

REQUEST FOR QUOTATION (RFQ)

SELECTION OF ENROLMENT AGENCY FOR PUNJAB FOR PHASE II OF UID ENROLMENT

REGISTRAR, UID, PUNJAB

APRIL 30TH, 2012

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1. INVITATION TO BID

To,

Dated: 30th April 2012

1. Registrar, UID, Punjab invites Financial Bids from Enrolment Agencies empanelled by UIDAI (in F3 and F4 category only) for carrying out the enrolment functions for the Phase II of UID project in Punjab.
2. The Request for Quotation (RFQ) includes the following sections:
 1. Invitation to Bid
 2. Introduction
 3. Instruction to Bidders
 4. Scope of Work
 5. Procedure for Submission of Bids
 6. Guidelines for Enrolment (Annexure III)
 7. Annexures including Standard Contract
3. The response to the RFQ should to be submitted on or before 15th May 2012, 12 Noon by the empanelled enrolment agencies of UIDAI.
4. The Financial Bid Format (Annexure II A) requires separate quotes for 4 Independent Schedules. The Bidder may quote for any or all of the four Schedules in the prescribed format as per terms and conditions mentioned in the RFQ.
5. Registrar, UID, Punjab reserves the right to reject any or all the Bids in whole or part without assigning any reasons.
6. This 'Invitation to Bid' is being issued only to the F3 and F4 category of Enrolment Agencies presently (as on the last date of submission of financial bid) empanelled by UIDAI for undertaking Demographic and Biometric data collection of Residents and all other activities relating to enrolment of residents of Punjab, as detailed in the scope of work (Section 4) of this RFQ.
7. This 'Invitation to Bid' is non-transferable under any circumstances.
8. Address for Communication:

The Nodal Officer
Registrar, UID, Punjab
3rd Floor, Jeevandeep Building,
Sector 17-B, Chandigarh.
Email: uidproject.punjab@gmail.com

2. INTRODUCTION

2.1. UID Project

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

In this context, Registrar Punjab invites bids from enrolment agencies presently empanelled by UIDAI for carrying out the various functions and activities related to UID enrolment such as setting up of enrolment centres, undertaking collection of demographic and biometric data for UID enrolment etc. as per scope of work and any other data required by the Registrar for the effective implementation of their projects.

2.2. UID Project in Punjab

The state of Punjab has population of 2.77 Crore as per 2011 Census. Department of Planning has been designated as the Nodal Agency for the implementation of the project, and the Department of Food, Civil Supplies and Consumer Affairs is the Registrar for the project.

Registrar, UID, Punjab is committed towards the success of the UID project, and is included in top 5 Registrars in the country. **As part of the program, nearly 1.05 Crore residents have been enrolled in phase I of the project.** The district wise data of enrolment can be seen at Annexure V A.

Registrar, UID, Punjab envisages completion of enrolment of the remaining residents in Phase II of the project by December 31, 2012, subject to enrolment limits as mandated by UIDAI.

The Enrolment Process has been segregated into **4 schedules** which are detailed in Annexure V B.

3. INSTRUCTION TO BIDDERS – DATA SHEET

Part I - Data Sheet

1.	Name and Details of Purchaser: Registrar, UID, Punjab, 3 rd Floor, Jeevandeep Building, Sector 17-B Chandigarh
2.	Name of the assignment: Aadhaar Enrolment in Punjab (Phase II)
3.	The Bid submission address is: The Nodal Officer Registrar, UID, Punjab, 3rd Floor, Jeevandeep Building, Sector 17-B Chandigarh.
4.	Bids must remain valid for 90 days after the submission date.
5.	The estimated tenure of contract: 7 months, which can be extended by the Purchaser if needed based on agreeable terms and conditions. The State is looking to finish the project by December 31, 2012.
6.	Clarifications may be requested through email uidproject.punjab@gmail.com not later than two days preceding the pre bid meeting i.e. May 7 th , 2012 12 PM at Registrar Office.
7.	The Schedules and corresponding Geographical areas and Target Population are as given in Annexure V A & B.
8.	Pre Bid Meeting: A Pre Bid Meeting will be held on May 7th 2012, 12 PM at the following address: Registrar, UID, Punjab, 3 rd Floor, Jeevandeep Building, Sector 17-B, Chandigarh.
9.	Bid Submission: Only those Bidders, who have been presently (as on the date of submission of bid) empanelled for Punjab by UIDAI, as F3 and F4 category agencies, are eligible for submission of bids. They must not be dis-empanelled, blacklisted, suspended or charged with any fraudulent activities by UIDAI/ Registrar/ Central/ State/ UT Government in any part of the country. Bidder must submit two sealed envelopes in the prescribed format mentioning the details of contents latest by May 15 th 2012, 10:30 AM IST: <ol style="list-style-type: none"> Qualification Criteria Envelope. Financial Bid Envelope.
10.	Bid Opening and Evaluation: Qualification Criteria Envelope will be opened on 15 th May 2012 at 10.45 PM IST

	<p>Financial Bid Envelope of the only qualified Bidder will be opened and evaluated at 2:00 PM IST on same day.</p> <p>Venue: Registrar, UID, Punjab, 3rd Floor, Jeevandeep Building, Sector 17-B, Chandigarh.</p>
11.	Expected date for commencement of services 1st June 2012
12.	Authorised representative of the entity should sign on all the pages of the proposal. The representative authorisation should be confirmed by a written Power of Attorney accompanied the proposal.

INSTRUCTION TO BIDDERS – STANDARD**PART II - STANDARD**

Definitions	<p>(a) ‘Bid’ means the response to the RFQ of the empaneled F3 and F4 enrolment agency in regard to the prescribed qualification criteria and financials for one/ multiple Schedules.</p> <p>(b) ‘Bidder’ means any entity that may provide or provides the Services to the Purchaser under the Contract.</p> <p>(c) ‘Instructions to Bidders’ (Section 3 of the RFQ) means the document which provides interested Bidders with all information needed to prepare their bids.</p> <p>(d) ‘Purchaser’ means the agency with which the selected Bidder signs the Contract for the Services. In this project, the ‘Purchaser’ is the Registrar, UID, Punjab</p> <p>(e) ‘Schedule’ means each geographical area as specified in the Annexure V B of the RFQ.</p> <p>(f) ‘Scope of Work’ means the document included in the RFQ as Section 4 which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Purchaser and the Bidder.</p>
1. Introduction	<p>1.1. This RFQ (Request For Quotation) is being issued only to the F3 and F4 category of Enrolment Agencies presently (as on the date of submission of bids) empanelled by UIDAI for undertaking Demographic and Biometric data collection of Residents and all other activities relating to enrolment for the residents of Punjab, as detailed in the Scope of Work (Section 4) of this RFQ.</p> <p>1.2. All the provisions listed out in the Request for Empanelment (RFE) issued by the UIDAI and terms & conditions of empanelment shall be binding upon the participating bidders of this RFQ.</p> <p>1.3. The Registrar will select a firm, in accordance with the method of selection specified in the Data Sheet.</p> <p>1.4. The name of the Assignment has been mentioned in Data Sheet. Detailed scope of the Assignment has been described in the Scope of Work in Section 4.</p> <p>1.5. The date, time and address for submission of the bid has been given in Data Sheet.</p>
Only one Bid	<p>1.6. A Bidder shall only submit one financial bid which can contain bids for multiple Schedules. If a Bidder (Single/ Consortium partner) submits or participates in more than one bid, all such bids shall be disqualified.</p>
Bid Validity	<p>1.7. The bids shall be valid for 90 days from the date of submission. The validity of the bid may be extended as and when required by issuing a notice by the Registrar, UID Punjab.</p>
Consortium	<p>1.8. Only those consortiums which have been empanelled by UIDAI are eligible to submit a consortium bid. In such a case, the lead agency</p>

	empanelled by UIDAI shall be the lead member of the consortium and shall be responsible and liable to the Purchaser for all aspects of their bid, contract, etc.
2. Clarification and Amendment of RFQ Document	<p>2.1. The pre bid meeting shall be held on May 7th, 2012. Bidders may request a clarification in the RFQ document only through email addressed to uidproject.punjab@gmail.com, two days preceding the day of pre bid meeting during normal working hours. Necessary clarifications will be issued to the bidders by email.</p> <p>2.2. At any time before the submission of Bids, the Purchaser may amend the RFQ by issuing an addendum/ corrigendum in writing. The addendum/ corrigendum shall be sent to all Bidders through email and shall be binding on them.</p>
3. Submission of Bid	<p>3.1. The Bid/ all correspondences shall be made in English.</p> <p>3.2. The Bidders shall submit a copy of the Letter of Empanelment (issued by UIDAI duly indicating the level as well as the list of States where the Bidder is eligible to work in), Qualification Criteria letter as given in Annexure I, Tender Fee, EMD and Timeline Schedule (Annexure II B) in the prescribed format. Non-submission of any of the above documents on the date of last date of submission of financial bid and eligibility shall be ground for disqualification.</p> <p>3.3. The Financial Bid shall be prepared using the attached Standard Forms (Section 5, Annexure II A). It shall list all costs associated with the assignment for each Schedule corresponding to the Geographical scope of work. Each Schedule corresponds to a particular geographical area and financial bid for each Schedule shall be evaluated as a separate financial bid. The geographical areas for each Schedule are given in Annexure V B. The financial bid shall not include any conditions attached to it and any such conditional financial bid shall be summarily rejected.</p> <p>3.4. The Bidders shall be eligible for bidding for the various Schedules based on the Eligibility criteria as per Data Sheet.</p> <p>3.5. Each bidder shall provide the timelines for completion of work in the format prescribed in Annexure II B.</p> <p>3.6. Bidders should mention the price of their services in Indian Rupees including all taxes.</p>
Tender Fee, Earnest Money Deposit (EMD) and Performance Guarantee	<p>3.7. Tender Fee</p> <p>(i) All bidders are required to pay Rupees 20,000/- (Twenty Thousands only) towards tender fee in the form of Demand Draft drawn on a nationalised bank in favour of Registrar, UID, Punjab payable at Chandigarh</p> <p>(ii) Tender Fee is non-refundable</p> <p>(iii) Tender Fee must accompany the bid in the Qualification Envelope.</p>

	<p>3.8. Earnest Money Deposit</p> <ol style="list-style-type: none"> I. An EMD of Rs. 5 lakhs, in the form of DD drawn on a nationalised bank in favour of Registrar, UID, Punjab payable at Chandigarh, must be submitted along with the Bid. II. Bid not accompanied by EMD shall be rejected as non- responsive. III. No interest shall be payable by the Purchaser for the sum deposited as earnest money deposit. IV. No Performance Bank Guarantee will be accepted in lieu of the earnest money deposit. V. The EMD of the unsuccessful bidders would be returned back within 45 days of signing of the contract with the selected bidders. VI. The EMD must be submitted along with the Qualification Envelope at the following address on or before the last date and time for submission of the bid: <ul style="list-style-type: none"> The Nodal Officer, Registrar, UID, Punjab 3rd Floor, Jeevandeep Building, Sector 17-B, Chandigarh.
	<p>3.9. Earnest Money Deposit</p> <p>The EMD shall be forfeited by the Purchaser in the following events:</p> <ol style="list-style-type: none"> I. If the Bid is withdrawn after opening of the financial bid but before award of the contract during the validity period or any extension agreed by the Bidder thereof. II. If the Bid is varied or modified in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof. III. If the Bidder tries to influence the evaluation process. IV. If the Bidder with the lowest financial quote (L1) withdraws his Bid during negotiations for any of the schedules for which it is L1 (Failure to arrive at consensus by both the parties shall not be construed as withdrawal of the bid by the bidder).
	<p>3.10. Performance Bank Guarantee</p> <ol style="list-style-type: none"> I. The selected Bidder shall be required to furnish a Performance Bank Guarantee equivalent to 10% of the total contract value rounded off to the nearest thousand Indian Rupees, in the form of an unconditional, irrevocable and continuing Bank Guarantee in a form and manner acceptable to the Purchaser which would remain valid until such time and be renewable as may be stipulated by the Purchaser. This Performance Bank Guarantee shall be from a nationalised bank in India in favour of Registrar, UID Punjab for the entire period of contract with 90 days claim period. The Performance Bank Guarantee must be submitted after seven days of Letter of Intent. However the

	<p>Performance Bank Guarantee must be given before the signing of the contract. The successful bidder shall have to renew the Performance Bank Guarantee on same terms and conditions for the period up to contract including extension period, if any. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable/payable from/by the Bidder on any account under the contract. On submission of this performance guarantee and after signing of the contract, demand draft submitted towards EMD would be returned in original.</p> <p>II. The Contract Value for the purpose of calculation of the Performance Bank Guarantee shall be computed as: Price per enrolment in INR (inclusive of all taxes) x Target population for the Schedule</p>
4. Submission, Receipt, and Opening of Bids	4.1. The financial bid must be submitted at Registrar Office of Govt. of Punjab on or before May 15 th , 2012 10:30 AM for such submission at the given address.
	4.2. The Bids must be submitted not later than the time and the date indicated in the Data Sheet or any extension to that date therein. Any bid received by the Purchaser after the deadline for submission shall be returned unopened.
Right to Accept/ Reject the Bid	4.3. Purchaser reserves the right to accept or reject any Bid and to annul the RFQ process and reject all such bids at any time prior to award of contract, without thereby incurring any liability to the affected applicant(s) or any obligation to inform the affected applicant(s) of the grounds for such decision.
Public Opening, Evaluation of Financial Bids and Award of Contract	<p>4.4. Financial bids for each Schedule shall be opened on the date & time specified the Data sheet, in the presence of the Bidders' representatives.</p> <p>4.5. Each bidder shall appoint an individual as his/her authorized representative through a written notice to the purchaser. Each representative shall have the authority to bind his/her party in relation to any matter arising out of or in connection with this bid. Non attendance of bidder/ his representative on the date, time and place decided for opening of bids shall make the bid deemed to be non responsive and his bid shall be returned unopened.</p> <p>4.6. The name of the Bidders and their financial bid for each Schedule shall be read aloud.</p> <p>4.7. The Purchaser will correct any computational errors for each Schedule. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the former will prevail.</p>

	<p>Award of Contract</p> <p>4.8. The Contract shall be awarded to the lowest bidder (L1) for each Schedule.</p> <p>4.9. Each successful bidder shall be awarded only one schedule even if he has quoted for more than one schedule and is L1 for more than one schedule.</p> <p>4.10. In case, a particular bidder emerges L1 for more than one schedule, he will be awarded the work of that schedule where he has quoted the lowest rate amongst all his bids.</p> <p>4.11. In case a bidder is L1 in more than one schedule and has the same rate in more than one of them, he shall be awarded the schedule as per the discretion of the purchaser keeping in view the rates quoted by other bidders in the remaining schedules.</p> <p>4.12. In case two bidders quote same price for the same schedule, the work shall be allotted based on the timelines indicated by the bidders in Annexure II B keeping in view the priority for the completion of the assignment.</p> <p>4.13. In the event of non selection of the L1 due to his selection for other schedule, the subsequent bidders in the order of their pricing offered shall be requested to match the price of L1 for that particular schedule on the day of opening of financial bid.</p> <p>4.14. Each bidder shall authorize the representative to take a decision at the time of opening of the financial bids. The decision made by the representative shall be considered as final and binding on the bidder and no further offer/litigation shall be valid.</p>
<p>5. Disqualification</p>	<p>5.1. Purchaser may at its sole discretion and at any time during the evaluation of application, disqualify any applicant, if the applicant:</p> <ul style="list-style-type: none"> (i) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements; (ii) Submitted an application that is not accompanied by required documentation or is non-responsive; (iii) Failed to provide clarifications related thereto, when sought; (iv) Submitted more than one application either as a Single Agency/ Prime Agency/ consortium member; (v) Was declared ineligible/ blacklisted by UIDAI/ the Government of India / State/ UT Government;
<p>6. Award of Contract</p>	<p>6.1. The winning Bidder for each Schedule shall submit a detailed Work Plan detailing out the number of kits to be deployed and area to be covered in each week/ month and the timelines for covering the enrolment work in the geographical area. The work plan would also include the social inclusion plan. The bidder would follow all the instructions for on boarding issued by UIDAI from time to time in letter and spirit. The Work Plan should be in line with the RFQ in</p>

	<p>terms of deployment of stationary and mobile enrolment stations. The Purchaser shall evaluate the same and make necessary modifications which shall be mutually agreed upon by both parties before issuance of Letter of Intent.</p> <p>6.2. The Purchaser shall issue a Letter of Intent to the selected Bidder after mutual acceptance of the Work Plan</p> <p>6.3. The Bidders will sign the contract as per the standard form of contract in Annexure VII within 7 days of issuance of the letter of intent.</p> <p>6.4. The Bidder is expected to commence the work in the schedule awarded to him as per the plan mutually agreed, within in 7 days of issue of Letter of Intent. In case the winning Bidder fails to start the enrolment work within the time specified above, then the Purchaser may cancel the award of work to the lowest bidder after giving 7 days due notice. In the absence of satisfactory response, the EMD shall be forfeited and the subsequent bidder shall be asked to match the price of L1 as defined in para 4.13 above.</p>
<p>Taxes</p>	<p>Duties, Taxes and Statutory levies.</p> <p>6.5. The Bidder shall bear all personnel taxes levied or imposed on its personnel, sub-contractor(s), consultants, or any other member of Bidder's Team, etc. on account of payment received under this Contract. The Bidder shall bear all corporate taxes, levied or imposed on the Bidder on account of payments received by it from the Purchaser for the work done under this Contract.</p> <p>6.6. Bidder shall bear all taxes and duties etc. levied or imposed on the Bidder under the Contract including but not limited to Sales Tax, Customs duty, Excise duty, Octroi, Service Tax, VAT, Works Contracts Tax and all Income Tax levied under Indian Income Tax Act – 1961 or any amendment thereof up to the date for submission of final price bid, i.e., on account of payments received by him from the Purchaser for work done under the Contract. It shall be the responsibility of the Bidder to submit to the concerned tax authorities the returns and all other connected documents required for this purpose. The Bidder shall also provide the Purchaser such information, as it may be required in regard to the Bidder's details of payment made by the Purchaser under the Contract for proper assessment of taxes and duties. The amount of tax withheld by the Purchaser shall at all times be in accordance with Indian Tax Law and the Purchaser shall promptly furnish to the Bidder original certificates (Challans) for tax deduction at source and paid to the Tax Authorities.</p> <p>6.7. If there is any reduction in taxes / duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser.</p> <p>6.8. The Bidder shall be solely responsible for the payment /fulfilment of its</p>

tax liabilities and obligations under the Income Tax Act and other such laws in force and the Purchaser shall not bear responsibility for the same. Bidder shall indemnify Purchaser against any and all liabilities or claims arising out of this Contract for such taxes including interest and penalty any such Tax Authority may assess or levy against the Purchaser/Bidder.

Deductions:

- 6.9. All payments to the Bidder shall be subject to the deductions of tax at source under Income Tax Act, and other taxes and deductions as provided for under any law, rule or regulation. All costs, damages or expenses which Purchaser may have paid or incurred, for which under the provisions of the Contract, the Bidder is liable, the same shall be deducted by Purchaser from any dues to the Bidder. All payments to the Bidder shall be made after making necessary deductions as per terms of the Contract and recoveries towards facilities, if any, provided by the Purchaser to the Bidder on chargeable basis.
- 6.10. The Purchaser shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by the Bidder at the rates in force, from the amount due to the Bidder and pay to the concerned tax authority directly.

4. SCOPE OF WORK

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

1. Functional scope
2. Geographical scope

The detailed roles and responsibilities of EA is specified in the document entitled 'Enrolment agencies' Roles and Responsibilities (available on UIDAI website).

The EA shall submit 'Enrolment Agency Readiness Checklist for Refresh'(available on UIDAI website) and shall be duly on boarded by UIDAI.

4.1.FUNCTIONAL SCOPE

The functional scope of this engagement shall include all the steps from enrolment planning, social inclusion planning, pre enrolment activities, training and certification of enrolment staff, setting up an enrolment centres, demographic and biometric data capture, data packet upload, document handling, document handing over to DMS vendor/ scanning(as per UIDAI guidelines), providing MIS reports as per requirements of Registrar/UIDAI etc. for enrolment of residents of Punjab till the whole enrolment operation for the targeted population is completed.

The bidder will adhere to all the guidelines, instructions, procedure and norms specified by UIDAI from time to time with in the cost specified by him.

4.1.1. CONDUCTING PRE ENROLMENT ACTIVITIES

The enrolment agencies need to perform the pre enrolment activities including hiring, training and certification of human resources for the project, machine and kit readiness and activities related to Aadhaar Portal administration.

4.1.2. PROCURE REQUISITE DEVICES AND EQUIPMENTS AS PER UIDAI SPECIFICATIONS

The enrolling agency should procure all devices and equipment including laptops, printers, scanners, GPS receivers (as instructed by UIDAI from time to time), web/digital camera, biometric devices (for fingerprint and iris capture) etc. as per the latest UIDAI specifications and certified by UIDAI appointed agencies.

All guidelines and policies issued by UIDAI in this regard and any update/modification made from time to time shall hold true.

4.1.3. SETTING UP OF ENROLMENT STATIONS AND ENROLMENT CENTRES

The number of enrolment stations/ centres and the duration shall be decided by the Registrar from time to time taking into account factors like population density, geographical and topographical features, accessibility, social inclusion needs etc. **The Annexure V of this document provides**

details of the population of the State and the details of the Schedules. The enrolment centres should be Setup based on the district population and the present status of enrolment.

The present status of UID generated per district can be obtained from the UIDAI Portal. The enrolment agencies are expected to setup stationary and mobile enrolment stations to be available for enrolment operation.

The exact location and catchment area of the stationary and mobile enrolment stations shall be decided by the Registrar in consultation with the Enrolment agency.

A stationary enrolment station in this context would mean an enrolment station that shall be available at a particular location (Village, Mohalla, Ward etc.) for few days to complete the enrolment of the population of the catchment area assigned. The Registrar may decide to provide the facilities to house the stationary enrolment station at these locations if available.

A mobile enrolment station in this context would mean an enrolment station housed in a mobile vehicle with facilities as defined in this section and shall move around in the catchment area (locality) assigned until the enrolment of the target population in the locality is completed.

The enrolment agency will also set up the permanent stations to be set up in every district headquarter, Sub divisional headquarters, Block headquarters which will also be used for updation and new enrolments.

The rates quoted shall apply for all types of enrolment centres.

The process for setting up Enrolment centre is defined in Section 4.3 (in Annexure III) entitled 'Set up Enrolment centre sub process flow'. The minimum facilities in the Setup are as below.

a. Setting up of Enrolment station

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

An enrolment station including a mobile enrolment station to be maintained by EA shall be equipped with all the necessary machinery which is specified as under. The machinery and equipment should be as per the UIDAI guidelines and should be tested before installation and from time to time.

	Mandatory Requirements
A	Enrolment Station
A.1	Laptops
A.2	Latest UIDAI software installed, tested, configured, registered with CIDR as per installation and configuration manual.
A.3	List of Introducers loaded on laptop
A.4	Iris capturing device available

A.5	Fingerprint capturing device available
A.6	Digital Camera
A.7	White back ground screen to be used for capturing photographs
A.8	Extra monitor for residents to verify/review their data (15"-16" with a resolution more than (1024x768)
A.9	Data backup device (4 GB pen drive sufficient for 1 centre/day i.e. ~5 stations. Enrolment Centre should maintain a stock of 20 pen drives of 4 GB capacity each for a backup of 20 days)
A.10	All in one Printer (A4 laser printer with facility to scan, print and copy); must print photo with good quality receipt) or additional scanners to support independent printers
A.11	Printer Paper(Inventory for 5 stations for 10 days ~ 20 rims)
A.12	GPS Receiver (as per specification to be provided by UIDAI)
A.13	Updated Anti-Virus / Anti Spyware checks
A.14	At least one Internet Data Card /Internet connectivity for Enrolment Client to be online for each centre.
A.15	All Operators and Supervisors should have an AADHAAR number, duly certified and be activated on UIDAI portal
A.16	The pre-enrolment data from Registrars, if provided should be available on laptops at respective enrolment centres

All guidelines, policies and technical specifications issued by UIDAI in this regard and any update/modification made from time to time shall apply.

b. Setting up of Enrolment Centre

Enrolment Centre refers to the premises located in the area where the enrolment is being carried out. The location for the enrolment centre and number of enrolment stations per centre shall be determined by the Enrolling agency in consultation with and after approval from Registrar.

Enrolment Centres can be opened ONLY after prior approval of the Registrar after updating all requisite details about the centre in the UIDAI portal. Any centre not following the above directive shall be deemed to be an illegal centre and necessary action shall be taken against the concerned Enrolment Agency. Enrolment agency must ensure that every centre is opened at a public place ordinarily accessible to all the residents at all times.

The Enrolment Agency will also make the arrangements do enrolments through online appointment system in consultation with Registrar.

The process for setting up Enrolment centre is defined in 4.3 'Set up Enrolment centre sub process flow' in Annexure III at the end of this document. The minimum facilities in the Setup are as below.

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

	Mandatory Requirements
B	Enrolment Centre
B.1	Backup power supply (generator) of 2 KVA capacity for every five enrolment stations kept in a centre.
B.2	Fuel to run the generators
B.3	Printed enrolment forms for residents to be available in sufficient numbers
B.4	Adequate lighting, fans & power points for plugging various devices available
B.5	Local District Food and Civil Supplies Control should be informed of enrolment schedule at least 7 days in advance and should be shared on Google Doc prepared by the Registrar for the purpose
B.6	Introducers and Verifiers should be informed of enrolment schedule at least one week in advance
B.7	IEC material should be placed at the Enrolment centre as per specification given by UIDAI and shared with EAs
B.9	UIDAI and EA Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrolment centre
B.10	Hard Copy of User Manual of the software available for ready reference for operators at enrolment centre.
B.11	Sponge for wetting and hand-cleaning cloth available
B.12	Drinking water and other public facilities
B.13	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc.
B.14	Extension box for Power Cord
B.15	GPS Receiver (USB/built in) (as per Registrar/UIDAI mandate)
B.16	Scanner (as per Registrar/UIDAI mandate)

Other Requirements at Enrolment Centre are listed as below:

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

C.7	Carry cases for all devices available
C.8	Material for cleaning biometric instruments and laptops as specified by device manufacturers
C.9	A separate enclosure to enrol “purdah-nasheen” women available
C.10	Sufficient no. of operators available for job rotation & preventing operator fatigue
C.11	Lady operators / volunteers to assist women enrolees
C.12	Security arrangement in place to stop enrolees from carrying bags / suitcases or any other material into the enrolment centres
C.13	A ramp is provided for disabled and old age people
C.14	First aid kit available
C.15	ORS kit available for areas in extreme heat conditions

	Enrolment Centre
D	Health & Safety Considerations
D.1	All the electrical equipment are properly earthed
D.2	All wiring on the floor or along the walls properly insulated
D.3	Wiring required for the generator backup and for connecting the various devices used for enrolment neatly organized
D.4	Fuel for generator or any other inflammable material stored away from the enrolment area
D.5	Fire safety equipment available handy
D.6	Power generator kept sufficiently away from the enrolment stations
D.7	Local Emergency Help numbers available at the centre & operators aware of the same

All guidelines and policies issued by UIDAI in this regard and any update/ modification made from time to time shall apply.

- i. An enrolment centre shall be manned by a supervisor and technical personnel in addition to the operators at the enrolling stations. A ratio of 5:1 operators to supervisors shall be maintained by the Enrolment Agency. A pool of technical personnel must be maintained so that there is one for every five enrolment centres.
- ii. The premises of the enrolment centre are expected to be provided by the Government authorities wherever available. However the enrolling agency shall ensure required infrastructure like connectivity, power (if not already available) etc to start a new station. EA should hire the local electrician to do minor repairs and provide lights, switches if required.
- iii. An area in the enrolment centre shall be clearly demarcated for enrolees waiting to be enrolled and facilities for seating should be provided.
- iv. In case of mobile enrolment centres/stations, the decision on frequency/period of availability shall be decided by the Registrar based on density of population, geographical terrain etc.

4.1.4. HIRE, TRAIN AND CERTIFY MANPOWER FOR ENROLMENT

Hiring Manpower:

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

i. Operator:

The operator should fulfill all the conditions and perform duties as enumerated in latest 'Operator's Roles and Responsibilities' available on UIDAI website.

ii. Supervisor:

The operator should fulfill all the conditions and perform as enumerated in latest 'Supervisor's Roles and Responsibilities' available on UIDAI website. He shall also be responsible to collect IEC material for enrolment centre under his supervision from the DFSC and ensure its display as per the specifications. He will keep this material under his control and will take it from one centre to another as required.

iii. Technical Personnel:

The enrolling agency shall hire Technical personnel to provide technical support during enrolment at the enrolment centres as per the criteria provided below

1. The Technical personnel shall be a Graduate and have a certification/experience on hardware/software trouble shooting and maintenance
2. The Technical personnel should have undergone training on latest UIDAI softwares and associated processes like uploading, trouble shooting, handling the portal and various equipment and gadgets involved in the process.

Training of Manpower:

(i) Induction Training:

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

No operator/supervisor/technical staff can be put on to the project to enrol residents without being trained and certified as per the processes defined by UIDAI. All operators / supervisors/ technical staff working on the UID project in Punjab need to have their UID number generated before they can do any enrolment activity in the State.

(ii) Regular/ On the job training

1. The training schedule and content shall be as prescribed by UIDAI on its website.

2. The enrolment agency shall have at least ten master trainers on-board for each schedule.
3. The supervisors and master trainers shall undergo refresher training from time to time from the UIDAI authorities.
4. EA shall maintain a permanent training centre at each schedule which shall be staffed by the above master trainers to ensure regular training and testing of field operators and supervisory staff. The training centre shall have at least two PCs/Laptops, an overhead projector and seating capacity for at least 20 people.
5. The training and enrolment operations shall be separate and distinct/independent activities.
6. Duration of the training will vary depending on the category/ level of the participant and shall be prescribed by UIDAI/Registrar.
7. The enrolling agency involved in training shall translate the training material into local language and hand it over to the course participants.
8. The training schedule and contents for training shall be defined by UIDAI/Registrar
9. The agency shall coordinate with the testing agency for testing and certifying its trainees and shall be subject to process audits for training from time to time by UIDAI/Registrar.

Indicative training modules and duration is provided in Annexure V C.

4.1.5. OUTSOURCING

No Outsourcing of work shall be allowed, and all supervisors, operators, technical staff and managerial staff for the project to be on Agencies payrolls and paid at least more than Minimum Wages and after following all relevant Labour laws in the State. The payment should be made through banking channels only. The EAs need to open bank accounts of the staff members for the same and shall provide a monthly certificate as proof of such individual payments to the Registrar.

EA must however provide details of the companies from which they are going to hire manpower such as enrolment operators and supervisors, if hired through third party.

The staff deployed by the enrolment agency at the enrolment centres should clearly display their company ID Card with name and photograph.

4.1.6. LOCAL OFFICE

The EAs shall setup a local office within 30KM radius from Chandigarh. The EA also need to designate a dedicated Core Team for the project based on said office, consisting minimum 3 Project Manager level personnel. The contact details, delegated area w.r.t. the project must be clearly communicated to the Registrar Office. The office must be functional within 15 days of award of the contract.

4.1.7. GRIEVANCE HANDLING CELL

The EAs also need to Setup a grievance handling cell for his their respective schedules along with helpline numbers

4.1.8. CONDUCT ENROLMENT OPERATIONS AS PER STANDARD PROCESSES SPECIFIED BY UIDAI/REGISTRAR

Prior to the commencement of the Enrolment operations, the Enrolment Agency shall get the list of all the verifiers and introducers from the Registrar district wise and complete their enrolments 15 days prior to commencement of regular enrolments. They shall also ensure that the EID for all verifiers and introducers are sent for priority generation of Aadhaar numbers. They shall work closely with the DFSC office, local administrative authorities, NGOs/other agencies wherever specified by the Registrar to ensure smooth conduct of enrolments as per plan and to spread awareness of the enrolment campaign within the specific area. Entire IEC material shall be collected from DFSC offices for each enrolment centre by the enrolment agency well before commencement of enrolment.

They will go to the area as per enrolment plan in advance for publicity and sensitization under intimation to the Registrar and must meet the public representative/ officials/field functionaries. The process of capturing residents' demographic and biometric data shall be in accordance with the guidelines enumerated in latest 'Aadhaar handbook for Registrars' and 'Enrolment Agencies Roles and Responsibilities' as available on the UIDAI website. The major steps are given below

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

Please refer to 5.1.1, 5.1.2 in Annexure III for detailed standards and guidelines for demographic data collection. Please refer to process 4.5 for the detailed process flow of capturing Demographic and Biometric data. Please note that the enrolment agency shall be responsible for printing of the forms, acknowledgement receipts etc.

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

The bidder shall collect the KYR and KYR + data after due verification by the Verifier. No enrolment will be done without verification.

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

Please refer to 5.1.4 & 5.1.5 in Annexure III for detailed standards and guidelines for capture of Biometric data. Please refer to the process flow 4.5 and 4.6 Capture Demographic & Biometric Data & Ready for Transfer Sub Process Description of Annexure III for detailed steps involved in Biometric data collection

Step 3: Get consent letter and generate acknowledgement receipt.

After the demographic and biometric details are captured the enrolment operator shall show the demographic data to the enrolee and get his consent. Corrections shall be made if required. All exceptions need to be signed off by the Supervisor. A consent letter has to be printed and the

signature/ thumb impression of the enrollee obtained and the letter filed. An acknowledgement receipt is then printed and provided to the enrollee as a reference.

A legible consent letter has to be given on the spot and under no circumstances should the citizen be asked to come later to collect it. Also, under no circumstances should a citizen be given a hand written consent form and in case the printer in the enrolment centre is not working, then the centre should be shut down till the print is repaired/made working.

Step 4: End of Day(EOD) processes:

The end of day review shall be regularly done as specified by UIDAI guidelines.

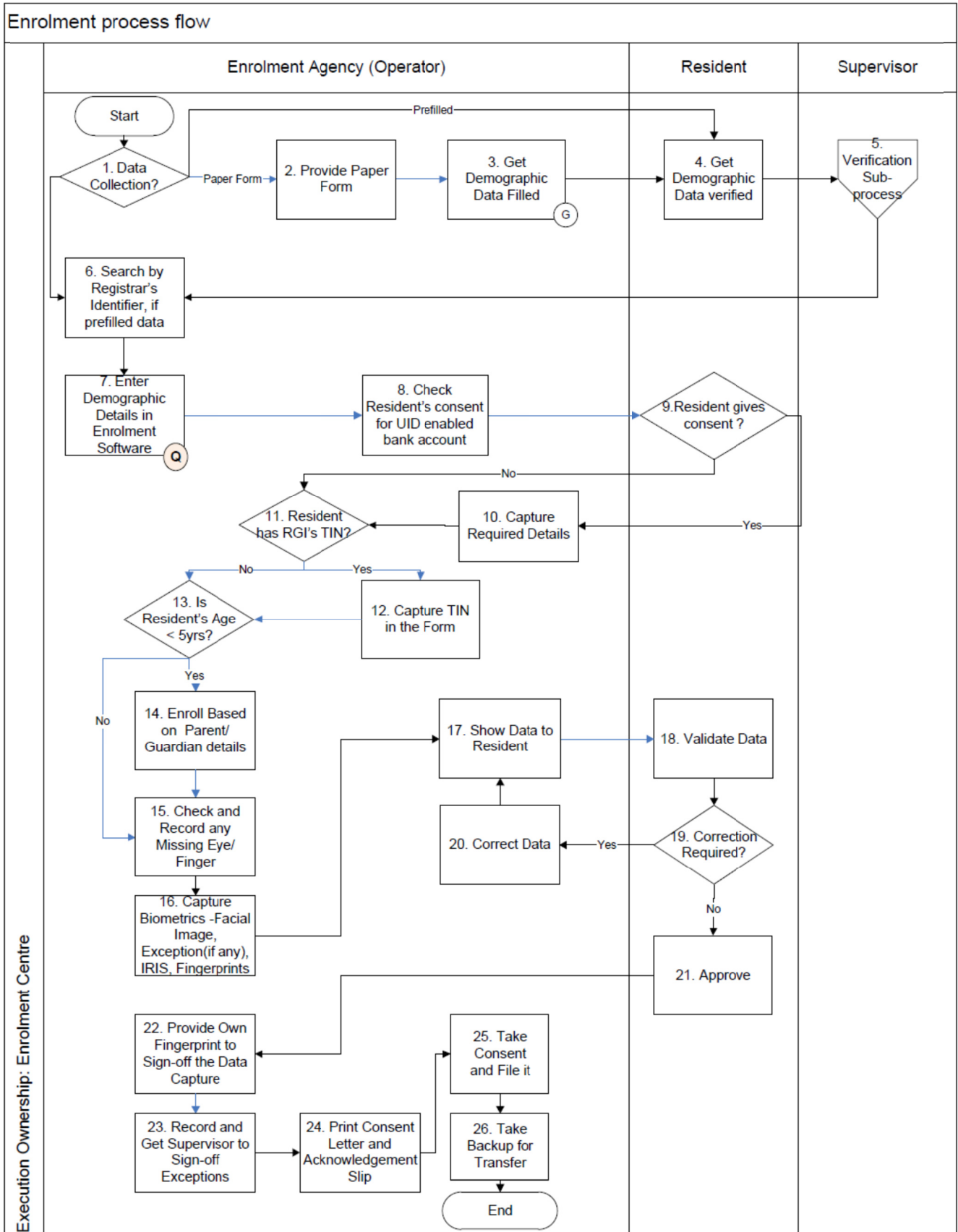
Step 5: Data backup and transfer:

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

The machines should be synced with the Central CIDR Server as per the frequency and guidelines being issued by UIDAI from time to time. Presently, the kits need to be synced with the UIDAI CIDR server every 10 days or 1000 enrolments, whichever is earlier.

The printing of enrolment forms for collection of KYR data, along with the acknowledgements/receipts shall be done by the bidder in the format prescribed by Registrar, UID, Punjab.

However, please note that any change made in the enrolment process by UIDAI at any point of time shall be applicable to the bidder.



4.1.9. SEND ENROLMENT DATA TO CIDR AND REGISTRAR

The Aadhaar enrolment data needs to be sent to the CIDR server within the minimum frequency and timeframe defined by UIDAI. The transfer of data shall be as per the method prescribed by UIDAI for the same. The registrar packets and KYR+ data should be submitted to the authorized person at Registrar officer as per the frequency mutually agreed upon.

The enrolling agencies are therefore advised to obtain these instructions before they proceed to collect the demographic and Biometric Data of the willing enrollees.

The enrolment agency must ensure that the data collected for the purpose of enrolment is safe and secure and there is no data loss before transmission to CIDR due to any negligence on part of the bidder.

4.1.10. DOCUMENT MANAGEMENT

UIDAI has appointed an agency for Document Management Services for pickup of hard copy documents, scanning and storage etc. The enrolment agencies need to provide the hard copy of the documents collected in the format prescribed by UIDAI to the DMS agency.

The responsibility of safe custody of the documents till the handover to the DMS agency of UIDAI lies entirely with the enrolment agency and any non-compliance of the same shall attract strict penalties.

UIDAI is expected to continue with the above mentioned DMS process for about the next 6 months (approx.) during which the agencies need to handover the hard copy of the documents to the DMS agency. UIDAI is expected to discontinue the DMS process after that period and the agencies may need to scan the documents at the enrolment centres during the time of enrolment and upload the scanned documents as part of the enrolment data packet. The hard copy of the documents is to be returned to the residents after completion of the enrolment. The detailed guidelines for the same shall be released by UIDAI shortly and the same shall be applicable to the project. No separate costs will be paid by the Registrar for scanning of documents.

4.1.11. SUPPORT IN IEC ACTIVITIES IN THE STATE

IEC is a critical and key component of the UID project and the State Government has put a special emphasis on the same. The State Government, in collaboration with UIDAI will design, print and publish UID IEC material from time to time. The Enrolment Agencies are expected to ensure adequate display of the IEC material in the enrolment centres. The enrolment centres should display the following items without any deviation:

1. Any IEC Material provided by the State Government/ UIDAI
2. Basic UID enrolment guidelines
3. The opening and closing time of the enrolment centre. In case the centre is closed due to unforeseen circumstances, clear notice should be
4. Name and Contact No. Of the Supervisor

5. Contact details of UIDAI Support Centre/ Call Centre for registering queries/ Complaints
6. Clear Notice that the enrolment process is free of cost

4.1.12.PRIVACY & SECURITY

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

EA will not retain any data after submission to Registrar and CIDR. Any non-compliance of the same leading to loss, misuse, compromise of the data shall be dealt with strongly by the State Government and may lead to criminal proceedings against the enrolment agency and its staff.

4.1.13.PROVIDE ELECTRONIC MIS REPORTS ON ENROLMENT STATUS DAILY

Operator shall send enrolment statistics on enrolment status to Registrar/UIDAI on a regular basis. The formats and contents of the MIS reports shall be decided by the UIDAI/Registrar. Non-compliance will lead to penalties which will be decided by the Registrar.

4.2.GEOGRAPHICAL SCOPE

The geographical scope of work for enrolment operations shall include the areas as specified in schedules given in Annexure V B of this RFQ. The target population for respective geographical location/areas to be catered to by the Enrolment Agency is given in Annexure V A.

4.3.SERVICE LEVELS AND PENALTIES

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

Sr. No	Performance Indicator	Service Level Metric	Penalty on breach of service level (imposed monthly)
1.	Availability of Enrolment Station (ES) at the particular locality identified for setting up of ES as per the Work Plan	The ES should be operational within 10 days after Registrar approves the Work Plan	Rs 1000 per instance of violation in a particular area.
2.	No. of stations live during period of enrolment	EAs are expected to establish live stations as agreed	Rs. 250/per station/per day during the period of

		with Registrar during enrolment period	default
3.	Data Transfer to the CIDR/ Registrar/ agency nominated by Registrar (excluding the data related to residents getting enrolled through Introducers)	3 days from the date of enrolment	Rs 200 for every day of delay
4.	Data Packets rejected/hold by CIDR due to enrolment through unregistered stations, operators, supervisors and introducers	EAs are expected to carry enrolment through registered stations, operators, supervisors and introducers	Rs 50 per instance
5.	<p>Data Quality – Error in Demographic Information</p> <p>a) Incorrect Gender – Gender does not match photo/name</p> <p>b) Incorrect age – Age does not match photo</p> <p>c) Poor Quality Photograph/ Incorrect photo</p> <ul style="list-style-type: none"> • Full facial Photo is not clearly visible. • Multiple Photos – with different people in them. • Photo has shutdown/ face not clear/ blurred. • ‘Noise’ in the background <p>d) Error in name & address</p> <ul style="list-style-type: none"> • Name spelled differently at different places. • Relationship and name of the relative not captured correctly. • Typographical error • Incomplete address <p>e) Error in name & address transliteration</p> <ul style="list-style-type: none"> • Discrepancy between English and local language data • Spellings Errors in transliterated information • Missing words <p>Incorrect demographic information – someone else’s demographic information is recorded against the resident</p>	EA must ensure data accuracy	Rs 150 per instance
6.	Data Quality – Error like biometric mix-up, process violation such as capturing multiple residents photograph or biometrics in the same	EA must ensure data accuracy	Rs 500 per instance

	<p>packet, capturing photo from a photo, recording residents as biometric exception when their biometric modalities are available and can be captured etc.</p> <ol style="list-style-type: none"> a) Enrolment through Uncertified/ Suspended/ Inactive Operators. b) Enrolment without the enrolment form being filled up and obtained from resident. c) Enrolment based on unverified documents. d) Variation in enrolment data capture & enrolment form/ POI/ POA documents. e) Consent and acknowledgement not printed/ provided to resident. f) Consent/ acknowledgement not signed. g) Mismanagement of documents/ lost documents/ document not legible/ torn. h) Photo of photo in the enrolment. i) False reporting of biometric exception. j) Not capturing biometric exception photograph in the client as per UIDAI guidelines whenever there is biometric exception. k) Declining correction in the data within the given window of correction. l) Wrong verification of enrolment forms against proof documents. 		
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In case of serious errors, the State Government/ UIDAI may file criminal cases against the concerned operator and supervisor in case an attempt to fraud can be established. Registrar shall decide on the final service levels and the penalty to be imposed for the violation/non adherence to the service levels. These service levels are only illustrative.

In case the supplier is below performing even after penalties and requisites notice, the contract will be terminated and Purchaser will reserve right to offer the schedule to the next qualified bidder and so on in the order of merit subject to the fact that he has not awarded any other schedule as mentioned in the RFQ.

4.4. ROLES AND RESPONSIBILITIES

The roles and responsibilities of the various parties involved in the Enrolment process shall be as per the latest Roles and Responsibilities available on UIDAI website.

Party	Role and Responsibility
Enrolment Agency	Latest Role and Responsibilities available on UIDAI website.

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

4.5. TIMELINES

The enrolment process should be completed by 31 Dec 2012 in accordance with schedule provided.

4.6. PAYMENT TO THE ENROLMENT AGENCY

Payments shall be made to the Enrolment Agency by the Registrar **on the number of UID generated after deduction of penalties, TDS and any other applicable taxes/dues** as applicable after the corresponding amount has been received from UIDAI.

This payment shall be subject to adherence to the Service Level Agreements.

5. PROCEDURE FOR SUBMISSION OF BIDS

The bid shall be submitted in two separate envelopes mentioning the contents

- a. Sealed envelope marked as **qualification criteria envelope** addressed to the Nodal Officer UID, Punjab
- b. Sealed envelope marked as **financial bid envelope** containing schedule wise pricing in the requisite financial bid form.

5.1. CONTENTS OF QUALIFICATION CRITERIA ENVELOPE

The Bidders shall submit the qualification criteria envelope. It shall contain the following

- (i) Qualification Criteria letter as given in Annexure I
- (ii) Tender Fee
- (iii) EMD
- (iv) Letter of UIDAI Empanelment
- (v) Schedule work Plan (Annexure II B)
- (vi) Self-attested Declaration
- (vii) Board Resolution for Authorised Signatory

Authorised representative of the entity should sign on all the pages of the proposal. The representative authorisation should be confirmed by a written Power of Attorney accompanied the proposal.

5.2. FINANCIAL BID FORMS

The Financial Bid consists of one Schedule each for each geographical area outlined in Section 4.2. The bidder shall be responsible for doing the necessary background research to understand each geographical area, terrain, population density, urban-rural percentage as well as the infrastructure requirements.

The bidder shall quote the total cost for providing services as per the Scope of Work given in Section 4. The total cost quoted shall be inclusive of all expenses like travel and lodging, cost of setting up enrolment centres and mobile units, taxes and duties.

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

ANNEXURE I – QUALIFICATION CRITERIA LETTER

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

To,

**The Nodal Officer,
Registrar, UID, Punjab,
3rd Floor, Jeevandeep Building,
Sector 17-D,
Chandigarh**

Dear Sir,

Ref: Request for Quotation (RFQ) Notification dated 30/04/2012

1. Having examined the RFQ document, I (name of the bidder)/ We (in case of consortium, the names of the consortium partners) , the undersigned, herewith submit our response to your RFQ Notification dated 30/04/2012 for Selection of Enrolment Agency for UID, in full conformity with the said RFQ document
2. I/We, the undersigned, offer to provide services to Registrar, UID Punjab for carrying out the enrolment functions for Enrolment of Residents of Punjab for UID in accordance with your RFQ.
3. I/We have read the provisions of the RFQ document and confirm that these are acceptable to us. Hence, we are hereby submitting our Financial Bid.
4. I/We agree to abide by this RFQ, consisting of this letter, financial bid and all attachments, for a period of 90 days from the closing date fixed for submission of bid as stipulated in the RFQ document.
5. I/We hereby declare that we are empanelled as an Enrolment Agency by the UIDAI as of date (date of submission of financial bid) and we have not be dis-empanelled, blacklisted, suspended or charged with any fraudulent activities by UIDAI/ Registrar/ Central/ State/ UT Government in any part of the country.
6. I/We hereby declare that we are interested in participating in the following Schedules:

a.	Schedule 1	Y/N
b.	Schedule 2	Y/N
c.	Schedule 3	Y/N
d.	Schedule 4	Y/N

7. I/We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption, in force in India.
8. I/We understand that Registrar, UID, Punjab is not bound to accept/annul any bid received in response to this RFQ.
9. In case I/We are engaged by Registrar, UID, Punjab as an Enrolling Agency, we shall provide all assistance/cooperation required by Registrar, UID, Punjab, UIDAI appointed auditing

agencies/ UIDAI officials for performing their auditing and inspection functions. I/We understand that our non-cooperation for the same shall be grounds for termination of service.

10. In case I/We are engaged as an Enrolling Agency, we agree to abide by all the terms & conditions of the Contract and Guidelines issued by UIDAI/Registrar from time to time.
11. I/We are enclosing herewith the documents as per the specified requirements.
 - a. Tender Fee vide Demand Draft No. _____ Dated _____ Drawn On _____
 - b. EMD vide Demand Draft No. _____ Dated _____ Drawn On _____
 - c. Letter of UIDAI Empanelment
 - d. Schedule work Plan (Annexure II B)
 - e. Self-attested Declaration
12. I/We have submitted a separate financial bid which includes all costs as per the Scope of Work mentioned in the RFQ.

Our correspondence details with regard to this RFQ are:

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

I/We remain,
Yours sincerely,

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

Name and Title of Signatory(ies): _____

Name of Firm/s: _____

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

ANNEXURE II A – FINANCIAL BID FORMAT

Particulars	Price per enrolment in INR			
	Schedule 1	Schedule 2	Schedule 3	Schedule 4
(a) Price per enrolment in INR (Exclusive of all taxes)*				
(b) Applicable Taxes/Duties/Cess etc. at current rates(e.g.)				
(i) Service Tax				
(ii)				
(iii).....				
Price per enrolment in INR (inclusive of all taxes at current rates)				

* This shall include all costs as per the Scope of Work including costs of equipment, manpower, transportation and any other operational costs.

Note:

1. The bidder needs to add the Schedule No. and Schedule Name for the schedules that it is bidding for
2. The Contract Value for the purpose of calculation of the Performance Bank Guarantee shall be computed as:

Price per enrolment in INR (inclusive of all taxes) x Target population for the Schedule

ANNEXURE II B – TIMELINE SCHEDULE**Timeline for Schedule ‘N’***

Serial	Schedule	Deadline	Total Target Population	Population to be covered till deadline	Percentage Coverage
1	Schedule N*	End of 1st Month			
2	Schedule N*	End of 2nd Month			
3	Schedule N*	End of 3rd Month			
4	Schedule N*	End of 4th Month			
5	Schedule N*	End of 5th Month			
6	Schedule N*	End of 6th Month			
7	Schedule N*	End of 7th Month			

**Where ‘N’ is the Schedule Number for which Bidder is submitting his bid.*

Note: Ideally, first five months should be considered to complete the enrolments and last two months for Consolidation/Reconciliation activities.

ANNEXURE III – GUIDELINES FOR ENROLMENT

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1. How to Read This Document

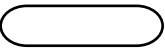
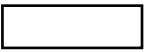

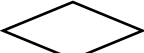


This process document is organised into below sections:

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

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

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

Legends

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

Abbreviations used

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

2. Process Overview

3.1 Goals and Objectives

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

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

3.2 Scope

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

3.3 Prerequisites for Process

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

- Training and certification modules for enrolment agencies in place
- Communication content and methodology for residents defined (*Resident Awareness and Demand Generation Process*)

3.4 End of Process

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

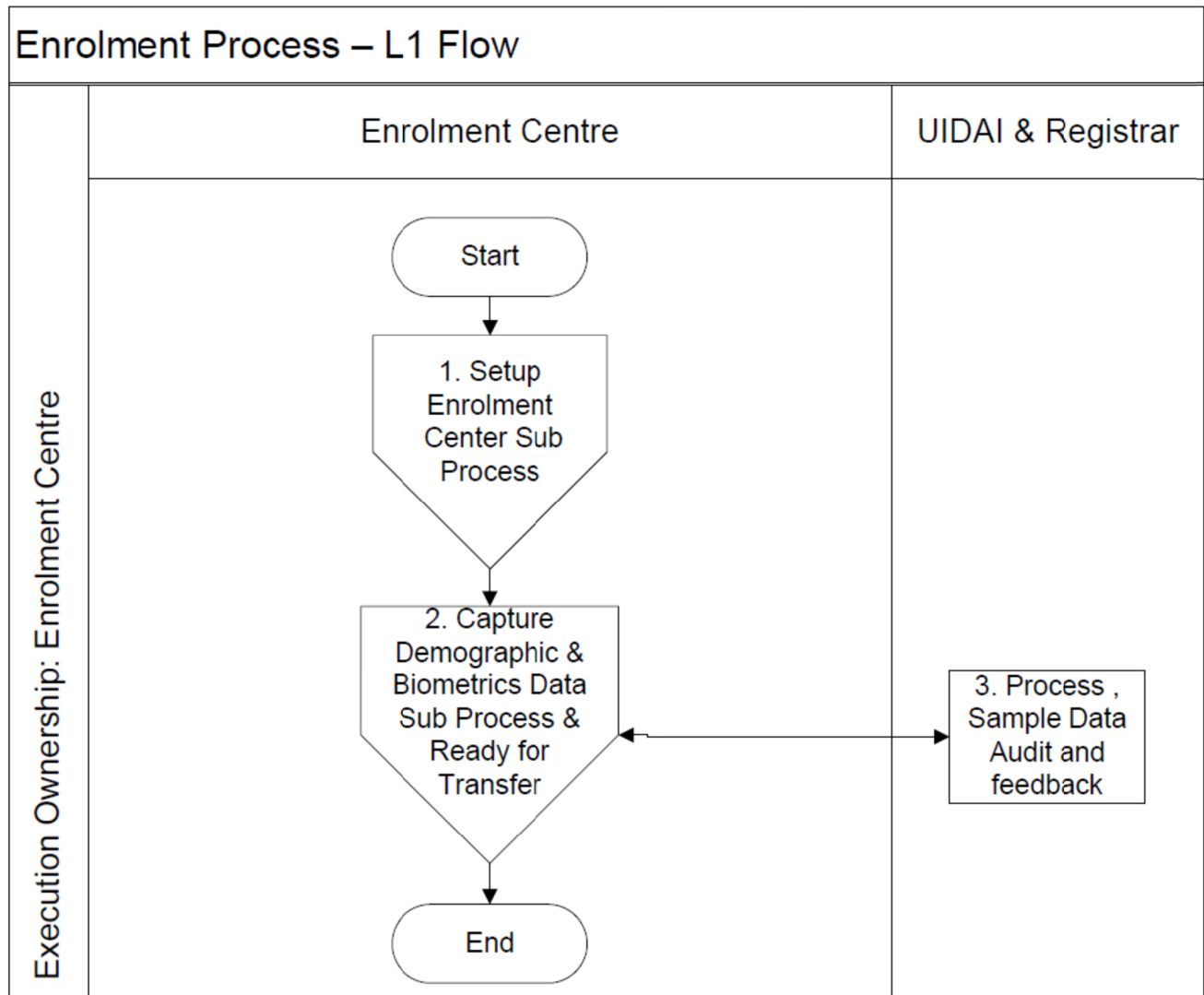
3.5 Roles and Responsibilities

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

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

3. Process Details

4.1 Resident Enrolment Process Flow

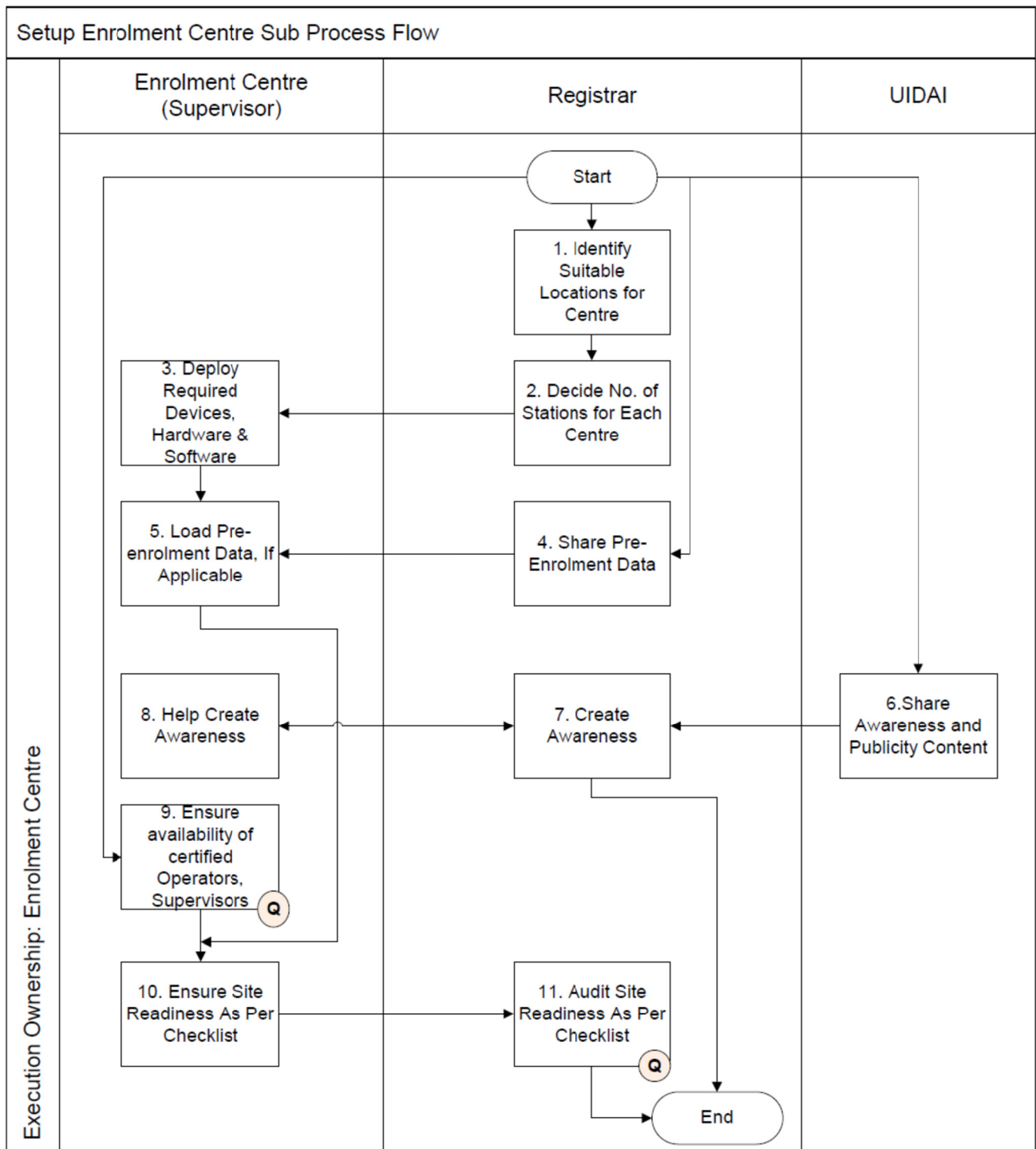


4.2 Resident Enrolment Process Description

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

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

4.3 Setup Enrolment Centre Sub Process Flow



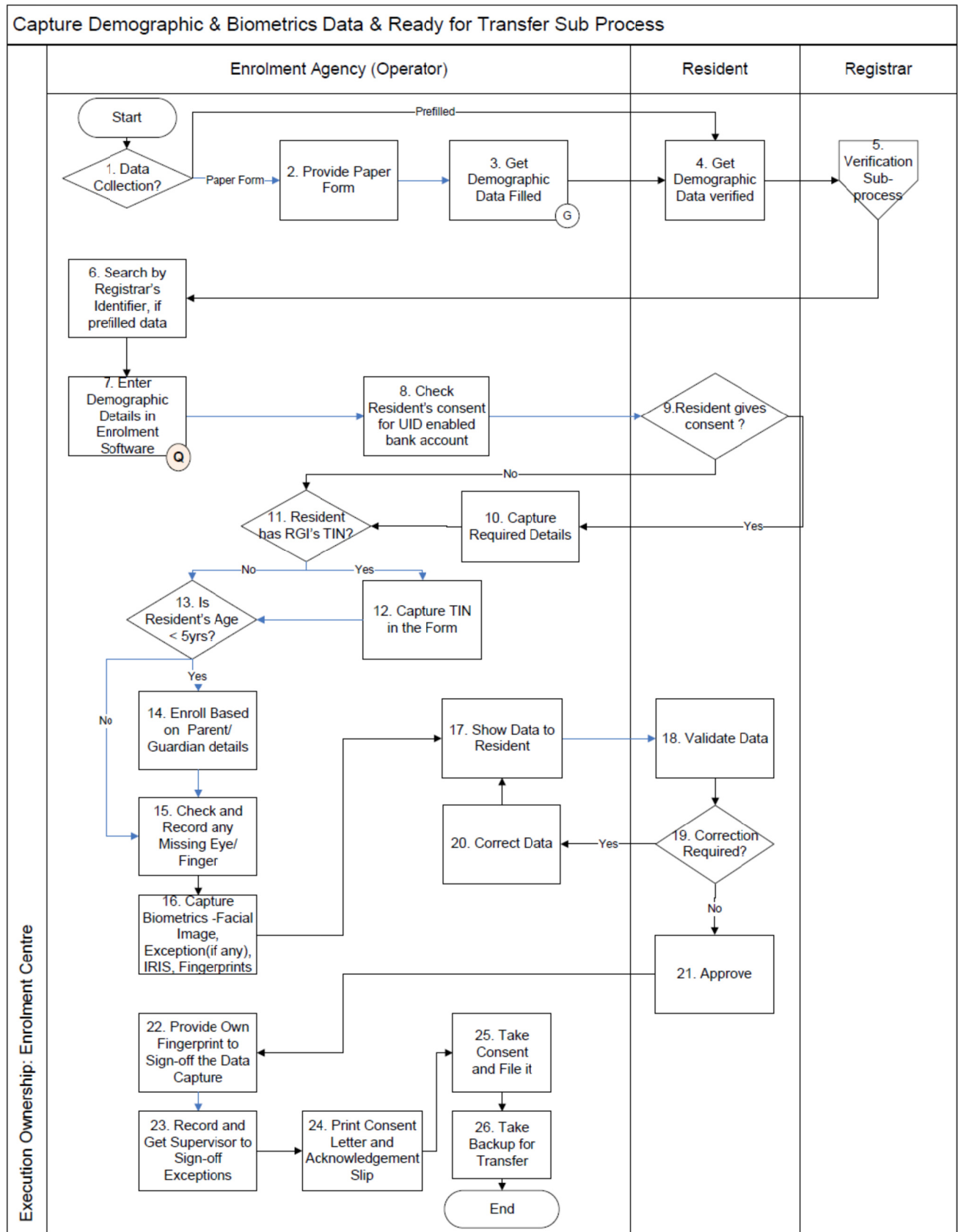
4.4 Setup Enrolment Centre Sub Process Description

S.No	Step	Responsibility	Reference
C	<p>Start</p> <p>To Setup enrolment centres, activities that need to be initiated are:</p> <ul style="list-style-type: none"> • Step 1 Identify suitable locations for Enrolment • Step 4 Share Pre-Enrolment Data, if used • Step 6 Ensure Availability of Certified Operators, Supervisors • Step 7 Share Awareness and Publicity Content 		
1.	<p>Identify Suitable Locations for Centre</p> <p>Registrar identifies suitable locations where enrolment centres may be Setup as follows:</p> <ul style="list-style-type: none"> • Assess details of the area including the terrain, local weather conditions, law and order situation, logistics support etc. • The enrolment Centre selected must be secured and protected from the natural elements so that there is no damage or loss to the devices and data. • Co-ordinate with the local district administration right from the planning stage to the actual roll-out of the enrolment. • In order to cover the difficult-to-reach areas and villages where proper premises are not available, it may be necessary to have mobile enrolment centres. The list of difficult areas will be available with the State Government. • In case of mobile enrolment centres/stations, the decision on frequency/period of availability shall be decided by the Registrar based on density of population, geographical terrain etc. 	Registrar	
2.	<p>Decide Number of Stations for Each Centre</p> <p>The number of stations can be decided based on the target number of days for completion of enrolment in the particular area or the district and the expected number of enrollees in the area. It should be borne in mind that only 60-70 enrolments can be done by one station in a day.</p> <p>Typically, the Enrolment Centres set up in an area / district should be able to complete the coverage in 20 – 25 days. This would help focus the efforts of the district/ area administration in the area and also ramp up the publicity</p>	Registrar	

	in all the modes so as to bring the residents to the Enrolling Centres for the enrolment.		
3.	Deploy Hardware, Software for Enrolment Ensure all hardware and software as mentioned in the 5.2.1 are deployed at the enrolment centre. Test the hardware / software for proper working.	Enrolment Agency	5.2.1 Checklist for Setting up Enrolment Centre
4.	Share Pre-enrolment Data Available, if Used Where applicable, share the pre-enrolment data / beneficiary database with Enrolment Agencies for carrying out the enrolments. The details of the database need to be discussed and sent to UIDAI in advance in prescribed format and aligned to UIDAI requirements as per technology integration toolkit.	Registrar	5.1.1 KYR Standards for Collecting Demographic Data
5.	Load Pre-enrolment Residents Data on the Enrolment Station Laptop Load and test beneficiary database on enrolment centre laptops / desktops and ensure it is accessible/ searchable.	Enrolment Agency	
6.	Share Awareness and Publicity Content Share awareness and publicity content, as detailed in the external process, with the Registrar. Guide them in adapting the content / communication.	UIDAI	
7.	Create Awareness in Target Beneficiaries / Residents Ensure right communication reaches the target resident groups with respect to timing and location for enrolment centres, benefits of enrolling etc.	Registrar	
8.	Help Create Awareness Enrolment Agency needs to assist the Registrar in communication and generating resident awareness. The role of the enrolment agency should be limited to publicising the content provided by the UIDAI/ Registrars. The EA should not add to / modify /delete the content provided by Registrar/ UIDAI.	Enrolment Agency	
9.	Ensure Availability of Certified Operators, Supervisors Although training is not mandatory, certification is mandatory for Operators. Ensure certified Operators and Supervisors are available at enrolment centres. The no. of certified Operators should be more than the no. of stations for job rotation and avoiding Operator fatigue. The supervisor is required to handle any situation that requires immediate attention and handle exceptions at the enrolment centre itself and inform the Registrar subsequently.	Enrolment Agency	

	<p>Technical personnel for attending power /system / biometric instrument related maintenance problems should be available on call in a centrally located place covering about six enrolment centres so that the downtime can be minimized.</p> <p>Proceed to Step 10. Ensure Site Readiness and Fill Checklist.</p>		
10.	<p>Ensure Site Readiness and Fill Checklist</p> <p>Ensure the enrolment centre is Setup as per 5.2.1 Checklist for Setting up Enrolment Centre. Document exceptions, if any, and sign-off the checklist.</p>	Enrolment Agency	5.2.1 Checklist for Setting up Enrolment Centre
11.	<p>Audit Site Readiness</p> <p>Audit enrolment centre for readiness using 5.2.1 Checklist for Setting up Enrolment Centre. The Registrar's supervisor will also sign-off the checklist.</p>	Registrar (Supervisor)	
	End		

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



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

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

	document <ul style="list-style-type: none"> • Based on supporting documents • Based on introducer system 		
6.	Retrieve by Registrar's Identifier, if prefilled data If the resident is already a part of the Registrar's beneficiary database, retrieve resident's demographic details using the Registrar's Identifier. Some examples are (but not limited to) <ul style="list-style-type: none"> • Ration card no (Food and Civil Supplies Department as Registrar) • Job card no (Rural Development Department as Registrar) • Policy no (LIC as Registrar) • TIN (RGI as Registrar) • EPIC no (Election Commission as Registrar) • PAN no (Income Tax Department as Registrar) • Registrar) 	Enrolment Agency (Operator)	
7.	Enter Demographic Details in Enrolment Software Enter the verified demographic details in the enrolment software. The software has built-in features to ensure completion of mandatory data fields. In case data has been retrieved using Registrar's identifier, then check and correct/complete the demographic data.	Enrolment Agency (Operator)	
8.	Check Resident's Consent to participate in FI? Check with resident if he/she wants to participate in the scheme of financial inclusion (FI) by linking his current Bank A/C to his UID or by opening a new Bank A/C on the basis of his UID.	Enrolment Agency (Operator)	
9.	Resident gives consent If the resident has consented with a 'Yes' to participate in financial inclusion and linking/opening a bank A/C with his UID, proceed to step 10 to Capture Required Details. If resident does not give his/her consent, proceed to step 11 Resident has RGI's TIN?	Resident	
10.	Capture Required Details If the resident has an existing bank A/C, the following details must be procured: Name, Bank, Bank Branch, A/C Number and IFSC Code(to be filled in by the enrolment operator from the dropdown he'll have access to, in case the resident is unaware of the same). Irrespective of the registrar being a bank or non- bank, the	Enrolment Agency (Operator)	

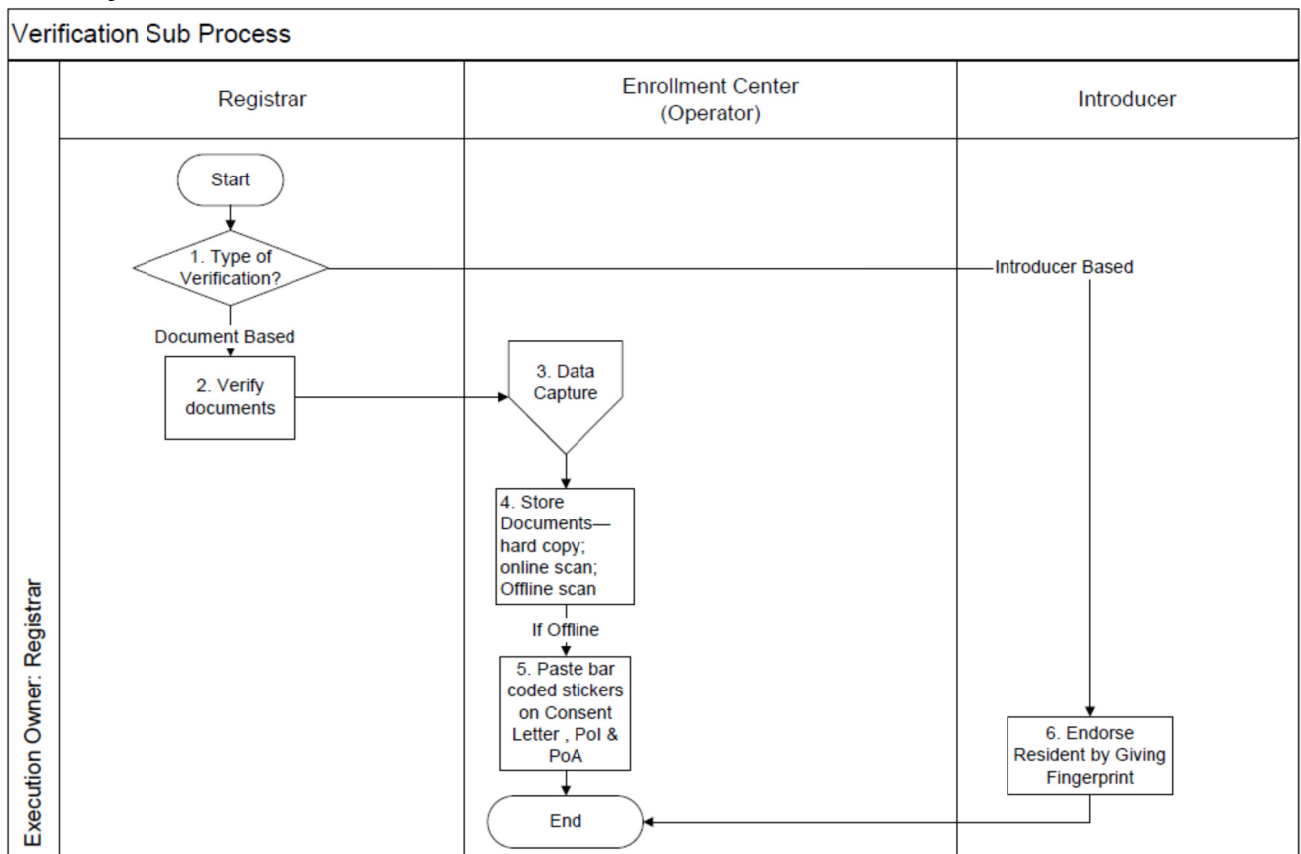
	<p>above details have to be mandatorily filled in the enrolment form. Any additional information that a bank registrar would want to process may well be done after the above requirements are fulfilled.</p> <p>If a resident has consented to participate in FI, and doesn't have an existing bank A/C, then the enrolment station must procure from the resident his preferred bank in which he wants to open a UID enabled bank account from the list of banks available with the enrolment station, and fill in the BIN (Bank Identification Number) for the same.</p> <p>If the Registrar involved in enrolment is a bank, determine if the resident has an existing A/C in this Registrar's bank. In such a case, an existing A/C in any other bank will mean the same as having „No' bank account.</p> <p>If the registrar is a bank, then their own BIN must be entered. This is subject to the approval of the resident's consent to open a new account with the registrar bank. If the resident denies doing so, proceed to check in step 11.</p>		
11.	<p>Resident has RGI's TIN?</p> <p>The Operator should check with the resident if the RGI (census) officials have visited his / her household for the census survey.</p> <ul style="list-style-type: none"> • If yes, proceed to Step 12. Capture TIN in the Form • If no, proceed to next check in Step 13. Is Resident's Age < 5yrs? 	Enrolment Agency (Operator)	
12.	<p>Capture TIN in the Form</p> <p>The RGI official would have provided a TIN / schedule no. to the household / individual. Capture the same in the enrolment software. Operator can inform the resident that this will be used for sharing resident's AADHAAR number with RGI. The resident may already have an AADHAAR prior to RGI process.</p>	Enrolment Agency (Operator)	
13.	<p>Is Resident's Age < 5yrs?</p> <p>Check if the resident's age is less than 5 years.</p> <p>If yes, proceed to Step 14. Enrol based on Parent/Guardian Details</p> <p>If no, proceed to Step 15. Check and Record for any Eye/Finger Missing</p>	Enrolment Agency (Operator)	
14.	<p>Enrol based on Parent/Guardian Details</p> <p>In case of children below the age of 5 years one of the parents' or guardian's name shall be recorded and UID or Enrolment Number (either of the two numbers) shall be recorded. This is mandatory.</p>	Enrolment Agency (Operator)	

	<p>If the child is being enrolled along with his father /mother / guardian, first enrol the parent / guardian and record the parent's enrolment no. in the child's form.</p> <p>If the father /mother / guardian of the child has either not enrolled or does not possess AADHAAR number at the time of enrolment, the enrolment of that child cannot be done unless the above requirements are fulfilled.</p>		
15.	<p>Check and Record for any Eye/ Finger Missing Check resident's eyes and fingers for fitness (missing/amputated). If the resident has any deformities, these also have to be captured on the Demographic screen. Enter Details of 'Missing Eye Indication' or 'Missing Finger Indication' as appropriate.</p> <p>In such a case, the operator shall assist the resident in the fingerprint capture to avoid capture of the extra finger/s.</p>	Enrolment Agency (Operator)	
16.	<p>Capture Biometrics - Facial Image, IRIS and Fingerprints</p> <p>Guide the resident to occupy the chair in front of the enrolment station. The resident should be instructed to be seated properly with their back upright and their face towards the camera.</p> <p>The images of all the ten fingers are to be captured. The fingerprints must be captured in the sequence of slaps of four fingers of left hand, right hand followed by the two thumbs.</p> <p>The Operator can visually verify facial image quality. Apart from this in-built quality checks in the software indicate the quality of biometrics at each stage. If any biometric exceptions have been specified on the demographic screen, these should be captured as photographs on the Photograph screen.</p> <p>The software forces re-captures for a fixed number of times when quality is not OK. Afterwards the Operator may try capture again but will not be forced by the system. However, it should be borne in mind that the forced capture should not become harassment for the resident.</p> <p>If required, ask resident to clean hands on towel and/or help to apply little more pressure on hand while taking image again. Similarly, guide resident to get appropriate quality of iris and facial images.</p>	Enrolment Agency (Operator)	<p>5.1.4 Biometric Data Capture Standards</p> <p>5.1.5 Detailed Guidelines for Collecting Biometric Data</p>

	<p>Policies for biometric capture:</p> <p>Iris - above 5 yrs mandatory (also used for de-duplication)</p> <p>Fingerprint - above 5 yrs capture Fingerprint - above 15, treated like adult Face - all mandatory including infants</p> <p>Below 5 yrs - guardian/parent mandatory, after that optional</p> <p>Any biometric exception (any finger missing, any eye missing) - extra photo as well as supervisor signature</p> <p><i>AADHAAR Enrolment Client software automatically takes care of enforcing these policies. UIDAI may, from time to time, make modifications to these policies</i></p>		
17.	<p>Show Data to Resident</p> <p>The Operator shows the data entered to the resident on a monitor facing the resident and if required, reads out the content to the enrolee, to ensure that all details captured are correct.</p>	Enrolment Agency (Operator)	
18.	<p>Validate data</p> <p>The resident will ensure that all details entered in Demographic form are correct.</p>	Resident	
19.	<p>Correction Required?</p> <p>In case any errors are pointed out to the Operator. go to step no.20, Correct Data</p> <p>Else go to step no. 21, Approve.</p>	Resident	
20.	<p>Correct Data</p> <p>The EA Operator then corrects the errors pointed out and again shows the data to the resident.</p>	Enrolment Agency (Operator)	
21.	<p>Approve</p> <p>If no corrections are required, resident will approve the data.</p>	Resident	
22.	<p>Provide Own Fingerprint to Sign-off the data capture</p> <p>The Operator will then provide own Fingerprint to sign-off the data captured.</p> <p>CIDR will process for an operator that is enrolled and has been added to valid operator list by EA.</p>	Enrolment Agency (Operator)	
23.	<p>Record and Get Supervisor to Sign Off Exceptions The Supervisor may sign off any exceptions observed in Data Collection.</p>	Enrolment Agency (Operator)	5.1.6 Handling Exceptions
24.	<p>Print Consent Letter and Acknowledgement</p> <p>Print Acknowledgement slip and provide to resident.</p>	Enrolment Agency (Operator)	5.2.3 Acknowledgement Slip

			and Consent Letter(draft format)
25.	Take Consent and file it Operator will take Resident’s consent (signature/ thumb impression) and file this copy.	Enrolment Agency (Operator)	
26.	Take Backup for Transfer Operator maintains backup of data captured. Also, Operator exports data to a memory stick and keeps it ready for transfer at a specified location. Refer 1 st Mile Logistics Process for Data Transfer flow and Guidelines	Enrolment Agency (Operator)	External Process Refer 1 st Mile Logistics Process for Data Transfer flow and Guidelines
	End		

4.7 Verification Sub Process Flow



4.8 Verification Sub Process Description

S. No	Step	Responsibility	Reference
	Start It is essential that key demographic data is verified properly.		
1.	Type of Verification 2 Distinct methods of verification are discussed in this document <ul style="list-style-type: none"> • Based on supporting documents • Based on introducer system 	Registrar	
2.	Verify Documents Registrar's Supervisor verifying the documents should be a pre enrolled resident. He may be covered during the special drive for Introducers. For Verification based on Documents, the Registrar's Supervisor present at the Enrolment Centre will verify the documents and sign/stamp the documents as a proof of Verification. If pre-enrolment data is used Registrar's Supervisor will verify those documents (like Ration Card, NREGA job card etc.). In case Enrolment form is used for filling demographic data, then Supervisor will verify form details against PoI, PoA, DoB documents. Verify Name, Date of Birth, Address against PoI, DoB and PoA documents. Refer Guideline 5.1.3 for list of applicable documents. Verify Name and UID of Parent/Guardian in case of children. Registrar's Supervisor will then sign and stamp the Photocopy of documents verified.	Registrar (Supervisor)	5.1.3. Documents for Verifying PoI, PoA and DoB
3.	Capture Demographic and Biometrics Data and Ready for Transfer Sub Process After verification by Registrar, the Operator will follow the process of capturing Demographic and Biometrics Data and keep it ready for transfer to CIDR. Refer 4.5 Capture Demographic and Biometrics Data and Ready for Transfer Sub Process	Enrolment Agency (Operator)	4.5 Capture Demographic and Biometrics Data and Ready for Transfer Sub Process
4.	Store Documents These documents need to be maintained by the Registrar at least for 7 years from the date of capture or as specified by UIDAI from time to time. In case	Enrolment Agency (Operator)	

	<p>of any legal requirements, Registrar shall furnish necessary documents as required by UIDAI.</p> <p>The Registrar may store documents in either</p> <ul style="list-style-type: none"> • Hard copy or • Digitise documents by online scanning during the process of data capture or • Digitise documents offline and allot Document Identification Number(DIN) – barcode <p>Registrar to prescribe suitable documentation management system for easy tracking and retrieval of documents.</p> <p>If Scanned offline, bar coding can be useful in tracking, as explained in step no.5.</p> <p>Else End.</p>		
5.	<p>Paste bar coded stickers on Consent Letter, PoI and PoA</p> <p>To save on online scanning cost and time, a Registrar may opt for offline scanning of documents. If this is the case, the Operator will paste pre-printed bar coded stickers on these documents. The bar code will be read and stored on the Resident file.</p> <p>When scanning of documents will take place at a later stage, then the bar code reader will read the bar code on any of these documents. PoI, PoA documents will then be scanned and attached to the data file of the Resident that is retrieved using bar code.</p>	Enrolment Agency (Operator)	
6.	<p>Endorse Resident by giving fingerprint</p> <p>The Introducer will go through all the details to ensure that he endorses correctly. The Introducer ensures that all the residents that he is about to endorse are known and given particulars are correct. The concept of inclusiveness should not take away the credibility of the Introducer system. Any false verification by Introducer shall make him liable for legal action.</p> <p>The Introducer can endorse a resident and vouch for the validity of Resident's information by giving his/her thumbprint in the enrolment software's 'Review' tab. In addition he/she should sign the Enrolment form endorsing the resident.</p> <p>Introducer will validate by giving fingerprint.</p>	Introducer	
	End		

4. Appendix

5.1 Standards and Guidelines

5.1.1 KYR Standards for Collecting Demographic Data

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

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

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

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

5.1.2 Detailed Guidelines for Recording Demographic Data

i. Name

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

ii. Date of Birth (DoB)

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

iii. Gender:

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

iv. Residential Address:

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

v. Parent/ Spouse /Guardian Information (Conditional)

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

vi. Relationship type (Conditional):

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

vii. Introducers Name (Conditional):

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

viii. Mobile Number (optional):

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

ix. Email address (optional):

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

5.1.3 Documents for Verifying Pol, PoA and DoB

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

5.1.4 Biometric Data Capture Standards

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

i. Face Image Capture

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

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

ii. Finger Print Capture

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

iii. Iris Capture

Key Decisions	Summary of Decisions
Enrolment	
Image	Two eyes, > 140 pixel image diameter (170 pixel

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

5.1.5 Detailed Guidelines for Collecting Biometric Data

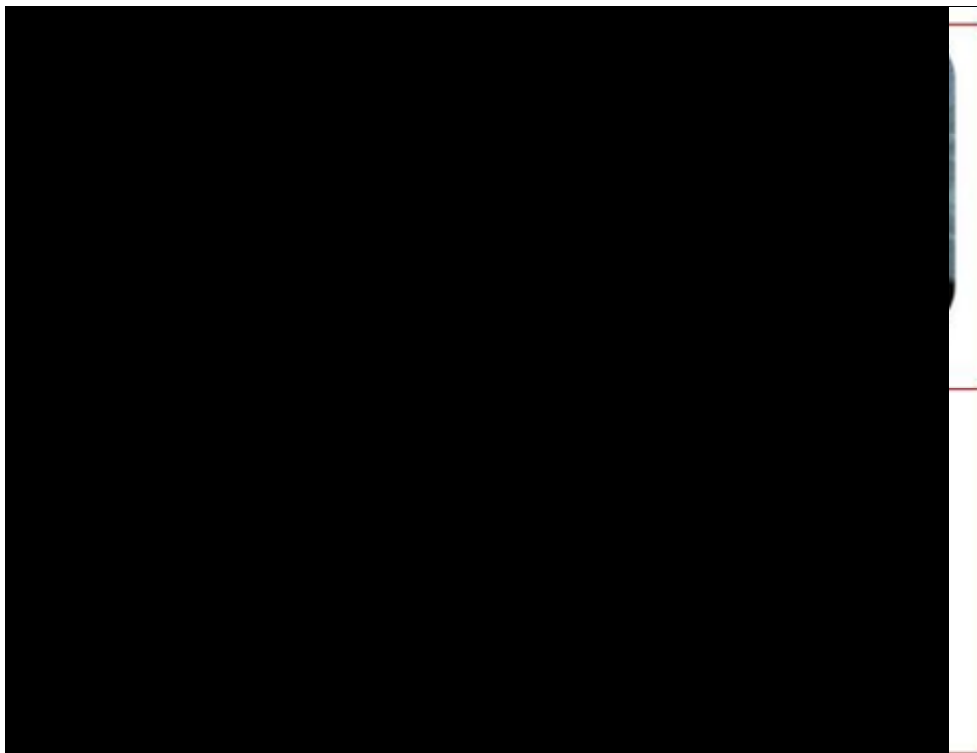
i. Fingerprint Capture

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



platen of the fingerprint scanner for the four-finger capture to ensure good contact and maximize the area of the captured fingerprints.

- f. If **automatic** capture does not happen, the operator should force the capture through option available in the enrolment software. The capture software will allow forced capture only after at least one attempted automatic capture for that Enrolee.
- g. Visually check the image for quality and for typical problems. In case there are problems go back to steps above to retry the capture.
- h. If capture is still not possible, move on to the next step to capture the fingerprints of the two thumbs.
- i. **Two Thumbs:** The Enrolee should be requested to place **Two Thumbs** to platen of the fingerprint scanner for the capture to ensure good contact and maximize the area of the captured fingerprints.
- j. If **automatic** capture does not happen, the operator should force the capture through option available in the enrolment software. The capture software will allow forced capture only after at least one attempted automatic capture for that Enrolee.
- k. Visually check the image for quality and for typical problems. In case there are problems go back to steps above to retry the capture.



ii. Facial Image Capture

- a. **Enrollee Position:** For capturing facial image, it is advisable for the operator to adjust the camera instead of the Enrollee to position herself/himself at the right distance or in the right posture.
- b. **Focus:** The capture device should use auto focus and auto-capture functions. The output image should not suffer from motion blur, over or under exposure, unnatural coloured lighting, and radial distortion. Interlaced video frames are not allowed.
- c. **Expression:** Expression strongly affects the performance of automatic face recognition and also affects accurate visual inspection by humans. It is strongly recommended that the face should be captured with neutral (non-smiling) expression, teeth closed and both eyes open.
- d. **Illumination:** Poor illumination has a high impact on the performance of face recognition. It is difficult for human operators to analyse and recognize face images with poor illumination. Proper and equally distributed lighting mechanism should be used such that there are no shadows over the face, no shadows in eye sockets, and no hot spots.
- e. **Eye Glasses:** If the person normally wears glasses, it is recommended that the photograph be taken with glasses. However, the glasses should be clear and transparent so that pupils and iris are visible. If the glasses are with tint, then direct and background lighting sources should be tuned accordingly.
- f. **Accessories:** Use of accessories that cover any region of the face is not permitted.
- g. However, accessories like eye patches are allowed due to medical reasons. Further, accessories like turban are also allowed as religious practices.
- h. Operators need to be trained to obtain the best possible face images that satisfy requirements.



iii. Iris Capture

- a. Iris pattern of each eye is not correlated, and gives two independent biometric feature sets. It assures correct assignment of left and right eyes and allows for more accurate estimation of roll angle.
- b. In order to obtain good quality template, the iris image diameter should be a minimum of 170 native pixels.
- c. In order to retain sufficient image surrounding the iris for the purpose



- of identifying the left or right eye as well as for a more accurate iris segmentation, the margins around the iris portion of the image need to be at least 50% of the iris diameter on the left and right sides of the image, and a least 25% of the iris diameter on the top and bottom of the image.
- d. The capture device should be more than 300 mm away from the Enrolee to be considered non-intrusive.
 - e. The capture device should use auto-capture functions.
 - f. In special circumstances where the Enrolee has to position herself or himself, the capture device should be more than 100mm away but the device should use a visor or other mechanical alignment aid to enable the Enrolee to position themselves.
 - g. In order to provide an acceptable level of usability and ease of alignment, the camera must allow for some variability in the position of the iris centre relative to the camera. This variability is defined by position tolerances in the horizontal, vertical, and axial dimensions that together define a volume (the 'capture volume') within which the centre of the iris must be located in order to enable image capture.
 - h. For two eye capture devices, the capture volume dimensions for devices without mechanical alignment aids are 19 mm wide, 14 mm high, and 20 mm deep, and for devices with such aids, 19 mm wide, 14 mm high, and 12 mm deep.
 - i. The iris image capture device must be capable of capturing light in the range of 700 to 900 nanometres. The camera's near infrared illuminator(s) must have a controlled spectral content, such that the overall spectral imaging sensitivity, including the sensor characteristics, transfers at least 35% of the power per any 100 nm-wide sub-band of the 700 to 900 nm range.
 - j. The iris image capture sensor shall use progressive scanning.
 - k. Illumination shall be compliant with illumination standard IEC 825-1 and safety specification ISO 60825-1.
 - l. In order to achieve acceptable recognition accuracy, the iris acquisition sensor must achieve a signal-to-noise ratio of at least 36dB.
 - m. Within the frequency range of interest, 700 to 900 nm, the iris sensor shall generate images with at least 8 bits per pixel.
 - n. The operator and not the Enrolee will handle the capture device.
 - o. The Enrolee will be required to sit (or stand) in a fixed position, like taking a portrait photograph.
 - p. The iris capture device or the connected computer would be able to measure the iris image quality. An initial image quality assessment would be done to provide feedback to the operator during the capture process. The device alerts the operator if the captured iris image is of insufficient quality.
 - q. The iris capture process is sensitive to ambient light. No direct or artificial light should directly reflect off Enrolee's eyes.

5.1.6 Handling of Exceptions

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

i. Exceptions in capturing Facial Image capture

S.No	Problem	Suggestions
a.	Unable to capture image due to poor light:	a. No flash is to be used. b. Contact the local state government authorities to improve the ambient light. c. If there is inadequate lighting because of low voltage, use the generator backup to improve the lighting. d. Consider moving the enrolment station to a location in the room with better light. e. The non-capture could be because of bright light behind the backdrop. The backdrop should be preferably placed against an opaque wall/partition.
b.	Unable to crop image because of turban / head scarf:	a. If it is strict religious attire, choose the manual capture option. b. If the headgear can be removed this may be requested politely by the operator. c. In the case of lady enrollees, it would be advisable for a lady operator, or volunteer to undertake this process.
c.	Enrollee unable to keep head / torso still and vertical:	Assistance may be provided to the enrollee. In case of lady enrollees, assistance is to be provided by the lady operators or volunteers.

ii. Exceptions in handling Fingerprint Image capture

S.No	Problem	Suggestions
a.	Missing / amputated / bandaged fingers	i. The same is noted in the data as provided in the software ii. The fingerprints of remaining fingers are captured by the operator
b.	Unable to crop image because of turban / head scarf	i. If it is strict religious attire, choose the manual capture option. ii. If the headgear can be removed this may be requested politely by the operator. iii. In the case of lady enrollees, it would be advisable for a lady operator, or volunteer to undertake this process.
c.	Fingerprint captured is not of the requisite	i. i. If standard image of the finger prints are not possible for an enrollee despite repeated attempts, the operator should

	quality	<p>politely ask the enrollee to wash his hands. The operator can provide a wet sponge or towel available in the centre.</p> <p>ii. The operator can request the enrolled to apply pressure on the platen to increase the area of contact and thereby obtain image of the requisite quality.</p> <p>iii. For applying pressure he would firstly rely on efforts of the enrollee. If not successful, the operator can take the permission of the enrollee and assist her/him in applying the pressure to capture the image.</p> <p>iv. It has to be ensured that assistance to women enrollees has to be provided by women operators / volunteers.</p> <p>v. The operator would make a reasonable number of attempts to capture the biometrics of the resident. The number of attempts that can be made is built into the software.</p>
d.	Inability to flatten the fingers	<p>i. The operator with due permission from the enrollee may assist the enrollee in order to attempt capture of the fingerprints.</p> <p>ii. In case this is not successful, the operator may try to obtain fingerprints to the extent that the enrollee is able to flatten and place her / his fingers on the platen.</p> <p>iii. The enrollee can then be made to move to the next set of fingerprints of the other hand or the two thumbs.</p>
e.	Worn out ridges or hands blackened through mehendi or any other substance	<p>i. Attempt a manual capture</p> <p>ii. Proceed to capture fingerprints of fingers which are not blackened or without worn out ridges.</p>

iii. Exceptions in handling Iris Image capture

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

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

iv. General exceptions

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

5.2 Formats, Templates and Checklists**Checklist for Setting up Enrolment Centre**

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

	least 7 days in advance and should be shared on Google Doc prepared by the Registrar for the purpose
B.6	Introducers and Verifiers should be informed of enrolment schedule at least one week in advance
B.7	IEC material should be placed at the Enrolment centre as per specification given by UIDAI and shared with EAs
B.9	UIDAI and EA Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrolment centre
B.10	Hard Copy of User Manual of the software available for ready reference for operators at enrolment centre.
B.11	Sponge for wetting and hand-cleaning cloth available
B.12	Drinking water and other public facilities
	Desired
C	Other Logistics
C.1	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc.
C.2	Extension box for Power Cord
C.3	Water, soap and towel for cleaning hands
C.4	Drinking water facility available
C.5	Sufficient number of tables and chairs for enrolment station operators
C.6	Chairs/benches available in shade for waiting enrolees
C.7	Hall / room spacious & furniture organized to minimize movement of enrolee while capturing biometric information
C.8	At least one station is suitable for physically challenged, pregnant women, women with infants and elderly enrolees. This station is clearly marked with a visible banner.
C.9	Carry cases for all devices available
C.10	Material for cleaning biometric instruments and laptops as specified by device manufacturers
C.11	A separate enclosure to enrol “purdah-nasheen” women available
C.12	Sufficient no. of operators available for job rotation & preventing operator fatigue
C.13	Lady operators / volunteers to assist women enrolees
C.14	Security arrangement in place to stop enrolees from carrying bags / suitcases or any other material into the enrolment centres
C.15	A ramp is provided for disabled and old age people
C.16	First aid kit available
C.17	ORS kit available for areas in extreme heat conditions
C.18	GPS Receiver (USB/built in)
C.19	Scanner (Optional as per Registrar's mandate)
	Enrolment Centre
D	Health & Safety Considerations
D.1	All the electrical equipment are properly earthed
D.2	All wiring on the floor or along the walls properly insulated

D.3	Wiring required for the generator backup and for connecting the various devices used for enrolment neatly organized
D.4	Fuel for generator or any other inflammable material stored away from the enrolment area
D.5	Fire safety equipment available handy
D.6	Power generator kept sufficiently away from the enrolment stations
D.7	Local Emergency Help numbers available at the centre & operators aware of the same

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

References

- Enrolment Manual
- Enrolment Software Manual
- Demographic Data Standards and Verification Procedure (DDSVP) Committee Report

ANNEXURE IV- SPECIFICATION AND FORMATS FOR CAPTURE OF KYR+ INFORMATION

Srl	Field Name	Datatype	Size	Required	Dropdown List	Validation	Format
1	LPG GAS Connection	Boolean	1	Yes	Yes/No		
2	Name of Distributer	Varchar	50	No	<i>(No master list available)</i>	Required if srl no 1 is yes	
3	LPG Company	Varchar	50	No	<i>(No master list available)</i>	Required if srl no 1 is yes	
4	GAS Connection No.	varchar	20	No		Required if srl no 1 is yes	Alfa-numeric
5	Ration Card	Boolean	1	Yes	Yes/No		
6	AAY/BPL/APL Card	Boolean	1	No	Yes/No	Required if srl no 5 is yes	
7	Card Type	Char	3	No	AAY/BPL/APL	Required if srl no 6 is yes	
8	Card No.	Varchar	10	No		Required if srl no 6 is yes	
9	No. of family members	Number	3	No		Required if srl no 6 is yes	
10	FPS License No.	Varchar	20	No		Required if srl no 6 is yes	
11	Name of Head the Family	Varchar	50	No		Required if srl no 6 is yes	
12	Blue Card	Boolean	1	No	Yes/No	Required if srl no 5 is yes	

Srl	Field Name	Datatype	Size	Required	Dropdown List	Validation	Format
13	Card No.	Varchar	10	No		Required if srl no 12 is yes	
14	No. of family members	Number	3	No		Required if srl no 12 is yes	
15	FPS License No.	Varchar	20	No		Required if srl no 12 is yes	
16	Name of Head the Family	Varchar	50	No		Required if srl no 12 is yes	
17	EID/UID of Head of the Family	Varchar	28	No		Required if srl no 5 is yes	
18	Relation with Head of the Family	Varchar	20	No	Grandfather/ Grandmother/ Father/ Mother/ Husband/ Brother/ Sister/ Uncle/ Aunt	Required if srl no 5 is yes	
19	Driving License	Boolean	1	Yes	Yes/No		
20	Driving License No.	Varchar	20	No		Required if srl no 19 is yes	Alfa-Numeric
21	Issuing Authority	Varchar	20	No	(No master list available)	Required if srl no 19 is yes	
22	Date of Issue	DateTime	10	No		Required if srl no 19 is yes	DD/MM/YYYY
23	Arms License	Boolean	1	Yes	Yes/No		
24	Arms License No.	Varchar	20	No		Required if srl no 23 is yes	Alfa-Numeric

Srl	Field Name	Datatype	Size	Required	Dropdown List	Validation	Format
25	Issuing Authority	Varchar	20	No	(No master list available)	Required if srl no 23 is yes	
26	Date of Issue	DateTime	10	No		Required if srl no 23 is yes	DD/MM/YYYY
27	Pension	Boolean	1	Yes	Yes/No		
28	PLA No.	Varchar	20	No		Required if srl no 27 is yes	Alfa-Numeric
29	Issuing Authority (District)	Varchar	20	No	Names of all 22 districts of Punjab	Required if srl no 27 is yes	

ANNEXURE V – POPULATION AND SCHEDULE DETAILS

A. The tables below give details about the Population and Enrolments done in Phase I of the various districts

District Name	Population (Census 2011)	Total Population as per census 2011	Target Population for Phase II
Amritsar	24,90,891	8,98,944	15,91,947
Barnala	5,96,294	2,48,662	3,47,632
Bathinda	13,88,859	4,31,795	9,57,064
Faridkot	6,18,008	2,15,783	4,02,225
Fatehgarh Sahib	5,99,814	3,30,447	2,69,367
Ferozpur	20,26,831	6,15,868	14,10,963
Gurdaspur	22,99,026	11,21,358	11,77,668
Hoshiarpur	15,82,793	6,89,948	8,92,845
Jalandhar	21,81,753	10,32,578	11,49,175
Kapurthala	8,17,668	2,88,915	5,28,753
Ludhiana	34,87,882	13,34,505	21,53,377
Mansa	7,68,808	1,62,514	6,06,294
Moga	9,92,295	3,48,099	6,44,196
Muktsar	9,02,702	2,74,531	6,28,171
Patiala	18,92,282	5,37,304	13,54,978
Rup Nagar	6,83,349	2,04,892	4,78,457
Sangrur	16,54,408	4,87,200	11,67,208
SAS Nagar	9,86,147	2,67,464	7,18,683
Shahid Bhagat Singh Nagar	6,14,362	4,25,000	1,89,362
Tarn Taran	11,20,070	3,51,471	7,68,599
Total	2,77,04,242	1,02,67,278	1,74,36,964

B. The details regarding the various schedules are given below:

Schedule	District	Target Population for Phase II	Total Target
Schedule 1	Amritsar	15,91,947	44,31,059
	Gurdaspur (Including Pathankot)	11,77,668	
	Hoshiarpur	8,92,845	
	Tarn Taran	7,68,599	
Schedule 2	Jalandhar	11,49,175	43,09,762
	Kapurthala	5,28,753	
	Ludhiana	21,53,377	
	Rup Nagar	4,78,457	
Schedule 3	Fatehgarh Sahib	2,69,367	43,05,892
	Mansa	6,06,294	
	Patiala	13,54,978	
	Sangrur	11,67,208	
	Sas Nagar	7,18,683	
	Shahid Bhagat Singh Nagar	1,89,362	
Schedule 4	Barnala	3,47,632	43,90,251
	Bathinda	9,57,064	
	Faridkot	4,02,225	
	Ferozpur (Including Fazilka)	14,10,963	
	Moga	6,44,196	
	Muktsar	6,28,171	

Note:

1. District would mean the total area and population of the District.
2. The Multiple Registrar model shall continue to be in place and other Non-state Registrar(s) may be doing enrolments in the state.

C. Indicative Training Design Structure as per UIDAI guidelines

Module Name & course Duration	Master Trainer	Enrolment Operator	Supervisor	Technical Support	Registrar representative
UIDAI Overview	0.5	0.5	0.5	0.5	0.5
Introduction to UIDAI enrolment process	0.5	1	1	0.5	
Basics on Hardware devices (Biometric, camera, PC etc)	0.5	0.5	0.5	0.5	0.5
Working with the bio metric devices	0.5	1	---	0.5	
UID Client Application Software	1.5	2	2	2	0.5
Trouble Shooting on UID Client Application Software and Biometric devices	0.5	0.5	---	1.5	
Setting up an Enrolment center	0.5	---	1.0	1.5	
Enrolment Centre Management	0.5	---	0.5	---	0.5
Exception Handling	0.5	1	1	0.5	
Soft Skills - Interaction with Residents/ Senior Residents, Grievance handling, Crowd handling etc	1	1.5	1.5	0.5	
Training Delivery Techniques	1.5	---	---	---	
Total	8	8	8	8	2

D. Minimum requirement for Stationary and Mobile enrolment Centres/Stations on the basis of population and density of population in the region.

Schedule	District	Stationary Enrolment Stations	Mobile Enrolment Stations	Total Stationary ES for Schedule	Total Mobile ES for Schedule
Schedule 1	Amritsar	217	3	603	12
	Gurdaspur	160	3		
	Hoshiarpur	121	3		
	Tarn Taran	105	3		
Schedule 2	Jalandhar	156	3	586	11
	Kapurthala	72	2		
	Ludhiana	293	4		
	Rup Nagar	65	2		
Schedule 3	Fatehgarh Sahib	37	2	586	14
	Mansa	82	2		
	Patiala	184	3		
	Sangrur	159	3		
	Sas Nagar	98	2		
	Shahid Bhagat Singh Nagar	26	2		
Schedule 4	Barnala	47	2	597	16
	Bathinda	130	3		
	Faridkot	55	2		
	Ferozpur	192	4		
	Moga	88	2		
	Muktsar	85	3		

ANNEXURE VI - SERVICE LEVELS

Sr. No	Performance Indicator	Service Level Metric	Penalty on breach of service level (imposed monthly)
1.	Availability of Enrolment Station (ES) at the particular locality identified for setting up of ES as per the Work Plan	The ES should be operational within 10 days after Registrar approves the Work Plan	Rs 1000 per instance of violation in a particular area.
2.	No. of stations live during period of enrolment	EAs are expected to establish live stations as agreed with Registrar during enrolment period	Rs. 250/per station/per day during the period of default
3.	Data Transfer to the CIDR/ Registrar/ agency nominated by Registrar (excluding the data related to residents getting enrolled through Introducers)	3 days from the date of enrolment	Rs 200 for every day of delay
4.	Data Packets rejected/hold by CIDR due to enrolment through unregistered stations, operators, supervisors and introducers	EAs are expected to carry enrolment through registered stations, operators, supervisors and introducers	Rs 50 per instance
5.	Data Quality – Error in Demographic Information f) Incorrect Gender – Gender does not match photo/name g) Incorrect age – Age does not match photo h) Poor Quality Photograph/ Incorrect photo <ul style="list-style-type: none"> • Full facial Photo is not clearly visible. • Multiple Photos – with different people in them. • Photo has shutdown/ face not clear/ blurred. • ‘Noise’ in the background i) Error in name & address <ul style="list-style-type: none"> • Name spelled differently at different places. • Relationship and name of the relative not captured correctly. • Typographical error 	EA must ensure data accuracy	Rs 150 per instance

	<ul style="list-style-type: none"> • Incomplete address <p>j) Error in name & address transliteration</p> <ul style="list-style-type: none"> • Discrepancy between English and local language data • Spellings Errors in transliterated information • Missing words <p>Incorrect demographic information – someone else’s demographic information is recorded against the resident</p>		
6.	<p>Data Quality – Error like biometric mix-up, process violation such as capturing multiple residents photograph or biometrics in the same packet, capturing photo from a photo, recording residents as biometric exception when their biometric modalities are available and can be captured etc.</p> <p>a) Enrolment through Uncertified/ Suspended/ Inactive Operators.</p> <p>b) Enrolment without the enrolment form being filled up and obtained from resident.</p> <p>c) Enrolment based on unverified documents.</p> <p>d) Variation in enrolment data capture & enrolment form/ POI/ POA documents.</p> <p>e) Consent and acknowledgement not printed/ provided to resident.</p> <p>f) Consent/ acknowledgement not signed.</p> <p>g) Mismanagement of documents/ lost documents/ document not legible/ torn.</p> <p>h) Photo of photo in the enrolment.</p> <p>i) False reporting of biometric exception.</p> <p>j) Not capturing biometric exception photograph in the client as per UIDAI guidelines whenever there is biometric exception.</p> <p>k) Declining correction in the data within the given window of correction.</p> <p>l) Wrong verification of enrolment forms against proof documents.</p>	EA must ensure data accuracy	Rs 500 per instance

In case of serious errors, the State Government/ UIDAI may file criminal cases against the concerned operator and supervisor in case an attempt to fraud can be established. Registrar shall decide on the final service levels and the penalty to be imposed for the violation/non adherence to the service levels. These service levels are only illustrative.

In case the supplier is below performing even after penalties and requisites notice, the contract will be terminated and Purchaser will reserve right to offer the schedule to the next qualified bidder and so on in the order of merit subject to the fact that he has not awarded any other schedule as mentioned in the RFQ.

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6.1 CONTRACT FORM

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

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

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

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

AND WHEREAS the Purchaser has accepted a Bid by the Supplier for the supply of Services as defined in the Scope of Work in the sum of _____ (hereinafter 'the Contract Value').

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

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

2. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract referred to.
3. The following documents (collectively referred to as 'Contract Documents') shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - a) The General Conditions of Contract;
 - b) The Special Conditions of Contract;
 - c) Appendices:
 - Appendix A: Description of Services as per the Scope of Work
 - Appendix B: Reporting Requirements
 - Appendix C: Total Cost of Services
 - Appendix D: Duties of the Purchaser
 - Appendix E: Performance Bank Guarantee

4. The mutual rights and obligations of the Purchaser and the Supplier shall be as set forth in the Contract, in particular:
- a) the Supplier shall carry out the Services as defined in the Scope of Work in accordance with the provisions of the Contract; and
 - b) the Purchaser shall make payments to the Supplier in accordance with the provisions of the Contract.

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

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

[*Authorized Representative*]

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

[*Authorized Representative*]

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

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

[*Name of member*]

[*Authorized Representative*]*

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

6.2 GENERAL CONDITIONS OF CONTRACT

1. GENERAL PROVISIONS

<p>1.1 Definitions</p>	<p>Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:</p> <p>(a) ‘Applicable Law’ means the laws and any other instruments having the force of law in India.</p> <p>(b) ‘Below Performance’ means the supplier has not performed as per the work plan/ quality standard as defined by UIDAI.</p> <p>(c) ‘Bidder’ means the successful Bidder who is fully responsible towards Purchaser for providing Services as per the requirements and terms and conditions specified in this tender / contract. The term Bidder shall be deemed to include the Bidder's successors, representatives (approved by the Purchaser), heirs, executors, administrators and permitted assigns, as the case may be, unless excluded by the terms of the contract.</p> <p>(d) ‘Bidder’s Representative’ means the person or the persons appointed by the Bidder from time to time to act on its behalf for overall co-ordination, supervision and project management.</p> <p>(e) ‘Contract Value’ means the price to be paid for the performance of the Services, in accordance with Clause GC 6, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract</p> <p>(f) ‘Contract’ means the Agreement entered into between the Bidder together with the Purchaser as recorded in the Contract form signed by the Purchaser and the Bidder including all Annexes thereto, the Tender and all Annexes thereto and the agreed terms as set out in the bid, all documents incorporated by reference therein and amendments and modifications to the above from time to time.</p> <p>(g) ‘Effective Date’ means the date on which this Contract comes into force. This Contract shall come into force and effect on the date (the “Effective Date”) of the Purchaser’s notice to the Bidder instructing the Bidder to begin carrying out the activities.</p> <p>(h) ‘Enrolling Agency/ Enrolment Agency’ means– the agency appointed by the Registrar for collection of the demographic and biometric data in the location assigned by the Registrar</p> <p>(i) ‘Force Majeure’ -For the purposes of this Contract, ‘Force Majeure’ means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non- performance or delay in performance, and which makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force</p>
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	<p>Majeure to prevent), confiscation or any other action by Government agencies.</p> <p>(j) 'GC' means these General Conditions of Contract.</p> <p>(k) 'Government' means the Government of India.</p> <p>(l) 'In writing' means communicated in written form with proof of receipt.</p> <p>(m) 'Member' means any of the entities that make up the joint venture/consortium/association, and 'Members' means all these entities.</p> <p>(n) 'Party' means the Purchaser or the Supplier, as the case may be, and 'Parties' means both of them.</p> <p>(o) 'Personnel' means persons hired by the Bidder and assigned to the performance of the Services or any part thereof.</p> <p>(p) 'Purchaser' means the entity purchasing the services under this Contract</p> <p>(q) 'Registrar' means the Department of Food, Civil Supplies and Consumer Affairs, Government of Punjab. The Registrar is the Purchaser of the services under this Contract.</p> <p>(r) 'Resident' means normal resident of India</p> <p>(s) 'SC' means the Special Conditions of Contract by which the GC may be amended or supplemented.</p> <p>(t) 'Service' means services to be provided as per the requirements / conditions specified in this tender / contract. In addition to this, the definition would also include other related/ancillary services that may be required to execute the scope of work under this contract.</p> <p>(u) 'Supplier' means the selected party that will provide the services to the Purchaser under this contract.</p> <p>(v) 'UIDAI' means Unique Identification Authority of India.</p>
1.2 Relationship Between the Parties	Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Purchaser and the Supplier. The Supplier, subject to this Contract, has complete charge of Personnel performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.
1.3 Law Governing Contract	This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Laws of India.
1.4 Language	This Contract has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
1.5 Notices	
1.5.1	Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SC.
1.5.2	A Party may change its address for notice hereunder by giving the

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

<p>1.9.2 Measures to be taken by the Purchaser</p>	<p>(a) The Purchaser may terminate the contract if it determines at any time that representatives of the Supplier were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract, without the Supplier having taken timely and appropriate action satisfactory to the Purchaser to remedy the situation;</p> <p>(b) The Purchaser may also sanction against the Supplier, including declaring the Supplier ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Supplier has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Purchaser-financed contract</p>
<p>1.9.3 Commissions and Fees</p>	<p>Purchaser will require the successful Supplier to disclose any commissions or fees that may have been paid or are to be paid to agents, representatives, or commission agents with respect to the selection process or execution of the contract. The information disclosed must include at least the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.</p>
<p>1.9.4 Interpretation</p>	<p>In this Contract unless a contrary intention is evident:</p> <p>(a) the clause headings are for convenient reference only and do not form part of this Contract;</p> <p>(b) unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;</p> <p>(c) unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;</p> <p>(d) a word in the singular includes the plural and a word in the plural includes the singular;</p> <p>(e) a word importing a gender includes any other gender;</p> <p>(f) a reference to a person includes a partnership and a body corporate;</p> <p>(g) a reference to legislation includes legislation repealing, replacing or amending that legislation;</p> <p>(h) where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;</p> <p>(i) in the event of an inconsistency between the terms of this</p> <p>(j) Contract and the Bid document and the Proposal, the terms of this Contract hereof shall prevail</p>

2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

<p>2.1 Conditions Precedent</p>	<p>This Contract is subject to the fulfillment of the following conditions precedent by the Supplier.</p> <ol style="list-style-type: none"> a. Furnishing by the Supplier, an unconditional, irrevocable and continuing Bank Guarantee of the sum equivalent to 10% of the total contract value, in a form and manner acceptable to the Purchaser which would remain valid until such time and be renewable as may be stipulated by the Purchaser. b. Obtaining of all statutory and other approvals required for the performance of the Services under this Contract. This may include approvals/clearances, wherever applicable, that may be required for execution of this contract. c. Furnishing of such other documents as the Purchaser may specify. d. The Purchaser reserves the right to waive any or all of the conditions specified above in writing and no such waiver shall affect or impair any right, power or remedy that the Purchaser may otherwise have.
<p>2.2 Effectiveness of Contract</p>	<p>This Contract shall come into effect on the date the Contract is signed by both Parties or such other later date as may be stated in the SC. The date the Contract comes into effect is defined as the Effective Date.</p>
<p>2.3 Commencement and Progress of Services</p>	<ol style="list-style-type: none"> (a) The Supplier shall begin carrying out the Services not later than the number of days after the Effective Date specified in the SC. (b) The Supplier shall subject to the fulfillment of the conditions precedent set out in Clause 2.2 of this section, commence the performance of its obligations in a manner as specified in the Scope of Work. (c) The Supplier shall proceed to carry out the activities / services with diligence and expedition in accordance with any stipulation as to the time, manner, mode, and method of execution contained in this Contract. (d) The Supplier shall be responsible for and shall ensure that all activities / services are performed in accordance with the Contract, Scope of Work, SLA and that the Supplier's Team complies with such specifications and all other standards, terms and other stipulations/conditions set out hereunder. (e) The Bidder shall perform the activities / services and carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry and with professional engineering

	<p>and consulting standards recognized by international professional bodies and shall observe sound management, engineering and security practices. It shall employ appropriate advanced technology and engineering practices and safe and effective equipment, machinery, material and methods. The Supplier shall always act, in respect of any matter relating to this Contract, as faithful advisors to the Purchaser and shall, at all times, support and safeguard the Purchaser's legitimate interests in any dealings with Third parties.</p> <p>(f) The supplier will ensure that all the hardware, software and other related equipments conform to all the specifications and guidelines as set down by UIDAI.</p>
<p>2.4 Progress Reports</p>	<p>(a) Supplier shall monitor progress of all the activities related to the execution of this contract and shall submit to the Purchaser, at no extra cost, progress reports with reference to all related work, milestones and their progress during the implementation phase on daily basis as per the MIS format provided by the Registrar amended from time to time.</p> <p>(b) The Supplier shall be penalized for non compliance of Performance Indicators as per Annexure VI as per service levels. Periodic meetings shall be held between the representatives of the Purchaser and the Supplier once in every 7 days during the implementation phase to discuss the progress of implementation.</p> <p>(c) A Steering Committee including the JWG and including representatives and senior officials of the supplier shall meet at regular intervals as decided by the Purchaser later, to oversee the progress of the project.</p> <p>(d) The Purchaser reserves the right to inspect and monitor/assess the progress/performance of the work / services at any time during the course of the Contract through its representatives or through those of the UIDAI. The Purchaser may demand and upon such demand being made, the Supplier shall provide documents, data, material or any other information which the Purchaser may require, to enable it to assess the progress/performance of the work / service.</p> <p>(e) At any time during the course of the Contract, the Purchaser shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance by the Supplier of its obligations/functions in accordance with the standards committed to or required by the Purchaser and the Supplier undertakes to cooperate with and provide to the Purchaser/ any other agency appointed by the Purchaser, all Documents and other details as may be required by</p>

	<p>them for this purpose.</p> <p>(f) Should the rate of progress of the works or any part of them at any time fall behind the stipulated time for completion or is found to be too slow to ensure completion of the works by the stipulated time, or is in deviation to Tender requirements/ standards, the Purchaser's representative shall so notify the Supplier in writing.</p> <p>(g) The Supplier shall reply to the written notice giving details of the measures he proposes to take to expedite the progress so as to complete the works by the prescribed time or to ensure compliance to Tender requirements. The Supplier shall not be entitled to any additional payment for taking such steps. If at any time it should appear to the Purchaser or Purchaser's representative that the actual progress of work does not conform to the approved programme the Supplier shall produce at the request of the Purchaser's representative a revised programme showing the modification to the approved programme necessary to ensure completion of the works within the time for completion or steps initiated to ensure compliance to the stipulated requirements</p> <p>(h) The submission seeking approval by the Purchaser or Purchaser's representative of such programme shall not relieve the Supplier of any of his duties or responsibilities under the Contract.</p> <p>(i) In case during execution of works, the progress falls behind schedule or does not meet the Tender requirements, Supplier shall deploy extra manpower/ resources to make up the progress or to meet the Tender requirements. Programme for deployment of extra man power/ resources will be submitted to the Purchaser for its review and approval. All time and cost effect in this respect shall be borne, by the Supplier within the contract value.</p>
2.5 Expiration of Contract	Unless terminated earlier pursuant to Clause GC 2.3 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SC.
2.6 Entire Agreement	This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any other statement, representation, promise or agreement not set forth herein.

2.7 Modifications or Variations	<p>(a) Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.</p> <p>(b) In cases of substantial modifications or variations, the prior written consent of the Purchaser is required.</p>
2.8 Force Majeure	
2.8.1 Definition	<p>(a) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.</p> <p>(b) Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.</p>
2.8.2 No Breach of Contract	<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 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>
2.8.3 Measures to be Taken	<p>(a) A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.</p> <p>(b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.</p> <p>(c) Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.</p> <p>(d) During the period of their inability to perform the Services as a result of an event of Force Majeure, the Supplier, upon instructions by the Purchaser, shall either:</p> <ol style="list-style-type: none"> i. Demobilize,; or ii. Continue with the Services to the extent possible, in which

	<p>case the Supplier shall continue to be paid proportionately and on prorata basis, under the terms of this Contract.</p> <p>(e) (In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause GC 8.</p>
2.9 Suspension	<p>(a) The Purchaser may, by written notice of suspension to the Supplier, suspend all payments to the Supplier hereunder if the Supplier fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the Supplier to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the Supplier of such notice of suspension.</p> <p>(b) In case, the enrolment agency if suspended from Aadhaar programme in accordance with UIDAI suspension policy would need to be immediately disassociated from all Aadhaar enrolment work till the suspension is in force irrespective of its empanelment status.</p>
2.10 Termination	
2.10.1 Termination of Contract for Failure to Become Effective	<p>If this Contract has not become effective within such time period after the date of the Contract signed by the Parties as specified in the SC, either Party may, by not less than fifteen (15) days written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.</p>
2.10.2 By the Purchaser	<p>The Purchaser may, without prejudice to any other remedy for breach of Contract, terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (j) of this Clause GC 2.10.2. In such an occurrence the Purchaser shall give a not less than fifteen (15) days' written notice of termination to the Supplier, and thirty (30) days' in the case of the event referred to in (e).</p> <p>(a) If the Supplier does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Purchaser may have subsequently approved in writing.</p> <p>(b) If the Supplier becomes (or, if the Supplier consists of more than one entity, if any of its Members becomes and which has substantial bearing on providing Services under this contract) insolvent or go into liquidation or receivership whether compulsory or voluntary.</p> <p>(c) If the Supplier, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.</p>

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

	the date of termination or expiration, (ii) the obligation of confidentiality set forth in Clause GC 3.3 hereof, (iii) the Supplier's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GC 3.6 hereof, and (iv) any right which a Party may have under the Law.
2.10.5 Cessation of Services	Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GC 2.10.2 or GC 2.10.3 hereof, the Supplier shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents, data, and/ or any other material prepared by the Supplier and equipment and materials furnished by the Purchaser, the Supplier shall proceed as provided, respectively, by Clauses GC 3.11 or GC 3.12 hereof.
2.10.6 Payment upon Termination	Upon termination of this Contract pursuant to Clauses GC 2.10.2 or GC 2.10.3, the Purchaser shall make the following payments to the Supplier: (a) If the Contract is terminated pursuant to Clause GC 2.10.2 (d), (e), (g), (h) or 2.10.3, remuneration pursuant to Clause GC 6.3(c) hereof for Services satisfactorily performed prior to the effective date of termination; (b) If the agreement is terminated pursuant of Clause GC 2.10.2 (a) to (c) and (f) to (i), the Supplier shall not be entitled to receive any agreed payments upon termination of the contract. However, the Purchaser may consider making payment for the part satisfactorily performed on the basis of Quantum Meruit as assessed by it, if such part is of economic utility to the Purchaser. Applicable under such circumstances, upon termination, the Purchaser may also impose liquidated damages as per the provisions of Clause GC 9 of this agreement. The Supplier will be required to pay any such liquidated damages to Purchaser within 30 days of termination date.
2.10.7 Disputes about Events of Termination:	If either Party disputes whether an event specified in paragraphs (a) through (g) of Clause GC 2.10.2 or in Clause GC 2.10.3 hereof has occurred, such Party may, within forty-five (30) days after receipt of notice of termination from the other Party, refer the matter to Clause GC 8 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.
2.11 Extension of Contract	The Purchaser shall reserve the sole right to grant any extension to the term abovementioned and shall notify in writing to the Supplier, at least two weeks before the expiration of the Term hereof, whether it will grant the Supplier an extension of the Term. The decision to grant or refuse the extension shall be at the Purchaser's discretion. The rates used for the calculation of the 'Total Cost of Services' as given in Appendix C

	<p>shall be effective for such extension.</p> <p>Where the Purchaser is of the view that no further extension of the term be granted to the Supplier, the Purchaser shall notify the Supplier of its decision at least 10 days prior to the expiry of the Term. Upon receipt of such notice, the Supplier shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of the Contract within which, the Purchaser shall either appoint an alternative agency/vendor or create its own infrastructure to operate such Services as are provided under this Contract.</p>
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3. OBLIGATIONS OF THE SUPPLIER

3.1. General	
3.1.1. Standard of Performance	The Supplier shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Supplier shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Purchaser, and shall at all times support and safeguard the Purchaser's legitimate interests in any dealings with third Parties.
3.2.1. Suppliers Not to Benefit from Commissions, Discounts, etc.	<p>(a) The payment of the Supplier pursuant to Clause GC 6 shall constitute the Supplier's only payment in connection with this Contract or the Services, and the Supplier shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Supplier shall use their best efforts to ensure that the Personnel and agents of either of them similarly shall not receive any such additional payment.</p> <p>(b) Furthermore, if the Supplier, as part of the Services, has the responsibility of advising the Purchaser on the procurement of goods, works or services, the Supplier shall comply with the Purchaser's applicable procurement guidelines, and shall at all times exercise such responsibility in the best interest of the Purchaser. Any discounts or commissions obtained by the Supplier in the exercise of such procurement responsibility shall be for the account of the Purchaser.</p>
3.2.2. Prohibition of Conflicting Activities	The Supplier shall not engage, and shall cause their Personnel as well as and their Personnel not to engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.
3.3. Confidentiality	Except with the prior written consent of the Purchaser, the Supplier

	and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Supplier and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.
3.4. Information Security	The Supplier and Supplier's Team shall follow the Information Security policy and any guidelines regarding information security and documentation issued from time to time by UIDAI and Registrar.
3.5. Insurance to be Taken Out by the Supplier	The Supplier (a) shall take out and maintain, at their own cost but on terms and conditions approved by the Purchaser, insurance against the risks, and for the coverage, as shall be specified in the SC; and (b) at the Purchaser's request, shall provide evidence to the Purchaser showing that such insurance has been taken out and maintained and that the current premiums have been paid.
3.6. Accounting, Inspection and Auditing	<p>(a) The Supplier (i) shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and (ii) shall periodically permit the Purchaser or its designated representative and/or the Purchaser, and up to five years from expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Purchaser or the Purchaser, if so required by the Purchaser or the Purchaser as the case may be.</p> <p>(b) The Purchaser shall have the right to carry out inspection checks, audits of the Supplier's premises and/ or locations, facilities, or point of delivery of services performed under this contract.</p> <p>(c) The Purchaser shall have the right to carry out scheduled/ un-scheduled visits to any of the locations, enrolment centres manned by the Supplier and oversee the processes and operations of the Supplier</p>
3.7. Sub-contracting	<p>The Supplier shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract</p> <p>No Outsourcing of work shall be allowed, and all supervisors, operators, technical staff and managerial staff for the project to be on Agencies payrolls and paid at least more than Minimum Wages and after following all relevant Labour laws in the State. The payment should be made through banking channels only. The EAs need to open bank accounts of the staff members for the same and shall provide a monthly certificate as proof of such individual payments to the Registrar.</p>

	EA must however provide details of the companies from which they are going to hire manpower such as enrolment operators and supervisors, if hired through third party.
3.8. Reporting Obligations	The Supplier shall submit to the Purchaser the reports and documents specified in Appendix B hereto, in the form, in the numbers and within the time periods set forth in the said Appendix.
3.9. Ownership and Retention of Documents	Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by the Purchaser, the Supplier shall deliver to the Purchaser all Documents provided by or originating from the Purchaser and all Documents produced by or from or for the Supplier in the course of performing the Services, unless otherwise directed in writing by the Purchaser at no additional cost. The Supplier shall not, without the prior written consent of the Purchaser store, copy, distribute or retain any such Documents.
3.10. Rights of Use	All rights of use of any process, product, service, or data developed, generated, or collected, or any other task performed by the Supplier under the execution of the contract, would lie exclusively with the Purchaser or its nominated agencies in perpetuity free from all liens, encumbrances, and other third party rights and the Supplier shall, wherever required, take all steps that may be necessary to ensure the transfer of such rights in favour of the Purchaser or its nominated agencies.
3.11. Equipment, Vehicles and Materials Furnished by the Purchaser	Equipment, vehicles and materials made available to the Supplier by the Purchaser, or purchased by the Supplier wholly or partly with funds provided by the Purchaser, shall be the property of the Purchaser and shall be marked accordingly. Upon termination or expiration of this Contract, the Supplier shall make available to the Purchaser an inventory of such equipment, vehicles and materials and shall dispose of such equipment and materials in accordance with the Purchaser's instructions. While in possession of such equipment, vehicles and materials, the Supplier, unless otherwise instructed by the Purchaser in writing, shall insure them at the expense of the Purchaser in an amount equal to their full replacement value.
3.12. Equipment and Materials Provided by the Suppliers	Equipment or materials brought into India by the Supplier and the Personnel and used either for the Project or personal use shall remain the property of the Supplier or the Personnel concerned, as applicable.
3.13. Intellectual Property Rights (IPR)	The intellectual property rights to all the outputs, deliverables, data, reports developed during the execution of this Contract shall remain sole property of the Purchaser
3.14. Assignment	The Supplier shall not assign, in whole or in part, their obligations under this Contract

4. SUPPLIER'S PERSONNEL

4.1 General	The Supplier shall employ and provide such qualified and experienced Personnel as are required to carry out the Services. The qualifications shall be as per the guidelines given by UIDAI
4.2 Local Office	The Supplier shall setup a local office within 30KM radius from Chandigarh. The office must be functional within 15 days of award of the contract.
4.3 Nodal Officer	The Supplier shall ensure that at all times during the Supplier's performance of the Services a Nodal officer, acceptable to the Purchaser, shall take charge of the performance of such Services.
4.4 Details of Core Management Team	The Supplier shall ensure that at all times during the Supplier's performance of the Services a core project management team shall be deputed at the local office at Chandigarh, acceptable to the Purchaser, shall take charge of the performance for various sub processes of the project assigned to them.
4.5 Details of Core Technical Team	The Supplier shall ensure that at all times during the Supplier's performance of the Services a core technical team shall be engaged, acceptable to the Purchaser, shall take charge of the technical issues and related activities
4.6 Details of Core Training Team	The Supplier shall ensure that at all times during the Supplier's performance of the Services a core team of master trainer, acceptable to the Purchaser, shall take charge of the training activities.

5. OBLIGATIONS OF THE PURCHASER

5.1 Assistance and Exemptions	<p>Unless otherwise specified in the SC, the Purchaser shall use its best efforts to ensure that the Government shall:</p> <p>(a) Issue to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services.</p> <p>(b) Provide to the Supplier and Personnel any such other assistance as may be specified in the SC.</p> <p>(c) Other assistance/ exemption as specified in SC 5.1 (c)</p>
5.2 Services, Facilities and Property of the Purchaser	<p>(a) The Purchaser shall make available to the Supplier and its Personnel, for the purposes of the Services and free of any charge, the services, facilities and property described in Appendix D at the times and in the manner specified in said Appendix.</p> <p>(b) In case that such services, facilities and property shall not be made available to the Supplier as and when specified in Appendix D, the Parties shall agree on any time extension that it may be appropriate to</p>

	grant to the Supplier for the performance of the Services.
5.3 Payment	In consideration of the Services performed by Supplier under this Contract, the Purchaser shall make to the Supplier such payments and in such manner as is provided by Clause GC 6 of this Contract.

6. PAYMENTS TO THE SUPPLIER

6.1 Total Cost of Services	<p>(a) The total cost of the Services payable is set forth in Appendix C as per the Supplier's proposal to the Purchaser and as negotiated thereafter.</p> <p>(b) Except as may be otherwise agreed under Clause GC 2.7, payments under this Contract shall not exceed the amount specified in Appendix-C.</p>
6.2 Currency of Payment	All payments shall be made in Indian Rupees
6.3 Terms of Payment	<p>The payments in respect of the Services shall be made as follows:</p> <p>(a) Payments shall be made to the Supplier by the Purchaser on the number of UID generated after deduction of penalties as applicable after the corresponding amount has been received from UIDAI.</p> <p>(b) All payments under this Contract shall be made to the accounts of the Supplier specified in the SC.</p> <p>(c) All payments agreed to be made by Purchaser to the Supplier in accordance with the Bid shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable including costs of maintenance, if any and Purchaser shall not be liable to pay any such levies/other charges under or in relation to this Contract and/or the Services.</p> <p>(d) Payment shall be paid at the times and in the manner set out in the Payment schedule as specified under Scope of Work, against value of contract. Service Tax shall be charged on actuals as per the applicable rates. However, Service Tax shall be reimbursed against submission of payment proofs. Works contract taxes, if any applicable, shall be reimbursed against actual and against submission of payment proofs.</p> <p>(e) In case of change in taxes under change in law, appropriate parties shall be passed the benefit of the same over and above the contract value. No invoice for extra work/change order on account of change order will be submitted by the Supplier unless the said extra work /change order has been approved by the Purchaser as per mutually agreed rates in writing in accordance with Clause on Change order.</p> <p>(f) In the event of Purchaser noticing at any point of time that any amount has been disbursed wrongly to the Supplier or any other amount is due</p>

from the Supplier to the Purchaser, the Purchaser shall, after notifying the Authorised Representative of the Supplier in writing and without prejudice to its rights, deduct such amount from any payment due to the Supplier or recover such amounts by other means. The details of such recovery, if any, will be intimated to the Supplier within a stipulated time frame as agreed to by both the parties.

- (g) In the event of the Supplier noticing at any point of time that there has been short payment by the Purchaser on any invoice, the Supplier shall bring it to the record of the Authorised Representative of the Purchaser. The amount due to the Supplier will be released through a fresh invoice or as mutually agreed to by both the parties.

Deductions:

- (h) All payments to the Supplier shall be subject to the deductions of tax at source under Income Tax Act, and other taxes and deductions as provided for under any law, rule or regulation. All costs, damages or expenses which Purchaser may have paid or incurred, for which under the provisions of the Contract, the Supplier is liable, the same shall be deducted by Purchaser from any dues to the Supplier. All payments to the Supplier shall be made after making necessary deductions as per terms of the Contract and recoveries towards facilities, if any, provided by the Purchaser to the Supplier on chargeable basis.

Duties, Taxes and Statutory levies.

- (i) The Supplier shall bear all personnel taxes levied or imposed on its personnel, sub-contractor(s), consultants, or any other member of Supplier's Team, etc. on account of payment received under this Contract. The Supplier shall bear all corporate taxes, levied or imposed on the Supplier on account of payments received by it from the Purchaser for the work done under this Contract.
- (j) Supplier shall bear all taxes and duties etc. levied or imposed on the Supplier under the Contract including but not limited to Sales Tax, Customs duty, Excise duty, Octroi, Service Tax, VAT, Works Contracts Tax and all Income Tax levied under Indian Income Tax Act – 1961 or any amendment thereof up to the date for submission of final price bid, i.e., on account of payments received by him from the Purchaser for work done under the Contract. It shall be the responsibility of the Supplier to submit to the concerned tax authorities the returns and all other connected documents required for this purpose. The Supplier shall also provide the Purchaser such information, as it may be required in regard to the Supplier's details of payment made by the Purchaser under the Contract for proper assessment of taxes and duties. The amount of tax withheld by the Purchaser shall at all times be in accordance with Indian Tax Law and the Purchaser shall promptly

	<p>furnish to the Supplier original certificates (Challans) for tax deduction at source and paid to the Tax Authorities.</p> <p>(k) If there is any reduction in taxes / duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser.</p> <p>(l) The Supplier shall be solely responsible for the payment /fulfillment of its tax liabilities and obligations under the Income Tax Act and other such laws in force and the Purchaser shall not bear responsibility for the same. Supplier shall indemnify Purchaser against any and all liabilities or claims arising out of this Contract for such taxes including interest and penalty any such Tax Authority may assess or levy against the Purchaser/Supplier.</p> <p>(m) The Purchaser shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by the Supplier at the rates in force, from the amount due to the Supplier and pay to the concerned tax authority directly.</p> <p>(n) In case of early termination of the contract, Assessment shall be made of work done from the previous payment period, for which the payment is made or is to be made till the date of the termination. The Supplier shall provide the details of the services performed during this period with supporting documents. Based on such details, the remuneration shall be calculated based on the rate as specified.</p> <p>(o) The final settlement of payment will be made only after successful handing over of all enrolment data packets, registrar packets, DMS documents, pre enrolment data if any and other related things/ Registrar property etc. This will also hold true include the successful exit as per the UIDAI guidelines. Performance Bank Guarantee shall only be released only after the successful exit and handing over as mentioned above. The supplier shall be obliged to extend the validity of the Performance Bank Guarantee till such time.</p>
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7. GOOD FAITH

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

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

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

9. LIQUIDATED DAMAGES

9.1	The parties hereby agree that due to negligence of act of any party, if the
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	other party suffers losses, damages the quantification of which may be difficult, and hence the amount specified hereunder shall be construed as reasonable estimate of the damages and both the parties agree to pay such liquidated damages, as defined hereunder as per the provisions of this Contract.
9.2	The amount of liquidated damages for services under this Contract shall not exceed the Contract Price.
9.3	<p>The liquidated damages shall be applicable under the following circumstances:</p> <p>(a) Except as provided under GC 2.7, if the Supplier fails to perform the services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the value of the services supplied beyond stipulated delivery schedule for each week or part thereof of delay until actual delivery of performance, subject to a maximum of 10% of the value of the such services.</p> <p>(b) In addition, the Supplier is liable to the Purchaser for payment of penalty as specified in the SLA</p> <p>(c) If the services supplied do not meet the minimum specifications and standards as per the Contract, and the same is not modified to meet the requirements within 14 days of being informed by the Purchaser, the Purchaser shall be free to impose any penalty as deemed fit. In addition, the Purchaser shall reserve the right to terminate the contract and recover the liquidated damages by forfeiting the performance guarantee submitted by the Supplier</p>

10. SEVERANCE

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

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

12. INDEMNITY AND LIMITATION OF LIABILITY

<p>12.1 Indemnity</p>	<p>The Supplier shall indemnify the Purchaser from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:</p> <ol style="list-style-type: none"> a. any negligence or wrongful act or omission by the Supplier or the Supplier's Team or any third party associated with Supplier in connection with or incidental to this Contract; or b. Any breach of any of the terms of the Supplier's bid as agreed, the Tender and this Contract by the Supplier or any third party. c. Any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof. <p>The Supplier shall also indemnify the Purchaser against any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, and movable or immovable as mentioned in any Intellectual Property Rights, licenses and permits.</p>
<p>12.2 Limitation of</p>	<p>Except in case of gross negligence or willful misconduct:</p>

Liability	<p>a) Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and</p> <p>b) The aggregate liability of the Supplier to the Purchaser whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Supplier to indemnify the Purchaser with respect to patent infringement</p>
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13. MISCELLANEOUS PROVISIONS

13.1 Miscellaneous Provisions	<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 Supplier shall notify the Purchaser of any material change in their status, in particular, where such change would impact on performance of obligations under this Contract.</p> <p>(iii) Each member/constituent of the Supplier, in case of a Consortium shall be jointly and severally liable to and responsible for all obligations towards the Purchaser for performance of works/services under the Contract.</p> <p>(iv) The Supplier shall at all times indemnify and keep indemnified the Purchaser against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Project.</p> <p>(v) The Supplier shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the Supplier.</p> <p>(vi) The Supplier shall at all times indemnify and keep indemnified the Purchaser against any and all claims by Employees, agent(s), employed engaged or otherwise working for the Supplier, in respect of wages, salaries, remuneration, compensation or the like.</p> <p>(vii) All claims regarding indemnity shall survive the termination or expiry</p>
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	<p>of the Contract.</p> <p>(viii) All materials provided to the Purchaser by Supplier are subject to Country and Punjab State public disclosure laws such as RTI etc.</p> <p>(ix) The Supplier shall not make or permit to be made a public announcement or media release about any aspect of the Contract without a written consent from the Purchaser</p>
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6.3 SPECIAL CONDITIONS OF CONTRACT

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

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

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.5	<p>The addresses are:</p> <p>Purchaser: <i>Registrar, UID Project, Punjab</i></p> <p>Attention: <i>The Nodal Officer</i></p> <p>Facsimile: <i>0172-2701967, 2702475 Phone -0172-2740836, 2721509</i></p> <p>E-mail: <i>uidproject.punjab@gmail.com</i></p> <p>Supplier: _____</p> <p>Attention: _____</p> <p>Facsimile: _____</p> <p>E-mail: _____</p>
{1.7}	{The Supplier is <i>[insert name]</i> }
1.7	<p>The Authorized Representatives are:</p> <p>For the Purchaser: Name of Officer _____</p> <p>For the Supplier: _____</p>
2.1	The effective date of the Contract:
2.3	The date for the commencement of Services: <Within 15 days from the signing of the contract between the Purchaser and the Supplier>

2.4	The time period shall be: <Enter number of months>
3.5	<p>The risks and the coverage shall be as follows:</p> <ul style="list-style-type: none"> (a) Third Party motor vehicle liability insurance in respect of motor vehicles operated in India by the Supplier or its Personnel, with a minimum coverage as per Motor Vehicles Act 1988; (b) Third Party liability insurance, with a minimum coverage of the value of the contract (c) Professional liability insurance, with a minimum coverage of the value of the contract (d) Purchaser's liability and workers' compensation insurance in respect of the Personnel of the Supplier and in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and (e) Insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Supplier's property used in the performance of the Services, and (iii) any outputs prepared by the Supplier in the performance of the Services.
5.1 (c)	<p>The Purchaser shall provide the following assistance and exemptions to the Supplier for the effective implementation of the services under this Contract: <The Purchaser may include the relevant provisions here></p>
6.2	The amount in Indian Rupees (INR) is <i>[insert amount]</i> .
6.3	<p><u>General terms and conditions of Payment Schedule</u></p> <ul style="list-style-type: none"> 1) All payments shall be made by the Purchaser in favour of the Supplier 2) Payments shall be made to the Supplier by the Purchaser on the number of UID generated after deduction of penalties as applicable after the corresponding amount has been received from UIDAI. 3) Power to withhold: Notwithstanding anything contained in the payment schedule mentioned below, if in the opinion of the Purchaser, any work done or supply made or service rendered by Supplier is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to withhold a reasonable portion of the payments due to the Supplier, till such work/ supply/ service is made confirming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of the purchaser under this contract. 4) All payments under this Contract shall be made to the account of the Supplier with (Bank & A/c No.): <p>Payments will be made by the Purchaser to the Supplier as per Contract Value quoted in</p>

	the Formats for Financial Bid and agreed in the Contract, as follows: <u>Payment Schedule</u> <Insert Payments Schedule here>
S8.2 (a)	<Name of the Authority who will appoint the Presiding Arbitrator>
8.2 (b)	The Arbitration proceedings shall take place in Chandigarh in India.

6.4 APPENDICES TO CONTRACT

APPENDIX A - DESCRIPTION OF SERVICES

1. SCOPE OF WORK

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

3. Functional scope
4. Geographical scope

The detailed roles and responsibilities of EA is specified in the document entitled 'Enrolment agencies' Roles and Responsibilities (available on UIDAI website).

The EA shall submit 'Enrolment Agency Readiness Checklist for Refresh'(available on UIDAI website) and shall be duly on boarded by UIDAI.

1.1.FUNCTIONAL SCOPE

The functional scope of this engagement shall include all the steps from enrolment planning, social inclusion planning, pre enrolment activities, training and certification of enrolment staff, setting up an enrolment centres, demographic and biometric data capture, data packet upload, document handling, document handing over to DMS vendor/ scanning(as per UIDAI guidelines), providing MIS reports as per requirements of Registrar/UIDAI etc. for enrolment of residents of Punjab till the whole enrolment operation for the targeted population is completed.

The bidder will adhere to all the guidelines, instructions, procedure and norms specified by UIDAI from time to time with in the cost specified by him.

1.1.1. CONDUCTING PRE ENROLMENT ACTIVITIES

The enrolment agencies need to perform the pre enrolment activities including hiring, training and certification of human resources for the project, machine and kit readiness and activities related to Aadhaar Portal administration.

1.1.2. PROCURE REQUISITE DEVICES AND EQUIPMENTS AS PER UIDAI SPECIFICATIONS

The enrolling agency should procure all devices and equipment including laptops, printers, scanners, GPS receivers (as instructed by UIDAI from time to time), web/digital camera, biometric devices (for fingerprint and iris capture) etc. as per the latest UIDAI specifications and certified by UIDAI appointed agencies.

All guidelines and policies issued by UIDAI in this regard and any update/modification made from time to time shall hold true.

1.1.3. SETTING UP OF ENROLMENT STATIONS AND ENROLMENT CENTERS

The number of enrolment stations/ centres and the duration shall be decided by the Registrar from time to time taking into account factors like population density, geographical and topographical features, accessibility, social inclusion needs etc. **The Annexure V of this document provides details of the population of the State and the details of the Schedules. The enrolment centres should be Setup based on the district population and the present status of enrolment.**

The present status of UID generated per district can be obtained from the UIDAI Portal. The enrolment agencies are expected to setup stationary and mobile enrolment stations to be available for enrolment operation.

The exact location and catchment area of the stationary and mobile enrolment stations shall be decided by the Registrar in consultation with the Enrolment agency.

A stationary enrolment station in this context would mean an enrolment station that shall be available at a particular location (Village, Mohalla, Ward etc.) for few days to complete the enrolment of the population of the catchment area assigned. The Registrar may decide to provide the facilities to house the stationary enrolment station at these locations if available.

A mobile enrolment station in this context would mean an enrolment station housed in a mobile vehicle with facilities as defined in this section and shall move around in the catchment area (locality) assigned until the enrolment of the target population in the locality is completed.

The enrolment agency will also set up the permanent stations to be set up in every district headquarter, Sub divisional headquarters, Block headquarters which will also be used for updation and new enrolments.

The rates quoted shall apply for all types of enrolment centres.

The process for setting up Enrolment centre is defined in Section 4.3 (in Annexure III) entitled 'Set up Enrolment centre sub process flow'. The minimum facilities in the Setup are as below.

c. Setting up of Enrolment station

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

An enrolment station including a mobile enrolment station to be maintained by EA shall be equipped with all the necessary machinery which is specified as under. The machinery and equipment should be as per the UIDAI guidelines and should be tested before installation and from time to time.

Mandatory Requirements

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

All guidelines, policies and technical specifications issued by UIDAI in this regard and any update/modification made from time to time shall apply.

d. Setting up of Enrolment Centre

Enrolment Centre refers to the premises located in the area where the enrolment is being carried out. The location for the enrolment centre and number of enrolment stations per centre shall be determined by the Enrolling agency in consultation with and after approval from Registrar.

Enrolment Centres can be opened ONLY after prior approval of the Registrar after updating all requisite details about the centre in the UIDAI portal. Any centre not following the above directive shall be deemed to be an illegal centre and necessary action shall be taken against the concerned Enrolment Agency. Enrolment agency must ensure that every centre is opened at a public place ordinarily accessible to all the residents at all times.

The Enrolment Agency will also make the arrangements do enrolments through online appointment system in consultation with Registrar.

The process for setting up Enrolment centre is defined in 4.3 'Set up Enrolment centre sub process flow' in Annexure III at the end of this document. The minimum facilities in the Setup are as below.

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

	Mandatory Requirements
B	Enrolment Centre
B.1	Backup power supply (generator) of 2 KVA capacity for every five enrolment stations kept in a centre.
B.2	Fuel to run the generators
B.3	Printed enrolment forms for residents to be available in sufficient numbers
B.4	Adequate lighting, fans & power points for plugging various devices available
B.5	Local District Food and Civil Supplies Control should be informed of enrolment schedule at least 7 days in advance and should be shared on Google Doc prepared by the Registrar for the purpose
B.6	Introducers and Verifiers should be informed of enrolment schedule at least one week in advance
B.7	IEC material should be placed at the Enrolment centre as per specification given by UIDAI and shared with EAs
B.9	UIDAI and EA Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrolment centre
B.10	Hard Copy of User Manual of the software available for ready reference for operators at enrolment centre.
B.11	Sponge for wetting and hand-cleaning cloth available
B.12	Drinking water and other public facilities

Other Requirements at Enrolment Centre are listed as below:

	Desired
C	Other Logistics
C.1	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc.
C.2	Extension box for Power Cord
C.3	Water, soap and towel for cleaning hands
C.4	Drinking water facility available
C.5	Sufficient number of tables and chairs for enrolment station operators
C.6	Chairs/benches available in shade for waiting enrolees
C.7	Hall / room spacious & furniture organized to minimize movement of enrolee while capturing biometric information

C.8	At least one station is suitable for physically challenged, pregnant women, women with infants and elderly enrolees. This station is clearly marked with a visible banner.
C.9	Carry cases for all devices available
C.10	Material for cleaning biometric instruments and laptops as specified by device manufacturers
C.11	A separate enclosure to enrol “purdah-nasheen” women available
C.12	Sufficient no. of operators available for job rotation & preventing operator fatigue
C.13	Lady operators / volunteers to assist women enrolees
C.14	Security arrangement in place to stop enrolees from carrying bags / suitcases or any other material into the enrolment centres
C.15	A ramp is provided for disabled and old age people
C.16	First aid kit available
C.17	ORS kit available for areas in extreme heat conditions
C.18	GPS Receiver (USB/built in)
C.19	Scanner (Optional as per Registrar's mandate)

	Enrolment Centre
D	Health & Safety Considerations
D.1	All the electrical equipment are properly earthed
D.2	All wiring on the floor or along the walls properly insulated
D.3	Wiring required for the generator backup and for connecting the various devices used for enrolment neatly organized
D.4	Fuel for generator or any other inflammable material stored away from the enrolment area
D.5	Fire safety equipment available handy
D.6	Power generator kept sufficiently away from the enrolment stations
D.7	Local Emergency Help numbers available at the centre & operators aware of the same

All guidelines and policies issued by UIDAI in this regard and any update/ modification made from time to time shall apply.

- v. An enrolment centre shall be manned by a supervisor and technical personnel in addition to the operators at the enrolling stations. A ratio of 5:1 operators to supervisors shall be maintained by the Enrolment Agency. A pool of technical personnel must be maintained so that there is one for every five enrolment centres.
- vi. The premises of the enrolment centre are expected to be provided by the Government authorities wherever available. However the enrolling agency shall ensure required infrastructure like connectivity, power (if not already available) etc to start a new station. EA should hire the local electrician to do minor repairs and provide lights, switches if required.
- vii. An area in the enrolment centre shall be clearly demarcated for enrolees waiting to be enrolled and facilities for seating should be provided.

- viii. In case of mobile enrolment centres/stations, the decision on frequency/period of availability shall be decided by the Registrar based on density of population, geographical terrain etc.

1.1.4. HIRE, TRAIN AND CERTIFY MANPOWER FOR ENROLMENT

Hiring Manpower:

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

iv. Operator:

The operator should fulfill all the conditions and perform duties as enumerated in latest 'Operator's Roles and Responsibilities' available on UIDAI website.

v. Supervisor:

The operator should fulfill all the conditions and perform as enumerated in latest 'Supervisor's Roles and Responsibilities' available on UIDAI website. He shall also be responsible to collect IEC material for enrolment centre under his supervision from the DFSC and ensure its display as per the specifications. He will keep this material under his control and will take it from one centre to another as required.

vi. Technical Personnel:

The enrolling agency shall hire Technical personnel to provide technical support during enrolment at the enrolment centres as per the criteria provided below

3. The Technical personnel shall be a Graduate and have a certification/experience on hardware/software trouble shooting and maintenance
4. The Technical personnel should have undergone training on latest UIDAI softwares and associated processes like uploading, trouble shooting, handling the portal and various equipment and gadgets involved in the process.

Training of Manpower:

(iii) Induction Training:

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

No operator/supervisor/technical staff can be put on to the project to enroll residents without being trained and certified as per the processes defined by UIDAI. All operators / supervisors/ technical staff working on the UID project in Punjab need to have their UID number generated before they can do any enrolment activity in the State.

(iv) Regular/ On the job training

10. The training schedule and content shall be as prescribed by UIDAI on its website.
11. The enrolment agency shall have at least ten master trainers on-board for each schedule.
12. The supervisors and master trainers shall undergo refresher training from time to time from the UIDAI authorities.
13. EA shall maintain a permanent training centre at each schedule which shall be staffed by the above master trainers to ensure regular training and testing of field operators and supervisory staff. The training centre shall have at least two PCs/Laptops, an overhead projector and seating capacity for at least 20 people.
14. The training and enrolment operations shall be separate and distinct/independent activities.
15. Duration of the training will vary depending on the category/ level of the participant and shall be prescribed by UIDAI/Registrar.
16. The enrolling agency involved in training shall translate the training material into local language and hand it over to the course participants.
17. The training schedule and contents for training shall be defined by UIDAI/Registrar
18. The agency shall coordinate with the testing agency for testing and certifying its trainees and shall be subject to process audits for training from time to time by UIDAI/Registrar.

Indicative training modules and duration is provided in Annexure V C.

1.1.5. OUTSOURCING

No Outsourcing of work shall be allowed, and all supervisors, operators, technical staff and managerial staff for the project to be on Agencies payrolls and paid at least more than Minimum Wages and after following all relevant Labour laws in the State. The payment should be made through banking channels only. The EAs need to open bank accounts of the staff members for the same and shall provide a monthly certificate as proof of such individual payments to the Registrar.

EA must however provide details of the companies from which they are going to hire manpower such as enrolment operators and supervisors, if hired through third party.

The staff deployed by the enrolment agency at the enrolment centres should clearly display their company ID Card with name and photograph.

1.1.6. LOCAL OFFICE

The EAs shall setup a local office within 30KM radius from Chandigarh. The EA also need to designate a dedicated Core Team for the project based on said office, consisting minimum 3 Project Manager level personnel. The contact details, delegated area w.r.t. the project must be clearly communicated to the Registrar Office. The office must be functional within 15 days of award of the contract.

1.1.7. GRIEVANCE HANDLING CELL

The EAs also need to Setup a grievance handling cell for his their respective schedules along with helpline numbers

1.1.8. CONDUCT ENROLMENT OPERATIONS AS PER STANDARD PROCESSES SPECIFIED BY UIDAI/REGISTRAR

Prior to the commencement of the Enrolment operations, the Enrolment Agency shall get the list of all the verifiers and introducers from the Registrar district wise and complete their enrolments 15 days prior to commencement of regular enrolments. They shall also ensure that the EID for all verifiers and introducers are sent for priority generation of Aadhaar numbers. They shall work closely with the DFSC office, local administrative authorities, NGOs/other agencies wherever specified by the Registrar to ensure smooth conduct of enrolments as per plan and to spread awareness of the enrolment campaign within the specific area. Entire IEC material shall be collected from DFSC offices for each enrolment centre by the enrolment agency well before commencement of enrolment.

They will go to the area as per enrolment plan in advance for publicity and sensitization under intimation to the Registrar and must meet the public representative/ officials/field functionaries.

The process of capturing residents demographic and biometric data shall be in accordance with the guidelines enumerated in latest 'Aadhaar handbook for Registrars' and 'Enrolment Agencies Roles and Responsibilities' as available on the UIDAI website. The major steps are given below

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

Please refer to 5.1.1, 5.1.2 in Annexure III for detailed standards and guidelines for demographic data collection. Please refer to process 4.5 for the detailed process flow of capturing Demographic and Biometric data. Please note that the enrolment agency shall be responsible for printing of the forms, acknowledgement receipts etc.

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

The bidder shall collect the KYR and KYR + data after due verification by the Verifier. No enrolment will be done without verification.

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

Please refer to 5.1.4 & 5.1.5 in Annexure III for detailed standards and guidelines for capture of Biometric data. Please refer to the process flow 4.5 and 4.6 Capture Demographic & Biometric Data & Ready for Transfer Sub Process Description of Annexure III for detailed steps involved in Biometric data collection

Step 3: Get consent letter and generate acknowledgement receipt.

After the demographic and biometric details are captured the enrolment operator shall show the demographic data to the enrollee and get his consent. Corrections shall be made if required. All exceptions need to be signed off by the Supervisor. A consent letter has to be printed and the signature/ thumb impression of the enrollee obtained and the letter filed. An acknowledgement receipt is then printed and provided to the enrollee as a reference.

A legible consent letter has to be given on the spot and under no circumstances should the citizen be asked to come later to collect it. Also, under no circumstances should a citizen be given a hand written consent form and in case the printer in the enrolment centre is not working, then the centre should be shut down till the print is repaired/made working.

Step 4: End of Day(EOD) processes:

The end of day review shall be regularly done as specified by UIDAI guidelines.

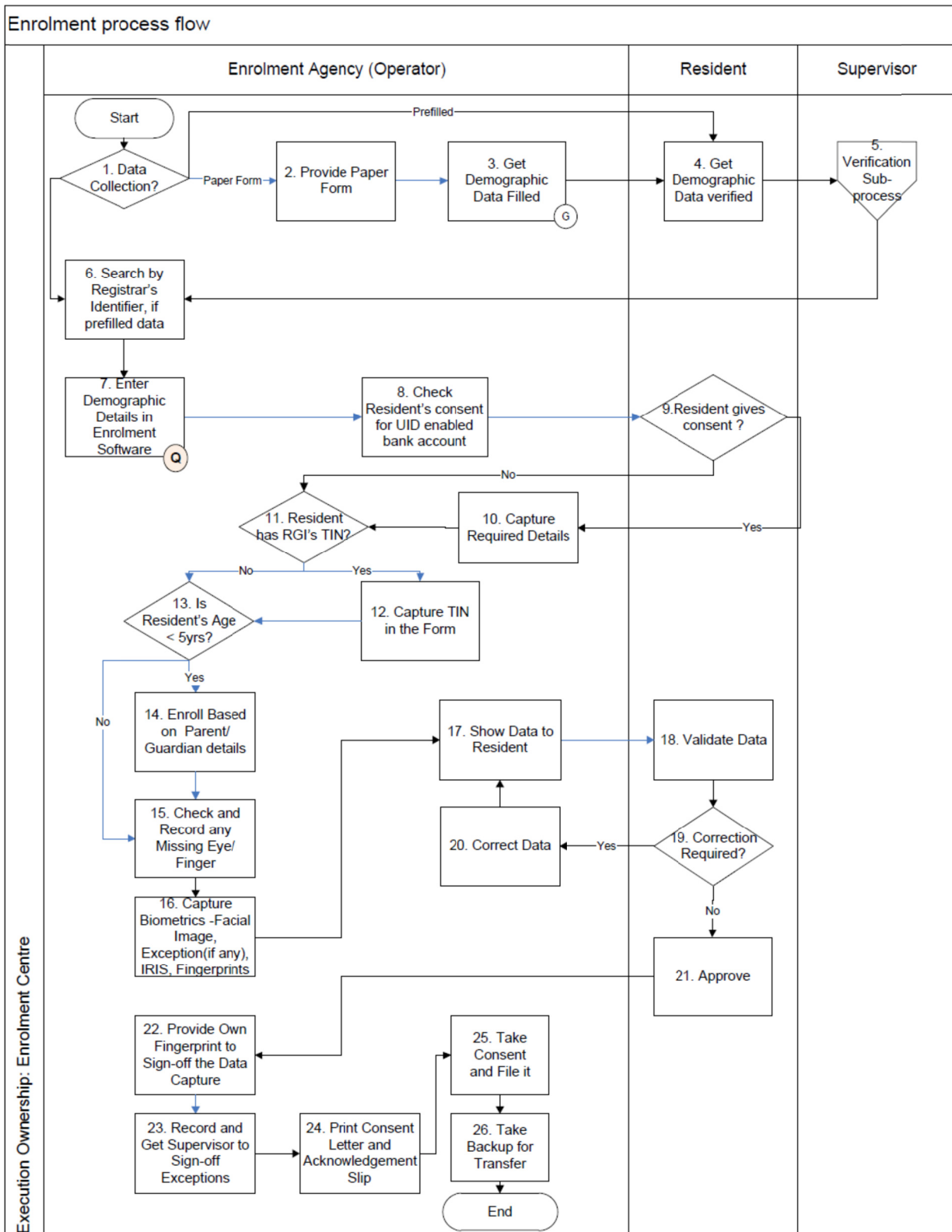
Step 5: Data backup and transfer:

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

The machines should be synced with the Central CIDR Server as per the frequency and guidelines being issued by UIDAI from time to time. Presently, the kits need to be synced with the UIDAI CIDR server every 10 days or 1000 enrolments, whichever is earlier.

The printing of enrolment forms for collection of KYR data, along with the acknowledgements/receipts shall be done by the bidder in the format prescribed by Registrar, UID, Punjab.

However, please note that any change made in the enrolment process by UIDAI at any point of time shall be applicable to the bidder.



1.1.9. SEND ENROLMENT DATA TO CIDR AND REGISTRAR

The Aadhaar enrolment data needs to be sent to the CIDR server within the minimum frequency and timeframe defined by UIDAI. The transfer of data shall be as per the method prescribed by UIDAI for the same. The registrar packets and KYR+ data should be submitted to the authorized person at Registrar officer as per the frequency mutually agreed upon.

The enrolling agencies are therefore advised to obtain these instructions before they proceed to collect the demographic and Biometric Data of the willing enrolees.

The enrolment agency must ensure that the data collected for the purpose of enrolment is safe and secure and there is no data loss before transmission to CIDR due to any negligence on part of the bidder.

1.1.10. DOCUMENT MANAGEMENT

UIDAI has appointed an agency for Document Management Services for pickup of hard copy documents, scanning and storage etc. The enrolment agencies need to provide the hard copy of the documents collected in the format prescribed by UIDAI to the DMS agency.

The responsibility of safe custody of the documents till the handover to the DMS agency of UIDAI lies entirely with the enrolment agency and any non-compliance of the same shall attract strict penalties.

UIDAI is expected to continue with the above mentioned DMS process for about the next 6 months (approx.) during which the agencies need to handover the hard copy of the documents to the DMS agency. UIDAI is expected to discontinue the DMS process after that period and the agencies may need to scan the documents at the enrolment centres during the time of enrolment and upload the scanned documents as part of the enrolment data packet. The hard copy of the documents is to be returned to the residents after completion of the enrolment. The detailed guidelines for the same shall be released by UIDAI shortly and the same shall be applicable to the project. No separate costs will be paid by the Registrar for scanning of documents.

1.1.11. SUPPORT IN IEC ACTIVITIES IN THE STATE

IEC is a critical and key component of the UID project and the State Government has put a special emphasis on the same. The State Government, in collaboration with UIDAI will design, print and publish UID IEC material from time to time. The Enrolment Agencies are expected to ensure adequate display of the IEC material in the enrolment centres. The enrolment centres should display the following items without any deviation:

1. Any IEC Material provided by the State Government/ UIDAI
2. Basic UID enrolment guidelines
3. The opening and closing time of the enrolment centre. In case the centre is closed due to unforeseen circumstances, clear notice should be
4. Name and Contact No. Of the Supervisor

5. Contact details of UIDAI Support Centre/ Call Centre for registering queries/ Complaints
6. Clear Notice that the enrolment process is free of cost

1.1.12.PRIVACY & SECURITY

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

EA will not retain any data after submission to Registrar and CIDR. Any non-compliance of the same leading to loss, misuse, compromise of the data shall be dealt with strongly by the State Government and may lead to criminal proceedings against the enrolment agency and its staff.

1.1.13.PROVIDE ELECTRONIC MIS REPORTS ON ENROLMENT STATUS DAILY

Operator shall send enrolment statistics on enrolment status to Registrar/UIDAI on a regular basis. The formats and contents of the MIS reports shall be decided by the UIDAI/Registrar. Non-compliance will lead to penalties which will be decided by the Registrar.

1.2.GEOGRAPHICAL SCOPE

The geographical scope of work for enrolment operations shall include the areas as specified in schedules given in Annexure V B of this RFQ. The target population for respective geographical location/areas to be catered to by the Enrolment Agency is given in Annexure V A.

1.3.SERVICE LEVELS AND PENALTIES

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

Sr. No	Performance Indicator	Service Level Metric	Penalty on breach of service level (imposed monthly)
1.	Availability of Enrolment Station (ES) at the particular locality identified for setting up of ES as per the Work Plan	The ES should be operational within 10 days after Registrar approves the Work Plan	Rs 1000 per instance of violation in a particular area.
2.	No. of stations live during period of enrolment	EAs are expected to establish live	Rs. 250/per station/per day

		stations as agreed with Registrar during enrolment period	during the period of default
3.	Data Transfer to the CIDR/ Registrar/ agency nominated by Registrar (excluding the data related to residents getting enrolled through Introducers)	3 days from the date of enrolment	Rs 200 for every day of delay
4.	Data Packets rejected/hold by CIDR due to enrolment through unregistered stations, operators, supervisors and introducers	EAs are expected to carry enrolment through registered stations, operators, supervisors and introducers	Rs 50 per instance
5.	Data Quality – Error in Demographic Information k) Incorrect Gender – Gender does not match photo/name l) Incorrect age – Age does not match photo m) Poor Quality Photograph/ Incorrect photo <ul style="list-style-type: none"> • Full facial Photo is not clearly visible. • Multiple Photos – with different people in them. • Photo has shutdown/ face not clear/ blurred. • ‘Noise’ in the background n) Error in name & address <ul style="list-style-type: none"> • Name spelled differently at different places. • Relationship and name of the relative not captured correctly. • Typographical error • Incomplete address o) Error in name & address transliteration <ul style="list-style-type: none"> • Discrepancy between English and local language data • Spellings Errors in transliterated information • Missing words Incorrect demographic information – someone else’s demographic information is recorded against the resident	EA must ensure data accuracy	Rs 150 per instance
6.	Data Quality – Error like biometric mix-up, process violation such as capturing multiple	EA must ensure data accuracy	Rs 500 per instance

	<p>residents photograph or biometrics in the same packet, capturing photo from a photo, recording residents as biometric exception when their biometric modalities are available and can be captured etc.</p> <ol style="list-style-type: none"> a) Enrolment through Uncertified/ Suspended/ Inactive Operators. b) Enrolment without the enrolment form being filled up and obtained from resident. c) Enrolment based on unverified documents. d) Variation in enrolment data capture & enrolment form/ POI/ POA documents. e) Consent and acknowledgement not printed/ provided to resident. f) Consent/ acknowledgement not signed. g) Mismanagement of documents/ lost documents/ document not legible/ torn. h) Photo of photo in the enrolment. i) False reporting of biometric exception. j) Not capturing biometric exception photograph in the client as per UIDAI guidelines whenever there is biometric exception. k) Declining correction in the data within the given window of correction. l) Wrong verification of enrolment forms against proof documents. 		
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In case of serious errors, the State Government/ UIDAI may file criminal cases against the concerned operator and supervisor in case an attempt to fraud can be established. Registrar shall decide on the final service levels and the penalty to be imposed for the violation/non adherence to the service levels. These service levels are only illustrative.

In case the supplier is below performing even after penalties and requisites notice, the contract will be terminated and Purchaser will reserve right to offer the schedule to the next qualified bidder and so on in the order of merit subject to the fact that he has not awarded any other schedule as mentioned in the RFQ.

1.4. ROLES AND RESPONSIBILITIES

The roles and responsibilities of the Enrolment Agency shall be as per the latest Roles and Responsibilities available on UIDAI website.

Party	Role and Responsibility
Enrolment Agency	Latest Role and Responsibilities available on UIDAI website.

1.5. TIMELINES

The enrolment process should be completed by Dec 2012.

1.6. PAYMENT TO THE ENROLMENT AGENCY

Payments shall be made to the Enrolment Agency by the Registrar **on the number of UID generated after deduction of penalties** as applicable after the corresponding amount has been received from UIDAI.

This payment shall be subject to adherence to the Service Level Agreements and after deducting TDS as applicable.

2. Appendix

2.1. Standards and Guidelines

2.1.1. KYR Standards for Collecting Demographic Data

Information	Fields	Verification Required	Verification Procedure
Personal Details	Name	Yes	<ul style="list-style-type: none"> Any of the POI documents Introducer for people who have no documents
	Date of Birth ##	No	-
	Gender	No	-
Address Details	Residential Address (For UID letter delivery and other communications)	Yes	<ul style="list-style-type: none"> Any of the POI documents Introducer for people who have no documents Address will be physically verified during UID letter delivery. But Resident's physical presence not required during letter delivery
Parent/ Guardian Details	Father's/ Husband's/ Guardian's Name*	Conditional	<ul style="list-style-type: none"> No Verification of Father/ Husband/ Guardian in the case of adults No Verification of Mother/ Wife/ Guardian in the case of adults
	Father's/ Husband's/ Guardian's UID*	Conditional	
	Mother's/ Wife's/ Guardian's Name*	Conditional	
	Mother's/ Wife's/ Guardian's UID*	Conditional	
Introducer Details	Introducer Name**	Yes	<ul style="list-style-type: none"> Introducer's Name, UID on the form Introducer's thumbprint endorsing the resident in the Review tab of the
	Introducer's UID**		

			enrolment software. In case Introducer is not present at the time of enrolment, he/she can review the list later and endorse.
Contact Details	Mobile Number	No	-
	Email Address	No	-
## A flag is maintained to indicate if Date of Birth (DoB) is verified, declared, or approximate. In case exact DoB is not known, resident should indicate the age only. Enrolment software has the provision to capture age & calculate the year of birth.			
* For infants, Father/ Mother/ Guardian's name (at least one) and UID is mandatory.			
* For children under a particular age, biometric de-duplication will not be done. Hence their UID will be flagged as such until they are biometrically de-duplicated at a later age. Their UID will be linked to at least one of the parent's UID.			
* In the case the adult is not in a position or does not want to disclose, name of either Father/ Husband/ Guardian or Mother/ Wife/ Guardian, select the flag in the enrolment software to indicate that resident has not given the relationship details.			
** For residents with no document proof, an 'Introducer' should certify his/ her identity.			

2.1.2. Detailed Guidelines for Recording Demographic Data

i. Name

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

ii. Date of Birth (DoB)

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

iii. Gender:

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

iv. Residential Address:

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

v. Parent/ Spouse /Guardian Information (Conditional)

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

vi. Relationship type (Conditional):

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

2. Here the relationship type of the above field to be recorded as 'F' for Father, 'M' for Mother, 'H' for Husband, 'W' for Wife and 'G' for Guardian.

vii. Introducers Name (Conditional):

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

viii. Mobile Number (optional):

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

ix. Email address (optional):

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

2.1.3. Documents for Verifying Pol, PoA and DoB

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

2.2. Formats, Templates and Checklists

Checklist for Setting up Enrolment Centre

	Mandatory Requirements
A	Enrolment Station
A.1	Laptops
A.2	Latest UIDAI software installed, tested, configured, registered with CIDR as per installation and configuration manual.
A.3	List of Introducers loaded on laptop
A.4	Iris capturing device available
A.5	Fingerprint capturing device available
A.6	Digital Camera
A.7	White back ground screen to be used for capturing photographs
A.8	Extra monitor for residents to verify/review their data (15"-16" with a resolution more than (1024x768)
A.9	Data backup device (4 GB pen drive sufficient for 1 centre/day i.e. ~5 stations. Enrolment Centre should maintain a stock of 20 pen drives of 4 GB capacity each for a backup of 20 days)
A.10	All in one Printer (A4 laser printer with facility to scan, print and copy); must print photo with good quality receipt) or additional scanners to support independent printers
A.11	Printer Paper(Inventory for 5 stations for 10 days ~ 20 rims)
A.12	GPS Receiver (as per specification to be provided by UIDAI)
A.13	Updated Anti-Virus / Anti Spyware checks
A.14	At least one Internet Data Card /Internet connectivity for Enrolment Client to be online for each centre.
A.15	All Operators and Supervisors should have an AADHAAR number, duly certified and be activated on UIDAI portal

A.16	The pre-enrolment data from Registrars, if provided should be available on laptops at respective enrolment centres
	Mandatory Requirements
B	Enrolment Centre
B.1	Backup power supply (generator) of 2 KVA capacity for every five enrolment stations kept in a centre.
B.2	Fuel to run the generators
B.3	Printed enrolment forms for residents to be available in sufficient numbers
B.4	Adequate lighting, fans & power points for plugging various devices available
B.5	Local District Food and Civil Supplies Control should be informed of enrolment schedule at least 7 days in advance and should be shared on Google Doc prepared by the Registrar for the purpose
B.6	Introducers and Verifiers should be informed of enrolment schedule at least one week in advance
B.7	IEC material should be placed at the Enrolment centre as per specification given by UIDAI and shared with EAs
B.9	UIDAI and EA Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrolment centre
B.10	Hard Copy of User Manual of the software available for ready reference for operators at enrolment centre.
B.11	Sponge for wetting and hand-cleaning cloth available
B.12	Drinking water and other public facilities
	Desired
C	Other Logistics
C.1	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc.
C.2	Extension box for Power Cord
C.3	Water, soap and towel for cleaning hands
C.4	Drinking water facility available
C.5	Sufficient number of tables and chairs for enrolment station operators
C.6	Chairs/benches available in shade for waiting enrolees
C.7	Hall / room spacious & furniture organized to minimize movement of enrolee while capturing biometric information
C.8	At least one station is suitable for physically challenged, pregnant women, women with infants and elderly enrolees. This station is clearly marked with a visible banner.
C.9	Carry cases for all devices available
C.10	Material for cleaning biometric instruments and laptops as specified by device manufacturers
C.11	A separate enclosure to enrol "purdah-nasheen" women available
C.12	Sufficient no. of operators available for job rotation & preventing operator fatigue
C.13	Lady operators / volunteers to assist women enrolees
C.14	Security arrangement in place to stop enrolees from carrying bags / suitcases or any other

	material into the enrolment centres
C.15	A ramp is provided for disabled and old age people
C.16	First aid kit available
C.17	ORS kit available for areas in extreme heat conditions
C.18	GPS Receiver (USB/built in)
C.19	Scanner (Optional as per Registrar's mandate)
	Enrolment Centre
D	Health & Safety Considerations
D.1	All the electrical equipment are properly earthed
D.2	All wiring on the floor or along the walls properly insulated
D.3	Wiring required for the generator backup and for connecting the various devices used for enrolment neatly organized
D.4	Fuel for generator or any other inflammable material stored away from the enrolment area
D.5	Fire safety equipment available handy
D.6	Power generator kept sufficiently away from the enrolment stations
D.7	Local Emergency Help numbers available at the centre & operators aware of the same

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

2.3. Specification and Formats for capture of KYR+ Information

Srl	Field Name	Datatype	Size	Required	Dropdown List	Validation	Format
1	LPG GAS Connection	Boolean	1	Yes	Yes/No		
2	Name of Distributer	Varchar	50	No	(No master list available)	Required if srl no 1 is yes	
3	LPG Company	Varchar	50	No	(No master list available)	Required if srl no 1 is yes	
4	GAS Connection No.	varchar	20	No		Required if srl no 1 is yes	Alfa-numeric
5	Ration Card	Boolean	1	Yes	Yes/No		
6	AA Y/BPL/APL Card	Boolean	1	No	Yes/No	Required if srl no 5 is yes	
7	Card Type	Char	3	No	AA Y/BPL/APL	Required if srl no 6 is yes	
8	Card No.	Varchar	10	No		Required if srl no 6 is yes	
9	No. of family members	Number	3	No		Required if srl no 6 is	

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						yes	
10	FPS License No.	Varchar	20	No		Required if srl no 6 is yes	
11	Name of Head the Family	Varchar	50	No		Required if srl no 6 is yes	
12	Blue Card	Boolean	1	No	Yes/No	Required if srl no 5 is yes	
13	Card No.	Varchar	10	No		Required if srl no 12 is yes	
14	No. of family members	Number	3	No		Required if srl no 12 is yes	
15	FPS License No.	Varchar	20	No		Required if srl no 12 is yes	
16	Name of Head the Family	Varchar	50	No		Required if srl no 12 is yes	
17	EID/UID of Head of the Family	Varchar	28	No		Required if srl no 5 is yes	
18	Relation with Head of the Family	Varchar	20	No	Grandfather/ Grandmother/ Father/ Mother/ Husband/ Brother/ Sister/ Uncle/ Aunt	Required if srl no 5 is yes	
19	Driving License	Boolean	1	Yes	Yes/No		
20	Driving License No.	Varchar	20	No		Required if srl no 19 is yes	Alfa-Numeric
21	Issuing Authority	Varchar	20	No	(No master list available)	Required if srl no 19 is yes	
22	Date of Issue	DateTime	10	No		Required if srl no 19 is yes	DD/MM/YYYY
23	Arms License	Boolean	1	Yes	Yes/No		
24	Arms License No.	Varchar	20	No		Required if srl no 23 is yes	Alfa-Numeric
25	Issuing Authority	Varchar	20	No	(No master list available)	Required if srl no 23 is yes	

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26	Date of Issue	DateTime	10	No		Required if srl no 23 is yes	DD/MM/YYYY
27	Pension	Boolean	1	Yes	Yes/No		
28	PLA No.	Varchar	20	No		Required if srl no 27 is yes	Alfa-Numeric
29	Issuing Authority (District)	Varchar	20	No	Names of all 22 districts of Punjab	Required if srl no 27 is yes	

APPENDIX B- REPORTING REQUIREMENTS**A.**

EA	District	Target Population	Enrolments Done	%age Coverage	ES Required	ES Active	ES Short

B.

EA	District	Block	Location Code	Village	Total Population	No of ES	Start Date	End Date	Enrolments Done

C.

Date	LOC. CODE 1	LOC. CODE 2	LOC. CODE ...	LOC. CODE N

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

APPENDIX C-TOTALCOST OF SERVICES

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

APPENDIX D- DUTIES OF THE PURCHASER

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

APPENDIX E – FORM OF PERFORMANCE BANK GUARANTEE BOND

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

_____ made between

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

_____ (hereinafter referred (indicate the name of the bank) to as 'the Bank') at the request of

_____ [supplier(s)] do hereby undertake to pay to the Government an amount not exceeding Rs. _____

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

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

_____.

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

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

4. We, _____ (indicate the name of bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the

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

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

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

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

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

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

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