

***RFP Reference no: OBC/CO/DIT/RFP-UID/12/2014-2015
(Only for vendors Empanelled as Enrollment Agency by UIDAI)***

Request for Proposal

For

Selection of Enrolment Agencies

For

**Implementation of UID Project –
Phase- III**



ओ.बी.सी.

**Oriental Bank of Commerce
Department of Information Technology
Corporate Office
Gurgaon**

**Unique Identification Authority of India (AADHAAR) Project –
Phase - III**

General Detail	
Tender Id :	
Tender No :	OBC/CO/DIT/RFP-UID/12/2014-15
Department Name :	Oriental Bank of Commerce
Scope of Work :	Selection of Enrolment Agencies for Implementation of UID Project-Phase III
Tender Details :	REQUEST FOR PROPOSALS (RFP) FOR SELECTION OF ENROLMENT AGENCIES FOR IMPLEMENTATION OF UID PROJECT-PHASE III
Mode of Tender Submission	Online
Tender Type :	Open
Type of Contract:	Service
Bidding Type :	Indigenous
Consortium :	NOT ALLOWED
Download Tender Documents :	After meeting the Pre Qualification criteria
Purchaser Location :	Gurgaon
Key Dates	
Document Download Start Date & Time :	Monday September 15, 2014 10.00 AM
Document Download End Date & Time :	Monday October 6, 2014 5.00 PM
Last Date & Time of Online Bid Submission :	Tuesday October 7, 2014 5.00 PM
Date & Time of Online Bid Opening :	Thursday October 9, 2014 11:00 AM
Bid Validity Period (Days):	As per tender document
Project Duration :	As per tender document
Documents to be submitted Physically :	i. Participation Fee DD, ii. DD for EMD iii. Other documents supporting eligibility criteria etc. as per tender document.
Tender Activity Configuration	
Pre-bid-Meeting :	A pre meeting will be held at 1 st Floor, Department of Information Technology, Plot No-5, Sector-32, Corporate Office, Gurgaon – 122001 on Monday September 22, 2014 at 3.00 P.M. Bidders may discuss their queries in the meeting. However queries must reach us on or before Friday September 19, 2014 5.00 PM through e-mail on dit@obc.co.in , hodit_fi@obc.co.in or sunil@obc.co.in .
Mode of Apo-Po :	Offline
Mode of Document Fees Payment :	Offline
Mode of EMD payment :	Offline

Mode of Security Fees Payment :	NA
Payment Details:-	
Participation Fees:	₹5,000/- (Not refundable)
EMD Amount :	₹5,00,000/-
Performance Bank Guarantee	10% of the contract value rounded off to the nearest thousand Indian Rupees
Details	
Eligibility Criteria :	As per Tender Document
General Terms and condition :	As per Tender Document
Other Details :	<ol style="list-style-type: none"> The bidders must fulfil the Pre-Qualification criteria for being eligible to bid. The prospective bidders may mail their queries and suggestions for any changes required to be made in the bid document through e-mail on dit@obc.co.in, hodit_fi@obc.co.in and sunil@obc.co.in before Friday September 19, 2014. The suggestions and queries shall be responded in the pre-bid meeting on Monday September 22, 2014 and subsequent changes made based on the suggestions and clarifications as above shall be deemed to be part of the RFP document. No suggestions or queries shall be entertained after pre-bid meeting. The EMD and Bank Draft of ₹5,000/- on account of participation fees along with physical copies of all the documents mentioned in the Tender document in support of eligibility criteria etc. must be received at the following address before the date and time of submission of bid. Contact details of the Bank: Dy. General Manager (IT) Oriental Bank of Commerce, Corporate Office, Plot No-5, 1st Floor, Sector-32, Institutional Area, Gurgaon – 122 001 Phone: 0124-4126217, 0124-4126517 Fax: 0124-4126212 E-mail: dit@obc.co.in

Information for Online Participation

- Bidders who wish to participate in online tenders will have to register with the website (<https://obc.abcprocure.com>) through the "New user Registration" link provided on the home page. Bidder will create login id & password on their own in registration process.
- FACILITIES TO BE PROVIDED TO REGISTERED BIDDERS/ VENDORS BY THE SERVICE PROVIDER M/S e-Procurement Technologies Ltd:**
The following facilities shall have to be provided to the vendors registered for participating in the e-tendering process.
 - Digital Signature Certificate issued by approved certifying authority.
 - Hardware token to store the Digital Signature.
 - Training to the Vendor/Contractor for participating in the bids through e-tendering Website.
 - 24x7, 365 days call center support/ email/ phone/ fax/ chat / mobile etc. in all possible medium.
 - Registration with the e-tendering website.
 - Vendors/Contractors shall be permitted to participate in any other e-tender on the service provider's website for any other organization to whom the services are being provided.
 - User Manual/ Training Kit to the Vendor/ Contractor.

- (viii) Any no. of users of Vendor/ Contractor organization can take training on the e-tendering system.
- Bidders who wish to participate in this tender need to procure Digital Signature Certificate as per Information Technology Act-2000 using that they can digitally sign their electronic bids. Bidders can procure the same from any or the CCA approved certifying agencies, or they may contact **e-Procurement Technologies Ltd.** at below mentioned address and they will assist them in procuring the same. Bidders who already have a valid Digital Signature Certificate need not to procure the same. In case bidders need any clarification regarding online participation, they can contact,
e-Procurement Technologies Ltd.
Corporate Office :
B-705 Wall Street-2, Opp-Orient Club,
Near Gujarat College, Ellis Bridge,
Ahmedabad
Tel : +91-079-40016802 - 882 **Fax :** +91-079-40016816/876
Cell1 : +91-9374519754 **Cell2 :** +91-9377988119
Email : support@abcprocure.com **Website :** <http://www.abcprocure.com>
 - Bidders who wish to participate in e-Tender need to fill data in predefined forms of PQ, Technical, and Price bid available in respective tender only.
 - Bidder should upload scanned copies of reference documents in support of their eligibility of the bid and as per the instructions given in tender documents

After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.

e-Tendering

This Tender will follow e-Tendering process [e-bids] as under, which will be conducted by Banks' authorized e-Tendering service provider M/s. e-Procurement Technologies Ltd [abcProcure] through their Website as per details given below:

- a. Submission of Technical Bid & Commercial Bid by the Vendor
- b. Opening of Technical Bid & Commercial Bid by the Bank
- c. Clarification, if any, sought by the Bank.
- d. On-line evaluation by the Bank.

Representative of Vendors will be given training for e-Tendering by M/s. e-Procurement Technologies Ltd [abcProcure].

The response to the present tender will be submitted by way of two stage bidding process Technical bid & Commercial bid. Bidders need to submit their both Technical & Commercial bids through online mode only at OBC's e-Tendering portal <https://obc.abcprocure.com>.

After opening of the Technical bids these shall be evaluated and commercial bids of technically qualified bidders only shall be opened.

Short-listed vendors, if required, will be trained by e-Procurement Technologies Ltd. for this purpose, and they will have to abide by the e-business rules framed by the Bank in consultation with e-Procurement Technologies Ltd.

The bidders are requested to note that it is mandatory to have a **valid digital certificate (class-II or above enabled for encryption) issued by any of the valid certifying authority approved by Govt. of India** to participate in the online Event. The bidders are requested to ensure that they have the digital certificate, well in advance or if any assistance is required for the purpose, they can contact our service provider (M/s e-Procurement Technologies Ltd.) at the under mentioned details:

e-Procurement Technologies Limited (abcProcure)

Address: A - 201 / 208, Wall Street - II
Opp. Orient Club, Nr. Gujarat College
Ellis Bridge - Ahmedabad - 380 006
Gujarat (India)
Phone No. : + 91 79 4001 6867 / 6855 / 6885 / 6886 / 6868
Fax No. : + 91 79 4001 6876
Email: vaishali@abcprocure.com

Request for Proposal (RFP)

VOLUME I – INSTRUCTION TO BIDDERS

SELECTION OF ENROLMENT AGENCY

Oriental Bank of Commerce

OBC/CO/DIT/RFP-UID/12/2014-2015

15.09.2014

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1. INVITATION TO BID

To,

Dated: 15th September, 2014

1. *Oriental Bank of Commerce* invites Financial Bids from Enrolling Agencies (EA) empanelled by UIDAI for carrying out the enrolment functions in various districts of 22 States/UTs authorized to UIDAI for enrollment as on date (See Volume II-Annexure 5).
2. The Request for Proposal (RFP) consists of 3 Volumes as mentioned below:
 - a. Volume I – Instructions to Bidders and Selection Procedure
 - b. Volume II – Scope of Work
 - c. Volume III – Standard Contract
3. The Financial Bid consists of **22 schedules for States/UTs authorized to UIDAI for enrollment as on date (See Volume II- Annexure 5)**. The Bidder may quote for individual Schedules based on the eligibility criteria prescribed for each Schedule in this RFP.
4. The *Oriental Bank of Commerce* reserves the right to reject any or all the Bids in whole or part without assigning any reasons.
5. The “Request for Proposal” is available on the website www.obcindia.co.in for free download.
6. The EAs can apply for the Online tender at <https://obc.abcprocure.com>
7. This ‘Invitation to Bid’ is extended only to EAs empanelled by UIDAI for undertaking demographic and biometric data collection for enrolment of residents.
8. This ‘Invitation to Bid’ is non-transferable under any circumstances.
9. The response to the RFP should to be submitted on or before **7th October, 2014 by 5:00 PM** at the following address:

Dy. General Manager (IT)
Oriental Bank of Commerce
Department of Information Technology, Corporate Office
1st, Floor, Plot No.5, Sector-32
Institutional Area, Gurgaon-122 001

2. INTRODUCTION

2.1 About

Oriental Bank of Commerce is a leading Public Sector Bank with around 2150 Service Outlets (SOLs) i.e. Branches / Administrative Offices / Departments spread across the country and all are covered under Core Banking Solution (CBS). The Bank has a three tier organizational setup – Branches, Regional Offices & Corporate Office. Presently, there are 34 Regional Offices which are reporting to Corporate Office. Bank has implemented several Banking services viz. CBS, Internet Banking, SMS Banking, Mobile Banking, RTGS, NEFT, e-KYC etc. and also planning to launch few other applications very soon.

Bank has a Primary Data Centre (PDC) at Mumbai and Disaster Recovery Site (DRS) at New Delhi. All the live applications are running through the Primary Data Centre.

Bank is working as Registrar to UIDAI for implementation of UID project by enrolment of UIDs to public at large. The Bank as a Registrar shall select Enrolment Agencies which shall capture Know Your Resident (KYR) demographic data and biometric data from the residents to be given to UIDAI for issuance of UID number (also called Aadhaar). Along with KYR data, Enrolment Agencies will also capture additional fields what may be called as KYR+ and are detailed in Volume II- Annexure II.

2.2 About the Project

Government of India (GoI) has embarked upon an ambitious initiative to provide a Unique Identification (called “Aadhaar”) 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 major thrust on investments in various social sector programs, and transformation in public services delivery through e-Governance programs. Aadhaar has been envisioned as a means for residents to easily and effectively establish their identity, to any agency, anywhere in the country, without having to repeatedly produce identity documentation to agencies. More details on the UIDAI and the strategy overview can be found on the website: <http://www.uidai.gov.in>

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

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

3. INSTRUCTION TO BIDDERS

3.1 PART I - STANDARD

Definitions	<p>(a) “Purchaser” means the registrar with which the selected Bidder signs the Contract for the Services. In this project, the ‘Purchaser’ is the <i>Oriental Bank of Commerce</i>.</p> <p>(b) “Bidder” means any entity that may provide or provides the Services to the Purchaser under the Contract.</p> <p>(c) “Bid” means the Financial Proposal consisting of one/ multiple Schedules.</p> <p>(d) “Instructions to Bidders” (Section 3 of Volume I of the RFP) means the document which provides interested Bidders with all information needed to prepare their bids. This document also details out the process for the selection of the enrolling agency.</p> <p>(e) “Scope of Work” (SoW) means the Volume II of the RFP which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Purchaser and the Bidder.</p> <p>(f) “Standard Contract” means the Volume III of the RFP which provides the standard contract agreement to be signed between the Registrar and the selected EA.</p> <p>(g) “Schedule” means the financial bid for each Geographical area as specified by the Registrar. Registrar may choose to have only one Schedule for the entire State OR subdivide the State into multiple Schedules (one for each geographical area as specified by the Registrar – e.g. A State may be subdivided into Division/ District/ Block etc. and have individual Schedules for each sub-division)</p>
1. Introduction	<p>1.1 This RFP (Request For Proposal) is being issued only to the EA empanelled by UIDAI for undertaking the Demographic and Biometric data collection of Residents in 22 States/UTs authorized to UIDAI for Aadhaar enrollment as on date.</p> <p>1.2 All the provisions listed out in the Request for Empanelment (RFE) issued by the UIDAI and Terms & Conditions of Empanelment shall be binding upon the participating bidders of this RFP.</p> <p>1.3 The Registrar will select a firm, in accordance with the method of selection specified in the Data Sheet.</p> <p>1.4 The name of the assignment/job has been mentioned in Part II Data Sheet. Detailed scope of the assignment/ job has</p>

	<p>been described in the Scope of Work in Volume II.</p> <p>1.5 The date, time and address for submission of the bid has been given in Part II Data Sheet.</p> <p>1.6 Interested Bidders are invited to submit a Financial Bid for providing services required for the assignment named in the Data Sheet.</p> <p>1.7 The Purchaser is not bound to accept any bids, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Bidders.</p>
Only one Bid	1.8 A Bidder shall only submit one financial bid (can contain multiple Schedules). If a Bidder (single/ consortium partner) submits or participates in more than one bid, such bids shall be disqualified.
Bid Validity	1.9 The Part II Data Sheet to Bidder indicates how long Bidders' bid must remain valid after the submission date.
Consortium	1.10 Only those consortiums which have been empanelled by UIDAI are eligible to submit a consortium bid. In such a case, the lead EA empanelled by UIDAI shall be the lead member of the consortium and shall be responsible and liable to the Purchaser for all aspects of their bid, contract, etc.
Tenure of Contract	1.11 The estimated tenure of the contract shall be provided in Data Sheet Para 1.11
2. Clarification and Amendment of RFP Document	<p>2.1 Bidders may request a clarification in the RFP document up to the number of days indicated in the Data Sheet before the bid submission date. Any request for clarification must be sent in writing, or by standard electronic means to the Purchaser's address indicated in the Data Sheet.</p> <p>2.2 At any time before the submission of Bids, the Purchaser may amend the RFP by issuing an addendum/ corrigendum in writing or by standard electronic means. The addendum/ corrigendum shall be sent to all Bidders and will be binding on them.</p>
3. Preparation of Financial Bid	3.1 The preparation of the Financial Bid as well as all related correspondence exchanged by the Bidders and the Purchaser, shall be in English
	3.2 The Financial Bid shall be prepared using the attached Standard Forms (Annexure I and II of Volume I). It shall list

	<p>all costs associated with the assignment for each Schedule corresponding to the Geographical scope of work. Each Schedule corresponds to a particular geographical area and financial bid for each Schedule shall be treated separately at the time of evaluation. The geographical areas for each Schedule are given in Data Sheet Para 3.2. The financial bid shall not include any conditions attached to it and any such conditional financial bid shall be summarily rejected.</p> <p>3.3 The Bidders shall submit a copy of the Letter of Empanelment / Registration number issued by UIDAI duly indicating the level and tier as well as the list of States the Bidder is eligible to work in. Non-submission of the letter of empanelment / Registration number will render the bidder disqualified.</p> <p>3.4 The Bidders shall be eligible for bidding for the various Schedules based on the Eligibility criteria as per Data Sheet Para 3.4. Bidders shall strictly adhere to the Eligibility for different Schedules and shall submit Financial Bids only for those Schedules for which they are eligible. The Purchaser shall verify the contents of the 'Letter of Empanelment' with the list of empanelled agencies provided by UIDAI to check the eligibility of the Bidders for the various Schedules the Bidder has evinced interest in working in.</p>
Taxes	3.5 The Bidder may be subject to local taxes (such as: VAT, Service tax, duties, fees, levies) on amounts payable by the Purchaser under the Contract. Bidders shall include such taxes in the financial bid.
	3.6 Bidders should provide the price of their services in Indian Rupees.
Earnest Money Deposit (EMD), and Performance Guarantee.	<p>3.7 Earnest Money Deposit</p> <p>I. An EMD of ₹ 5 lakhs, in the form of DD drawn in favour of <i>Oriental Bank Of Commerce</i> payable at <i>Gurgaon</i>, 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 bank guarantee will be accepted in lieu of the earnest money deposit.</p> <p>V The EMD of the unsuccessful bidders would be returned back</p>

	within one month of signing of the contract.
	<p>3.8 The EMD shall be forfeited by the Purchaser in the following events:</p> <ol style="list-style-type: none"> I. If Bid is withdrawn during the validity period or any extension agreed by the Bidder thereof. II. If the Bid is varied or modified in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof. III. If the Bidder tries to influence the evaluation process. IV. If the Bidder with the lowest financial quote (L1) withdraws his Bid during finalisation (failure to arrive at consensus by both the parties shall not be construed as withdrawal of Bid by the Bidder).
	<p>3.9 Tender Fees: All Bidders are required to pay ₹ 5000/- towards Tender Fees in the form of Demand Draft drawn in favour of <i>Oriental Bank of Commerce</i> payable at <i>Gurgaon</i>. The Tender Fee is Non-Refundable.</p>
	<p>3.10 Performance Bank Guarantee</p> <p>The selected Bidder shall be required to furnish a Performance Bank Guarantee equivalent to 10% of the contract value rounded off to the nearest thousand Indian Rupees, in the form of an unconditional and irrevocable bank guarantee from a scheduled commercial bank in India in favour of Oriental Bank of Commerce for the entire period of contract with additional 90 days claim period. The bank guarantee must be submitted after award of contract but before signing of contract. The successful bidder has to renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable/payable from/by the Bidder on any account under the contract. On submission of this performance guarantee and after signing of the contract, demand draft submitted towards EMD would be returned in original.</p>
4. Submission, Receipt, and Opening of Bids	<p>4.1 The original Financial Bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidders themselves. The person who signed the Bid must initial such corrections.</p>

	<p>4.2 An authorized representative of the Bidders shall initial all pages of the original Financial Bid. The authorization shall be in the form of a written power of attorney accompanying the Financial Bid or in any other form demonstrating that the representative has been duly authorized to sign. The signed Financial Bid shall be marked “ORIGINAL”.</p> <p>4.3 The original Financial Bid for each Schedule shall be placed in a separate envelope, sealed and clearly marked “FINANCIAL BID FOR SCHEDULE – ‘N’”. All the sealed original financial bids for each Schedule shall be placed in a outer envelope, sealed and clearly marked “FINANCIAL BID” and the name of the assignment.</p> <p>The envelopes containing the Financial Bid, EMD, and Tender Fee shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and be clearly marked “DO NOT OPEN, EXCEPT IN PRESENCE OF THE OFFICIAL APPOINTED, BEFORE ___ hrs on DD-MM-YYYY”. The DD-MM-YYYY is the date of bid opening as provided in the datasheet or any extension to this date in accordance with para 2.2. The Purchaser shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Bid rejection. If the Financial Bid is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Bid non-responsive.</p>
	<p>4.4 The Bids must be sent to the address/addresses indicated in the Data Sheet and received by the Purchaser no later than the time and the date indicated in the Data Sheet, or any extension to this date in accordance with para. 2.2. Any bid received by the Purchaser after the deadline for submission shall be returned unopened.</p>
Right to Accept/ Reject the Bid	<p>4.5 Purchaser reserves the right to accept or reject any Bid and to annul the RFP process and reject all such bids at any time prior to award of contract, without thereby incurring any liability to the affected applicant(s) or any obligation to inform the affected applicant(s) of the grounds for such decision.</p>
5. Public Opening and Evaluation of Financial Bids	<p>5.1 Financial bids for each Schedule shall be opened publicly on the date & time specified the Data sheet, in the presence of the Bidders' representatives who choose to attend.</p> <p>5.2 The name of the Bidders and their financial bid for each</p>

	<p>Schedule shall be read aloud.</p> <p>5.3 The Purchaser will correct any computational errors for each Schedule. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the formers will prevail.</p> <p>5.4 The Contract shall be awarded to the lowest bidder (L1) for each Schedule.</p> <p>5.5 In case, a Bidder emerges as the Lowest Bidder (L1) for multiple schedules, then the Purchaser shall check whether the Bidder has exceeded its available Bid Capacity (as given in Data Sheet Para 5.5) in terms of the cumulative target enrolments to be covered in the multiple schedules.</p> <p>In case a single bidder emerges as the lowest bidder in multiple schedules and the total number of enrolments as per the schedules exceeds the Maximum available bid capacity of the bidder (as prescribed in the Empanelment list of UIDAI), then the bidder shall be considered selected in the schedules where he is the lowest bidder and within the Maximum bid capacity limits.</p> <p>In the remaining schedules over and above the lowest bidders Maximum bid capacity, the second lowest bidder shall be given an opportunity to match the L1, provided the L2 bidder also does not exceed its Bid Capacity. If the second lowest bidder does not match the lowest bid, then the offer to match the L1 is given to third lowest bidder and hence forth.</p> <p>The Purchaser shall follow this process till all the Schedules are awarded to Bidders and shall ensure that the Bidders do not exceed the available Bid Capacity (as given in Data Sheet Para 5.5) in terms of the maximum enrolments possible in a year.</p>
<p>6 Disqualification</p>	<p>Purchaser may at its sole discretion and at any time during the evaluation of application, disqualify any applicant, if the applicant:</p> <ul style="list-style-type: none"> (i) Submitted the application after the response deadline; (ii) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements; (iii) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in

	<p>the preceding three years;</p> <p>(iv) Submitted an application that is not accompanied by required documentation or is non-responsive;</p> <p>(v) Failed to provide clarifications related thereto, when sought;</p> <p>(vi) Submitted more than one application either as a Single Agency/ Prime Agency/ consortium member;</p> <p>(vii) Was declared ineligible/blacklisted by the Government of India/State/UT Government;</p> <p>(viii) Is in litigation with any Government in India.</p>
7. Award of Contract	<p>7.1 The winning Bidder for each Schedule shall submit a detailed Work Plan detailing out the area to be covered in each month and the timelines for covering the enrolment work in the geographical area, which shall plan be submitted at least 10 days in advance for concurrence. The Work Plan should be inline with the RFP in terms of deployment of enrolment stations. The Purchaser shall evaluate the same and make necessary modifications which shall be mutually agreed by both parties before issuance of Letter of Intent</p> <p>7.2 The Purchaser shall issue a Letter of Intent to the selected Bidder after mutual acceptance of the Work Plan</p> <p>7.3 The Bidders will sign the contract as per the standard form of contract in Volume III within 15 days of issuance of the letter of intent.</p> <p>7.4 The Bidder is expected to commence the assignment on the date and at the location specified in the Part II Data Sheet. In case the winning Bidder fails to start the enrolment work within 30 days of issue of Letter of Award of Work/ Letter of Intent, then the Purchaser may cancel the award of work to the lowest bidder and negotiate with the second lowest bidder (L2) for award of work.</p>
8. Termination of Contract	<p>Notwithstanding the duration of the contract stated in GC 2.4, the Registrar, without prejudice or liability, reserves the right to terminate the contract earlier due to reasons including but not limited to, operations of law, change in government guidelines/policies, change in the decision of the Management of the Registrar, project not being found viable etc. by giving 30 days notice to the supplier. The termination of the contract will be effective from 30 calendar days of the date of notice. If any Enrolment Agency is blacklisted by the UIDAI, no notice is required to be given and the contract will stand terminated from the date of such blacklisting by UIDAI.</p>

INSTRUCTION TO BIDDERS**3.2 PART II – DATA SHEET**

Paragraph Reference	
1.3	<p>Name and Details of Purchaser:</p> <p>Dy. General Manager (IT) Oriental Bank of Commerce Department of Information Technology, Corporate Office 1st, Floor, Plot No.5, Sector-32 Institutional Area, Gurgaon-122 001 Ph No : : 0124-4126217,4126517 Email ID : dit@obc.co.in Website : https://www.obcindia.co.in</p> <p>Method of selection:</p> <p>a) Technical Evaluation of eligible Bidders b) Commercial Evaluation c) Bank intends to empanel more than one vendor. Accordingly after deciding the L-1 vendor, counter offer shall be given to L2, L3 etc. at the rates quoted by L-1 and the technically compliant vendors willing to match L-1 rates will be considered for empanelment. It will be endeavored to distribute work evenly among all the empanelled vendors. However, the vendor giving better performance may be given preference.</p>
1.4	<p>Name of the assignment: <i>Selection of Enrolment Agencies for Implementation of UID Project Phase- III</i></p>
1.5	<p>The Bid submission address is:</p> <p>Dy. General Manager (IT) Oriental Bank of Commerce Department of Information Technology, Corporate Office 1st, Floor, Plot No.5, Institutional Area, Sector-32, Gurgaon-122 001</p> <p>Technical And Financial Bid in sealed envelopes (containing one or multiple covers depending on the number of Schedules in which the bidder is interested</p>

	and qualified for bidding), EMD, and Tender Fee must be submitted no later than the following date and time: Date: Tuesday, 7 th October, 2014 Time: 5:00 PM																																																																
1.9	Bids must remain valid for 90 days after the submission date.																																																																
1.11	The estimated tenure of contract: <i>2 Years</i> (24 Months) from date of issuance of Work Order																																																																
2.1	<p>Clarifications may be requested on or before Friday September 19, 2014 5.00 PM through e-mail on dit@obc.co.in, hodit_fi@obc.co.in or sunil@obc.co.in. A pre Bid meeting will be held on Monday September 22, 2014 at 3:00 PM at below Address.</p> <p style="text-align: center;">Oriental Bank of Commerce Department of Information Technology, Corporate Office 1st, Floor, Plot No.5, Sector-32 Institutional Area, Gurgaon-122 001 Ph No : : 0124-4126217,4126517 Email ID : dit@obc.co.in</p>																																																																
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	19	Schedule 19	Puducherry	9843
	20	Schedule 20	Chandigarh	10202
	21	Schedule 21	Sikkim	5436
	22	Schedule 22	Daman and Diu	7948
3.4	<u>Eligibility for Submission of Bids for the different Schedules</u>			
	Sl. No	Schedule No.	Minimum Technical 'Level' Requirement	Minimum Financial 'Tier' Requirement
	1	Schedule 1,2,3...22	As Per UIDAI Specified Eligibility	As Per UIDAI Specified Eligibility
	Bidders shall strictly adhere to the Eligibility for different Schedules and shall submit Financial Bids only for those Schedules for which they are eligible. The Bidders shall submit a copy of the 'Letter of Empanelment' along with the Financial Bid.			
4.3	Bidder must submit the following: Only the Original of the Technical Proposal Application Form and Financial Bid. The Financial Bid shall contain one/ multiple Schedules based on the geographical areas where the bidder is interested in working subject to maximum of five districts.			
5.1	The Bid Opening Date and Time is: Date: 9 th October, 2014 Time: 11:00 AM			
5.5	The Maximum Bid Capacity for the various Financial Capacity 'TIERS' as determined by UIDAI is as given below:			
	Sl. No	Financial Capacity 'TIER'	Maximum Bid Capacity (maximum enrolments in an year)	
	1	F1	25 Lakh enrolments	
	2	F2	50 Lakh enrolments	
	3	F3	250 Lakh enrolments	
	4	F4	500 Lakh enrolments	
6.1	Expected date and address for contract negotiations: Date: Will be Intimated after Finalization of Empanelled EA Address: Dy. General Manager (IT) Oriental Bank of Commerce Department of Information Technology, Corporate Office			

	<p>1st, Floor, Plot No.5, Sector-32 Institutional Area, Gurgaon-122 001 Ph No : : 0124-4126217,4126517 Email ID : dit@obc.co.in</p>
7.4	<p>Expected date for commencement of services Date: Will be Intimated after Finalization of Empanelled EA Address: Dy. General Manager (IT) Oriental Bank of Commerce Department of Information Technology, Corporate Office 1st, Floor, Plot No.5, Sector-32 Institutional Area, Gurgaon-122 001 Ph No : : 0124-4126217,4126517 Email ID : dit@obc.co.in</p>
X	<p><u>Qualification Criteria</u> A Single company/ organization (e.g. Govt./ Semi-Govt./ Private/ PSU/ NGO/ Not-for-Profit/ Microfinance Institution) or Consortium of companies/ organizations (maximum of 4 members) registered in India are eligible to submit proposals for carrying out the enrolment work as per this RFP. In case of a Consortium, one of the members of the consortium should act as the Prime Agency and shall be solely responsible to the Registrar for executing the enrolment activities and contractual obligations, if selected for carrying out enrolment activities. The Prime Agency should submit the bid on behalf of the Consortium.</p> <ol style="list-style-type: none"> 1. The Bidder (single agency/ prime agency) should have been in existence in India for a period of at least 3 years as on 31-03-2014. 2. The Bidder (single agency/ all consortium members) must be incorporated or registered in India under the Indian Companies Act, 1956 (including Section – 25 of the Act), the Partnership Act, 1932, Societies Registration Act 1860, the Indian Trusts Act 1882/ it's equivalent in the respective states OR Proprietorship entities having a PAN number. 3. The Bidder should be on the panel of UIDAI, having pan India presence. 4. Please refer Volume I Annexure V for minimum Net worth and minimum Turnover requirement for bidders. 5. The Bidder (single agency/ consortium members) should not have been blacklisted by Central, or any State/ UT Government. 6. The services of the Bidder should not have been terminated for

unsatisfactory work or fraudulent activity by Central, or any State/ UT Government.

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

The list of mandatory supporting documents to be submitted are:

1. Certificate of Incorporation from Registrar Of Companies (RoC) or Certificate of Registration/ Evidence of legal status of Bidder (Single Agency/ all Consortium members)
2. Letter of Association in case of Consortium/ certified true copy of the consortium agreement between the Prime Bidder and the other members of the consortium, describing the respective roles and responsibilities of all the members, in meeting the overall scope and requirements of the proposed Project.
3. Company Auditor Certified Financial Statements (of Single Agency/ Prime Agency in case of consortium) for the financial years 2013-14, 2012-13 and 2011-12 (Please include the sections on P&L, Turnover, Assets and Balance Sheet) should be provided by all types of bidders.
4. Declaration from the senior management citing that the organization has not been blacklisted by Central/ State/ UT Government and has not been charged for any fraudulent activity.
5. Declaration from the Senior Management citing that the service of the organization has not been terminated for unsatisfactory work or fraudulent activity by any Central/ State/ UT Government.
6. In case of NGO/ Not-for-profit organizations, declaration from the Senior Management citing that the organization is a non-political and non-denominational organization with no affiliation to any political party or religion.
7. Proof for Organization PAN number, VAT/ Service Tax number
8. Profile of the Organization giving relevant details of nature of work, experience, infrastructure, resources etc.
9. Letter of empanelment of UIDAI

4. FINANCIAL BID FORMS

The Financial Bid consists of one Schedule each for each geographical area outlined in Section 1.2 of Volume II. The bidder shall be responsible for doing the necessary background research to understand each geographical area, terrain, population density, urban-rural percentage as well as the infrastructure requirements.

The bidder shall quote the total cost for providing services as per the Scope of Work given in Volume II which shall include the cost for collection of demographic and biometric details of residents as per the requirements of the Oriental Bank of Commerce and UIDAI and the cost for providing other additional services specified in the Scope of Work. The total cost quoted shall be inclusive of all expenses like travel and lodging, cost of setting up enrolment centers and mobile units, cost of transferring data to the CIDR/ State data centre, printing / displaying of IEC material and Enrolment Forms at the Enrolment Centers, handling and handover of resident documents to document management agency of UIDAI, taxes and duties.

4.1 Financial Bid Covering Letter

The Bidders shall submit the Financial Bid Covering Letter as given in Annexure I of Volume I.

4.2 Financial Bid Form

The Bidders shall submit the Financial Bid Form as given in Annexure II of Volume I. Financial Bids which are not submitted as per the Financial Bid Form shall be summarily rejected. Any conditional bids shall also be summarily rejected during the evaluation of the financial bids.

5. TECHNICAL PROPOSAL

The Technical Proposal shall consist of the Technical Proposal Submission Form and the Technical Proposal Application Form and the documents required as per the list of mandatory documents as given in Para X of Data Sheet

It is the responsibility of the applicants to provide all supporting documents necessary to fulfill the mandatory eligibility criteria. In case, information required by Oriental Bank of Commerce is not provided by applicant, Oriental Bank of Commerce shall proceed with evaluation based on information provided and shall not request the applicant for further information. Hence, responsibility for providing information as required in this form lies solely with applicant. Non-submission of any of the required documents as per the list of mandatory documents given in Para X of the Data Sheet shall be grounds for rejection of the Proposal.

5.1 Technical Proposal Submission Form

The Bidders shall submit the Technical Submission Form as given in Volume I Annexure III

5.2 Technical Proposal Application Form

The Bidders shall submit the Technical Proposal Application Form as given in Volume I Annexure IV. The Bidders shall also submit all the mandatory documents as given in Para X of the Data Sheet.

6. Annexure I – Financial Bid Covering Letter (Illustrative)

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

To,

Dy. General Manager (IT)
Oriental Bank of Commerce
Department of Information Technology, Corporate Office
1st, Floor, Plot No.5, Institutional Area,
Sector-32, Gurgaon-122 001

Dear Sir,

Ref: Request for Proposal (RFP) Notification dated 15th September, 2014

1. Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP Notification dated 15th September, 2014 for Selection of Enrolment Agencies for enrolment of residents into UID System, in full conformity with the said RFP document. (in case of consortium, the names of the consortium partners shall be provided here)
2. We, the undersigned, offer to provide services to *Oriental Bank of Commerce* for carrying out the enrolment functions for the Selection of Enrolment Agencies for enrolment of residents into UID System of *Oriental Bank of Commerce* in accordance with your RFP.
3. We have read the provisions of the RFP document and confirm that these are acceptable to us. Hence, we are hereby submitting our Financial Bid.
4. We agree to abide by this RFP, consisting of this letter, financial bid and all attachments, for a period of ___ days from the closing date fixed for submission of bid as stipulated in the RFP document.
5. We hereby declare that we are interested in participating in the following Schedules and have submitted the financial bids for each Schedule specified below:
 - a. Schedule –1
 - b. Schedule – 2
 - c.
 - d. Schedule – 22

6. We would like to declare that we are not involved in any litigation with any Government in India and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
7. We hereby declare that we have not been blacklisted by any Central/ State/ UT Government.
8. We hereby declare that we have not been charged with any fraudulent activities by any Central/ State/ UT Government.
9. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.
10. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".
11. We understand that the *Oriental Bank of Commerce* is not bound to accept any bid received in response to this RFP.
12. In case we are engaged by the *Oriental Bank of Commerce* as an EA, we shall provide any assistance/cooperation required by *Oriental Bank of Commerce*, UIDAI appointed auditing agencies/ UIDAI officials for performing their auditing and inspection functions. We understand that our non-cooperation for the same shall be grounds for termination of service.
13. In case we are engaged as an EA, we agree to abide by all the terms & conditions of the Contract that will be issued by *Oriental Bank of Commerce*.
14. The financial bid includes the cost of setting up and operating of __Stationary enrolment stations and ___mobile enrolment stations, cost of providing additional services and performing all functions as per the scope of work defined in Volume II of the RFP (provide one statement for each Schedule).
15. The details of the work award by other Registrars for UID enrolments to our firm/consortium are as under :

Name of Registrars	Period of Contract	No. of Enrolments awarded

Our correspondence details with regard to this RFP are:

No.	Information	Details
1.	Name of the Contact Person	
2.	Address of the Contact Person	
3.	Name, designation and contact address of the person to whom all references shall be made regarding this RFP	
4.	Telephone number of the Contact Person	
5.	Mobile number of the Contact Person	
6.	Fax number of the Contact Person	
7.	Email ID of the Contact Person	
8.	Corporate website URL	

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

We remain,

Yours sincerely,

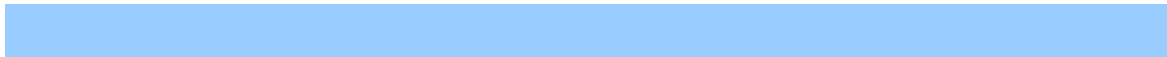
Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Date: _____



7. Annexure II – Financial Bid Form (Illustrative)**SCHEDULE – 1,2,3...22**

Geographical areas proposed to be covered under Schedule – 1,2,3...22: ALL DISTRICTS OF _____ ** STATES/ U.Ts.

Financial Bid for undertaking enrolment activities:

<i>Item</i>	<i>Costs In INR</i>
Total Cost* for undertaking demographic and biometric enrolment activities as well as delivering additional services for the Issuance of one UID Adhaar Number.	

** The total cost shall include all costs like the equipment costs, manpower costs, logistics for transfer of data to UIDAI, CIDR / State data centre, cost of scanning of document if implemented by UIDAI, DMS dispatch cost, vehicle costs, travel and lodging costs, taxes and duties and any other miscellaneous costs (Eg. cost of printing and displaying of IEC/ Publicity material and Enrolment Forms).*

Bidders are requested to provide the separate sheet for separate State as per Volume II Annexure IV

*** This could be any of the 22 States/UTs authorized to UIDAI for enrollment as on date*

8. Annexure III – Technical Proposal Covering Letter

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

To,

Dy. General Manager (IT)
Oriental Bank of Commerce
Department of Information Technology, Corporate Office
1st, Floor, Plot No.5, Institutional Area,
Sector-32, Gurgaon-122 001

Dear Sir,

Ref: Request for Proposal (RFP) Notification dated 15th September, 2014.

1. Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP Notification dated 15-09-2014 for Selection of Enrolment Agencies Implementation of UID Project – Phase- III, in full conformity with the said RFP document. (in case of consortium, the names of the consortium partners shall be provided here)
2. We have read the provisions of the RFP document and confirm that these are acceptable to us. Hence, we are hereby submitting our Proposal, which includes this Technical Proposal, and Financial Proposal sealed in separate envelopes.
3. We further declare that additional conditions, variations, deviations, if any, found in our RFP shall not be given effect to.
4. We agree to abide by this RFP, consisting of this letter, the detailed response to the RFP – Technical proposal and financial proposal and all attachments, for a period of 90 days from the closing date fixed for submission of proposal as stipulated in the RFP document.
5. We would like to declare that we are not involved in any litigation with any Government in India and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
6. We hereby declare that we have not been blacklisted by any Central/ State/ UT Government.
7. We hereby declare that we have not been charged with any fraudulent activities by any Central/ State/ UT Government.
8. We hereby declare that all the information and statements made in this RFP are true and accept that any misrepresentation contained in it may lead to our disqualification.

9. We understand that Oriental Bank of Commerce *is* not bound to short-list / accept any proposal received in response to this RFP.
10. In case we are engaged by the *Oriental Bank of Commerce* as an Enrolling Agency, we shall provide any assistance/cooperation required by *Oriental Bank of Commerce*, UIDAI appointed auditing agencies/ UIDAI officials for performing their auditing and inspection functions. We understand that our non-cooperation for the same shall be grounds for termination of service.
11. In case we are engaged as an Enrolling Agency, we agree to abide by all the terms & conditions of the Contract that will be issued by Oriental Bank of Commerce

Our correspondence details with regard to this RFP are:

No.	Information	Details
1.	Name of the authorized Contact Person	
2.	Address of the authorized Contact Person	
3.	Name, designation and contact address of the authorized person to whom all references shall be made regarding this RFP	
4.	Telephone number of the authorized Contact Person	
5.	Mobile number of the authorized Contact Person	
6.	Fax number of the authorized Contact Person	
7.	Email ID of the authorized Contact Person	
8.	Corporate website URL	

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[Applicant's Name with seal]

Name:

Signature:

Title:

Date:

9. Annexure IV- Technical Proposal Application Form

Sl.No	Information required	Information to be provided by bidders
1	Is it Single Agency Bid OR Consortium Bid:	
2	Name of Single Agency/ Prime Agency:	
3	In case of Consortium Bid, name of Consortium Members: a. b. c.	
4	Legal Status of Single Agency/ Prime Agency: a. Whether Government/ Semi-Government/ PSU/ NGO/ Not for Profit/ Private etc.: b. PAN number of the Organization c. VAT/Service Tax Registration number of the Organization (Provide these above details for each consortium member, in case of a consortium bid)	
5	Date of Incorporation of Single Bidder/ Consortium team members:	
6	Brief Write-up on the Organization's activities and Business Areas in case of Private/ Commercial Organization/ PSU/ Govt. Company/ Autonomous Body (include details on each consortium member, in case of consortium bid):	
7	In case of NGO/ Not for Profit, please provide the foll: information (include details of each consortium member also	

	separately): a) Principal field(s) of activity/operation b) Principal sources of funding c) Managing Committee/ Governing Body/ Office Bearers																													
8	Contact Name, Designation, Address, Email & Phone numbers:																													
9	Net Worth of the Single Agency/ Prime Agency as on 31 st March 2014, in case of a Private/ Commercial organization/ PSU/ Govt. Company/ Autonomous Body, duly certified by the Company Auditor (do not include intangible assets)	<table border="1"> <thead> <tr> <th colspan="2">Assets in INR Lakhs</th> <th colspan="2">Liabilities in INR Lakhs</th> </tr> </thead> <tbody> <tr> <td>Current Assets</td> <td></td> <td>Short term liabilities</td> <td></td> </tr> <tr> <td>Fixed Assets</td> <td></td> <td>Long term liabilities</td> <td></td> </tr> <tr> <td>Long term investments</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td><i>Total Assets (A)</i></td> <td></td> <td><i>Total Liabilities (B)</i></td> <td></td> </tr> <tr> <td colspan="2">Total Net Worth as of 31st March 2014 (A-B)</td> <td colspan="2"></td> </tr> </tbody> </table>	Assets in INR Lakhs		Liabilities in INR Lakhs		Current Assets		Short term liabilities		Fixed Assets		Long term liabilities		Long term investments								<i>Total Assets (A)</i>		<i>Total Liabilities (B)</i>		Total Net Worth as of 31st March 2014 (A-B)			
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11	Turnover/ Grants in Aid of Single Agency/ Prime Agency in the previous two financial years in case of NGO/ Not-for-Profit, duly certified by the Auditor	Financial Year	Turnover in INR Lakhs	Grants-in-Aid in INR Lakhs
		2011-12		
		2012-13		
		2013-14		
12	Locations where the organization and consortium members has offices:			
13	Number of Employees of organization and consortium members:			
14	<p>Number of successful biometric enrolments (fingerprint and/or Iris capture only) completed in last 3 financial years:</p> <p>(The kind of biometrics captured and the Project under which the enrolment was done should be mentioned clearly)</p>			
15	Schedules (and corresponding Geographical areas) where the Agency is interested in undertaking work (mandatory information)			

The applicant should submit information in the above format and should mandatorily provide all supporting documents as required in the application form.

10. Annexure V – Turnover and Net Worth Criteria

**In case of Private/ PSU/ Govt. Company/ Commercial Organization/
Autonomous Body**

<u>Sl. No</u>	<u>Target Population for any specified Geographical region</u>	<u>Minimum Net Worth required (range) in Rupees</u>
1	Less than 15 Lakhs	Between 50 Lakhs – 200 Lakhs
2	Between 15 Lakhs and 35 Lakhs	Between 201 Lakhs – 500 Lakhs
3	Between 35 Lakhs and 125 Lakhs	Between 501 Lakhs – 2000 Lakhs
4	Between 125 Lakhs and 500 Lakhs	> 2000 Lakhs

In case of NGOs/ Not-for-Profit organization

<u>Sl. No</u>	<u>Target Population for any specified Geographical region</u>	<u>Minimum Turnover/ Grants-in- aid required (range) in Rupees</u>
1	Less than 15 Lakhs	Between 50 Lakhs – 200 Lakhs
2	Between 15 Lakhs and 35 Lakhs	Between 201 Lakhs – 500 Lakhs
3	Between 35 Lakhs and 125 Lakhs	Between 501 Lakhs – 2000 Lakhs
4	Between 125 Lakhs and 500 Lakhs	> 2000 Lakhs

Request for Proposal (RFP)

VOLUME II – SCOPE OF WORK

SELECTION OF ENROLMENT AGENCY

Oriental Bank of Commerce

OBC/CO/DIT/RFP-UID/12/2014-2015

15.09.2014

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1. SCOPE OF WORK

The scope of work of the Enrolling Agency (EA) is defined as follows:

1. Functional scope
2. Geographical scope

1.1 Functional scope

The functional scope of this engagement shall include all the steps from setting up an enrolment centre (EC)/Enrolment station (ES) on for enrolment of residents for the Aadhaar Enrollment in various districts 22 States/UTs authorized to UIDAI for enrollment as on date (See Volume II- Annexure 5) up to providing requisite MIS reports to Registrar and UIDAI on enrolments completed till the whole enrolment operation for the targeted population is completed. The functional scope shall also include the collection of demographic details as per the *KYR+ data requirements of Oriental Bank of Commerce*, if any. The EA shall also be responsible for delivering additional services as required by the Registrar through this RFP.

- a) The scope of work of the EA includes the following:
 - i. Procure enrolment hardware, software including Biometric Devices as per UIDAI specifications; Upgrade to latest requirements as per process/technology changes from time to time
 - ii. Hire & Train Manpower for Enrolment; supervise the enrolment process at the field level to ensure that the enrolments are in accordance with prescribed processes and guidelines of UIDAI
 - iii. Enrol Operator/Supervisors; Certify, Register and Activate them at UIDAI
 - iv. Software Installation, Configuration and Registration
 - v. Setting up of EC and ES
 - vi. Set up a Help Desk at for crowd management and addressing resident grievances
 - vii. Help create awareness (By printing and deploying publicity/ IEC material) Capture Demographic and Biometric Data using UIDAI enrolment client
 - viii. Data Transfer to UIDAI
 - ix. MIS (Providing MIS to UIDAI/ Registrar on daily basis)
 - x. Ensuring Data Privacy and Security
 - xi. Document Management as per UIDAI guidelines [Note that Scanning of resident documents during enrolment may be made mandatory.]
- b) To understand the complete scope of work of an EA, refer the latest versions of the following documents available in the “Process Manuals and Guidelines” section on UIDAI website <http://www.uidai.gov.in/registrar-enrolments.html>
 - i) **EA roles and responsibilities – for activities that an EA needs to undertake during the Aadhaar Enrolment Program**

- ii) Checklist for Setting up EC – for hardware and software requirements and specifications at enrolment centre and station level that the EA needs to arrange/procure. Note that GPS and scanning of documents will be made mandatory by UIDAI.
- c) For Hiring and Training of Manpower, refer following documents:
 - i) Operator roles and responsibilities – for Operator hiring
 - ii) Supervisor roles and responsibilities -for Supervisor hiring
 - iii) Capability Building Framework – for training of EA personnel
- d) In addition applicants must familiarize themselves with the following documents for understanding of Aadhaar process and requirements:
 - i) Resident Enrolment Process Document
 - ii) EA Checklist for Refresh Phase
 - iii) Suspension Policy
 - iv) Data Quality and Penalty Policy
 - v) Data Protection and Security Guidelines for EA
 - vi) Process for Document Handover to DMS agency
 - vii) Update Policy
 - viii) Policy on Permanent Enrolment Centres (PECs)
 - ix) Exit and Stolen Machines Policy

UIDAI accords highest priority to quality of data and imposes penalties for Demographic and Process errors. Similarly UIDAI also imposes penalties for delay in upload of Resident Data Packets or not uploading the data packets.

The EA must appraise itself and ensure compliance with the latest versions of policy /process/technology requirements and guidelines issued by UIDAI from time to time.

1.1.1 Procure Biometric Devices as per UIDAI Specifications

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

1.1.2 Setting up of ES and EC

The number of ES/ EC and the duration shall be decided by the Registrar taking into account a number of factors like population density, geographical and topographical features,

accessibility etc. The Annexure III of this document provides minimum number of ES the EA is expected to set up based on:

1. Population to be covered
2. Density of population and
3. Maximum distance between two ES

The Annexure III provides the number of enrolment stations to be available for enrolment operation. The exact location and catchment area of enrolment station shall be decided by the registrar in consultation with the EA. These enrolment stations may be operated in camp mode or as permanent enrolment centre (PEC). A camp mode enrolment station in this context would mean an ES housed in a camp mode vehicle with facilities as defined in this section and shall move around in the catchment area (locality) assigned until the enrolment of the target population in the locality is completed. The detail about PEC shall be as per PEC policy framed and issued by UIDAI and available at <http://www.uidai.gov.in/registrar-enrolments.html>.

The minimum facilities in the setup are as follows:

a. Setting up of ES

ES refers to an individual enrolment booth/enclosure inside the EC. The capture of Demographic and Biometric data is done in this Station. An ES shall be equipped with all the necessary machinery at all times which includes:

S. No	Checkpoints
Mandatory Requirements	
A	Station
A.1	Laptop/Desktop available USB hub for connecting biometric and other devices; (Always Check with techsupport@uidai.gov.in for latest requirements). For ECMP version 2.0 <ul style="list-style-type: none"> • 2Ghz, Dual core CPU or later • 3GB RAM or higher • 160GB HDD • Dedicated USB 2.0 Port (minimum 5 ports required) Note: (Windows Vista/any 64 bit Operating System is not supported)

A.2	UIDAI software installed, tested, configured and registered with CIDR as per installation and configuration manual. A new version must be installed latest within one month of release on all registered laptops. VDM installed and services for the devices are running.
A.3	Iris capturing device available(record Make & Model)
A.4	Fingerprint capturing device available(record Make & Model)
A.5	Digital Camera (Record Make & Model) must conform to UIDAI's specifications.
A.6	White back ground screen, non reflecting, opaque, ~3ft wide, and with stand ,available for taking photographs
A.7	Extra monitor for residents to verify their data (15-16" with a resolution above 1024x768)
A.8	All devices necessary for enrolment must conform to UIDAI's specifications
A.9	Working of all equipment at every station tested
A.10	Memory Stick for data transfer (4 GB pen drive sufficient for 1 centre/day i.e. ~5 stations. EC should maintain a stock of 20 days)
A.11	Printer (A4 laser printer; must print photo with good quality receipt)
A.12	Printer Paper(Inventory for 5 stations for 10 days ~ 20 rims)
A.13	Antivirus / Anti Spyware checks
A.14	Data Card /Internet connectivity for Enrolment Client. Client synch is mandatory at least once in 10 days.
A.15	All Operators and Supervisors enrolled into Aadhaar, registered with UIDAI CIDR, Certified and Activated
A.16	All Operators, Supervisors and Introducers on boarded into Aadhaar client for local authentication.
A.17	The pre-enrolment data from the Registrars, if used, is available for import on laptops
A.18	If Registrar has additional fields to be captured , then the KYR+ software for capturing the KYR+ fields is configured and tested
A.19	Sponge for wetting and hand-cleaning cloth available
A.20	GPS Receiver as per UIDAI specs
A.21	Hardware keys for ESs for security reason (may be prescribed by UIDAI later)
A.22	Scanner for scanning documents during enrolment, where scanning is being used (pre-scanned documents can also be attached)

b. Setting up of EC

EC refers to the premises located in the area where the enrolment is being carried out. The location for the EC and number of ES per center shall be determined by the EA and approved by the Registrar. The enrolment plan and schedule for the center shall be prepared by the EA and shared with the registrar. One EC can host a single or multiple ES. Following are the specifications for an enrolment center.

B	Centre
B.1	Backup power supply (generator) of 2 KVA capacity for every five ESs kept in a centre
B.2	Fuel to run the generators
B.3	Printed Aadhaar Enrolment/Correction Forms available in sufficient numbers at centre / pre-distributed.
B.4	Bubble packed, water resistant, envelopes (CD mailer) for transferring pen drives/ hard disks to CIDR (wherever required)
B.5	Download and install latest version of Aadhaar SFTP client if using online mode for data transfer to CIDR. All packets need to be uploaded within 20 days of enrolment. The enrolment client will freeze if packet pending for uploads exceed 1000 on the station.
B.6	Photocopier for xerox of resident's PoI,PoA documents(or provisions as per contract)
B.7	Data Backup of each station at least twice a day on an external hard disk (backup should be maintained for a minimum period of 60 days).
B.8	Adequate lighting, fans & power points for plugging various biometric devices available
B.9	Local authorities informed of enrolment schedule
B.10	Introducers informed of enrolment schedule
B.11	Banner for the EC placed at entrance
B.12	Posters depicting enrolment process in English & the local language present in visible places
B.13	Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the EC
B.14	The User Manual of the software available for ready reference & operators aware of the same
B.15	Ink pad for taking thumb impressions on consent where resident/introducer is unable to sign
B.16	External Hard disk for taking backup
B.17	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc

Other Requirements at EC are listed as below:

Desired	
C Other Logistics	
C.1	Extension box for Power Cord
C.2	Water, soap and towel for cleaning hands
C.3	Drinking water facility available
C.4	Sufficient number of tables and chairs for enrolment station operators
C.5	Chairs/benches available in shade for waiting enrollees
C.6	Hall / room spacious & furniture organized to minimize movement of enrollee while capturing biometric information
C.7	At least one station is suitable for physically challenged, pregnant women, women with infants and elderly enrollees. This station is clearly marked with a visible banner. EC is preferably setup in ground floor.
C.8	Carry cases for all devices available
C.9	Material for cleaning biometric instruments and laptops as specified by device manufacturers
C.10	A separate enclosure to enroll “purdah-nasheen” women available
C.11	Sufficient no. of operators available for job rotation & preventing operator fatigue
C.12	Lady operators / volunteers to assist women enrollees
C.13	Security arrangement in place to stop enrollees from carrying bags / suitcases or any other material into the ECs
C.14	A ramp is provided for disabled and old age people; It is recommended that the centre should be setup in the ground floor of the building
C.15	First aid kit available
C.16	ORS kit available for areas in extreme heat conditions
D EC - 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 ES
D.7	Local Emergency Help numbers available at the center & operators aware of the same

- i. An EC shall be manned by a supervisor and technical personnel in addition to the operators at the enrolling stations. A ratio of 5:1 operators to supervisors as well as operators to technical staff subject to a minimum of one supervisor per EC should be maintained by the EA.

- ii. The premises of the EC are expected to be provided by the government authorities wherever available. However the EA shall ensure required infrastructure like connectivity, power (if not already available) etc. with the help of the local body authorities. In cases where such facilities are not available, the EA shall be responsible for providing alternate arrangements like power generator etc.
- iii. An area in the EC shall be clearly demarcated for enrollees waiting to be enrolled and facilities for seating should be provided.
- iv. In case of camp mode enrolment center/stations also, the decision on frequency/period of availability shall be decided by the Registrar based on density of population, geographical terrain etc.
- v. Key figures on the ES/EC are provided separately in Annexure III of this document.

1.1.3 Hire & Train Manpower for Enrolment

Hiring Manpower:

The EA shall hire manpower to operate the ES/ECs as per the guidelines prescribed by UIDAI.

- i. Operator: An Operator is employed by an EA to execute enrolment at the ES. To qualify for this role, person should satisfy the following criteria:
 - a. The person should be of age 18 years and above.
 - b. The person shall be minimum 10+2 pass.
 - c. The person should have a basic understanding of operating a computer and should be comfortable with local language keyboard and transliteration.

Before starting work as an Operator:

- a. The Operator should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated.
- b. The Operator should have undergone training on the process of UID Enrolment and various equipment and devices used during Aadhaar enrolment. Organizing this training is the responsibility of the EA.
- c. The Operator should have obtained certificate from a testing and certifying agency authorized by UIDAI.

- d. The Operator should have been activated, in accordance with UIDAI guidelines, prior to commencing enrolments. The EA is required to have a unique Operator ID for each, to activate them.

- ii. Supervisor: A Supervisor is employed by an EA to operate and manage ECs. It is mandatory to have one Supervisor at each EC. To qualify for this role, the person should satisfy the following criteria:
 - a. The person should be of age 18 years and above.
 - b. The person shall be 10+2 pass and should preferably be a graduate
 - c. The person should have a good understanding and experience of using a computer
 - d. The person should preferably have prior experience of working in Aadhaar Enrolment programBefore starting work as a Supervisor:
 - a. The Supervisor should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated.
 - b. The Supervisor should have undergone training on the process of UID Enrolment and various equipment and devices used during Aadhaar enrolment.
 - c. The Supervisor should have obtained certificate from a testing and certification agency appointed by UIDAI.
 - d. The Supervisor should have been activated in accordance with UIDAI guidelines prior to commencing enrolments. The EA is required to have a unique ID for each, to activate them.

- iii. Technical personnel: The EA shall hire Technical personnel to provide technical support during enrolment at the EC.

- iv. Induction training: After hiring the personnel as described above, the EA should impart induction training on the various activities involved in the enrolment process to enable them to understand and adjust to the local situation. The induction training is to be given just before actual deployment of the personnel for enrolment operations. The period of induction training shall be from 10 to 15 days.

Training of Manpower:

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

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

Indicative training modules and duration is provided in Annexure III B of this document. Alternatively an individual can undergo self training based on the content provided on the UIDAI website and attend the certification test. Upon successful certification the individual is deemed competent to perform in the role he is certified and can be hired by the EA for enrolment operations.

1.1.4 Conduct Enrolment Operations as per Standard Processes

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

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

UIDAI has defined clear-cut standard processes for Aadhaar enrolment which are published on UIDAI website and referred to in Annexure I.

Bank proposes to collect additional information (called KYR+), wherever available or applicable, during enrolment process. The KYR+ data and guidelines for capture of the details are given in Volume II - Annexure II.

1.1.5 Send Enrolment Data to UIDAI and Registrar

The enrollment data must be uploaded through SFTP client of UIDAI within the prescribed time limit notified from time to time. The registrar packet of enrollment data must also be transferred on the same day. Presently this is not required for registrar, however, the same can be provided on demand.

The UIDAI has issued separate instructions on capture, storage and handing over of documents i.e. Consent Slip, Enrollment Form, PoI, PoA and POR documents to DMS agency. The instructions are available on website <http://uidai.gov.in>. The selected EA has to ensure adherence to these instructions.

UIDAI may mandate GPS and scanning of resident document in future. UIDAI may further revise the DMS process in future.

1.1.6 Additional Services to be provided by the EA

Apart from the roles and responsibilities of EA provided by UIDAI, Enrolment Agencies are required to carry out following activities also:

- EA will be required to get the Enrolment Form/ IEC material printed and made available at the Enrolment Centres at their own cost.
- EA will be required to identify Document Verifiers to be appointed by Registrar.
- EA will be required to collect the KYR documents of the Verifiers and provide the same to Registrar for the appointment of the Document Verifier.
- Help filling the enrolment forms for the illiterate.
- Photo-copying of POI and POA of enrollee, if needed, should be done free of cost. As and when Scanning policy comes in place, EA will have to follow the same and/or adhere to any other UIDAI prescribed process for DMS.
- Establishment of ECs, second-time for mop-up Enrolment.
- *Development of software to capture KYR+ data*
- The operator should mandatorily ask from resident for consent for sharing data for availing various welfare schemes of Government.

1.1.7 Privacy & Security

EAs are responsible to make sure that the data is kept in a very secure and confidential manner and under no circumstances, shall they either use the data themselves or part with the

data to any other agency other than the UIDAI and / or Registrar in EAs agency and shall be subject to audit by UIDAI/Registrar/their representative from time to time.

1.1.8 Provide Electronic MIS Reports on Enrolment Status

EA will be required to share the daily MIS report of the enrolments completed on daily basis as per the format provided by UIDAI and Bank. These reports should be shared with UID Cell, Corporate Office, Gurgaon/ Nodal Officers at OBC Regional Offices and UIDAI as per format/ frequency required by them.

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

1.2 Geographical Scope

The geographical scope of work for enrolment operations shall include the following areas that shall be catered to by the EA by setting up enrolment stations as specified in Annexure III of Volume II. The geographical locations/area and the target population for that geographical location/area to be catered to by the EA is as follows:

Sl. No	Schedule No.	Name of State/ U.T (All Districts)	Target approx. Population
1	Schedule 1	Uttar Pradesh	15356493
2	Schedule 2	Maharashtra	2465679
3	Schedule 3	Bihar	8991594
4	Schedule 4	Andhra Pradesh	325840
5	Schedule 5	Madhya Pradesh	2569736
6	Schedule 6	Rajasthan	2775292
7	Schedule 7	Karnataka	1566157
8	Schedule 8	Gujarat	2465333
9	Schedule 9	Kerala	278028
10	Schedule 10	Jharkhand	624164
11	Schedule 11	Punjab	321547
12	Schedule 12	Chhattisgarh	1922320
13	Schedule 13	Haryana	565813
14	Schedule 14	Delhi	NA
15	Schedule 15	Uttarakhand	675718
16	Schedule 16	Himachal Pradesh	37758
17	Schedule 17	Tripura	44877
18	Schedule 18	Goa	12041
19	Schedule 19	Puducherry	9843
20	Schedule 20	Chandigarh	10202
21	Schedule 21	Sikkim	5436
22	Schedule 22	Daman and Diu	7948

1.3 Service Levels (Illustrative)

Sl. No.	Performance Indicator	Service Level Metric	Penalty on breach of service level (imposed monthly)*
Service Level Metrics and Penalties as per policy of UIDAI			
1	Penalty for Process Violation, data quality and Delay in upload of enrolment packet to UIDAI	As per policy framed, issued and modified by UIDAI from time to time. Any change in policy made subsequent to signing of the contracts shall also be applicable automatically.	As per policy framed, issued and modified by UIDAI from time to time. Any change in policy made subsequent to signing of the contracts shall also be applicable automatically.
Registrar level Service Level Metrics and Penalties			
1	Submission of MIS	Daily MIS is to be provided by the Enrolment Agencies to Bank/ UIDAI/ State Government. If MIS is not provided for a fortnight the penalty will be levied on Enrolment Agency.	₹5000/- per month
2	Delay in submission of documents to DMS agency as per UIDAI standards.	Enrolment Agency will be required to submit the DMS strictly as per UIDAI guidelines. In case of inordinate delay in submission/ non compliance of UIDAI guidelines pertaining to DMS activity will attract penalties to be	₹50,000/- per month

		levied by the Registrar.	
3	Non-collection/non-submission of documents to DMS agency.	Enrolment Agency will be required to submit the DMS strictly as per UIDAI guidelines. In case of inordinate delay in submission/ non compliance of UIDAI guidelines pertaining to DMS activity will attract penalties to be levied by the Registrar	₹50,000/- per month

*The amount of penalties referred above will be capped at 10 % of the total amount payable in that month/during the contract period.

Capping on penalty

The overall amount withheld on account of deficiencies, in a given month/during the contract period, shall normally be capped at 10 % of the total amount payable in that month/during the contract period. This will take into consideration the cumulative amount being withheld on account of deficiencies in performance, both on account of UIDAI policies and on account of Registrar level Service Level Metrics given above.

1.4 Roles and Responsibilities

Roles and Responsibilities of Registrar, EA and their personnel like Introducers, Verifiers, Operators and Supervisors are defined with respect to Aadhaar processes and the latest versions of these documents are available in the “Process Manuals and Guidelines” section on UIDAI website <http://www.uidai.gov.in/registrar-enrolments.html>

- i) Roles and responsibilities
- ii) Resident Enrolment Process Document

1.5 Timelines

Following is the timeline for completion of enrollment:

Sl. No	Schedule No	Geographical Area (All Districts)	Target Population	Start Date of Enrolment	End Date of Enrolment
1	Schedule 1	Uttar Pradesh	15356493	On Issuing of Purchase Order to EA	Shall be supplied in Individual Purchase Orders.
2	Schedule 2	Maharashtra	2465679		
3	Schedule 3	Bihar	8991594		
4	Schedule 4	Andhra Pradesh	325840		
5	Schedule 5	Madhya Pradesh	2569736		
6	Schedule 6	Rajasthan	2775292		
7	Schedule 7	Karnataka	1566157		
8	Schedule 8	Gujarat	2465333		
9	Schedule 9	Kerala	278028		
10	Schedule 10	Jharkhand	624164		
11	Schedule 11	Punjab	321547		
12	Schedule 12	Chhattisgarh	1922320		
13	Schedule 13	Haryana	565813		
14	Schedule 14	Delhi	NA		
15	Schedule 15	Uttarakhand	675718		
16	Schedule 16	Himachal Pradesh	37758		
17	Schedule 17	Tripura	44877		
18	Schedule 18	Goa	12041		
19	Schedule 19	Puducherry	9843		
20	Schedule 20	Chandigarh	10202		
21	Schedule 21	Sikkim	5436		
22	Schedule 22	Daman and Diu	7948		

1.6 Payment to the EA

Outcome based payments shall be made to the EA by the Registrar on a monthly basis based on the number of enrolments completed (Aadhaar Generated) and coverage of the scope of work. This payment shall be subject to adherence to the Service Level Agreements. Therefore 90% of payment due will be made on monthly basis and balance 10% will be made on adherence of Service Level Agreements and compliance of all terms of contract.

2. Annexure I – Guidelines for Enrolment

For guidelines pertaining to Resident Enrolment for Aadhaar refer the latest versions of the following documents available in the “Process Manuals and Guidelines” section on UIDAI website <http://www.uidai.gov.in/registrar-enrolments.html>

- i) Resident Enrolment Process Document
- ii) EA roles and responsibilities – for activities that an EA needs to undertake during the Aadhaar Enrolment Program
- iii) EA Checklist for Refresh Phase
- iv) Checklist for Setting up EC– for hardware and software requirements and their specifications at EC and ES level that the EA needs to arrange/procure. Note that GPS and scanning of documents will be made mandatory by UIDAI.
- v) Operator roles and responsibilities – for Operator hiring
- vi) Supervisor roles and responsibilities -for Supervisor hiring
- vii) Capability Building Framework – for training of EA personnel
- viii) Suspension Policy
- ix) Data Quality and Penalty Policy
- x) Data Protection and Security Guidelines for EA
- xi) Process for Document Handover to DMS agency
- xii) Update Policy
- xiii) Policy on PECs
- xiv) Stolen Machines Policy
- xv) Exit Policy

3. Annexure II – Specification and Formats for capture of KYR+ Information

Following additional information is required to be captured by the enrolment agencies during demographic data capture of residents called KYR*.

1	EPIC Number Issued by Election Commission		YES/NO		Number	
2	MGNREGS Job Card		YES/NO		Number	
	Number					
3	BPL Card Number		YES/NO		Number	
4	TIN (Temporary Identification Number) No.		YES/NO		Number	
5	PAN No.		YES/NO		Number	
6	Pension	YES/NO	If Yes, which Pension			
			Pension Number			
7-	Bank Details, if any	Name of the Bank		Branch	Savings bank, Acc.No	
8	Ration Card	YES/NO	BPL/APL	Card No	No of Units	Shop No
9	Post Office, if any	Account Number		Branch		

*Further additional fields can be added as per the requirement of UIDAI/ State Govt/ Registrar.

4. Annexure III – Indicative Number of ECs& Training Requirements

A. Indicative Number of ES and ECs based on Population to be covered are as under:

Schedule	District Name	Population	ES		Total
			Permanent*	Camp Mode **	
1,2,3...22	ALL DISTRICTS OF 22 STATES/U.Ts	-----	As per requirement of Registrar/UIDAI / State Government	As per requirement of Registrar/UIDAI / State Government	----
		Total			

Sl. No	Item	Number
1	Total Number of Permanent Enrolment Stations	-----
2	Total Number of Camp mode Enrolment Stations	-----
3	Total Number of Station	-----

* *Permanent Enrolment Stations: Refers to ES which are set up at a fixed location i.e. Block office/Tehsil as per the policy on PECs.*

** *Camp mode Enrolment Stations: Refers to enrolment station moving at village/panchayats/wards etc. for resident enrollment.*

B. Indicative Training Design Structure - details of training modules & their duration (in days)

Module Name & course Duration	Master Trainer	Enrolment Operator	Supervisor	Technical Support	Registrar Representative
UIDAI Overview	0.5	0.5	0.5	0.5	1
Introduction to UIDAI enrolment process	0.5	1	1	0.5	
Basics on Hardware devices (Biometric, camera, PC etc)	0.5	0.5	0.5	0.5	0.5
Working with the bio metric devices	0.5	1	1	0.5	
UID Client Application Software	1.5	2	2	2	0.5
Trouble Shooting on UID Client Application Software and Biometric devices	0.5	0.5	0.5	1	
Setting up an Enrollment center	0.5	---	1	1.5	
Enrollment Centre Management	0.5	---	0.5	0.5	0.5
Exception Handling	0.5	1	1	0.5	
Soft Skills - Interaction with Residents / Senior Residents, Grievance handling,, Crowd handling etc	1	1.5	1.5	0.5	0.5
Training Delivery Techniques	1.5	---	---	---	
Total	8	8	9.5	8	3

5. Annexure IV – Indicative Number of Enrolment

Sr. No	State/U.Ts	Population as per Census 2011	Population enrolled as per UIDAI Aadhaar Portal# ^	Un enrolled Population	Indicative Target
1	Uttar Pradesh	199812341	46247413	153564928	15356493
2	Maharashtra	112374333	87717542	24656791	2465679
3	Bihar	104099452	14183511	89915941	8991594
4	West Bengal*	91276115	49269176	42006939	4200694
5	Andhra Pradesh	84580777	81322373	3258404	325840
6	Madhya Pradesh	72626809	46929445	25697364	2569736
7	Tamil Nadu*	72147030	46739938	25407092	2540709
8	Rajasthan	68548437	40795517	27752920	2775292
9	Karnataka	61095297	45433732	15661565	1566157
10	Gujarat	60439692	35786362	24653330	2465333
11	Orissa*	41974218	22004908	19969310	1996931
12	Kerala	33406061	30625782	2780279	278028
13	Jharkhand	32988134	26746494	6241640	624164
14	Assam*	31205576	98024	31107552	3110755
15	Punjab	27743338	24527870	3215468	321547
16	Chhattisgarh	25545198	6322002	19223196	1922320
17	Haryana	25351462	19693329	5658133	565813
18	Delhi	16787941	17174876	NA	NA
19	Jammu and Kashmir*	12541302	2768055	9773247	977325
20	Uttarakhand	10086292	3329109	6757183	675718
21	Himachal Pradesh	6864602	6487026	377576	37758
22	Tripura	3673917	3225146	448771	44877
23	Meghalaya*	2966889	15563	2951326	295133
24	Manipur*	2570390	1009026	1561364	156136
25	Nagaland*	1978502	818795	1159707	115971
26	Goa	1458545	1338140	120405	12041
27	Arunachal Pradesh*	1383727	32343	1351384	135138
28	Puducherry	1247953	1149525	98428	9843
29	Mizoram*	1097206	82646	1014560	101456
30	Chandigarh	1055450	953433	102017	10202
31	Sikkim	610577	556216	54361	5436
32	Andaman and Nicobar Islands*	380581	166004	214577	21458
33	Dadra and Nagar Haveli*	343709	210454	133255	13326
34	Daman and Diu	243247	163767	79480	7948
35	Lakshadweep*	64473	55429	9044	904

Total	1010757232	663978971	546590602	54659060
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#This data is based on the Pincode i.e. number of Residents who have enrolled for that particular State/U.T. Although the resident may have enrolled themselves in different States.

^ This data is as available on UIDAI portal on 6th September, 2014

* These states / UTs are not authorized to UIDAI for enrolment as on date.

Note: The above list is of all states / UTs of the country. However the Bank shall empanel only for those States / UTs which have been authorized to UIDAI i.e. 22 States / UTs. **For others in case, UIDAI is authorized in future the empanelled vendors may be given chance to work with the Bank.** The Bank shall empanel immediately after end of the tender process for 4 States viz. Bihar, Uttar Pradesh, Uttarakhand and Chhattisgarh. For other 18 states the Bank may give order after November, 2014 depending on the work.

Request for Proposal (RFP)

VOLUME III - STANDARD CONTRACT

SELECTION OF ENROLMENT AGENCY

Oriental Bank of Commerce

OBC/CO/DIT/RFP-UID/12/2014-2015
15.09.2014

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1.1 Contract Form

THIS AGREEMENT is made on this _____ (eg. 3rd) day of _____ (eg. February), _____ (eg. 2014), 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 various applications were received pursuant to the said bid

AND WHEREAS the Purchaser has accepted a Bid by the Supplier for the supply of those Services in the sum of _____ (hereinafter “the Contract Price”).

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) The following Appendices: *[Note: If any of these Appendices are not used, the words “Not Used” should be inserted below next to the title of the Appendix]:*
 - Appendix A: Description of Services
 - Appendix B: Reporting Requirements
 - Appendix C: Total Cost of Services
 - Appendix D: Duties of the Purchaser
 - Appendix E: Form of 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 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]

1.2 General Conditions of Contract

1. GENERAL PROVISIONS

<p>1.1 Definitions</p>	<p>Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:</p> <p>(a) “Applicable Law” means the laws and any other instruments having the force of law in India.</p> <p>(b) “Purchaser” means the entity purchasing the services under this Contract</p> <p>(c) “Contract” means the Agreement entered into between the Purchaser and the Supplier, together with the contract documents referred to therein, including all the attachments, appendices, annexure, and all documents incorporated by reference therein</p> <p>(d) “Contract Price” 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 Contract</p> <p>(e) “Effective Date” means the date on which this Contract comes into force and effect pursuant to Clause GC 2.1.</p> <p>(f) “Enrolling Agency/ Enrolment Agency” means– the agency appointed by the Registrar for collection of the demographic and biometric data in the location assigned by the Registrar</p> <p>(g) “GC” means these General Conditions of Contract.</p> <p>(h) “Government” means the Government of India.</p> <p>(i) “Registrar” means the Agency of the Central or State Government or Local Government comprising the elected rural and urban local bodies Constitutional/ statutory Village Councils or a recognized Non-Governmental Organization with whom the UIDAI has entered into a Memorandum of Understanding for covering issues related to the implementation of the UID Project. The Registrar is the Purchaser of the services under this Contract.</p> <p>(j) “Supplier” means any private or public entity that will provide the Services to the Purchaser under the Contract. The Supplier is the Enrolling Agency whose bid to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement</p> <p>(k) “Member” means any of the entities that make up the joint</p>
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	<p>venture/consortium/association, and “Members” means all these entities.</p> <p>(l) “Party” means the Purchaser or the Supplier, as the case may be, and “Parties” means both of them.</p> <p>(m) “Personnel” means persons hired by the Bidder and assigned to the performance of the Services or any part thereof.</p> <p>(n) “SC” means the Special Conditions of Contract by which the GC may be amended or supplemented.</p> <p>(o) “Services” means the work to be performed by the Supplier pursuant to this Contract, as described in Appendix A hereto.</p> <p>(p) “Bidder” means the entity bidding for the services under the Contract.</p> <p>(q) “Resident” means normal resident of India</p> <p>(r) “UIDAI” means Unique Identification Authority of India</p> <p>(s) “In writing” means communicated in written form with proof of receipt.</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. Any disputes arising out of this contract shall be subject to the exclusive jurisdiction of Delhi Courts.
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 Appendix A 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 Bidder 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, noncompetitive 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>

	(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;
1.9.2 Measures to be taken by the Purchaser	<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>
1.9.3 Commissions and Fees	c) 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.
1.10 Interpretation	<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, 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</p>

	<p>have corresponding meanings;</p> <p>(i) The Volume I titled Instructions to Bidders and Volume II titled Scope of Work of the Request For Proposal (RFP) OBC/CO/DIT/RFP-UID/12/2014-2015 dated 15.09.2014 issued by Oriental Bank of Commerce shall form an integral part of this contract.</p> <p>(j) In the event of any inconsistency between the terms of this contract and the Volume I titled Instructions to Bidders and Volume II titled Scope of Work of the Request For Proposal (RFP) OBC/CO/DIT/RFP-UID/12/2014-2015 dated 15.09.2014 issued by Oriental Bank of Commerce, the terms of this contract hereof shall prevail.</p>
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2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

2.1 Effectiveness of Contract	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 SCC. The date the Contract comes into effect is defined as the Effective Date.
2.2 Termination of Contract for Failure to Become Effective	
2.2 a Termination of Contract for Failure to Become Effective	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 twenty one (21) 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.
2.2 b Termination of Contract	Notwithstanding the duration of the contract stated in GC 2.4, the Registrar, without prejudice or liability, reserves the right to terminate the contract earlier due to reasons including but not limited to, operations of law, change in government guidelines/policies, change in the decision of the Management of the Registrar, project not being found viable etc. by giving 30 days notice to the supplier. The termination of the contract will be effective from 30 calendar days of the date of notice. In case of termination as per this clause, all payments due to the supplier before such termination shall be made by the purchaser, subject to clause 6.3 GC of this contract.
2.3 Commencement of	The Supplier shall begin carrying out the Services not later than 30 days after the Effective Date specified in the SC.

Services	
2.4 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.
2.5 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.
2.6 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>
2.7 Force Majeure	
2.7.1 Definition	<p>a) 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>(b) 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>(c) Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.</p>
2.7.2 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.
2.7.3 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 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> <p>(i) Demobilize,; or</p> <p>(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> <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>
2.8 Suspension	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.
2.9 Termination	
2.9.1 By the Purchaser	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) through (k) of this Clause GC 2.9.1. In such an occurrence the Purchaser shall give a not less

	<p>than thirty (30) days' written notice of termination to the Supplier, and sixty (60) days' in the case of the event referred to in (l).</p> <ul style="list-style-type: none">(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.(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.(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.(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.(e) If the Supplier submits to the Purchaser a false statement which has a material effect on the rights, obligations or interests of the Purchaser.(f) If the Supplier places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Purchaser.(g) If the Supplier fails to provide the quality services as envisaged under this Contract. The Registrar/ UIDAI may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The Registrar/ UIDAI may decide to give one chance to the Supplier to improve the quality of the services.h) If the Supplier has been blacklisted by the UIDAI or disqualified for any reason including for no longer meeting the empanelment criteria laid down by the UIDAI based on which the Supplier was empanelled as n enrolling agency.(i) If the Supplier fails to fulfill its obligations under Clause G.C 3.3 hereof.(j) If the Supplier fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GC 8 hereof.
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	<p>(k) In the event of Supplier found :</p> <ol style="list-style-type: none">1. Submission of false particulars/fake documents for securing empanelment.2. Information provided to UIDAI is found to be incorrect.3. Evidence of Sub-contracting of enrolment work4. Empanelment conditions are not met within the specified time period.5. Applicant becomes insolvent, bankrupt; resolution is passed for the winding up of the applicant's organization.6. Significant changes to the organization leading to change of management, or in the course being conducted, are not notified to UIDAI.7. Non co-operation during audits/inspections by UIDAI/Registrars/auditing agencies empanelled/appointed by these.8. Conditions arising from audits are not met within the specified time period.9. Misleading claims about the empanelment status are made.10. Clear evidence is received that empanelled agency is in breach of copyright.11. Non-adherence to the UIDAI enrolment processes and guidelines, which includes use of latest enrolment client version, timely client sync and upload of resident data packets.12. Not uploading correct enrolment center details.13. Poor quality of biometrics and demographics data.14. Poor performance reports/Complaints received against the Enrolment Agency.15. Usage of biometric devices which are not approved by UIDAI.16. Deploying Enrolment Operators/supervisors who either do not have their Aadhaar generated and/or are uncertified and /or inactive as per UIDAI activation protocols.17. Mismanagement of the enrolment centers. Poor performance reports from performance monitors.18. Not maintaining the confidentiality of the documents, data collected or any other violation of UIDAI data security guidelines for Enrolment Agencies.
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	<p>19. Non-provision of necessary infrastructure at the enrolment centers.</p> <p>20. Undertaking enrolment operations at locations without valid agreement /approval of the Registrars</p> <p>21. Soliciting information outside the scope of work</p> <p>22. Any other reasons deemed fit by UIDAI/Registrar</p> <p>l) If the Purchaser, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.</p> <p>m) In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause GC Clause 2.9.1, 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 performance of the Contract to the extent not terminated</p>
<p>2.9.2 By the Supplier</p>	<p>The Suppliers may terminate this Contract, by not less than thirty (30) 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 2.9.2:</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 sixty (60) 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 forty-five (45) 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>2.9.3 Cessation of Rights and Obligations</p>	<p>Upon termination of this Contract pursuant to Clauses GC 2.2 or GC 2.9 hereof, or upon expiration of this Contract pursuant to Clause GC 2.4 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</p>

	and records set forth in Clause GC 3.5 hereof, and (iv) any right which a Party may have under the Law.
2.9.4 Cessation of Services	Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GC 2.9.1 or GC 2.9.2 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 3.9 or GC 3.10 hereof.
2.9.5 Payment upon Termination	<p>Upon termination of this Contract pursuant to Clauses GC 2.9.1 or GC 2.9.2, the Purchaser shall make the following payments to the Supplier:</p> <p>(a) If the Contract is terminated pursuant to Clause GC 2.9.1 (d), (g), (i),k(ii) to K(ix) and 1 or 2.9.2, remuneration pursuant to Clause GC 6.3(c), (i) hereof for Services satisfactorily performed prior to the effective date of termination;</p> <p>(b) If the agreement is terminated pursuant of Clause GC 2.9.1 (a) to (c), (e), (f), (h),(j). and k(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>
2.9.6 Disputes about Events of Termination:	If either Party disputes whether an event specified in paragraphs (a) through (t) of Clause GC 2.9.1 or in Clause GC 2.9.2 hereof has occurred, such Party may, within forty-five (45) 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.
2.10 Extension of Contract	The contract shall be extended for a period as required by the Purchaser based on mutual agreement. The rates used for the calculation of the 'Total Cost of Services' as given in Appendix C shall be effective for such extension.

3. OBLIGATIONS OF THE SUPPLIER

3.1 General	
3.1.1 Standard of Performance	The Supplier shall perform the Services and carry out their 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.
3.2 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>
3.3 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.
	a)The Supplier shall keep safe, secure and confidential and protect from unauthorized access, loss or damage all demographic information, biometric information and all documents, data and information of any nature collected in the course of enrolment of a resident.
	b)The Supplier shall not store, copy, publish, print, interfere, tamper with or manipulate the information collected in the course of enrollment for aadhaar,

	c)The Supplier shall not give access to the information or data collected in the course of enrolment to any person who is not authorized to handle the information or data. Information should only be given to personnel authorized by the Purchaser and only transmitted in the manner prescribed by the Registrar/UIDAI.
3.4 General 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.
3.5 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	The Supplier shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract
3.8 Reporting Obligations	(a) 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 Rights of Use	(a) 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.
3.10 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.
3.11 Equipment & 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.
3.12 Intellectual Property Rights (IPR)	(a) 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
3.13 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.
4.2 Project Manager	If required by the SC, the Supplier shall ensure that at all times during the Supplier's performance of the Services a project manager, acceptable to the Purchaser, shall take charge of the performance of such Services.

5. OBLIGATIONS OF THE PURCHASER

5.1 Assistance	Unless otherwise specified in the SC, the Purchaser shall use its best
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and Exemptions	<p>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 Change in the Applicable Law Related to Taxes and Duties	<p>If, after the date of this Contract, there is any change in the Applicable Laws of India with respect to taxes and duties, which are directly payable by the Supplier for providing the services i.e. service tax or any such applicable tax from time to time, which increases or decreases the cost incurred by the Supplier in performing the Services, then the remuneration and reimbursable expenses otherwise payable to the Supplier under this Contract shall be increased or decreased accordingly by agreement between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Clause GC 6.1(b).</p>
5.3 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 Appendix D at the times and in the manner specified in said Appendix.</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>
5.4 Payment	<p>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.</p>
5.5 Counterpart Personnel	<p>(a) If necessary, the Purchaser shall make available to the Supplier free of charge such professional and support counterpart personnel, to be nominated by the Purchaser with the Supplier's advice, if specified in Appendix D.</p> <p>(b) Professional and support counterpart personnel, excluding Purchaser's liaison personnel, shall work under the exclusive direction of the Supplier. If any member of the counterpart personnel fails to perform adequately any work assigned to such member by the Supplier that is consistent with the position occupied by such member, the Supplier may request the replacement of such member, and the Purchaser shall not</p>

	unreasonably refuse to act upon such request.
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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 2.6 and subject to Clause GC 6.1(c), payments under this Contract shall not exceed the amount specified in Appendix-C.</p> <p>(c) Notwithstanding Clause GC 6.1(b) hereof, if pursuant to of the Clause GC 5.2 hereof, the Parties shall agree that additional payments shall be made to the Supplier in order to cover any necessary additional expenditures not envisaged in the cost estimates referred to in Clause GC 6.1(a) above, the ceiling or ceilings, as the case may be, set forth in Clause GC 6.1(b) above shall be increased by the amount or amounts, as the case may be, of any such additional payments.</p>
6.2 Currency of Payment	<p>All payments shall be made in Indian Rupees</p>
6.3 Terms of Payment	<p>The payments in respect of the Services shall be made as follows:</p> <p>(a) The Supplier shall submit the invoice for payment when the payment is due as per the agreed terms. The payment shall be released as per the work related milestones achieved and as per the specified percentage as per SC.</p> <p>(b) All payments under this Contract shall be made to the accounts of the Supplier specified in the SC.</p> <p>(c) In case of early termination of the contract, the payment shall be made to the Supplier as mentioned here with:</p> <p>(i) Assessment should be made about work done from the previous payment period, for which the payment is made or 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. However, it is clarified that all payments for any enrolment operations shall be subject to receipt of the same from Government of India. For the removal of doubts, it is further clarified that in case no money is received from the Government of India, then no payment shall be made to the supplier for any</p>

	<p>enrolment operations undertaken either before or at the time of making demand for payment by the supplier.</p> <p>(d) If any penalties are levied upon the enrolment agency either by UIDAI or the Registrar, the same shall be deducted before making payment to the purchaser and the balance amount shall be paid. In case the penalty/ies amount exceeds the amount to be paid, the difference shall be recoverable from the enrolment agency either from the EMD or invocation of the Bank Guarantee or any other method at the sole discretion of the Registrar. However, the cumulative amount of penalty shall normally be capped at 10% of the total amount payable in that month/during the contract period</p>
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7. GOOD FAITH

7.1 Good Faith	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.
7.2 Operation of the Contract	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 any action pursuant to this Clause shall give rise to a dispute subject to arbitration in accordance with Clause GC 8 hereof.

8. SETTLEMENT OF DISPUTES

8.1 Amicable Settlement	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.
8.2 Arbitration	(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

	<p>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. The place of Arbitration proceedings shall be Delhi.</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>
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9. LIQUIDATED DAMAGES

<p>9.1</p>	<p>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.</p>
<p>9.2</p>	<p>The amount of liquidated damages for services under this Contract shall not exceed the Contract Price.</p>
<p>9.3</p>	<p>The liquidated damages shall be applicable under the following circumstances:</p> <p>(a) Except as provided under GC 2.7, if the Supplier fails to perform the services within the period specified in the Contract,</p>

	<p>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.</p> <p>(b) In addition, the Supplier is liable to the Purchaser for payment of penalty as specified in the SLA</p> <p>(c) 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</p>
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10. ADHERENCE TO RULES & REGULATIONS

<p>10.1 Adherence to Safety Procedures, Rules, Regulations, & Restrictions</p>	<p>(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.</p> <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>
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	<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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11. LIMITATION OF LIABILITY

<p>11.1 Limitation of Liability</p>	<p>Except in case of gross negligence or willful misconduct:</p> <p>(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</p> <p>(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</p> <p>(c) The Registrar shall not be liable to the Enrolment agency in case of any loss or profits or additional costs incurred etc. subsequent to termination of contract as per section 2.2 b of GCC of this contract.</p>
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12. INDEMNITY

<p>12.1 INDEMNITY</p>	<p>(i) The supplier shall indemnify and keep the purchaser/Registrar/OBC indemnified and save harmless, against any and all losses, damages, liabilities, suits, claims, counterclaims, actions, penalties, expenses (including attorney's fees and court costs and any expenses incurred by OBC for the enforcement of this indemnity), which OBC may suffer as a result of any order / judgment / directions of any court/ authority/tribunal/forum in respect of any action taken by the supplier after the date of this agreement. All liability arising in future in connection with the work being done by the enrolment agency will be of the supplier, if the said liability/ies is connected with the action taken by the supplier after the date of this</p>
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	agreement.
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13. MISCELLANEOUS PROVISIONS

13.1 Miscellaneous Provisions	<p>(ii) Any failure or delay on part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.</p> <p>(iii) 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.</p> <p>(iv) 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.</p> <p>(v) 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.</p> <p>(vi) 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.</p> <p>(vii) 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, remuneration, compensation or the like.</p> <p>(viii) All claims regarding indemnity shall survive the termination or expiry of the Contract.</p> <p>(ix) All materials provided to the Purchaser by bidder are subject to Country and <STATE> public disclosure laws such as RTI etc.</p> <p>(x) 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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1.3 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>The addresses are:</p> <p>Purchaser: Dy General Manager(IT)</p> <p>Attention: Oriental Bank of Commerce, Corporate Office, Plot No-5, 1st Floor, Sector-32, Institutional Area, Gurgaon – 122 001 Phone: 0124-4126217, 0124-4126517 Fax: 0124-4126212</p> <p>E-mail: dit@obc.co.in</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: Asstt General Manager(Marketing)/ Dy General Manager (Marketing)</p> <p>For the Supplier: _____</p>
2.1	The effective date of the Contract: Will be decided after empanelment of EA
2.3	The date for the commencement of Services: <Within 15 days from the signing of the contract between the Purchaser and the Supplier>
2.4	The time period shall be: 24 Months from the date of issuance of Work Order.
3.5	<p>The risks and the coverage shall be as follows:</p> <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)	<p>The Purchaser shall provide the following assistance and exemptions to the Supplier for the effective implementation of the services under this Contract:</p> <p>Registrar will provide all the assistance as provided in Aadhaar Handbook of Registrar as available on http://www.uidai.gov.in/registrar-enrolments.html except the following:</p>

	<ul style="list-style-type: none"> • EA will be required to get the Enrolment Form/ IEC material printed and made available at the Enrolment Centres at their own cost. • EA will be required to identify Document Verifiers to be appointed by Registrar. • EA will be required to collect the KYR documents of the Verifiers and provide the same to Registrar for the appointment of the Document Verifier.
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) The release of payments will be Performance (output) based, where the payments are made for measured deliverables and outputs. 3) Supplier shall obtain sign-off for each milestone completed from the Purchaser and raise invoice against the same. 4) Eligible Payments against invoice submitted (accompanied with all requisite documents) shall be released within 60 days of submission of invoice. 5) 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.6) 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>Shall be communicated through Work Order.</p>
8.2 (a)	Name of the Authority who will appoint the Presiding Arbitrator: Registrar

	(Oriental Bank of Commerce)
8.2 (b)	The Arbitration proceedings shall take place in Delhi.

1.4 Appendices to contract

APPENDIX A - DESCRIPTION OF SERVICES

[Note: This Appendix will include the final Statement of Work (SOW), dates for completion of various tasks, locations of performance for different tasks/ activities, specific tasks/ activities /outcomes to be reviewed, tested and approved by Purchaser, etc.]

Note: The final Statement of work (SOW) which includes dates for completion of various tasks, locations of performance for different tasks/ activities, specific tasks/ activities /outcomes to be reviewed, tested and approved by Registrar shall be shared at the time of execution of Agreement and issuance of the Work Order to the empanelled Enrolment Agencies.

APPENDIX B – REPORTING REQUIREMENTS

[List format, frequency and contents of reports; persons to receive them; dates of submission, number of copies, etc. If no reports are to be submitted, state here "Not applicable".]

NOTE: The Format for submission of MIS/ reports will be provided at the time of issuance of the work order. Enrolment Agency will be required to submit all kind of reports/Data as and when required by UIDAI/ registrar/ State government from time to time.

APPENDIX C – TOTAL COST OF SERVICES

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

The total cost to be payable to the supplier will be Bid/ Negotiated rate whichever is lower will be the cost payable to supplier/ Enrollment Agency

APPENDIX D – DUTIES OF THE PURCHASER

(Include here the list of Services, facilities and property to be made available to the Supplier by the Purchaser).

Note: Registrar will provide all the assistance as provided in Aadhaar Handbook of Registrar as available on <http://www.uidai.gov.in/registrar-enrolments.html> **except the following which will be done/ performed by enrolment agency:**

- ✓ EA will be required to get the Enrolment Form/ IEC material printed and made available at the Enrolment Centers at their own cost.
- ✓ EA will be required to identify Document Verifiers to be appointed by Registrar.
- ✓ EA will be required to collect the KYC documents of the Verifiers and provide the same to Registrar for the appointment of the Document Verifier.

APPENDIX E – FORM OF BANK GUARANTEE 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 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. 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.

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