

**REQUEST FOR PROPOSAL**  
**FOR**  
**TOLL FREE NUMBER AND ALLIED**  
**SERVICES FOR CONTACT CENTER**  
**OF UIDAI**

**Unique Identification Authority of India**  
**Ministry of Communications & IT**  
**Department of Electronics & Information Technology (DeitY)**  
**Govt. of India**  
9<sup>th</sup> Floor, Tower I  
Jeevan Bharati Building  
Connaught Circus  
New Delhi 110001

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**F.No. 14014/28/2015-Logistics**

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## SECTION-I: INVITATION TO BID AND INTRODUCTION

### PART-I: INVITATION TO BID:

1. The Director General, UIDAI on behalf of the President of India invites proposals from reputed and reliable telecommunication operators for providing 11 digit Toll Free Number and allied services to toll free number and service short code 1947 for “Contact Center” of UIDAI.
2. The Request for Proposal consists of 5 Sections as mentioned below:
  - Section I. Invitation to Bid and Introduction
  - Section II. Instructions to Bidders
  - Section III. Scope of Work and SLAs
  - Section IV. Conditions of Contract
  - Section V. Annexures
3. The response to the RFP should to be submitted on or before the date specified in the schedule for RFP below at the address for communication given in this section.
4. The UIDAI reserves the right to reject any or all the Bids in whole or part, prior to signing of the Contract, without assigning any reasons.
5. This “Invitation to Bid” is non-transferable under any circumstances.
6. Schedule for RFP:

S.No.	Activity	Date
1.	Date of issue of the RFP	11.06.2016
2.	Pre-Bid conference (11.30 hrs)	16.06.2016
3.	Last date for submission of written Queries	21.06.2016
4.	Date for issue of clarifications	28.06.2016
5.	Last date for submission of bids (15.00 hrs.)	15.07.2016
6.	Opening of pre-qualification sheets (15.30 hrs.)	15.07.2016
7	Opening of Financial offers (15.30 hrs.)	Will be intimated via e-mail

7. Address for Communication:
 

Assistant Director General (Logistics)  
 Unique Identification Authority of India  
 9<sup>th</sup> Floor, Tower – I, Jeevan Bharati Building,  
 Connaught Circus, New Delhi – 110 001
8. Financial Bid and supporting documents in sealed envelopes, EMD and Tender Fee, as per the procedure defined in Part-V of Section-II must be submitted not later than the date and time specified in Schedule for RFP.

## **PART-II: INTRODUCTION:**

1. The Unique Identification Authority of India (UIDAI) has been established by the Government of India in January 2009, as an attached office to the erstwhile Planning Commission now National Institution for Transforming India (NITI) Aayog w.e.f. (01.01.2015) as per Cabinet Secretariat's Notification S.O. 2492(E) (F. No. 1/21/24/2015-Cab), dated 12th September 2015, Unique identification Authority of India (UIDAI) has been put under Ministry of Communications and Information Technology (Sanchar Aur Soochna Praudyogiki Mantralaya), Department of Electronics and Information technology (Electroniki Aur Soochana Praudyogiki Vibhag). The mandate of the Authority is to issue a unique identification number (called Aadhaar or UID) to all Indian residents that is: (a) robust enough to eliminate duplicate and fake identities, and (b) can be verified and authenticated in an easy, cost-effective manner.

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

3. In this context, the UIDAI is collecting the demographic and Biometric data of residents of India. After de-duplication, it issues a Unique Identification Number to the resident, which is a 12 digit random number. Various Central Government Departments, State Governments and Financial Institutions like Banks and LIC have been partnered as 'Registrars' and are collecting the data with the help of Enrollment Agencies across the country.

4. Department of Telecommunications, Ministry of Communications & IT vide its letter No. 16-3/09-AS.III/Vol.III/1186 dated 02.11.2010 had allotted the short code '1947' to UIDAI (Unique Identification Authority of India), Planning Commission. This is a metered (Called Party Pays) service and toll free for calling subscribers. Further '1947' is **Category-I service** and of unrestricted accessibility (i.e. available on STD also). The number is being utilised by UIDAI for its 'Contact Center' which is being operated by the service provider engaged for the purpose. This Request for Proposal document is intended to invite bids from reputed and reliable telecommunication operators for providing Toll Free Number with "1800" as

prefix and “1947” as suffix i.e., 1800XYZ1947, services to short code 1947 and other services like PRI Lines for the use of ‘Contact Center’ of UIDAI.

5. The IVRS/ACD will be provided and managed by UIDAI via its Data Centre/s. The bidders are required to quote the prices for providing toll free number, services to short code and all allied services only. For details refer to Section-III of RFP.

**PART-III: ACRONYMS:****Acronyms**

1. **UIDAI** - Unique Identification Authority of India.
2. **DC** - Data Centre, UIDAI
3. **DR** - Disaster Recovery
4. **GoI** - Government of India
5. **SoW** - Scope of Work
6. **SLA** - Service Level Agreement
7. **PRI** - Primary Rate Interface
8. **IVRS** - Interactive Voice Response System
9. **ACD** - Automatic Call Distributor
10. **RGI** - Registrar General of India
11. **MSDG** - Mobile Service Delivery Gateway
12. **PSTN** - Public Switched Telephone Network
13. **NITI Aayog**- National Institution for Transforming India
14. **DeitY**- Department of Electronics & Information Technology

## SECTION-II: INSTRUCTIONS TO BIDDERS

### PART-I: GENERAL:

<b>Definitions</b>	<p>(a) “Purchaser” means the Unique Identification Authority of India (UIDAI) with which the selected Bidder signs the Contract for the Services.</p> <p>(b) “Bidder” means any entity that may provide or provides the Services to the Purchaser under the Contract.</p> <p>(c) “Service Provider” means the Bidder that has been selected by the Purchaser for execution of the service.</p> <p>(d) “Bid” means the Financial Proposal consisting of documents as stipulated in this RFP.</p> <p>(e) “Instructions to Bidders” (Section II of the RFP) means the document which provides interested Bidders with all information needed to prepare their bids. This document so details out the eligibility criteria and process for the selection of the Service Provider.</p> <p>(f) “Scope of Work”(SoW) means the Section-III of the RFP which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Purchaser and the Service Provider. It also includes the Service Level Agreement (SLA).</p> <p>(g) “Standard Contract” means the Annexure-III of the RFP which provides the standard contract agreement to be signed between the Purchaser and the selected Service Provider.</p> <p>(h) “Confidential Information” means any information disclosed to or by any Party to this Contract and includes any information in relation to the Parties, a third party including any such information that may come to the knowledge of the Parties hereto/Bidder’s team by virtue of this Contract that:</p>
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	<p>(i) is by its nature confidential or by the circumstances in which it is disclosed confidential and/or</p> <p>(ii) is designated by the disclosing Party as confidential or identified in terms connoting its confidentiality; but does not include information which is or becomes public knowledge other than by a breach of this Contract.</p> <p>(i) "Toll Free Number and allied services" means the 11 digit number provided by the Telecom Service Provider and other services related to TFN and short code 1947.</p> <p>(j) "Connect Minutes" is defined as aggregated connect minutes obtained after aggregating duration of individual calls (inbound/outbound) in seconds divided by 60.</p>
<b>1. General</b>	<p>1.1 All the provisions listed out in the Request for Proposal (RFP) issued by the UIDAI shall be binding upon the participating bidders of this RFP.</p> <p>1.2 The UIDAI will select Service providers, in accordance with the method of selection as detailed in Part-IV of Section-II "Selection Process".</p> <p>1.3 The detailed scope of the assignment/job has been described in the Scope of Work in Section III of RFP.</p> <p>1.4 The date, time and address for submission of the bid have been given in the Schedule for RFP at Part-1 of Section -I of RFP.</p> <p>1.5 Interested Bidders are invited to submit the documents for Pre-Qualification and Financial Bid, strictly as per Part V of Section II -"Bid Preparation and document Checklist".</p> <p>1.6 The Purchaser is not bound to accept any or all the bids ,and reserves the right to annul the selection process at any time prior to award of Contract, without thereby incurring any liability to the Bidders.</p>
<b>Only one Bid</b>	<p>1.7 A Bidder shall submit only one Financial Bid. If a Bidder submits or participates in more than one bid, such bids shall be disqualified.</p>



<b>Bid Validity</b>	1.8 The Part II of Section-II 'Data Sheet' indicates how long Bidders' Bid must remain valid after the submission date.
<b>Consortium</b>	1.9 Bids received from Consortiums will not be considered. Such bids shall be termed as 'invalid'
<b>Tenure of Contract</b>	<p>1.10 The tenure of the Contract shall be as specified in 'Data Sheet' at Part-II of Section-II and in SCC.</p> <p>1.11 Extension of the contract: The contract may be extended as specified in 'Data Sheet' at Part -II of Section-II.</p> <p>1.12 Termination of the contract: During the Contract period and/or tenure of Contract, the UIDAI, without prejudice or liability, reserves the right to terminate the contract.</p>
<b>2. Clarification and Amendment of RFP Document</b>	<p>2.1 Bidders may request a clarification in the RFP document upto the number of days indicated in 'Schedule for RFP', 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 Part I of Section-I.</p> <p>2.2 At anytime, 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>
<b>3. Preparation of Financial bid</b>	<p>3.1 The preparation of the Financial Bid as well as all related correspondence exchanged by the Bidders and the Purchaser, shall be in English</p> <p>3.2 The Financial Bid shall be prepared using the attached Standard Forms (Annexure-I and Annexure-II). It shall include all costs associated with the Service/Assignment. The financial bid shall not include any conditions attached to it and any such conditional financial bid shall be summarily rejected.</p>
<b>Taxes</b>	3.3 The Bidder may be subject to taxes, such as, but not limited to VAT, Service tax, duties, fees, levies etc. on amounts payable by the Purchaser under the Contract. Bidders shall exclude all such taxes in quoted cost in the financial bid.

	3.4 Bidders shall provide the price of their services in Indian Rupees and upto two decimal places only (for example: Rs.00.00)
<b>4. Earnest Money Deposit (EMD)</b>	<p><b>4.1 Earnest Money Deposit:</b></p> <p>I. An EMD of the value as specified in the 'Data Sheet' may be deposited in the form of Demand Draft drawn in favour of "PAO, UIDAI, New Delhi" payable at New Delhi.</p> <p>II. EMD in the form of Bank Guarantee will also be accepted. The Bank Guarantee may be addressed to the 'Assistant Director General' Unique Identification Authority of India, 9<sup>th</sup>Floor, Tower-1, Jeevan Bharati Building, New Delhi-110001. The Bank Guarantee should be valid for minimum 165 days.</p> <p>III. Bid not accompanied by EMD shall be rejected as non- responsive.</p> <p>IV. No interest shall be payable by the Purchaser for the sum deposited as Earnest Money Deposit.</p> <p>V. The EMD of the unsuccessful bidders would be returned back within 45 days of signing of the contract.</p>
<b>4.2 Forfeiture of EMD</b>	<p>The EMD shall be forfeited by the Purchaser in the following events:</p> <p>I. If Bid is withdrawn during the validity period or any extension agreed by the Bidder thereof.</p> <p>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.</p> <p>III. If the Bidder tries to influence the evaluation process.</p> <p>IV. If the Bidder/s selected as 'Service Provider chose to withdraw the Bid before the finalization process.</p>
<b>5. Tender Fees</b>	The RFP is available to be downloaded online, free of cost. However at the time of submission of RFP, bidders are required to pay the amount as specified in the 'Data Sheet' towards Bid Fees in the form of Demand Draft drawn in favour of "PAO, UIDAI, New

	Delhi” payable at New Delhi. This RFP Fees should be clearly marked “Bid Fee” and included along with the Application in a separate cover. The fee thus submitted is Non-Refundable.
<b>6. Performance Bank Guarantee</b>	<p>The selected Bidder shall be required to furnish a Performance Bank Guarantee equivalent to 10 % of the assessed project value of the contract, in the form of an unconditional and irrevocable Bank Guarantee from a scheduled commercial bank in India in favour of ‘Unique Identification Authority of India’ 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.</p> <p>On submission of this Performance Bank Guarantee and after signing of the contract, the demand draft/bank guarantee submitted towards EMD would be returned in original.</p>
<b>7. Submission, Receipt and Opening of Bids</b>	<p>7.1 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>7.2 An authorized representative of the Bidders shall initial/sign 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 envelope containing the signed Financial Bid shall be marked “ORIGINAL FINANCIAL BID”.</p> <p>7.3 For instructions on bid preparation and checklist of documents required for bid submission please refer Part-V of Section-II.</p> <p>7.4 The Purchaser shall not be responsible for</p>

	<p>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>7.5 The Bids must be sent to the address as indicated in Section-I and received by the Purchaser not later than the time and the date indicated in the Schedule for RFP in Section-I, or any extension to this date in accordance with para. 2.2 of this Part. Any bid received by the Purchaser after the deadline for submission shall be returned unopened.</p>
<p><b>8. Right to Accept/Reject the Bid</b></p>	<p>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>
<p><b>9. Public Opening and Evaluation of Financial Bids</b></p>	<p>9.1 Financial bids shall be opened publicly on the date &amp; time specified in the Schedule, in the presence of the Bidders' representatives who choose to attend.</p> <p>9.2 The Purchaser reserves the right to correct any computational errors.</p> <p>9.3 Award of contract to the qualified bidder will be done as per the process defined in Part-IV of Section-II.</p>
<p><b>10. Dis-qualification</b></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"> <li>(i) Submitted the application after the response deadline;</li> <li>(ii) Made misleading or false representations in the forms, statements and attachments submitted as proof of the eligibility requirements;</li> <li>(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 the preceding three years;</li> <li>(iv) Submitted an application that is not accompanied by required documentation or is</li> </ul>

	<p>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>
<b>11. Award of Contract</b>	<p>11.1 The Purchaser shall issue a 'Letter of Intent' to the selected Bidder after mutual acceptance of the Work Plan.</p> <p>11.2 The Bidder will sign the contract as per the standard form of Contract in Annexure III within 10 days of issuance of the letter of intent.</p> <p>11.3 The Bidders are expected to commence (in-bound services) within 28 days and out-bound services is to be start within 56 days of signing the Contract. In case the winning Bidder fails to start the assigned work within 28/56 days of signing of Contract, the purchaser shall impose penalty. The Purchaser may also cancel the award of work to the lowest bidder and negotiate with the next lowest bidder, as the case may be, for award of work.</p>
<b>12. Termination of Contract</b>	<p>Notwithstanding the duration of the contract the termination of the Contract is subject to the conditions as stipulated in clause 2 of General Conditions of Contract.</p>

**PART-II: DATA SHEET:**

<b>Paragraph Reference</b>	<b>Details</b>
1.8	Bids must remain valid for 120 days after the submission date.
1.10	<b>Tenure of Contract:</b> The contract shall be in force for two years subject to adherence to time lines/time frame and as per the terms and conditions of RFP.
1.11	<b>Extension of Contract:</b> The contract may be extended by a period of one year or a part thereof, subject to satisfactory performance.
2.1	Clarifications may be requested not later than the date defined in the Schedule. Clarifications may be e-mailed (only) to the following address, as per Annexure-VII: <a href="mailto:contactcenter@uidai.gov.in">contactcenter@uidai.gov.in</a> (The clarifications will be given on the UIDAI website only). The address is <a href="http://www.uidai.gov.in">www.uidai.gov.in</a>
4.1 (I)	Amount of EMD is Rs.65 lakhs
5.	Tender Fee is Rs.1,000/-.
6.	Performance Bank Guarantee will be 10% of the assessed project value of the contract.

**PART-III: ELIGIBILITY CRITERIA:****TABLE 1.CRITERIA FOR PRE-QUALIFICATION:**

1	Name of the Bidder			
2	Mailing address			
3	Telephone and Fax Number			
4	E-mail address			
5	Name and designation of the person authorized to make commitments to UIDAI <i>(Certificate of Authority to be provided)</i>			
6	Year of establishment and constitution of firm/company			
7	Other financial activities of the firm/company			
<b>S.No.</b>	<b>Pre-Qualification Criteria</b>	<b>Supporting Documents</b>	<b>Compliance (Yes/No)</b>	<b>Detailed Remarks</b>
1	Company registered in India under the Companies Act 1956 to provide telecom services'	Certificate of Incorporation/Registration		
2	Average overall annual turnover of at least Rs.100.00 crore during the previous three financial years (2012-2013, 2013-2014 & 2014-2015)	Audited/ Certified financial statements & annual report for 2012-2013, 2013-2014 & 2014-2015		
3	Should not have defaulted on any bank/institutions' loans in the past	Certificate from Company secretary		
4	Should not have	Certificate from		

	defaulted in payment of statutory dues or liabilities	Company secretary		
5	Should have filed income tax returns for the three financial years (2012-2013, 2013-2014 & 2014-2015).	Copy of the IT returns for 2012-2013, 2013-2014 & 2014-2015 duly acknowledged by Income-Tax department		
6	Should not have been blacklisted by any government agency/department at any point of time.	Certificate from Company secretary		
7	The Company should have been in existence for atleast three complete financial years	Certificate of Incorporation/ Registration		
8	The Company is willing to provide a 11 digit Toll Free Number with 1800 as prefix and 1947 as suffix, services to the short code 1947 and other services that meet the general and technical requirements specified in the Scope of Work in Section-III	Certification by the Authorised signatory of the Company		
9	Annual Reports for the last three Financial Years			

**The selected service provider has to provide the required certificates as per S. No, 4 & 6 from statutory auditor before signing of contract agreement.**



## **PART-IV: SELECTION PROCESS:**

### **1. EVALUATION OF PROPOSALS:**

The evaluation of the proposal will be done in 3 parts:

**1.1 Preliminary Scrutiny:** Each proposal will be scrutinized by a Screening Committee of UIDAI to determine whether the documents have been properly signed, all relevant papers submitted and the proposal is in order. Proposals not conforming to such requirements will be prima facie rejected.

**1.2. Pre-Qualification:** The minimum qualifying criteria mentioned in Table-1 at Part-III of Section-II will need to be met to be considered for opening of Financial Bid.

### **2. SELECTION OF SERVICE PROVIDER:**

- 2.1 The Financial Bids of only the 'Qualified Bidders' will be opened.
- 2.2 Bids received will be arranged from Lowest Cost (L1) to highest cost.
- 2.3 The lowest rate L1, received from a qualified bidder will be treated as the "**Discovered Rate**".

## PART-V: BID PREPARATION AND DOCUMENTS CHECKLIST:

### 1. FINANCIAL BID FORMS

The bidder shall quote the **cost per 'Connect Minute'** for providing Toll Free Number and all other allied services related to TFN and short code 1947 as per the Scope of Work given in Section III which shall exclude all the statutory taxes, levies, duties etc. The above amounts quoted shall also be inclusive of all costs for providing other additional services specified in the 'Scope of Work'. The cost quoted shall be inclusive of all incidental expenses. The 'Cost' should also be exclusive of all taxes, such as, but not limited to, VAT, Service tax, duties, fees, levies etc. on amounts payable by the Purchaser under the Contract.

### 2. FINANCIAL BID COVERING LETTER

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

### 3. FINANCIAL BIDFORM

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

## CHECKLIST

S.No.	Category	Detailed description	Compliance (Yes/No)
1.	Pre-Qualification Criteria	One SEPARATE sealed envelope, clearly marked " <b>PRE-QUALIFICATION</b> " containing the following: -  List as per Table -1 of Part-III.  Supporting Documents as per Table - 1 of Part-III.  Envelope containing the EMD.	
2.	Commercial Bid	One SEPARATE sealed envelope, clearly marked "COMMERCIAL BID" containing the commercial bid filled out in the formats as specified in Annexure- I & II of Section-V.	

3.	ORIGINAL and COPY envelopes	All of the envelopes specified in line items 1, and 2 need to be placed in one larger sealed envelope. Two such large envelopes each containing line items 1 and 2 needs to be prepared. One marked as "ORIGINAL - Bid for Toll Free Number and allied Services" and other marked as "COPY - Bid for Toll Free Number and allied Services".	
4.	One Single Envelope	<p>The two envelopes as specified in line item 4 needs to be put into one larger sealed envelope and marked as "Bid for Providing Toll Free Number and Allied Services".</p> <p>This envelope shall also contain the fee for Bid.</p> <p>This is the final form of the tender document that will be submitted at the address specified in Section-I.</p>	

**Note:** *It is desired from the bidders that all the envelopes are properly marked and sealed as indicated above and also indicates the name of the bidder firm.  
All the documents must be properly tagged and indexed.*

## SECTION-III: SCOPE OF WORK AND SLAs

### PART-I: DESCRIPTION OF SERVICES

#### 3.1 PURPOSE AND BACKGROUND

Unique Identification Authority of India (UIDAI), is issuing this Request for Proposals to award a contract to procure a National Toll Free number ending with '1947' and also to service the category – I short Code '1947' allotted to UIDAI. These Toll Free numbers will be serviced by our Contact Center partner for any Aadhaar related queries and grievances.

After selection of a Telecom Service Provider through this RFP process, the Service Provider will be required to deliver the services as per the requirements, detailed in this RFP document.

The selected Telecom Service Provider has to provide PRI connectivities to both main & DR Data centers for inbound calls and 3 locations of contact centre partners as given below:

M/s SMPL	M/s TBSS	
1. Plot No.-270, Phase-1, Industrial Area, Panchkula-134113, Haryana	2. Marsoft III, Marigold Complex, Near Balaji Temple, Kalyani Nagar, pune-411014	3. R.D. Tata High School, Arun Road, Sakchi, Jamshedpur-8310011

for outbound calls and the locations may be shifted from one location to other, if required. All the calls originating at PSTN for these Toll Free numbers will be routed to UIDAI's main Data Center which will be subsequently routed to the UIDAI's Contact Center partner for Customer Care service, if required. In case of failure of main Data centre of UIDAI, calls will be routed to the DR data centre.

UIDAI has its own ACD and IVRS system to provide routing and IVRS based information.

The number of connect minutes per month are expected to be serviced through the number is approximately 165 lakh. The service volume is expected to vary further depending upon different factors like sudden variation in enrolments by UIDAI and RGI, service launches like; Updation, authentication, MSDG gateway, Financial Inclusion etc.

Description of Services mentioned in this section, gives an insight of UIDAI's expectation towards Toll Free Service Delivery.

Assuming the start of this service from April'16, an expected volume may be seen below as reference: -

Year	1 <sup>st</sup> Year of the Contract	2 <sup>nd</sup> Year of the Contract
Inbound Call Minutes Per Month	165 Lakh	180 Lakh
Outbound Call Minutes Per Month	1.65 Lakh	1.8 Lakh

### **3.2 GENERAL REQUIREMENTS**

3.2.1 The selected service provider shall provide necessary PRI lines, at no charge to the purchaser, to the purchaser's Data Centre location listed below.

#### **DATA CENTRE ADDRESSES**

Upcoming main Data centre Plot No.1, Sector M2, IMT, Manesar, Gurgaon, Haryana - 122050	DR Data centre CA Site, No-1, NTI Layout, Rajiv Gandhi Nagar, Tata Nagar Entrance, Kodigehalli, Bangalore - 560092
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The selected service provider shall provide the required PRI connectivities to UIDAI's Main and Disaster Recovery Data Center.

3.2.2 All services offered shall be provided anywhere within the geographic boundaries of India.

3.2.3 All services shall be provided on a 24x7x365 basis.

### **3.3 TECHNICAL REQUIREMENTS**

At a minimum the following Toll Free service offerings shall be made available to the purchaser: -

The selected service provider shall provide basic Toll Free (Non-Dedicated) Services, Dedicated Services and two-way services (Inbound & Outbound)- Toll free services is defined as the called party will pay for the charges of the call made, the toll free services may be of non-dedicated type i.e. UIDAI may desire to use the Toll Free service for a specific purpose which may be a temporary endeavor or it may be of dedicated type i.e. for any purpose as defined by UIDAI.

The selected service provider shall provide the following toll free features:-

Dialed Number Identification Service (DNIS)- Dialed Number Identification service (DNIS) is a service that the service provider needs to facilitate UIDAI that lets UIDAI determine which telephone number was dialed by a resident. This is useful in determining how to answer an inbound call.

Automatic Number Identification (ANI) – Automatic number identification (ANI) is a feature of a telecommunications network for automatically determining the origination telephone number. This helps determining the state where the call was originated to determine how to treat an inbound call. The same is required to be provided by the service provider. Provides the Toll Free caller's phone number.

Impacted Service- can be further clarified as, if a one or more commissioned PRIs are down or the service is unavailable to these resulting in congestion in the toll free number or call drops then it will be deemed as "impacted service" however, if no service is impacted i.e. no call drops or congestion in the toll free number in the event of one or more PRIs not

being available then this non availability of PRI(s) will not be deemed as “impacted service”.

### **3.4 REPORT REQUIREMENTS**

**3.4.1 PERFORMANCE REPORTS:** - Electronic reports must be provided by the selected service provider on daily, weekly and monthly basis, regarding services provided to the Purchase, preferably online through a web portal with downloadable report format (Excel, Word, PDF, etc.). The reports containing the information may be discussed later with the selected service provider.

**3.4.2 CALL DETAIL REPORT:** - The selected service provider shall submit by the 5<sup>th</sup> business day of each month, a call detail report to the purchaser, which shall include the following for each call:

Calling number

Date and time

Duration of call (minutes)

Charge per call

Subtotal by Toll Free Number

Originating Number

**3.4.3 TROUBLE (MAINTENANCE) REPORT:** The selected service provider shall submit by the 5<sup>th</sup> business day of each month to the purchaser a report that lists at a minimum the following information:

Trouble Ticket Number

Name of Person/Division Reporting Trouble

Date and Time Received

Resolution

Restored Date and Time

Total Outage Time

Name of State Person/Division Accepting Restored Service

### **3.5 OUTAGES**

The selected service provider shall notify the purchaser two calendar weeks in advance by confirmed e-mail and/or letter of any planned service outages that may affect the purchaser's services provided, or describe alternate plans.

The selected service provider shall maintain processes and procedures for restoring service for situations where a reported service interruption cannot be resolved within eight (8) hours and for services that cannot be restored within 24 hours. Service transfer capabilities and the lag time to implement must be described for both type of service outage scenario.

## **PART-II: SERVICE LEVEL AGREEMENT ("SLA")**

(A) The selected Service Provider agrees to the following service level agreement (SLA) parameters while providing toll free phone services to UIDAI's stakeholders. These SLAs shall be tracked on a periodic basis and are envisaged to have penalty and or liquidated damage clauses on non-adherence to any of them.

For Toll Free phone service provided to stakeholders, the selected service provider will ensure that on an average, the service is available on the for use 99.50% of each Calendar Month ("Average Monthly Network Availability"). For purposes of this, Average Monthly Network Availability will be determined in accordance with the following calculation:

Average Monthly Network Availability =

[Total minutes of Network Non-Availability per "Impacted Service" (as hereinafter defined) per Calendar Month / {(number of days in the Calendar Month) x (24 hours) x (60 minutes)}}] x 100%



In the event that, for a particular Calendar Month, Average Monthly Network Availability falls below 99.95% below are the penalty slabs: -

<b>Average Monthly Network Availability</b>	<b>Amount of Penalty (as a percentage of Impacted Service)</b>
100.00% to 99.50%	0%
99.499% to 99.35%	5%
99.349% to 99.20%	10%
99.199% to 99.00%	15%
98.999% to 98.00	20%
Below 98.00%	25%

As used herein, "Impacted Service" will be defined as a particular PRI or Toll-Free number for which the Service is unavailable.

(B)

Sl. No.	Deliverable	Definition	Measurement Criteria	Timeline	Penalty
1.	Commencement of services	Commence the service as per the scope of work of RFP	The Service Provider shall begin carrying out the Inbound Services not later than 28 days after signing of the Contract and out-bound services is to be started within 56 days of signing the Contract failing which the purchaser shall impose penalty.	<p>Within 28/56 days (including 28<sup>th</sup>/ 56<sup>th</sup> Day)days from the date of signing the contract between the Purchaser and the Service Provider</p> <p>Delay of every 7 days from 28<sup>th</sup> / 56<sup>th</sup> day from the date of signing the contract between the Purchaser and the Service Provider</p>	<p>Nil</p> <p>1% for every 7 days delay from the first invoice. Capped at maximum 5%</p>
2.	Augmentation of PRIs (Inbound & outbound)	Increase in the number of PRIs after receiving a formal intimation (email or letter) from UIDAI.	Within 7 days from the date of receiving a formal intimation (email or letter) from UIDAI	<p>Within 7 days (including 7<sup>th</sup> day) from the date of receiving a formal intimation (email or letter) from UIDAI.</p> <p>Delay of every 7<sup>th</sup> day from the date of receiving a formal intimation (email or letter) from UIDAI.</p>	<p>Nil</p> <p>1% for every 1 day delay.</p>

**SECTION-IV: General and Special Conditions of Contract****PART-I****1. GENERAL PROVISIONS**

<b>1.1 Definitions</b>	<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) “Bidder” means the entity bidding for the services under the Contract.</p> <p>c) “Connect Minutes” means aggregated connect minutes obtained after aggregating duration of individual calls (inbound/outbound) in seconds divided by 60.</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) “Contract” means the Agreement entered into between the Purchaser and the Service Provider, together with the contract documents referred to therein, including all the attachments, appendices, annexure, and all documents incorporated by reference therein</p> <p>f) “Effective Date” means the date on which this Contract comes into force and effect pursuant to Clause GC 2.1.</p> <p>g) “GC” mean these General Conditions of Contract.</p> <p>h) “Government” means the Government of India.</p>
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	<p>i) “In writing” means communication in written form with proof of receipt.</p> <p>j) “Party” means the Purchaser or the Service Provider, as the case may be, and “Parties” means both of them.</p> <p>k) “Personnel” means persons hired by the Bidder and assigned to the performance of the Services or any part thereof.</p> <p>l) “Purchaser” means the entity purchasing the services under this Contract</p> <p>m) “Resident” means normal resident of India.</p> <p>n) “SC” means the Special Conditions of Contract by which the GC may be amended or supplemented.</p> <p>o) “Service Provider” means any private or public entity that will provide the Services to the Purchaser under the Contract. The Service Provider is the entity, whose bid to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement.</p> <p>p) “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in Scope of Work at Section-III of RFP hereto.</p> <p>q) “UIDAI” means Unique Identification Authority of India.</p>
<p><b>1.2 Relationship Between the Parties</b></p>	<p>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 Service Provider. The Service Provider, 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.</p>

<b>1.3 Law Governing Contract</b>	This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Laws of India.
<b>1.4 Language</b>	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.
<b>1.5 Notices</b>	
<b>1.5.1</b>	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.
<b>1.5.2</b>	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.
<b>1.6 Authorised Representatives</b>	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.
<b>1.7 Taxes and Duties</b>	The Service Provider and their Personnel shall pay all such direct and indirect taxes, duties, fees, and other impositions levied under the Applicable Laws of India.
<b>1.8 Fraud and Corruption</b>	
<b>1.8.1 Definitions</b>	<p>It is the Purchaser's policy to require that the Purchaser as well as Service Providers observe the highest standard of ethics during the selection and execution of such contracts. The Purchaser also requires that the Service Provider 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</p>

	<p>of value to influence the action of a public official in the selection process or in contract execution;</p> <p>(ii) “fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract to the Purchaser; and includes collusive practice among bidders, prior to or after bid submission, designed to establish bid prices at artificially high or non-competitive levels and to deprive the Purchaser of the benefits of free and open competition</p> <p>(iii) “collusive practices” means a scheme or arrangement between two or more bidders, with or without the knowledge of the Purchaser, designed to establish prices at artificial, non-competitive levels;</p> <p>(iv) “coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract;</p> <p>(v) “unfair trade practices” means supply of services different from what is ordered on, or change in the Scope of Work which was agreed to;</p>
<p><b>1.8.2 Measures to be taken by the Purchaser</b></p>	<p>(a) The Purchaser may terminate the contract if it determines at any time that representatives of the Service Provider were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract, without the Service Provider having taken timely and appropriate action satisfactory to the Purchaser to remedy the situation;</p> <p>(b) The Purchaser may also sanction against the Service Provider, including declaring the Service Provider ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Service Provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in</p>

	executing, a Purchaser-financed contract.
<b>1.8.3 Commissions and Fees</b>	Purchaser will require the successful Service Provider 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.
<b>1.9 Interpretation</b>	<p>In this Contract unless a contrary intention is evident:</p> <ul style="list-style-type: none"> <li>(a) the clause headings are for convenient reference only and do not form part of this Contract;</li> <li>(b) unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;</li> <li>(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;</li> <li>(d) a word in the singular includes the plural and a word in the plural includes the singular;</li> <li>(e) a word importing a gender includes any other gender;</li> <li>(f) a reference to a person includes a partnership and a body corporate;</li> <li>(g) a reference to legislation includes legislation repealing, replacing or amending that legislation;</li> <li>(h) where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;</li> <li>(i) in the event of an inconsistency between the terms of this Contract and the Bid document and the Proposal, the terms of this Contract hereof shall prevail.</li> </ul>

## 2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

<b>2.1 Effective Date of Contract</b>	This Contract shall come into effect on the date the Contract is signed by either Parties or such other later date as may be stated in the SC. The date, the Contract comes into effect is defined as the Effective Date.
<b>2.2 Termination of Contract for Failure to Become Effective</b>	
<b>2.2 (a) Termination of Contract for Failure to Become Effective</b>	If the selected Service Provider is unable to commence the service within the specified period, as per the scope of work of RFP, UIDAI may declare this Contract null and void and in the event of such a declaration, the Performance Bank Guarantee is liable to be forfeited by UIDAI
<b>2.2 (b) Termination of Contract subject to necessary approvals</b>	Notwithstanding the duration of the contract stated in GC 2.4, the UIDAI, without prejudice or liability, reserves the right to terminate the contract without assigning any reason whatsoever thereof .
<b>2.3 Commencement of Services</b>	The Service Provider shall begin carrying out the Inbound Services not later than 28 days after signing of the Contract and out-bound services is to be start within 56 days of signing the Contract failing which the purchaser shall impose penalty as specified .
<b>2.4 Expiration of Contract</b>	Unless terminated earlier pursuant to Clause GC 2.2 hereof, this Contract shall expire at the end of such time period, after the Effective Date, as specified in the SC. The Contract may be extended by a period of one year or a part thereof, subject to satisfactory performance.
<b>2.5 Entire Agreement</b>	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.



<p><b>2.6 Modifications or Variations</b></p>	<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, required by the service provider, the prior written consent of the Purchaser is required.</p>
<p><b>2.7 Force Majeure</b></p>	
<p><b>2.7.1 Definition</b></p>	<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>
<p><b>2.7.2 No Breach of Contract</b></p>	<p>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</p>

	<p>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.</p>
<b>2.7.3 Measures to be Taken</b>	<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 Service Provider, upon instructions by the Purchaser, shall either:</p> <ul style="list-style-type: none"><li>(i) suspend,; or</li><li>(ii) Continue with the Services to the extent possible, in which case the Service Provider shall continue to be paid proportionately and on pro-rata basis, under the terms &amp; conditions of this Contract.</li></ul> <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>

<b>2.8 Suspension</b>	The Purchaser may, by written notice of suspension to the Service Provider, suspend all payments to the Service Provider hereunder if the Service Provider 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 Service Provider to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the Service Provider of such notice of suspension.
<b>2.9 Termination</b>	
<b>2.9.1 By the Purchaser</b>	<p>(1) 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 than thirty (30) days' written notice of termination to the Service Provider unless specifically provided in the respective clause.</p> <p>(a) If the Service Provider does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Purchaser may have subsequently approved in writing.</p> <p>(b) If the Service Provider becomes (or, if the Service Provider consists of more than one entity, if any of its Members becomes and which has substantial bearing on providing Services under this contract) insolvent or go into liquidation or receivership whether compulsory or voluntary.</p> <p>(c) If the Service Provider, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.</p> <p>(d) If, as the result of Force Majeure, the Service Provider are unable to perform a material portion of the Services for a period of not less than sixty</p>

	<p>(60) days.</p> <p>(e) If the Service Provider submits to the Purchaser a false statement which has a material effect on the rights, obligations or interests of the Purchaser.</p> <p>(f) If the Service Provider places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Purchaser.</p> <p>(g) If the Service Provider fails to provide the quality services as envisaged under this Contract. The Purchaser may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The UIDAI may decide to give one chance to the Service Provider to improve the quality of the services.</p> <p>(h) If the Service Provider has been blacklisted by the UIDAI or disqualified for any reason.</p> <p>(i) If the Service Provider fails to fulfill its obligations under Clause G.C 3.3 hereof.</p> <p>(j) If the Service Provider fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GC 8 hereof.</p> <p>(k) In the event of Service Provider found :</p> <ul style="list-style-type: none"><li>(i) Sub-contracting of work/services without the prior written approval of UIDAI.</li><li>(ii) Provided incorrect information to UIDAI.</li><li>(iii) Non co-operative during audits conducted by UIDAI/ UIDAI Regional Office or auditing agencies appointed for the purpose.</li></ul> <p>(2) The Purchaser, in its sole discretion and for any reason whatsoever, may terminate this Contract by giving a notice of 30 days.</p> <p>(3) 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 Service Provider shall be liable to the Purchaser for any</p>
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	<p>additional costs for such similar services. However, the Service Provider shall continue performance of the Contract to the extent not terminated.</p>
<p><b>2.9.2 Cessation of Rights and Obligations</b></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:</p> <ul style="list-style-type: none"> <li>(i) such rights and obligations as may have accrued on the date of termination or expiration;</li> <li>(ii) the obligation of confidentiality set forth in Clause GC 3.3 hereof;</li> <li>(iii) the Service Provider's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GC 3.6 hereof;</li> <li>(iv) any right which a Party may have under the Law.</li> </ul>
<p><b>2.9.3 Cessation of Services</b></p>	<p>Upon termination of this Contract by the Purchaser pursuant to Clause GC 2.9.1, the Service Provider 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 Service Provider and equipment and materials furnished by the Purchaser, the Service Provider shall proceed as provided, respectively, by Clauses GC 3.9 or GC 3.10 hereof.</p>
<p><b>2.9.4 Payment upon Termination</b></p>	<p>Upon termination of this Contract pursuant to Clause GC 2.9.1, the Purchaser shall make the following payments to the Service Provider:</p> <ul style="list-style-type: none"> <li>(a) If the Contract is terminated pursuant to Clause GC 2.9.1 (d), (g), (i), k(i) to K(iii) and 1, remuneration pursuant to Clause GC 6.3(c)(i) hereof for Services satisfactorily performed prior to the effective date of termination;</li> </ul>

	(b) If the agreement is terminated pursuant of Clause GC 2.9.1 (a) to (c), (e), (f), (h), (j), the Service Provider 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 Merit 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 Service Provider will be required to pay any such liquidated damages to Purchaser within 30 days of termination date.
<b>2.10 Extension of Contract</b>	The contract on 'sole discretion of the purchaser' may be extended for a period of one year or a part thereof, subject to satisfactory performance by the service provider upon the same terms and conditions of this contract.

### 3. OBLIGATIONS OF THE SERVICE PROVIDER

<b>3.1 General</b>	
<b>3.1.1 Standard of Performance</b>	The Service Provider shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency, 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 Service Provider 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.
<b>3.2 Service Providers Not to Benefit from Commissions, Discounts,</b>	a) The payment of the Service Provider pursuant to Clause GC 6 shall constitute the Service Provider's only payment in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant

<b>etc.</b>	to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the Personnel and agents or either of them similarly shall not receive any such additional payment.
<b>3.3 Prohibition of Conflicting Activities</b>	The Service Provider 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 Service Provider shall keep safe, secure and confidential and protect from unauthorized access, loss or damage all demographic information, and all documents, data and information of any nature provided to the Service Provider for the discharge of services.
	b) The Service Provider shall not store, copy, publish, print, interfere, tamper with or manipulate the information/data received from UIDAI, other than required for discharge of services.
	c) The Service Provider shall not give access to the information or data collected and received from UIDAI in the course of discharge of services, to any person who is not authorized to handle the information or data. Information should only be given to authorised personnel and only used in the manner prescribed by the UIDAI.
<b>3.4 General Confidentiality</b>	Except with the prior written consent of the Purchaser, the Service Provider and the Personnel shall not at any time communicate to any person or entity any confidential information acquired, stored and received from UIDAI in the course of the Services, nor shall the Service Provider and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.
<b>3.5 Insurance to be Taken Out by the Service Provider</b>	The Service Provider (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.
<b>3.6 Accounting, Inspection and Auditing</b>	<p>(a) The Service Provider (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 if so required by the Purchaser</p> <p>(b) The Purchaser shall have the right to carry out inspection checks, audits of the Service Provider's premises and/ or locations, facilities, or point of delivery of services performed under this contract. The Purchaser shall also have the right to get third party independent audit conducted in wake of any instance of irregularity on the part of Service Provider during the course of or at the termination of contract.</p> <p>(c) The cost of third party independent audit , which is taken up for any instance of irregularity on the part of Service Provider during the course of or at the termination of contract under the provisions of the contract, shall be borne by Service Provider.</p> <p>(d) The Purchaser shall have the right to carry out scheduled/ un- scheduled visits to any of the locations, premises &amp; facilities and oversee the processes and operations of the Service Provider.</p>
<b>3.7 Sub-contracting</b>	The Service Provider shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract without the prior written approval.
<b>3.8 Reporting Obligations</b>	The Service Provider shall submit to the Purchaser the reports and documents specified in



	RFP, in the form, in the numbers and within the time periods set forth in the said Appendix.
<b>3.9 Rights of Use</b>	All rights of use of any process, product, service, or data developed, generated, or collected, received from UIDAI or any other task performed by the Service Provider 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 Service Provider 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.
<b>3.10 Safety &amp; Security of Data</b>	<p>(a) The Data, information, documents provided by the Purchaser to the Service Provider is the property of the Purchaser. The Service Provider shall display due diligence in the handling of the said data and be responsible for the Data, thus provided.</p> <p>(b) The Service Provider shall not use the information, the name or the logo of the Purchaser and or Government of India except for the purposes of providing the services as specified under this contract.</p> <p>(c) The Service Provider shall not use and/or transmit any information, data, layouts, designs, diagrams, storage media (hard disk/tapes) or any other goods/material in physical or electronic form, which are proprietary to or owned by the Purchaser, without prior written permission from the Purchaser.</p> <p>(d) The Service Provider shall follow the Security Guidelines issued by UIDAI from time to time.</p> <p>(e) The Service Provider would be governed by the provisions of the Law of the Land, including but not limited to the IT Act, and other relevant Acts.</p> <p>(f) The Purchaser reserves the right to carry out third party Audits of the Service Provider to ensure compliance of stated and implicit requirements.</p> <p>(g) The rogue behavior of the employees of Service Provider shall fall under the 'Unlimited liability' to</p>

	the Service Provider.
<b>3.11 Equipment &amp; Materials Provided by the Service Providers</b>	Equipments or materials brought into India by the Service Provider and the Personnel and used either for the Project or personal use shall remain the property of the Service Provider or the Personnel concerned, as applicable. However, Equipments or materials bought/provided by the Purchaser for the use of Service Provider shall remain the property of Purchaser.
<b>3.12 Intellectual Property Rights (IPR)</b>	The intellectual property rights to all the outputs, deliverables, data, and reports developed during the execution of this Contract shall remain sole property of the Purchaser.
<b>3.13 Assignment</b>	The Service Provider shall not assign, in whole or in part, any of their obligations under this Contract.

#### 4. SERVICE PROVIDER'S PERSONNEL

<b>4.1 General</b>	The Service Provider shall employ and provide such qualified and experienced Personnel as are required to carry out the Services.
<b>4.2 Project Manager</b>	If required by the Purchaser, the Service Provider shall ensure that at all times during the Service Provider's performance of the Services, a 'Project Manager', acceptable to the Purchaser, shall take charge of the performance of such Services. The Project Manager shall act as a single point of Contact.

#### 5. OBLIGATIONS OF THE PURCHASER

<b>5.1 Assistance and exemptions</b>	<p>Unless otherwise specified in the SC, the Purchaser shall use its best efforts to ensure that the Government shall:</p> <p>(a) Issue to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services.</p> <p>(b) Provide to the Service Provider and Personnel any such other assistance as may be specified in the SC.</p> <p>(c) The Purchaser may exempt the penalties, which</p>
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	are applicable on the basis of SLAs and levied on the monthly bills, on the written justifications provided by the service provider but it shall be at the sole discretion of the purchaser.
<b>5.2 Change in Duties, Taxes and statutory Levies</b>	If there is any reduction or increase in Duties, Taxes and Statutory Levies leviable on basic price, due to any reason whatsoever, after notification of award, benefit of the same shall be passed on to the purchaser or the service provider as the case may be.
<b>5.3 Services, Facilities and Property of the Purchaser</b>	<p>(a) The Purchaser shall make available to the Service Provider and its Personnel, the services, facilities and property, as mutually agreed, at the times and in the manner required by the Service Provider for efficient discharge of Services.</p> <p>(b) In case that such services, facilities and property shall not be made available to the Service Provider as and when required, the Parties shall agree on any time extension that may be appropriate to grant to the Service Provider for the performance of the Services.</p>
<b>5.4 Payment</b>	In consideration of the Services performed by Service Provider under this Contract, the Purchaser shall make to the Service Provider such payments and in such manner as is provided by Clause GC 6 of this Contract.
<b>5.5 Counterpart Personnel</b>	If required, the Purchaser shall make available to the Service Provider, free of charge, such professional and support counterpart personnel, to be nominated by the Purchaser with the Service Provider's advice.

## 6. PAYMENTS TO THE SERVICE PROVIDER

<p><b>6.1 Payment for Services</b></p>	<p>(a) The Service Provider shall be paid, as per the 'discovered rate' for carrying out/delivery of services as enumerated in Section-III.</p> <p>(b) The amount payable shall be finalised by UIDAI after taking into account the Penalties and Exemptions, if any applicable.</p> <p>(c) The Purchaser shall make the payment within 45 days of receiving the invoice from the Service Provider.</p>
<p><b>6.2 Currency of Payment</b></p>	<p>All payments shall be made in Indian Rupees</p>
<p><b>6.3 Terms of Payment</b></p>	<p>The payments in respect of the Services shall be made as follows:</p> <p>(a) The Service Provider shall submit the invoice for payment when the payment is due as per the agreed terms on 'Calendar month' basis.</p> <p>(b) The Service Provider shall provide a billing system that can compute price and penalties in real-time, accessible to UIDAI.</p> <p>(c) In the event of any wrong payment to Service Provider, the difference shall be adjusted in the subsequent payments.</p> <p>(d) All payments under this Contract shall be made to the accounts of the Service Provider specified in the SC.</p> <p>(e) In case of early termination of the contract, the payment shall be made to the Service Provider 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 Service Provider shall provide the details of the output/services performed during this period with supporting documents. Based on such details, the payment shall be calculated based on the specified rate/s.</p>

## 7. GOOD FAITH

<b>7.1 Good Faith</b>	<p>The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.</p>
<b>7.2 Operation of the Contract</b>	<p>The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but failure to agree on any action pursuant to this Clause shall not give rise to a dispute, subject to arbitration in accordance with Clause GC 8 hereof.</p>

## 8. GOVERNING LAW AND DISPUTE RESOLUTION

<b>Settlement of Disputes</b>	<p><b>8.1</b> The performance of contract, in all respect shall be governed by and construed in accordance with the laws of India.</p> <p><b>8.2</b> Any dispute of whatever nature, which arises out of, in relation to or otherwise connected with :</p> <p>8.2.1 the interpretation or effect of ;</p> <p>8.2.2 the validity, enforceability or rectification (Whole or in part) of ;</p> <p>8.2.3 the respective rights or obligations of the parties and/or 8.2.4 a breach (including a breach of any representation and warranty and/or the materiality thereof and or the amount of compensation payable in order to remedy of such breach and or the breach or failure to comply with any covenants or undertakings contained herein) or the termination or cancellation of the contract or in regard to whether either party have unreasonably withheld it approval or consent</p>
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	<p>under circumstances in which it may not do so; shall be dealt with in accordance with succeeding provisions of this clause.</p> <p>(All disputes arising out of the reasons mentioned herein above shall be collectively referred to herein after as “Dispute(s)”.</p> <p><b>8.3</b> All disputes shall at the first instance be resolved through good faith negotiations, which negotiations shall begin promptly after a party has delivered to the other party a written request for such consultation.</p> <p><b>8.4</b> if the parties are unable to resolve the dispute in question within 30 days of the commencement of the negotiations in terms of above clause then the dispute shall unless the parties otherwise agree in writing be referred for determination in accordance with the remaining provisions of this clause.</p> <p><b>8.5</b> Any dispute between the Parties arising out or in connection with this contract or in respect of any defined legal relationship associated therewith or derived there from, the Parties agree to submit that dispute to arbitration under the ICADR Arbitration Rules, 1996 to be decided by a sole arbitrator. The authority to appoint the arbitrator(s) shall be the International Centre for Alternate Dispute Resolution. The International Centre for Alternate Dispute Resolution will provide administrative services in accordance with the ICDR Arbitration Rules, 1996 and the parties shall consent to the same.</p> <p><b>8.6</b> the arbitration proceedings shall be held at New Delhi, India and language used in this proceedings shall be English.</p> <p><b>8.7</b> the decision Arbitrator appointed to deal with such matters shall be accepted by the parties as final and binding on parties.</p> <p><b>8.8</b> the decision to continue of performance of their respective remaining obligation under this contract or to rescind the contract shall be</p>
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	<p>decided mutually, despite the continuation of arbitration proceedings.</p> <p><b>8.9</b> the parties shall use their best endeavors to procure that the decision of the arbitrator is given within a period of six months or as after as is possible after it has been demanded.</p> <p><b>8.10</b> The courts in New Delhi, India shall have exclusive jurisdiction in relation to this contract including this clause.</p> <p><b>8.11</b> All fees for pertaining to arbitration proceedings shall be borne by the parties equally.</p> <p><b>8.12</b> all other costs incurred by the parties shall be borne by the respective parties.</p>
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## 9. LIQUIDATED DAMAGES

<b>9.1</b>	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 penalty as specified in this contract agreement. 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 Service Provider.
<b>9.2</b>	The Service Provider is liable to the Purchaser for payment of penalty as specified in the SLA

## 10. ADHERENCE TO RULES & REGULATIONS

<b>10. Adherence to Safety Procedures, Rules, Regulations, &amp; Restrictions</b>	<p>(a) The Service Provider 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 Service Provider shall abide by these laws.</p> <p>(b) Access to the 'sites' and Purchaser's other related</p>
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	<p>locations shall be restricted to only essential personnel belonging to the Service Provider who are genuinely required for execution of work or for carrying out management/ maintenance who have been explicitly authorized by the Purchaser. The Service Provider shall maintain a log of all activities carried out by each of its personnel.</p> <p>(c) The Service Provider shall take all measures necessary or proper to protect the personnel and facilities and shall observe all reasonable safety rules and instructions. The Service Provider shall adhere to all security requirement/regulations of the Purchaser during the execution of the work.</p> <p>(d) The Service Provider shall take all measures to ensure compliance with all applicable laws and shall ensure that the Personnel are aware of consequences of non compliance or violation of laws including Information Technology Act, 2000 (and amendments thereof) and the law providing the UIDAI statutory authority (when passed by parliament and brought into force).</p> <p>(e) The Service Provider 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 Service Provider 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. LIABILITY

<p><b>11.1 LIABILITY</b></p>	<p>(i) 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>(ii) The Service Provider shall notify the</p>
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	<p>Purchaser of any material change in their status, in particular, where such change would impact on performance of obligations under this Contract.</p> <p>(iii) The Service Provider 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>(iv) The Service Provider 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 Service Provider</p> <p>(v) The Service Provider 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 Service Provider, in respect of wages, salaries, remuneration, compensation or the like.</p> <p>(vi) All claims regarding indemnity shall survive the termination or expiry of the Contract.</p>
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## 12. LIMITATION OF LIABILITY

<p><b>11.1 Limitation of Liability</b></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 Service Provider to pay liquidated damages to the Purchaser; and</p> <p>(b) The aggregate liability of the Service Provider to the Purchaser whether under the Contract, in tort, or otherwise, shall not exceed the amount</p>
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	<p>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 Service Provider to indemnify the Purchaser with respect to of third party rights infringement.</p> <p>(c) The Purchaser shall not be liable to the Service Provider in case of any loss or profits or additional costs incurred etc. subsequent to termination of contract as per section 2.2 b of GC of this contract.</p>
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### 13. MISCELLANEOUS PROVISIONS

<p><b>13.1 Miscellaneous Provisions</b></p>	<p>(i) 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>(ii) The Service Provider 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>(iii) The Service Provider 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>(iv) The Service Provider 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 Service Provider</p> <p>(v) The Service Provider 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 Service Provider, in respect of wages,</p>
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	<p>salaries, remuneration, compensation or the like.</p> <p>(vi) All claims regarding indemnity shall survive the termination or expiry of the Contract.</p> <p>(vii) All materials provided to the Purchaser by bidder are subject to Country and &lt;STATE&gt; public disclosure laws such as RTI etc.</p> <p>(viii) The Service Provider 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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## PART-II: SPECIAL CONDITIONS OF CONTRACT

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

<b>Number of GC Clause</b>	<b>Amendments of, and Supplements to, Clauses in the General Conditions of Contract</b>
<b>1.1</b>	<p>The addresses are:</p> <p>Purchaser: &lt;Designation&gt;</p> <p>Attention: &lt;Address&gt;</p> <p>Facsimile: _____</p> <p>E-mail: _____</p> <p>Service Provider:</p> <p>Attention:_____ Facsimile:_____ E-mail:_____</p>
<b>1.2</b>	<p>The Authorized Representatives are:</p> <p>For the Purchaser: _____</p> <p>For the Service Provider:</p> <p>_____</p>
<b>2.1</b>	<p>The effective date of the Contract:</p>

<b>2.2</b>	The date for the commencement of Services: Within 28 days incase of in- bound services and 56 days incase of out bound services of signing the contract between the Purchaser and the Service Provider.
<b>2.3</b>	The time period shall be: 2 years (24 months).
<b>3.0</b>	<p>The risks and the coverage shall be as follows:</p> <p>(a) Third Party liability insurance, with a minimum coverage of the value of the contract</p> <p>(b) Professional liability insurance, with a minimum coverage of the value of the contract</p> <p>(c) Purchaser's liability and workers' compensation insurance in respect of the Personnel of the Service Provider 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>(d) Insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Service Provider's property used in the performance of the Services, and (iii) any outputs prepared by the Service Provider in the performance of the Services.</p>
<b>4.1</b>	The amount is in Indian Rupees (INR)
<b>4.2</b>	<p><b>General terms and conditions of Payment Schedule</b></p> <p>1) All eligible payments shall be made by the Purchaser in favour of the Service Provider</p> <p>2) The release of payments will be Performance (output) based, where the payments are made for measured deliverables and outputs.</p> <p>3) Service Provider shall obtain sign-off for each milestone completed from the Purchaser and raise invoice against the same.</p> <p>4) Eligible Payments against invoice submitted (accompanied with</p>

	<p>all requisite documents) shall be released within 45 days of submission of invoice.</p> <p>5) Power to withhold: Notwithstanding anything contained in the payment schedule, if in the opinion of the Purchaser, any work done or supply made or service rendered by Service Provider 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 Service Provider, till such work/ supply/ service is made conforming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of the purchaser under this contract.</p> <p>6) All payments under this Contract shall be made to the account of the Service Provider with (Bank &amp; A/c No.):</p>
<b>5.1 (a)</b>	The Purchaser and/or any Department of Govt. of India.
<b>5.1 (b)</b>	The Arbitration proceedings shall take place in Delhi in India.

**SECTION-V: ANNEXURES AND APPENDICES****ANNEXURES:**

- I. Financial Bid Covering Letter
- II. Financial Bid Form
- III. Standard Contract Form
- IV. Form of Bank Guarantee Bond
- V. Proforma for submitting written queries

**ANNEXURE I: FINANCIAL BID COVERING LETTER**

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

To,

(Address)

**Ref:** Request for Proposal (RFP) Notification No. \_\_\_\_\_ dated \_\_\_\_\_

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP Notified vide F. No. \_\_\_\_\_ dated \_\_\_\_\_ for UIDAI Project, in full conformity with the said RFP document.
2. We, the undersigned, offer to provide services to UIDAI for carrying out the services for the Project UIDAI 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 requisite supporting documents, for a period of 90 days from the closing date fixed for submission of bid 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 certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.
9. We undertake that, in competing for (and, if the award is made to us,



- in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act, 1988”.
10. We understand that the UIDAI is not bound to accept any bid received in response to this RFP.
  11. In case we are engaged by the UIDAI for executing the services, we shall provide any assistance/cooperation required by UIDAI/ auditing agencies appointed by it/ UIDAI officials for performing their auditing and inspection functions. We understand that our non-cooperation for the same shall be grounds for termination of service.
  12. In case we are engaged as an Service Provider, we agree to abide by all the terms & conditions of the Contract that will be issued by UIDAI.
  13. The financial bid includes the cost of setting up and operating the services, cost of providing additional services and performing all functions as per the ‘scope of work and SLAs’ defined in section III of the RFP.
  14. We already have the technical and financial capability in India for carrying out the services as detailed in the ‘scope of work and SLAs’.
  15. Our correspondence details with regard to this RFP are:

<b>No.</b>	<b>Information</b>	<b>Details</b>
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	
6.	Fax number of the Contact Person	
7.	Email ID of the Contact Person	
8.	Corporate website URL	

16. We also understand that in case of deficiencies in our services as per the requirement of RFP, UIDAI reserves the right to take action as per the provisions of the RFP.

We remain,

Yours sincerely,

Authorized Signature [*In full as well as initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

**ANNEXURE II: FINANCIAL BID FORM****Reference:** RFP document F. No. \_\_\_\_\_ Dated \_\_\_\_\_

1. Financial Bid indicating the **total Cost Per Connect Minute for Toll Free Number and all allied services related to toll free number and short code 1947** that will be charged to UIDAI (exclusive of all statutory taxes and duties etc.) for the services required by the UIDAI is given in Table-1 below. The cost is inclusive of all the activities related to, but not limited to the requirements and services given in Section-III 'Scope of Work and SLAs' of RFP.

Table

Pricing Component	Cost in INR (Two decimal places only) <b>(in words)</b>	Cost in INR (Up to Two decimal places only) <b>(in numbers)</b>
Cost per Connect Minute	Base price (Rupees _____)	Base price (Rupees _____)
	+ Taxes (specify) Rupees _____	+ Taxes (specify) Rupees _____
	Total Cost Per connect minute	Total Cost Per connect minute
One time cost of three locations of CCFs last mile connectivity along with PRI's for out bound calling	(Rupees _____)	(Rupees _____)
	+ Taxes (specify) Total Rupees _____	+ Taxes (specify) Total Rupees _____

"Connect Minutes" means aggregated connect minutes obtained after aggregating duration of individual calls (inbound/outbound) in seconds divided by 60.

*"Total call volume in connect minute for 2 years X price quoted per connect minute + price quoted for last mile connectivity's through OFC along with PRI's to the three locations of CCF for outbound calling."*

Authorized Signature : \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

**ANNEXURE –III: STANDARD CONTRACT FORM**

THIS AGREEMENT is made on this \_\_\_\_\_ day of \_\_\_\_\_, 2016 between Assistant Director General of Unique Identification Authority of India (UIDAI) (hereinafter called the “Purchaser”) which expression shall unless repugnant to the context thereof include his successors, heirs, assigns, of the one part, and \_\_\_\_\_ (name of authorized signatory) of \_\_\_\_\_ (name of the firm/company) (hereinafter called the “Service Provider”) which expression shall unless repugnant to the context thereof include his successors, heirs, assigns, of the other part.

WHEREAS the Purchaser had invited bids for certain Services, viz., “RFP for Providing Toll Free Number and Allied Services” vide their bid document number F.No. \_\_\_\_\_ dated \_\_\_\_\_.

AND WHEREAS various applications were received pursuant to the said bid.

AND WHEREAS the Purchaser has accepted a Bid by the Service Provider for the supply of those Services in the sum of Rs. \_\_\_\_\_ for the entire period of contract and call rate Rs. \_\_\_\_\_ per Connect Minute exclusive of all statutory taxes (hereinafter “the Contract Price”).

And in pursuance of having accepted the said bid the parties have agreed to enter into this agreement. We understand that all the conditions of the RFP will be binding on us.

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) Section-III Scope of Work and SLAs
  - b) Section –IV Conditions of Contract;
  - c) Performance Bank Guarantee Bond
  
3. The mutual rights and obligations of the Purchaser and the Service Provider shall be as set forth in the Contract, in particular:
  - a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
  - b) the Purchaser shall make payments to the Service Provider 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 Service Provider]*

*[Authorized Represent*

**ANNEXURE-IV: BANK GUARANTEE FOR EMD**

**(To be Stamped in accordance with Stamp Act)**

**The non-judicial stamp paper should be in the name of issuing Bank**

**Bank Guarantee****Ref.....****No.....****Date.....**

To

Unique Identification Authority of India  
Ministry of Communications & IT,  
Department of Electronics & Information Technology (DeitY),  
9<sup>th</sup> Floor, Tower I, Jeevan Bharati Building,  
Connaught Circus, New Delhi-110001

Dear Sirs,

1. In accordance with Invitation to Bid under your Specification No..... M/s..... having its Registered/Head Office at..... (hereinafter called the 'Bidder') wish to participate in the said Bid or..... and you, as a special favour have agreed to accept an irrevocable and unconditional Bank Guarantee for an amount of..... valid upto ..... on behalf of Bidder in lieu of the Bid deposit required to be made by the Bidder, as a condition precedent for participation in the said Bid.
2. We, the ..... Bank at ..... (local address) having our Head office at ..... guarantee and undertake to pay immediately on demand by Ministry of Communications & IT, Department of Electronics & Information Technology (DeitY), Unique Identification Authority of India on behalf of the President of India, the amount of ..... (in words & figures) without any reservation, protest, demur and recourse. Any such demand made by said 'Owner' shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.
3. This guarantee will not be discharged due to the change in the constitution of the Bank or the Supplier(s)/Service Provider(s).

4. Notwithstanding anything contained hereinabove:

- (1) Our liability under this guarantee is restricted to Rs. .... (in words & figures).
- (2) This Bank Guarantee will be valid upto .....; and
- (3) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before .....

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this.....day of.....20.....at.....

**WITNESS**

.....  
(Signature)

.....  
(Signature)

.....  
(Name)

.....  
(Name)

.....  
(Official Address)  
(Designation with Bank Stamp)

Attorney as per  
Power of Attorney No.....  
Dated.....

**ANNEXURE-V: PERFORMANCE BANK GUARANTEE****(To be stamped in accordance with Stamp Act)****The non-judicial stamp paper should be in the name of issuing Bank****Bank Guarantee****Ref.....****No.....****Date.....**

To

Unique Identification Authority of India  
 Ministry of Communications & IT,  
 Department of Electronics & Information Technology (DeitY),  
 9<sup>th</sup> Floor, Tower I, Jeevan Bharati Building,  
 Connaught Circus, New Delhi-110001

Dear Sirs,

1. In consideration of the Unique identification Authority of India, Ministry of Communication & IT, Department of Electronics & Information Technology (DeitY),, Government of India, on behalf of the President of India, (hereinafter referred to as the 'Owner' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s..... with its Registered/Head office at ..... (hereinafter referred to as the "Contractor" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Notification of award No..... dated ..... and the same having been acknowledged by the Contractor, resulting in a Contract, bearing No..... dated.....valued at.....for..... (scope of Contract) and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract not exceeding Rs. .... (in words & figures).
2. We.....  
 .....(Name & Address of Bank Branch) having its Head office at ..... (hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the amounts due and



payable under this guarantee without any demur, reservation, context, recourse or protest and/or without any reference to the Contractor merely on a demand from the Owner stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Owner by reason of breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the Contractor(s)' failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive and binding notwithstanding any difference between the Owner and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Owner discharges this guarantee.

3. The Owner shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, from time to time to extent the time for performance of the Contract by the Contractor. The Owner shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Owner and the Contractor or any other course or remedy or security available to the Owner. The Bank shall not be released of its obligations under these presents by any exercise by the Owner of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Owner or any other indulgences shown by the Owner or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.
4. The Bank also agrees that the Owner at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee the Owner may have in relation to the Contractor's liabilities.
5. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/Service Provider(s).
6. Notwithstanding anything contained hereinabove:
  - (1) Our liability under this guarantee is restricted to Rs. .... (in words & figures).
  - (2) This Bank Guarantee will be valid upto .....; and

(3) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before .....

In witness whereof the Bank, through its authorised officer, has set its hand and stamp on this.....day of.....20.....at.....

**WITNESS**

.....  
(Signature)

.....  
(Signature)

.....  
(Name)

.....  
(Name)

.....  
(Official Address)  
(Designation with Bank Stamp)

Attorney as per  
Power of Attorney No.....  
Dated.....

**ANNEXURE-IV: PROFORMA FOR SUBMITTING WRITTEN  
QUERIES**

*(To be sent in doc/editable format only at the given e-mail address)*

**RFP for 'Providing Toll Free Number and Allied Services'**

*Ref. No. 14014/28/2015-Logistics dated \_\_\_\_\_*

**Name of Firm:** \_\_\_\_\_

<b>S.No.</b>	<b>Page No. of RFP</b>	<b>Section</b>	<b>Clause</b>	<b>RFP Statement</b>	<b>Query</b>	<b>Response/ Clarification</b>