Ration Card, NREGA job card etc.).</p> <p>In case Enrolment form is used for filling demographic data, then Supervisor will verify form details against PoI, PoA, DoB documents.</p> <p>Verify Name, Date of Birth, Address against PoI, 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>	Registrar (Supervisor)	5.1.3. Documents for Verifying PoI, PoA and DoB
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>	Enrolment 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. 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> <ol 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>	Enrolment Agency (Operator)	

	If Scanned offline, bar coding can be useful in tracking, as explained in step no.5. Else End.		
5.	Paste bar coded stickers on Consent Letter, PoI and PoA 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. 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. PoI, PoA documents will then be scanned and attached to the data file of the Resident that is retrieved using bar code.	Enrolment Agency (Operator)	
6.	Endorse Resident by giving fingerprint 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. The Introducer can endorse a resident and vouch for the validity of Resident's information by giving his/her thumbprint in the enrolment software's 'Review' tab. In addition he/she should sign the Enrolment form endorsing the resident. Introducer will validate by giving fingerprint.	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	1. Any of the POI documents 2. Introducer for people who have no documents
	Date of Birth ##	No	-
	Gender	No	-
Address Details	Residential Address(For UID	Yes	1. Any of the POI documents 2. Introducer for people who have no

	letter delivery and other communications)		documents 3. 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	1. No Verification of Father/ Husband/ Guardian in the case of adults 2. 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	1. Introducer's Name, UID on the form 2. Introducer's thumbprint endorsing the resident in the Review tab of the enrolment software. In case Introducer is not present at the time of enrolment, 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. Enrolment 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 enrolment 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

(a) Name

- The Enrolment Agency should verify the proof of identity documents produced by the individual before recording the name.
- The name of the person in full should be entered in the boxes provided for this purpose. Leave single box between two separate words.
- 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 enrolee may tell her name as K. S. K. Durga while her full name may be Kalluri Surya Kanaka Durga.
- 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.
- 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 Enrolment Agency provided the difference is only in spelling.
- If two documentary proofs produced by the enrolee have variation in the same name (i.e., with initials and full name), the enrolee's preferred name should be recorded.
- 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 enrolee the importance of capturing the name of the individual for allotting UID.
- In case of non-availability of supporting documents for PoI, the name should be recorded with the assistance of the Introducer.

(b) Date of Birth (DoB)

- Write date of birth of Enrolment Agency, indicating day, month and year in the relevant boxes provided. Record the day (2 digits), month (2 digits) and year (4 digits).
- In the Date of Birth Field, depending on the clarity / proof provided by the resident, following should be captured:
 1. 'V' – When the DoB can be verified from a documentary evidence
 2. 'D' – When resident declares the DoB without any documentary evidence
 3. 'A' – When the resident is unable to give exact DoB and the approximate age has been given

(c) Gender:

- Gender has to be recorded by the Enrolment Agency as declared by the enrolee in the box provided by recording Male, Female or Transgender 'M' or 'F' or 'T' respectively.

(d) Residential Address:

- Record the residential address in the boxes provided.
- The address should be recorded as available in the documentary evidence

produced by the enrolee. Leave space between two words. Please ensure that the particulars are filled up correctly.

- In line 1 of the address capture 'care of' person's 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.
- Generally in rural areas, Building number, House number etc. are not available. If not available leave the address line 2 blank.
- Write the Street Name, if any, in Address line 3, otherwise leave it blank.
- Write major/minor landmark if any in address line 4 otherwise leave it blank.
- Write name of Mohalla/Locality/Post Office in address line 5, otherwise leave it blank.
- Name of the village/town/city is to be written in address line 6.
- Write the name of District and State in address line 6 and 7.
- Ascertain the Postal Index Number Code(PIN code) and record in the boxes.

(e) Parent/ Spouse /Guardian Information (Conditional)

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

(f) Relationship type (Conditional):

- This field is mandatory if the information in the above field is available, otherwise leave this field as blank.
- 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.

(g) Introducers Name (Conditional):

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

(h) Mobile Number (optional):

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

(i) Email address (optional):

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

5.1.3 Documents for Verifying PoI, PoA and DoB

This would be as per the GR issued by the State Government earlier on this subject.

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:

- **Face Image Capture**

Key Decisions	Summary of Decisions
Enrolment	
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 enrolment
Compression	JPEG 2000 colour compression recommended. Compression ratio to be less than 10:1
Number of Images	One full frontal image

- **Finger Print Capture**

Key Decisions	Summary of Decisions
Enrolment	
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

- **Iris Capture**

Key Decisions	Summary of Decisions
Enrolment	
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 enrolment except One and / or two eyes JPEG 2000

5.1.5 Detailed Guidelines for Collecting Biometric Data

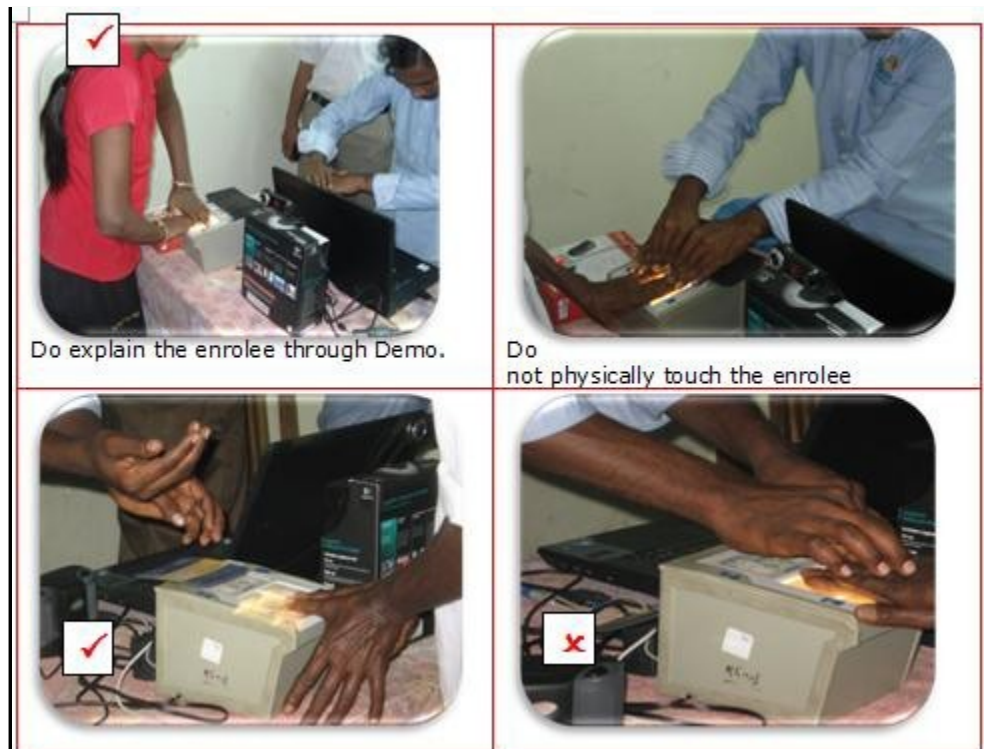
a) Fingerprint Capture

1. **Left Hand Fingerprints:** The Enrollee should be requested to place all four fingers of the **left hand** to platen of the fingerprint scanner for the four-finger capture to ensure good contact and maximize the area of the captured fingerprints.
2. If **automatic** capture does not happen, the operator should force the capture through option available in the enrolment software. The capture software will allow forced capture only after at least one attempted automatic capture for that Enrollee.
3. The operator should visually check the image for quality and for typical problems. In case there are problems go back to steps above to retry the capture.
4. If capture is still not possible, move on to the next step to capture the fingerprints of the right hand.
5. **Right Hand Fingerprints:** The Enrollee should be requested to place all four fingers of the **Right Hand** to platen of the fingerprint scanner for the four-finger capture to ensure good contact and maximize the area of the captured fingerprints.
6. If **automatic** capture does not happen, the operator should force the capture through option available in the enrolment software. The capture software will allow forced capture only after at least one attempted automatic capture for that Enrollee.
7. Visually check the image for quality and for typical problems. In case there are problems go back to steps above to retry the capture.
8. If capture is still not possible, move



on to the next step to capture the fingerprints of the two thumbs.

9. **Two Thumbs:** The Enrolee should be requested to place **Two Thumbs** to platen of the fingerprint scanner for the capture to ensure good contact and maximize the area of the captured fingerprints.
10. If **automatic** capture does not happen, the operator should force the capture through option available in the enrolment software. The capture software will allow forced capture only after at least one attempted automatic capture for that Enrolee.
11. Visually check the image for quality and for typical problems. In case there are problems go back to steps above to retry the capture.



b) Facial Image Capture

1. **Enrolee Position:** For capturing facial image, it is advisable for the operator to adjust the camera instead of the Enrolee to position herself/himself at the right distance or in the right posture.
2. **Focus:** The capture device should use auto focus and auto-capture functions. The output image should not suffer from motion blur, over or under exposure, unnatural coloured lighting, and radial distortion. Interlaced video frames are not allowed.
3. **Expression:** Expression strongly affects the performance of automatic face recognition and also affects accurate visual inspection by humans. It is strongly recommended that the face should be captured with neutral (non-smiling) expression, teeth closed and both eyes open.



4. **Illumination:** Poor illumination has a high impact on the performance of face recognition. It is difficult for human operators to analyse and recognize face images with poor illumination. Proper and equally distributed lighting mechanism should be used such that there are no shadows over the face, no shadows in eye sockets, and no hot spots.
5. **Eye Glasses:** If the person normally wears glasses, it is recommended that the photograph be taken with glasses. However, the glasses should be clear and transparent so that pupils and iris are visible. If the glasses are with tint, then direct and background lighting sources should be tuned accordingly.
6. **Accessories:** Use of accessories that cover any region of the face is not permitted.
7. However, accessories like eye patches are allowed due to medical reasons. Further, accessories like turban are also allowed as religious practices.
8. Operators need to be trained to obtain the best possible face images that satisfy requirements.

c) Iris Capture

1. Iris pattern of each eye is not correlated, and gives two independent biometric feature sets. It assures correct assignment of left and right eyes and allows for more accurate estimation of roll angle.
2. In order to obtain good quality template, the iris image diameter should be a minimum of 170 native pixels.
3. In order to retain sufficient image surrounding the iris for the purpose of identifying the left or right eye as well as for a more accurate iris segmentation, the margins around the iris portion of the image need to be at least 50% of the iris diameter on the left and right sides of the image, and a least 25% of the iris diameter on the top and bottom of the image.
4. The capture device should be more than 300 mm away from the Enrolee to be considered non-intrusive.
5. The capture device should use auto-capture functions.
6. In special circumstances where the Enrolee has to position herself or himself, the capture device should be more than 100mm away but the device should use a visor or other mechanical alignment aid to enable the Enrolee to position themselves.
7. In order to provide an acceptable level of usability and ease of alignment, the camera must allow for some variability in the position of the iris centre relative to the camera. This variability is defined by position tolerances in the horizontal, vertical, and axial dimensions that together define a volume (the 'capture volume') within which the centre of the iris must be located in order to enable image capture.



8. For two eye capture devices, the capture volume dimensions for devices without mechanical alignment aids are 19 mm wide, 14 mm high, and 20 mm deep, and for devices with such aids, 19 mm wide, 14 mm high, and 12 mm deep.
9. The iris image capture device must be capable of capturing light in the range of 700 to 900 nanometres. The camera's near infrared illuminator(s) must have a controlled spectral content, such that the overall spectral imaging sensitivity, including the sensor characteristics, transfers at least 35% of the power per any 100 nm-wide sub-band of the 700 to 900 nm range.
10. The iris image capture sensor shall use progressive scanning.
11. Illumination shall be compliant with illumination standard IEC 825-1 and safety specification ISO 60825-1.
12. In order to achieve acceptable recognition accuracy, the iris acquisition sensor must achieve a signal-to-noise ratio of at least 36dB.
13. Within the frequency range of interest, 700 to 900 nm, the iris sensor shall generate images with at least 8 bits per pixel.
14. The operator and not the Enrolee will handle the capture device.
15. The Enrolee will be required to sit (or stand) in a fixed position, like taking a portrait photograph.
16. The iris capture device or the connected computer would be able to measure the iris image quality. An initial image quality assessment would be done to provide feedback to the operator during the capture process. The device alerts the operator if the captured iris image is of insufficient quality.
17. The iris capture process is sensitive to ambient light. No direct or artificial light should directly reflect off Enrolee's eyes.

5.1.6 Handling of Exceptions

There would be instances where the enrolee would not be in a position to give complete set of biometrics as required by the UIDAI owing to reasons such as injury, amputation of the fingers / hands and similar problems with the eyes. The following sets of guidelines are to be borne in mind while handling such exceptions.

(a) Exceptions in capturing Facial Image capture

S.No	Problem	Suggestions
a.	Unable to capture image due to poor light:	<ul style="list-style-type: none"> o No flash is to be used. o Contact the local state government authorities to improve the ambient light. o If there is inadequate lighting because of low voltage, use the generator backup to improve the lighting. o Consider moving the enrolment station to a location in the room with better light.

		<ul style="list-style-type: none"> o The non-capture could be because of bright light behind the backdrop. The backdrop should be preferably placed against an opaque wall/partition.
b.	Unable to crop image because of turban / head scarf:	<ol style="list-style-type: none"> 1.1. If it is strict religious attire, choose the manual capture option. 1.2. If the headgear can be removed this may be requested politely by the operator. 1.3. In the case of lady enrolees, it would be advisable for a lady operator, or volunteer to undertake this process.
c.	Enrolee unable to keep head / torso still and vertical:	Assistance may be provided to the enrolee. In case of lady enrolees, assistance is to be provided by the lady operators or volunteers.

(b) Exceptions in handling Fingerprint Image capture

S.No	Problem	Suggestions
a.	Missing / amputated / bandaged fingers	<ol style="list-style-type: none"> 1.4. The same is noted in the data as provided in the software <ul style="list-style-type: none"> o The fingerprints of remaining fingers are captured by the operator
b.	Unable to crop image because of turban / head scarf	<ol style="list-style-type: none"> a. If it is strict religious attire, choose the manual capture option. b. If the headgear can be removed this may be requested politely by the operator. a. In the case of lady enrolees, it would be advisable for a lady operator, or volunteer to undertake this process.
c.	Fingerprint captured is not of the requisite quality	<ol style="list-style-type: none"> a. If standard image of the finger prints are not possible for an enrolee despite repeated attempts, the operator should politely ask the enrolee to wash his hands. The operator can provide a wet sponge or towel available in the centre. b. The operator can request the enrolled to apply pressure on the platen to increase the area of contact and thereby obtain image of the requisite quality. c. For applying pressure he would firstly rely on efforts of the enrolee. If not successful, the operator can take the permission of the enrolee and assist her/him in applying the pressure to capture the image. d. It has to be ensured that assistance to women enrolees has to be provided by women operators /

		volunteers. e. The operator would make a reasonable number of attempts to capture the biometrics of the resident. The number of attempts that can be made is built into the software.
d.	Inability to flatten the fingers	a. The operator with due permission from the enrolee may assist the enrolee in order to attempt capture of the fingerprints. b. In case this is not successful, the operator may try to obtain fingerprints to the extent that the enrolee is able to flatten and place her / his fingers on the platen. c. The enrolee can then be made to move to the next set of fingerprints of the other hand or the two thumbs.
e.	Worn out ridges or hands blackened through mehendi or any other substance	a. Attempt a manual capture b. Proceed to capture fingerprints of fingers which are not blackened or without worn out ridges.

(c) Exceptions in handling Iris Image capture

If capturing Iris image is not possible due to non-existence of one or both eyes or bandage across one or both eyes / any other deformity or disease the same has to be recorded in the system.

S.No	Problem	Suggestions
a.	Squint / disoriented eye	a. If the capture of both eyes at a time is not possible, the single eye iris scan device may be used b. In case the single eye iris device is not available, the operator can make use of the dual eye device to capture one of the irises correctly
b.	Inability to open the eyes properly	c. Guide the enrolee to open the eyes wide to enable the capture d. Manually assist the enrolee to open the eyes with the help of his own hands so that the iris can be scanned.

(d) General exceptions

The enrolee may not be in a position to keep herself / himself in correct posture for reaching biometric instruments or for photograph due to old age or sickness. In such cases the operator should arrange to take the biometric data by moving the equipment close to the enrolee.

5.2. *Formats, Templates and Checklists*

Checklist for Setting up Enrolment Centre

	Mandatory Requirements
A	Enrolment Station
A.1	Laptops
A.2	Latest UIDAI software installed, tested, configured, registered with CIDR as per installation and configuration manual.
A.3	List of Introducers loaded on laptop
A.4	Iris capturing device available
A.5	Fingerprint capturing device available
A.6	Digital Camera
A.7	White back ground screen to be used for capturing photographs
A.8	Extra monitor for residents to verify/review their data (15''-16'' with a resolution more than (1024x768)
A.9	Data backup device (4 GB pen drive sufficient for 1 centre/day i.e. ~5 stations. Enrolment Centre should maintain a stock of 20 pen drives of 4 GB capacity each for a backup of 20 days)
A.10	All in one Printer (A4 laser printer with facility to scan, print and copy); must print photo with good quality receipt) or additional scanners to support independent printers
A.11	Printer Paper(Inventory for 5 stations for 10 days ~ 20 rims)
A.12	GPS Receiver (as per specification to be provided by UIDAI)
A.13	Updated Anti-Virus / Anti Spyware checks
A.14	At least one Internet Data Card /Internet connectivity for Enrolment Client to be online for each centre.
A.15	All Operators and Supervisors should have an AADHAAR number, duly certified and be activated on UIDAI portal
A.16	The pre-enrolment data from Registrars, if provided should be available on laptops at respective enrolment centres
	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 residents to be available in sufficient numbers
B.4	Adequate lighting, fans & power points for plugging various devices available
B.5	Local District Food and Civil Supplies Control should be informed of enrolment schedule at least 7 days in advance and should be shared on Google Doc prepared by the Registrar for the purpose
B.6	Introducers and Verifiers should be informed of enrolment schedule at least one week in advance
B.7	IEC material should be placed at the Enrolment centre as per specification given by UIDAI and shared with EAs

B.9	UIDAI and EA Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrolment centre
B.10	Hard Copy of User Manual of the software available for ready reference for operators at enrolment centre.
B.11	Sponge for wetting and hand-cleaning cloth available
B.12	Drinking water and other public facilities
	Desired
C	Other Logistics
C.1	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc.
C.2	Extension box for Power Cord
C.3	Water, soap and towel for cleaning hands
C.4	Drinking water facility available
C.5	Sufficient number of tables and chairs for enrolment station operators
C.6	Chairs/benches available in shade for waiting enrolees
C.7	Hall / room spacious & furniture organized to minimize movement of enrolee while capturing biometric information
C.8	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.9	Carry cases for all devices available
C.10	Material for cleaning biometric instruments and laptops as specified by device manufacturers
C.11	A separate enclosure to enrol “purdah-nasheen” women available
C.12	Sufficient no. of operators available for job rotation & preventing operator fatigue
C.13	Lady operators / volunteers to assist women enrolees
C.14	Security arrangement in place to stop enrolees from carrying bags / suitcases or any other material into the enrolment centres
C.15	A ramp is provided for disabled and old age people
C.16	First aid kit available
C.17	ORS kit available for areas in extreme heat conditions
C.18	GPS Receiver (USB/built in)
C.19	Scanner (Optional as per Registrar's mandate)
	Enrolment Centre
D	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 centre & operators aware of the

	same
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The formats for Enrolment Form, Acknowledgement slip and Consent Slip shall be prescribed by the Registrar/UIDAI.

References

- (a) Enrolment Manual
- (b) Enrolment Software Manual
- (c) Demographic Data Standards and Verification Procedure (DDSV) Committee Report

ANNEXURE V- HARYANA KYR+ DATA GUIDELINES AND SPECIFICATIONS

A detailed list of Haryana KYR+ fields along with specifications is given in the table below. Enrolment Agencies shall need to capture the listed KYR+ fields at the time of UID enrolment of all Haryana residents.

S No.	Data Item	Remarks	Mandatory/ Optional (for residents)	Verification Procedure
1	Marital Status	Choose one as applicable (Single / Married / Widow or Widower / NOT-disclosed)	Optional	Verification not Required
2a i)	Name of Father (in English & Regional Language)	If this data is already provided in KYR section (Aadhaar enrolment client), it need not be repeated here. The KYR+ Software picks it up and displays here.	Optional	Verification not Required
2a ii)	UID / Enrolment ID of Father, if available		Optional	Verification not Required
2b i)	Name of Mother (in English & Regional Language)	If this data is already provided in KYR section (Aadhaar enrolment client), it need not be repeated here. The KYR+ Software picks it up and displays here.	Optional	Verification not Required
2b ii)	UID / Enrolment ID of Mother, if available		Optional	Verification not Required
2c i)	Name of Legal Guardian (in English & Regional Language)	If this data is already provided in KYR section (Aadhaar enrolment client), it need not be repeated here. The KYR+ Software picks it up and displays here.	Optional	Verification not Required
2c ii)	UID / Enrolment ID of Legal Guardian, if available		Optional	Verification not Required
2d	Name of Husband	This field is applicable only	Optional	Verification not

i)	(in English & Regional Language)	for Married / Widow Females. If this data is already provided in KYR section (Aadhaar enrolment client), it need not be repeated here. The KYR+ Software picks it up and displays here.		Required
2d ii)	UID / Enrolment ID of Husband, if available	This field is applicable only for Married / Widow Females.	Optional	Verification not Required
3a	Caste Category (Gen/SC/BC/OBC/ NOT-disclosed/...)	If the category is "General", then 3.b need not be filled. "NOT-disclosed" is a valid entry here.	Optional	Refer Point 3c
3b	Caste	Name of the caste; Input field is a drop down list based on the Haryana Caste master database NOT-disclosed is a valid entry here.	Optional	Refer Point 3c
3c	Is Caste Verified (Y/N)	This field is applicable only if the resident has provided caste category as SC, BC or OBC. This field must be marked as "Y" (Yes) ONLY if the resident has provided proof of caste category and caste. In Case the resident has not provided proof of caste category and caste, this field must be marked as "N" (No)	Optional*	<u>Acceptable proof of caste category and caste</u> a) a Haryana State Government-issued Caste Certificate has been attached. - OR - b) an authorized verifier has verified and signed the enrolment form <u>Authorized Verifiers:</u> <i>Patwari / Lambardar / Gram Sachiv / Sarpanch / Tehsildar / Naib-Tehsildar / Municipal Councillor (in urban locations) or any suitable official/public representative nominated by the local Deputy Commissioner for the ward.</i>
4	Place of Birth	Input field is an intelligent	Mandatory	Verification not

		drop-down / type-to-complete list that shows the pincode, taluk and district when multiple villages match a given name / partial name.		required
5	PAN #		Optional	Verification not Required
6a	Haryana State Government (including Boards & Corporations) Employee ? (Y/N)	Fill Y for Haryana State Government Employees (including Boards & Corporations) only. For others, fill N.	Mandatory for Haryana State Government (including Boards & Corporations) Employees	Verification not Required
6b	Type of Employee ID/Reference Number provided (GPF / CPF / PRAN Number)	(Select one from the list: GPF / CPF / PRAN Number)	Mandatory if 6a is Y	Verification not Required
6c	Employee ID / Reference number	.	Mandatory if 6a is Y	Verification not Required
7	Special Category (Ex-serviceman / Serving Defence Person / Widow / Senior Citizen)	Documentary proof necessary for Ex-servicemen and Serving Defense Personnel	Optional	<p>a) Verification not Required for Widow & Senior Citizen Categories</p> <p>b) Acceptable documentary proof for Ex-servicemen and serving defense personnel:</p> <ul style="list-style-type: none"> • <i>Serviceman Identity Card OR Ex Serviceman Identity Card</i> • <i>Discharge Book/service Certificate</i>

ANNEXURE VI – POPULATION AND GEOGRAPHICAL CLUSTER DETAILS

The table below shows the grouping of seventeen (17) Districts of Haryana in terms of Geographical Clusters for the project. The table also details Target Population for Phase II and the minimum number of Enrolment Stations to be set up in each Cluster.

Geographical Clusters	District Name	Total Population (Census 2011)	Population Enrolled during Phase I (Approx)	Target Population for Phase II (Approx)	Total Target Population for the Cluster	Minimum Temporary Enrolment Stations to be deployed in the Cluster	Minimum Mobile Enrolment Stations to be deployed in the Cluster
CLUSTER 1	Panchkula	558890	65434	493456	2620289	524	8
	Yamunanagar	1214162	30757	1183405			
	Kurukshetra	964231	20803	943428			
CLUSTER 2	Kaithal	1072861	3821	1069040	2368211	474	7
	Jind	1332042	32871	1299171			
CLUSTER 3	Sirsa	1295114	188360	1106754	2044320	409	6
	Fatehabad	941522	3956	937566			
CLUSTER 4	Hisar	1742815	125130	1617685	3197177	639	9
	Bhiwani	1629109	49617	1579492			
CLUSTER 5	Rohtak	1058683	112197	946486	2900149	580	8
	Jhajjar	956907	49289	907618			
	Panipat	1202811	156766	1046045			
CLUSTER 6	Mahendragar h	921680	15056	906624	2845568	569	8

	Rewari	896129	46591	849538			
	Mewat	1089406	-	1089406			
CLUSTER 7	Faridabad	1798954	145050	1653904	2694397	539	8
	Palwal	1040493	-	1040493			

4. District means the total area and population of the District.
5. It may be noted that the following Districts are excluded from the Geographical Scope of this project.
 - i. Gurgaon
 - ii. Sonapat
 - iii. Karnal
 - iv. Ambala
6. Further, it should be noted that in one block of Sirsa, enrolment has been completed on behalf of the State Registrar; and hence it need not be covered by temporary enrolment camps. The target population figures for the district have taken this into account in the table above.

ANNEXURE VII - DRAFT CONTRACT

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1. CONTRACT FORM

THIS AGREEMENT is made on this _____ (eg. 3rd) day of _____
(eg. February), _____ (e.g. 2012), between
_____ of
_____ (hereinafter called 'the Purchaser') which
expression shall
unless repugnant to the context thereof include his successors, heirs, assigns, of the one
part, and
_____ of
_____ (hereinafter called 'the Supplier') which
expression shall unless repugnant to the context thereof include his successors, heirs,
assigns, of the other part.

[Note: If the Supplier consists of more than one entity, the above should be partially amended to read as follows: '...(, of the one part) and, on the other hand, a joint venture/ consortium/ association consisting of the following entities, each of which will be jointly and severally liable to the Purchaser for all the Supplier's obligations under this Contract, namely, [name of Supplier] and [name of Supplier] (hereinafter called the 'Supplier').]

WHEREAS the Purchaser had invited bids for certain Services, viz. _____,

_____ (eg. Name of bid) vide their bid document number
_____, dated _____

AND WHEREAS the Purchaser has issued a Request for Proposal dated ____ and Clarification dated _____ and such documents published shall form an integral part of the Contract and shall be read together with the Contract.

AND WHEREAS the Supplier has responded to the RFQ of the Purchaser as per his proposal dated _____ and the same has been negotiated and accepted for the supply of Services as defined in the Scope of Work in the sum of _____ (hereinafter 'the Contract Value').

And in pursuance of having accepted the said bid the parties have agreed to enter into this agreement.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract referred to.
2. The following documents (collectively referred to as 'Contract Documents') shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - a) The General Conditions of Contract;

b) The Special Conditions of Contract;

c) Appendices:

Appendix A: Total Cost of Services

Appendix B – Form of Performance Bank Guarantee Bond

3. The mutual rights and obligations of the Purchaser and the Supplier shall be as set forth in the Contract, in particular:

(a) the Supplier shall carry out the Services as defined in the Scope of Work in accordance with the provisions of the Contract; and

(b) the Purchaser shall make payments to the Supplier in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of [*name of Purchaser*]

[*Authorized Representative*]

For and on behalf of [*name of Supplier*]

[*Authorized Representative*]

[*Note: If the Supplier consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:*]

For and on behalf of each of the Members of the Supplier

[*Name of member*]

[*Authorized Representative*]*

**Certificate is required which should be approved by the board of Directors of the bidder mentioning him the 'Authorized Representative'*

2. GENERAL CONDITIONS OF CONTRACT

1. GENERAL PROVISIONS

1.1 Definitions	<p>Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:</p> <ul style="list-style-type: none">a) 'Applicable Law' means the laws and any other instruments having the force of law in India.b) 'Below Performance' means the supplier has not performed as per the work plan/ quality standard as defined by the Purchaser/UIDAI.c) 'Bidder' means the successful Bidder who is fully responsible towards Purchaser for providing Services as per the requirements and terms and conditions specified in this tender / contract. The term Bidder shall be deemed to include the Bidder's successors, representatives (approved by the Purchaser), heirs, executors, administrators and permitted assigns, as the case may be, unless excluded by the terms of the contract.d) 'Bidder's Representative' means the person or the persons appointed by the Bidder from time to time to act on its behalf for overall co-ordination, supervision and project management.e) 'Contract Value' means the price to be paid for the performance of the Services, in accordance with Clause GC 6, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contractf) 'Contract' means the Agreement entered into between the Bidder together with the Purchaser as recorded in the Contract form signed by the Purchaser and the Bidder including all Annexes thereto, the Tender and all Annexes thereto and the agreed terms as set out in the bid, all documents incorporated by reference therein and amendments and modifications to the above from time to time.g) 'Effective Date' means the date on which this Contract comes into force. This Contract shall come into force and effect on the date (the "Effective Date") of the Purchaser's notice to the Bidder
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	<p>instructing the Bidder to begin carrying out the activities.</p> <p>h) 'Enrolling Agency/ Enrolment Agency' means– the agency appointed by the Purchaser for collection of the demographic and biometric data in the location assigned by the Purchaser</p> <p>i) 'Force Majeure' -For the purposes of this Contract, 'Force Majeure' means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non- performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.</p> <p>j) 'GC' means these General Conditions of Contract.</p> <p>k) 'In writing' means communicated in written form with proof of receipt.</p> <p>l) 'Member' means any of the entities that make up the joint venture/consortium/association, and 'Members' means all these entities.</p> <p>m) 'Party' means the Purchaser or the Supplier, as the case may be, and 'Parties' means both of them.</p> <p>n) 'Personnel' means persons hired by the Bidder and assigned to the performance of the Services or any part thereof.</p> <p>o) 'Purchaser' means the entity purchasing the services under this Contract. Additional Chief Secretary, Revenue and Disaster Management Department, Haryana is the Purchaser of the services under this</p>
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	<p>contract.</p> <p>p) 'Registrar' means the Additional Chief Secretary, Revenue and Disaster Management Department, Haryana</p> <p>q) 'Resident' means normal resident of India</p> <p>r) 'SC' means the Special Conditions of Contract by which the GC may be amended or supplemented.</p> <p>s) 'Service' means services to be provided as per the requirements / conditions specified in this tender / contract. In addition to this, the definition would also include other related/ancillary services that may be required to execute the scope of work under this contract.</p> <p>t) 'Supplier' means the selected party that will provide the services to the Purchaser under this contract.</p> <p>u) 'UIDAI' means Unique Identification Authority of India.</p>
1.2 Relationship Between the Parties	Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Purchaser and the Supplier. The Supplier, subject to this Contract, has complete charge of Personnel performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.
1.3 Law Governing Contract	This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Laws of India.
1.4 Language	This Contract has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
1.5 Notices	
1.5.1	Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SC.
1.5.2	A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the SC.

1.6 Location	The Services shall be performed at such locations as are specified in the RFQ hereto and, where the location of a particular task is not so specified, at such locations, as the Purchaser may approve.
1.7 Authorized Representatives	Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Purchaser or the Supplier may be taken or executed by the officials specified in the SC.
1.8 Taxes and Duties	The Supplier and their Personnel shall pay such indirect taxes, duties, fees, and other impositions levied under the Applicable Laws of India
1.9 Fraud and Corruption	
1.9.1 Definitions	<p>It is the Purchaser’s policy to require that the Purchaser as well as Suppliers observe the highest standard of ethics during the selection and execution of such contracts. The Purchaser also requires that the Supplier does not demand any service charges from the Resident unless the same is agreed with the Purchaser in advance. In pursuance of this policy, the Purchaser:</p> <p>a. defines, for the purpose of this provision, the terms set forth below as follows:</p> <p>i. ‘corrupt practice’ means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;</p> <p>ii. ‘fraudulent practice’ means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract to the Purchaser; and includes collusive practice among bidders, prior to or after bid submission, designed to establish bid prices at artificially high or non-competitive levels and to deprive the Purchaser of the benefits of free and open competition</p> <p>iii. ‘collusive practices’ means a scheme or arrangement between two or more bidders, with or without the knowledge of the Purchaser, designed to establish prices at artificial, non-competitive levels</p> <p>iv. ‘coercive practices’ means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract;</p>

	<p>v. 'unfair trade practices' means supply of services different from what is ordered on, or change in the Scope of Work which was agreed to;</p>
<p>1.9.2 Measures to be taken by the Purchaser</p>	<p>a) The Purchaser may terminate the contract if it determines at any time that representatives of the Supplier were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract, without the Supplier having taken timely and appropriate action satisfactory to the Purchaser to remedy the situation;</p> <p>b) The Purchaser may also sanction against the Supplier, including declaring the Supplier ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Supplier has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Purchaser-financed contract</p>
<p>1.9.3 Commissions and Fees</p>	<p>Purchaser will require the successful Supplier to disclose any commissions or fees that may have been paid or are to be paid to agents, representatives, or commission agents with respect to the selection process or execution of the contract. The information disclosed must include at least the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.</p>
<p>1.9.4 Interpretation</p>	<p>In this Contract unless a contrary intention is evident:</p> <p>(a) the clause headings are for convenient reference only and do not form part of this Contract;</p> <p>(b) unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;</p> <p>(c) unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;</p> <p>(d) a word in the singular includes the plural and a word in the plural includes the singular;</p> <p>(e) a word importing a gender includes any other gender;</p> <p>(f) a reference to a person includes a partnership and a body corporate;</p> <p>(g) a reference to legislation includes legislation repealing,</p>

	<p>replacing or amending that legislation;</p> <p>(h) where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;</p> <p>(i) in the event of an inconsistency between the terms of this</p> <p>(j) Contract and the Bid document and the Proposal, the terms of this Contract hereof shall prevail</p>
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2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

2.1 Conditions Precedent	<p>This Contract is subject to the fulfillment of the following conditions precedent by the Supplier.</p> <p>a) Furnishing by the Supplier, an unconditional, irrevocable and continuing Bank Guarantee as specified in Section 3.2, point 3.9 of the RFQ, in a form and manner acceptable to the Purchaser which would remain valid until such time and be renewable as may be stipulated by the Purchaser.</p> <p>b) Obtaining of all statutory and other approvals required for the performance of the Services under this Contract. This may include approvals/clearances, wherever applicable, that may be required for execution of this contract.</p> <p>c) Furnishing of such other documents as the Purchaser may specify.</p> <p>d) The Purchaser reserves the right to waive any or all of the conditions specified above in writing and no such waiver shall affect or impair any right, power or remedy that the Purchaser may otherwise have.</p>
2.2 Effectiveness of Contract	<p>This Contract shall come into effect on the date the Contract is signed by both Parties or such other later date as may be stated in the SC. The date the Contract comes into effect is defined as the Effective Date.</p>
2.3 Commencement and Progress of Services	<p>a) The Supplier shall begin carrying out the Services not later than the number of days after the Effective Date specified in the SC</p> <p>b) The Supplier shall subject to the fulfillment of the conditions precedent set out in Clause 2.2 of this section, commence the performance of its obligations in a manner as specified in the Scope of Work.</p> <p>c) The Supplier shall proceed to carry out the activities / services with diligence and expedition in accordance with any stipulation as to the time, manner, mode, and method</p>

	<p>of execution contained in this Contract.</p> <p>d) The Supplier shall be responsible for and shall ensure that all activities / services are performed in accordance with the Contract, Scope of Work, SLA and that the Supplier's Team complies with such specifications and all other standards, terms and other stipulations/conditions set out hereunder.</p> <p>e) The Bidder shall perform the activities / services and carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and consulting standards recognized by international professional bodies and shall observe sound management, engineering and security practices. It shall employ appropriate advanced technology and engineering practices and safe and effective equipment, machinery, material and methods. The Supplier shall always act, in respect of any matter relating to this Contract, as faithful advisors to the Purchaser and shall, at all times, support and safeguard the Purchaser's legitimate interests in any dealings with Third parties.</p> <p>f) The supplier will ensure that all the hardware, software and other related equipments conform to all the specifications and guidelines as set down by UIDAI.</p>
<p>2.4 Progress Reports</p>	<p>a) Supplier shall monitor progress of all the activities related to the execution of this contract and shall submit to the Purchaser, at no extra cost, progress reports with reference to all related work, milestones and their progress during the implementation phase on daily basis as per the MIS format provided by the Purchaser amended from time to time.</p> <p>b) The Supplier shall be penalized for non compliance of Performance Indicators as per as per service levels contained in Section 4.3 of the RFQ. Periodic meetings shall be held between the representatives of the Purchaser and the Supplier once in every 7 days during the implementation phase to discuss the progress of implementation.</p> <p>c) The Purchaser reserves the right to inspect and monitor/assess the progress/performance of the work / services at any time during the course of the Contract through its representatives or through those of the UIDAI. The Purchaser may demand and upon such demand being made, the Supplier shall provide documents, data, material or any other information which the Purchaser may require,</p>

	<p>to enable it to assess the progress/performance of the work / service.</p> <p>d) At any time during the course of the Contract, the Purchaser shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance by the Supplier of its obligations/functions in accordance with the standards committed to or required by the Purchaser and the Supplier undertakes to cooperate with and provide to the Purchaser/ any other agency appointed by the Purchaser, all Documents and other details as may be required by them for this purpose.</p> <p>e) Should the rate of progress of the works or any part of them at any time fall behind the stipulated time for completion or is found to be too slow to ensure completion of the works by the stipulated time, or is in deviation to Tender requirements/ standards, the Purchaser's representative shall so notify the Supplier in writing.</p> <p>f) The Supplier shall reply to the written notice giving details of the measures he proposes to take to expedite the progress so as to complete the works by the prescribed time or to ensure compliance to Tender requirements. The Supplier shall not be entitled to any additional payment for taking such steps. If at any time it should appear to the Purchaser or Purchaser's representative that the actual progress of work does not conform to the approved programme the Supplier shall produce at the request of the Purchaser's representative a revised programme showing the modification to the approved programme necessary to ensure completion of the works within the time for completion or steps initiated to ensure compliance to the stipulated requirements</p> <p>g) The submission seeking approval by the Purchaser or Purchaser's representative of such programme shall not relieve the Supplier of any of his duties or responsibilities under the Contract.</p> <p>h) In case during execution of works, the progress falls behind schedule or does not meet the Tender requirements, Supplier shall deploy extra manpower/ resources to make up the progress or to meet the Tender requirements. Programme for deployment of extra man power/ resources will be submitted to the Purchaser for its review and approval. All time and cost effect in this respect shall be borne, by the Supplier within the contract value.</p>
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2.5 Expiration of Contract	Unless terminated earlier pursuant to Clause GC 2.3 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SC.
2.6 Entire Agreement	This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any other statement, representation, promise or agreement not set forth herein.
2.7 Modifications or Variations	<p>(a) Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.</p> <p>(b) In cases of substantial modifications or variations, the prior written consent of the Purchaser is required.</p>
2.8 Force Majeure	
2.8.1 Definition	<p>(a) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.</p> <p>(b) Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.</p>
2.8.2 No Breach of Contract	The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.
2.8.3 Measures to be Taken	<p>(a) A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.</p> <p>(b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the</p>

	<p>nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.</p> <p>(c) Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.</p> <p>(d) During the period of their inability to perform the Services as a result of an event of Force Majeure, the Supplier, upon instructions by the Purchaser, shall either:</p> <ol style="list-style-type: none"> i. Demobilize;; or ii. Continue with the Services to the extent possible, in which case the Supplier shall continue to be paid proportionately and on prorata basis, under the terms of this Contract. <p>(e) (In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause GC 8.</p>
2.9 Suspension	<p>a) The Purchaser may, by written notice of suspension to the Supplier, suspend all payments to the Supplier hereunder if the Supplier fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the Supplier to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the Supplier of such notice of suspension.</p> <p>b) In case, the enrolment agency if suspended from Aadhaar programme in accordance with UIDAI suspension policy would need to be immediately disassociated from all Aadhaar enrolment work till the suspension is in force irrespective of its empanelment status.</p>
2.10 Termination	
2.10.1 Termination of Contract for Failure to Become Effective	<p>If this Contract has not become effective within such time period after the date of the Contract signed by the Parties as specified in the SC, either Party may, by not less than fifteen (15) days written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.</p>
2.10.2 By the Purchaser	<p>The Purchaser may, without prejudice to any other remedy for breach of Contract, terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a)</p>

	<p>through (j) of this Clause GC 2.10.2. In such an occurrence the Purchaser shall give a not less than fifteen (15) days' written notice of termination to the Supplier, and thirty (30) days' in the case of the event referred to in (e).</p> <p>(a) If the Supplier does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Purchaser may have subsequently approved in writing.</p> <p>(b) If the Supplier becomes (or, if the Supplier consists of more than one entity, if any of its Members becomes and which has substantial bearing on providing Services under this contract) insolvent or go into liquidation or receivership whether compulsory or voluntary.</p> <p>(c) If the Supplier, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.</p> <p>(d) If, as the result of Force Majeure, the Supplier are unable to perform a material portion of the Services for a period of not less than sixty (60) days.</p> <p>(e) If the Purchaser, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.</p> <p>(f) If the Supplier submits to the Purchaser a false statement which has a material effect on the rights, obligations or interests of the Purchaser.</p> <p>(g) If the Supplier places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Purchaser.</p> <p>(h) If the Supplier fails to provide the quality services as envisaged under this Contract. The Purchaser/ UIDAI may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The Purchaser/ UIDAI may decide to give one chance to the Supplier to improve the quality of the services.</p> <p>(i) If the Supplier fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GC 8 hereof.</p> <p>(j) In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause GC Clause 2.10.2, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not performed, and the Supplier shall be liable to the Purchaser for any additional costs for such similar services. However, the Supplier shall continue</p>
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	<p>performance of the Contract to the extent not terminated</p> <p>(k) In the event of Supplier is found :</p> <ol style="list-style-type: none"> i. Engaged in bogus or fraudulent enrolments being done ii. Deploying Enrolment Operators who are not tested and certified by UIDAI appointed 'Testing and Certification Agency' for performing enrolment functions iii. Non adherence to the enrolment process defined by UIDAI iv. Running unauthorized enrolment centers (i.e. enrolment centers without prior approval of the Purchaser and/or unlisted on UIDAI portal). v. Engaged in enrolments using vague/ damaged/ ineligible/ incomplete/ non-verified documents. vi. Sub-contracting of full and/or partial process of enrolment work. vii. Outsourcing of manpower including operators, supervisors, technical staff etc. in manner other than as prescribed by UIDAI. viii. Consistent poor quality of biometrics data ix. Usage of biometric devices which are not certified by UIDAI x. Non-provision of necessary infrastructure at the enrolment centres xi. Provided incorrect information to Purchaser/ UIDAI. xii. Non co-operative during audits conducted by Purchaser/ UIDAI/ UIDAI Regional Office or auditing agencies appointed for the purpose. xiii. Loss of enrolment documents (i.e. POI/POA/POR, Consent Slips etc.) xiv. Loss of Enrolment Data (CIDR Packets, Registrar Packets, KYR+ Data etc.). xv. Non co-operative during the process of handover and reconciliation of enrolment documents to UIDAI DMS vendor. xvi. Engaged in any activity violating any Law of constitution of India. xvii. Defaulter in any complaint/report against it submitted to the Purchaser/UIDAI. xviii. Defaulter as per the statement given by its staff member deployed on location during any interaction with the officer(s) from Purchaser's Office or UIDAI.
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<p>2.10.3 By the Supplier</p>	<p>The Suppliers may terminate this Contract, by not less than fifteen (15) days' written notice to the Purchaser, such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause GC 2.10.3:</p> <p>(a) If the Purchaser fails to pay any money due to the Supplier pursuant to this Contract and not subject to dispute pursuant to Clause GC 8 hereof within forty-five (45) days after receiving written notice from the Supplier that such payment is overdue.</p> <p>(b) If, as the result of Force Majeure, the Supplier is unable to perform a material portion of the Services for a period of not less than thirty (30) days.</p> <p>(c) If the Purchaser fails to comply with any final decision reached as a result of arbitration pursuant to Clause GC 8 hereof.</p> <p>(d) If the Purchaser is in material breach of its obligations pursuant to this Contract and has not remedied the same within fifteen (15) days (or such longer period as the Supplier may have subsequently approved in writing) following the receipt by the Purchaser of the Supplier's notice specifying such breach.</p>
<p>2.10.4 Cessation of Rights and Obligations</p>	<p>Upon termination of this Contract pursuant to Clauses GC 2.10.1 or GC 2.10 hereof, or upon expiration of this Contract pursuant to Clause GC 2.5 hereof, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth in Clause GC 3.3 hereof, (iii) the Supplier's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GC 3.6 hereof, and (iv) any right which a Party may have under the Law.</p>
<p>2.10.5 Cessation of Services</p>	<p>Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GC 2.10.2 or GC 2.10.3 hereof, the Supplier shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents, data, and/ or any other material prepared by the Supplier and equipment and materials furnished by the Purchaser, the Supplier shall proceed as provided, respectively, by Clauses GC 3.11 or GC 3.12 hereof.</p>
<p>2.10.6 Payment upon Termination</p>	<p>Upon termination of this Contract pursuant to Clauses GC 2.10.2 or GC 2.10.3, the Purchaser shall make the following payments to the Supplier:</p>

	<p>(a) If the Contract is terminated pursuant to Clause GC 2.10.2 (d), (e), (g), (h) or 2.10.3, remuneration pursuant to Clause GC 6.3(c) hereof for Services satisfactorily performed prior to the effective date of termination;</p> <p>(b) If the agreement is terminated pursuant of Clause GC 2.10.2 (a) to (c) and (f) to (i), the Supplier shall not be entitled to receive any agreed payments upon termination of the contract. However, the Purchaser may consider making payment for the part satisfactorily performed on the basis of Quantum Meruit as assessed by it, if such part is of economic utility to the Purchaser. Applicable under such circumstances, upon termination, the Purchaser may also impose liquidated damages as per the provisions of Clause GC 9 of this agreement. The Supplier will be required to pay any such liquidated damages to Purchaser within 30 days of termination date.</p>
<p>2.10.7 Disputes about Events of Termination:</p>	<p>If either Party disputes whether an event specified in paragraphs (a) through (g) of Clause GC 2.10.2 or in Clause GC 2.10.3 hereof has occurred, such Party may, within forty-five (30) days after receipt of notice of termination from the other Party, refer the matter to Clause GC 8 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.</p>
<p>2.11 Extension of Contract</p>	<p>The Purchaser shall reserve the sole right to grant any extension to the term abovementioned and shall notify in writing to the Supplier, at least two weeks before the expiration of the Term hereof, whether it will grant the Supplier an extension of the Term. The decision to grant or refuse the extension shall be at the Purchaser's discretion. The rates applicable for the current contract shall be effective for such extension.</p> <p>Where the Purchaser is of the view that no further extension of the term be granted to the Supplier, the Purchaser shall notify the Supplier of its decision at least 10 days prior to the expiry of the Term. Upon receipt of such notice, the Supplier shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of the Contract within which, the Purchaser shall either appoint an alternative agency/vendor or create its own infrastructure to operate such Services as are provided under this Contract.</p>

3. OBLIGATIONS OF THE SUPPLIER

<p>3.1 General</p>	
<p>3.1.1 Standard of</p>	<p>The Supplier shall perform the Services and carry out their</p>

Performance	obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Supplier shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Purchaser, and shall at all times support and safeguard the Purchaser's legitimate interests in any dealings with third Parties.
3.1.1. 3.2.1 Suppliers Not to Benefit from Commissions, Discounts, etc.	<p>(a) The payment of the Supplier pursuant to Clause GC 6 shall constitute the Supplier's only payment in connection with this Contract or the Services, and the Supplier shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Supplier shall use their best efforts to ensure that the Personnel and agents of either of them similarly shall not receive any such additional payment.</p> <p>(b) Furthermore, if the Supplier, as part of the Services, has the responsibility of advising the Purchaser on the procurement of goods, works or services, the Supplier shall comply with the Purchaser's applicable procurement guidelines, and shall at all times exercise such responsibility in the best interest of the Purchaser. Any discounts or commissions obtained by the Supplier in the exercise of such procurement responsibility shall be for the account of the Purchaser.</p>
3.1.2. 3.2.2 Prohibition of Conflicting Activities	The Supplier shall not engage, and shall cause their Personnel as well as and their Personnel not to engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.
3.3 Confidentiality	Except with the prior written consent of the Purchaser, the Supplier and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Supplier and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.
3.4 Information Security	The Supplier and Supplier's Team shall follow the Information Security policy and any guidelines regarding information security

	and documentation issued from time to time by UIDAI and Purchaser.
3.5 Insurance to be Taken Out by the Supplier	The Supplier (a) shall take out and maintain, at their own cost but on terms and conditions approved by the Purchaser, insurance against the risks, and for the coverage, as shall be specified in the SC; and (b) at the Purchaser's request, shall provide evidence to the Purchaser showing that such insurance has been taken out and maintained and that the current premiums have been paid.
3.6 Accounting, Inspection and Auditing	<p>(a) The Supplier (i) shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and (ii) shall periodically permit the Purchaser or its designated representative and/or the Purchaser, and up to five years from expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Purchaser or the Purchaser, if so required by the Purchaser or the Purchaser as the case may be.</p> <p>(b) The Purchaser shall have the right to carry out inspection checks, audits of the Supplier's premises and/ or locations, facilities, or point of delivery of services performed under this contract.</p> <p>(c) The Purchaser shall have the right to carry out scheduled/ un-scheduled visits to any of the locations, enrolment centres manned by the Supplier and oversee the processes and operations of the Supplier</p>
3.7 Sub- contracting	All guidelines as issued by UIDAI from time to time regarding sub-contracting of work, outsourcing of work, hiring of manpower through third parties would be binding upon the supplier.
3.8 Reporting Obligations	The Supplier shall submit to the Purchaser the reports and documents specified in Appendix B hereto, in the form, in the numbers and within the time periods set forth in the said Appendix.
3.9 Ownership and Retention of Documents	Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by the Purchaser, the Supplier shall deliver to the Purchaser all Documents provided by or originating from the Purchaser and all Documents produced by or from or for the Supplier in the course of performing the Services, unless otherwise directed in writing by the Purchaser at no additional

	cost. The Supplier shall not, without the prior written consent of the Purchaser store, copy, distribute or retain any such Documents.
3.10 Rights of Use	All rights of use of any process, product, service, or data developed, generated, or collected, or any other task performed by the Supplier under the execution of the contract, would lie exclusively with the Purchaser or its nominated agencies in perpetuity free from all liens, encumbrances, and other third party rights and the Supplier shall, wherever required, take all steps that may be necessary to ensure the transfer of such rights in favour of the Purchaser or its nominated agencies.
3.11 Equipment, Vehicles and Materials Furnished by the Purchaser	Equipment, vehicles and materials made available to the Supplier by the Purchaser, or purchased by the Supplier wholly or partly with funds provided by the Purchaser, shall be the property of the Purchaser and shall be marked accordingly. Upon termination or expiration of this Contract, the Supplier shall make available to the Purchaser an inventory of such equipment, vehicles and materials and shall dispose of such equipment and materials in accordance with the Purchaser's instructions. While in possession of such equipment, vehicles and materials, the Supplier, unless otherwise instructed by the Purchaser in writing, shall insure them at the expense of the Purchaser in an amount equal to their full replacement value.
3.12 Equipment and Materials Provided by the Suppliers	Equipment or materials brought into India by the Supplier and the Personnel and used either for the Project or personal use shall remain the property of the Supplier or the Personnel concerned, as applicable.
3.13 Intellectual Property Rights (IPR)	The intellectual property rights to all the outputs, deliverables, data, reports developed during the execution of this Contract shall remain sole property of the Purchaser
3.14 Assignment	The Supplier shall not assign, in whole or in part, their obligations under this Contract

4. SUPPLIER'S PERSONNEL

4.1 General	The Supplier shall employ and provide such qualified and experienced Personnel as are required to carry out the Services. The qualifications shall be as per the guidelines given by UIDAI
4.2 Nodal Officer	The Supplier shall ensure that at all times during the Supplier's performance of the Services a Nodal officer, acceptable to the Purchaser, shall take charge of the performance of such Services.
4.3 Details of Core Management Team	The Supplier shall ensure that at all times during the Supplier's performance of the Services, a core project management team

	acceptable to the Purchaser, shall take charge of the performance for various sub processes of the project assigned to them.
4.4 Details of Core Technical Team	The Supplier shall ensure that at all times during the Supplier's performance of the Services, a core technical team, acceptable to the Purchaser, shall take charge of the technical issues and related activities
4.5 Details of Core Training Team	The Supplier shall ensure that at all times during the Supplier's performance of the Services, a core team of master trainer, acceptable to the Purchaser, shall take charge of the training activities.

5. OBLIGATIONS OF THE PURCHASER

5.1 Assistance and Exemptions	<p>Unless otherwise specified in the SC, the Purchaser shall use its best efforts to ensure that the Government shall:</p> <p>(a) Issue to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services.</p> <p>(b) Provide to the Supplier and Personnel any such other assistance as may be specified in the SC.</p> <p>(c) Other assistance/ exemption as specified in SC 5.1 (c)</p>
5.2 Services, Facilities and Property of the Purchaser	<p>(a) The Purchaser shall make available to the Supplier and its Personnel, for the purposes of the Services and free of any charge, the services, facilities and property described in section 4.5 of the RFQ</p> <p>(b) In case that such services, facilities and property shall not be made available to the Supplier as and when specified in Appendix D, the Parties shall agree on any time extension that it may be appropriate to grant to the Supplier for the performance of the Services.</p>
5.3 Payment	In consideration of the Services performed by Supplier under this Contract, the Purchaser shall make to the Supplier such payments and in such manner as is provided by Clause GC 6 of this Contract.

6. PAYMENTS TO THE SUPPLIER

6.1 Total Cost of Services	<p>(a) The total cost of the Services payable is set forth in Appendix C as per the Supplier's proposal to the Purchaser and as negotiated thereafter.</p> <p>(b) Except as may be otherwise agreed under Clause GC 2.7, payments under this Contract shall not exceed the amount specified in Appendix-C.</p>
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6.2 Currency of Payment	All payments shall be made in Indian Rupees
6.3 Terms of Payment	<p>The payments in respect of the Services shall be made as follows:</p> <ul style="list-style-type: none"> (a) Payments shall be made to the Supplier by the Purchaser as per the Terms of Payment detailed in section 4.4 of the RFQ. (b) All payments under this Contract shall be made to the accounts of the Supplier specified in the SC. (c) All payments agreed to be made by Purchaser to the Supplier in accordance with the Bid shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable including costs of maintenance, if any and Purchaser shall not be liable to pay any such levies/other charges under or in relation to this Contract and/or the Services. (d) Payment shall be paid at the times and in the manner set out in the Payment schedule as specified under Scope of Work, against value of contract. Service Tax shall be charged on actuals as per the applicable rates. (e) In case of change in taxes under change in law, appropriate parties shall be passed the benefit of the same over and above the contract value. No invoice for extra work/change order on account of change order will be submitted by the Supplier unless the said extra work /change order has been approved by the Purchaser as per mutually agreed rates in writing in accordance with Clause on Change order. (f) In the event of Purchaser noticing at any point of time that any amount has been disbursed wrongly to the Supplier or any other amount is due from the Supplier to the Purchaser, the Purchaser shall, after notifying the Authorised Representative of the Supplier in writing and without prejudice to its rights, deduct such amount from any payment due to the Supplier or recover such amounts by other means. The details of such recovery, if any, will be intimated to the Supplier within a stipulated time frame as agreed to by both the parties. (g) In the event of the Supplier noticing at any point of time that there has been short payment by the Purchaser on any invoice, the Supplier shall bring it to the record of the Authorised Representative of the Purchaser. The amount due to the Supplier will be released through a fresh invoice or as mutually agreed to by both the parties.

	<p>Deductions:</p> <p>(h) All payments to the Supplier shall be subject to the deductions of tax at source under Income Tax Act, and other taxes and deductions as provided for under any law, rule or regulation. All costs, damages or expenses which Purchaser may have paid or incurred, for which under the provisions of the Contract, the Supplier is liable, the same shall be deducted by Purchaser from any dues to the Supplier. All payments to the Supplier shall be made after making necessary deductions as per terms of the Contract and recoveries towards facilities, if any, provided by the Purchaser to the Supplier on chargeable basis.</p> <p>Duties, Taxes and Statutory levies.</p> <p>(i) The Supplier shall bear all personnel taxes levied or imposed on its personnel, sub-contractor(s), consultants, or any other member of Supplier's Team, etc. on account of payment received under this Contract. The Supplier shall bear all corporate taxes, levied or imposed on the Supplier on account of payments received by it from the Purchaser for the work done under this Contract.</p> <p>(j) Supplier shall bear all taxes and duties etc. levied or imposed on the Supplier under the Contract including but not limited to Sales Tax, Customs duty, Excise duty, Octroi, Service Tax, VAT, Works Contracts Tax and all Income Tax levied under Indian Income Tax Act – 1961 or any amendment thereof up to the date for submission of final price bid, i.e., on account of payments received by him from the Purchaser for work done under the Contract. It shall be the responsibility of the Supplier to submit to the concerned tax authorities the returns and all other connected documents required for this purpose. The Supplier shall also provide the Purchaser such information, as it may be required in regard to the Supplier's details of payment made by the Purchaser under the Contract for proper assessment of taxes and duties. The amount of tax withheld by the Purchaser shall at all times be in accordance with Indian Tax Law and the Purchaser shall promptly furnish to the Supplier original certificates (Challans) for tax deduction at source and paid to the Tax Authorities.</p> <p>(k) If there is any reduction in taxes / duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser.</p> <p>(l) The Supplier shall be solely responsible for the payment</p>
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	<p>/fulfillment of its tax liabilities and obligations under the Income Tax Act and other such laws in force and the Purchaser shall not bear responsibility for the same. Supplier shall indemnify Purchaser against any and all liabilities or claims arising out of this Contract for such taxes including interest and penalty any such Tax Authority may assess or levy against the Purchaser/Supplier.</p> <p>(m) The Purchaser shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by the Supplier at the rates in force, from the amount due to the Supplier and pay to the concerned tax authority directly.</p> <p>(n) In case of early termination of the contract, Assessment shall be made of work done from the previous payment period, for which the payment is made or is to be made till the date of the termination. The Supplier shall provide the details of the services performed during this period with supporting documents. Based on such details, the remuneration shall be calculated based on the rate as specified.</p> <p>(o) The final settlement of payment will be made only after successful handing over of all enrolment data packets, registrar packets, DMS documents, pre enrolment data if any and other related things/ Purchaser's property etc. This will also hold true include the successful exit as per the UIDAI guidelines. Performance Bank Guarantee shall only be released only after the successful exit and handing over as mentioned above. The supplier shall be obliged to extend the validity of the Performance Bank Guarantee till such time.</p>
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7. GOOD FAITH

<p>7.1 Good Faith</p>	<p>The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.</p>
<p>7.2 Operation of the Contract</p>	<p>The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on</p>

	any action pursuant to this Clause shall give rise to a dispute subject to arbitration in accordance with Clause GC 8 hereof.
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8. SETTLEMENT OF DISPUTES

<p>8.1 Amicable Settlement</p>	<p>Performance of the contract is governed by the terms & conditions of the contract, in case of dispute arises between the parties regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, clause GC 8.2 shall become applicable.</p>
<p>8.2 Arbitration</p>	<p>(a) In the case of dispute arising upon or in relation to or in connection with the contract between the Purchaser and the Supplier, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to an Arbitral Tribunal consisting of 3 (three) arbitrators, one each to be appointed by the Purchaser and the Supplier, the third arbitrator shall be chosen by the two arbitrators so appointed by the parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators, appointed by the parties to reach a consensus regarding the appointment of the third arbitrator within a period of 30 days from the date of appointment of the two arbitrators, the Presiding arbitrator shall be appointed by the authority specified in SC 8.2 (a). The Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings.</p> <p>(b) Arbitration proceedings shall be held in India at the place indicated in SC 8.2 (b) and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.</p> <p>(c) The decision of the majority of arbitrators shall be final and binding upon both parties. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by the Purchaser and the Supplier. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself. All arbitration awards shall be in writing and shall state the reasons for the award.</p>

9. LIQUIDATED DAMAGES

9.1	The parties hereby agree that due to negligence of act of any party, if the other party suffers losses, damages the quantification of which may be difficult, and hence the amount specified hereunder shall be construed as reasonable estimate of the damages and both the parties agree to pay such liquidated damages, as defined hereunder as per the provisions of this Contract.
9.2	The amount of liquidated damages for services under this Contract shall not exceed the Contract Price.
9.3	The liquidated damages shall be applicable under the following circumstances: <ul style="list-style-type: none">a. Except as provided under GC 2.7, if the Supplier fails to perform the services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the value of the services supplied beyond stipulated delivery schedule for each week or part thereof of delay until actual delivery of performance, subject to a maximum of 10% of the value of the such services.b. In addition, the Supplier is liable to the Purchaser for payment of penalty as specified in the SLAc. If the services supplied do not meet the minimum specifications and standards as per the Contract, and the same is not modified to meet the requirements within 14 days of being informed by the Purchaser, the Purchaser shall be free to impose any penalty as deemed fit. In addition, the Purchaser shall reserve the right to terminate the contract and recover the liquidated damages by forfeiting the performance guarantee submitted by the Supplier

10. SEVERANCE

10.1	If any provision of this contract is held unenforceable, then such provision will be modified to reflect the parties' intention. All the remaining provisions of the Contract shall remain in full force and effect.
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11. ADHERENCE TO RULES & REGULATIONS

11.1 Adherence to Safety Procedures, Rules, Regulations, & Restrictions	(a) The Supplier shall comply with the provisions of all laws including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by Purchaser shall be applicable in the performance of this Contract and the Supplier shall abide by these laws.
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	<p>(b) Access to the data centre/ data processing sites and Purchaser's locations shall be restricted to only essential personnel belonging to the Supplier who are genuinely required for execution of work or for carrying out management/ maintenance who have been explicitly authorised by the Purchaser. The Supplier shall maintain a log of all activities carried out by each of its personnel.</p> <p>(c) The Supplier shall take all measures necessary or proper to protect the personnel and facilities and shall observe all reasonable safety rules and instructions. The Supplier shall adhere to all security requirement/regulations of the Purchaser during the execution of the work.</p> <p>(d) The Supplier shall take all measures to ensure compliance with all applicable laws and shall ensure that the Personnel are aware of consequences of non-compliance or violation of laws including Information Technology Act, 2000 (and amendments thereof) and the law providing the UIDAI statutory authority (when passed by parliament and brought into force).</p> <p>(e) The Supplier shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations</p> <p>(f) The Supplier shall at all times indemnify and keep indemnified the Purchaser for any situation arising out of this clause while providing its services under the Project.</p>
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12. INDEMNITY AND LIMITATION OF LIABILITY

<p>12.1 Indemnity</p>	<p>The Supplier shall indemnify the Purchaser from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:</p> <p>(a) any negligence or wrongful act or omission by the Supplier or the Supplier's Team or any third party associated with Supplier in connection with or incidental to this Contract; or</p> <p>(b) Any breach of any of the terms of the Supplier's bid as agreed, the Tender and this Contract by the Supplier or any third party.</p> <p>(c) Any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof.</p> <p>The Supplier shall also indemnify the Purchaser against any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, and movable or immovable as mentioned in any</p>
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	Intellectual Property Rights, licenses and permits.
12.2 Limitation of Liability	<p>Except in case of gross negligence or willful misconduct:</p> <ul style="list-style-type: none"> a. Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and b. The aggregate liability of the Supplier to the Purchaser whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Supplier to indemnify the Purchaser with respect to patent infringement

13. MISCELLANEOUS PROVISIONS

13.1 Miscellaneous Provisions	<ul style="list-style-type: none"> i. Any failure or delay on part of any Party to exercise right or power under this Contract shall not operate as waiver thereof. ii. The Supplier shall notify the Purchaser of any material change in their status, in particular, where such change would impact on performance of obligations under this Contract. iii. Each member/constituent of the Supplier, in case of a Consortium shall be jointly and severally liable to and responsible for all obligations towards the Purchaser for performance of works/services under the Contract. iv. The Supplier shall at all times indemnify and keep indemnified the Purchaser against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Project. v. The Supplier shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the Supplier. vi. The Supplier shall at all times indemnify and keep indemnified the Purchaser against any and all claims by Employees, agent(s), employed engaged or otherwise working for the Supplier, in respect of wages, salaries,
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	<p>remuneration, compensation or the like.</p> <p>vii. All claims regarding indemnity shall survive the termination or expiry of the Contract.</p> <p>viii. All materials provided to the Purchaser by Supplier are subject to Country and Haryana State public disclosure laws such as RTI etc.</p> <p>ix. The Supplier shall not make or permit to be made a public announcement or media release about any aspect of the Contract without a written consent from the Purchaser</p>
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3. SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract (SCC) shall supplement the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions herein shall prevail over those in the GCC.

(Clauses in brackets { } are optional; all notes should be deleted in final text)

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.5	<p>Purchaser: <i>Additional Chief Secretary, Revenue & Disaster Management Department, Haryana</i></p> <p>The addresses are:</p> <p>Attention: The Nodal Officer</p> <p>Facsimile: 0172-_____ Phone - _____</p> <p>E-mail: _____</p> <p>Supplier: _____</p> <p>Attention: _____</p> <p>Facsimile: _____</p> <p>E-mail: _____</p>
{1.7}	{The Supplier is <i>[insert name]</i> }
1.7	<p>The Authorized Representatives are:</p> <p>For the Purchaser: Name of Officer _____</p> <p>For the Supplier: _____</p>
2.1	The effective date of the Contract:
2.3	The date for the commencement of Services: Within 8 days of signing the contract – or as specified in the RFQ, whichever is later.
2.4	The time period shall be: two years, subject to the milestones specified in the corresponding clause of the RFQ.
3.5	The risks and the coverage shall be as follows:

	<p>(a) Third Party motor vehicle liability insurance in respect of motor vehicles operated in India by the Supplier or its Personnel, with a minimum coverage as per Motor Vehicles Act 1988;</p> <p>(b) Third Party liability insurance, with a minimum coverage of the value of the contract</p> <p>(c) Professional liability insurance, with a minimum coverage of the value of the contract</p> <p>(d) Purchaser's liability and workers' compensation insurance in respect of the Personnel of the Supplier and in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and</p> <p>(e) Insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Supplier's property used in the performance of the Services, and (iii) any outputs prepared by the Supplier in the performance of the Services.</p>
5.1 (c)	The Purchaser shall provide the following assistance and exemptions to the Supplier for the effective implementation of the services under this Contract: <The Purchaser may include the relevant provisions here>
6.2	The amount in Indian Rupees (INR) is <i>[insert amount]</i> .
6.3	<p><u>General terms and conditions of Payment Schedule</u></p> <ol style="list-style-type: none"> 1. All payments shall be made by the Purchaser in favour of the Supplier 2. Payments shall be made to the Supplier by the Purchaser as per the Terms of Payment detailed in Section 4.4 of the RFQ. 3. Power to withhold: Notwithstanding anything contained in the payment schedule mentioned below, if in the opinion of the Purchaser, any work done or supply made or service rendered by Supplier is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to withhold a reasonable portion of the payments due to the Supplier, till such work/ supply/ service is made confirming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of the purchaser under this contract. 4. All payments under this Contract shall be made to the account of the Supplier with (Bank & A/c No.): <p>Payments will be made by the Purchaser to the Supplier as per Contract Value quoted in the Formats for Financial Bid and agreed in the Contract, as follows:</p> <p><u>Payment Schedule</u></p> <p><Insert Payments Schedule here></p>
8.2 (a)	<Name of the Authority who will appoint the Presiding Arbitrator>
8.2 (b)	The Arbitration proceedings shall take place in Chandigarh in India.

APPENDIX A - TOTAL COST OF SERVICES

(Include here the rates quoted in the financial bid or the negotiated rates, whichever is applicable)

APPENDIX B – FORM OF PERFORMANCE BANK GAURANTEE BOND

1. In consideration of the President of India (hereinafter called 'the Government') having agreed to exempt _____ [hereinafter called 'the said Supplier(s)'] from the demand, under the terms and conditions of an Agreement dated _____ made between

_____ and _____ for _____ (hereinafter called 'the said Agreement'), of security deposit for the due fulfillment by the said Supplier(s) of the terms and conditions contained in the said Agreement, on production of a Performance Bank Guarantee for Rs. _____ (Rupees _____ Only) We,

_____,
(hereinafter referred (indicate the name of the bank) to as 'the Bank') at the request of _____ [supplier(s)] do hereby undertake to pay to the Government an amount not exceeding Rs. _____

against any loss or damage caused to or suffered or would be caused to or suffered by the Government by reason of any breach by the said Supplier(s) of any of the terms or conditions contained in the said Agreement.

2. We _____ (indicate the name of the bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Government by reason of breach by the said supplier(s) of any of the terms or conditions contained in the said Agreement or by reason of the supplier (s)' failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____.

3. We undertake to pay to the Government any money so demanded notwithstanding any dispute or disputes raised by the supplier(s) in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the supplier(s) shall have no claim against us for making such payment.

4. We, _____ (indicate the name of bank) further agree 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 of the

Government under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till _____ Office/Department/Ministry of _____ certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said supplier (s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the

_____ we shall be discharged from all liability under this guarantee thereafter.

5. We, _____ (indicate the name of bank) further agree with the Government that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said supplier (s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said Supplier (s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Supplier (s) or for any forbearance, act or omission on the part of the Government or any indulgence by the Government to the said Supplier (s) 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 us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Supplier(s).

7. The performance bank guarantee will hold good till the completion of the contract plus three months or extension period plus three months.

8. We, _____ (indicate the name of bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Government in writing.

9. Dated the _____ day of _____ for _____ (indicate the name of the Bank).