

Tender Ref. No: CO:PS:FI:RFP:2017-18: 45



Central Bank Of India
Financial Inclusion Department

Request for Proposal (Bid) Document

For

Selection of Agencies

For

Providing Operators and Aadhaar Kit on Opex model

Tender No	: CO: PS: FI: RFP: 2017-18: 45
Pre bid meeting	: 12.12.2017 at 11.00 AM
Notification of Amendments	: 13.12.2017
Last date of submitting tender	: 15.12.2017 by 4.00 PM
Bid Opening (Technical)	: 16.12.2017 at 11.00 AM
Bid Opening (Commercial)	: 18.12.2017 at 11.00 AM
Cost of tender document	: Rs.5,000/- (Rs. Five Thousands Only)
Earnest Money Deposit	: Rs. 100,000/-(Rs.One lac Only)

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1. INVITATION FOR PROPOSAL

1. Central Bank of India invites Technical & Commercial bids for Selection of Agencies for providing the Operators and Aadhaar Kits to work in Enrolment and updation of Aadhaar centers/branches for the implementation of UID Project through 623 branches including it's sponsored RRBs across India.
2. The Request for Proposal (RFP) includes the following sections:
 - a) Invitation for Proposal
 - b) Instructions to Bidders
 - c) Scope of Work
 - d) Technical Proposal
 - e) Commercial / Financial Proposal
 - f) Annexures including Standard Contract
3. The "Request for Proposal" is available on the website www.centralbankofindia.co.in for free download. The response to the RFP should be submitted on or **before 15.12.2017 16.00** hrs at the address for communication given below :
4.

Chief Manager,
Priority Sector Dept, (FI Cell)
Central Bank of India, 2nd Floor,
MMO Building, Fort, M G Road,
MUMBAI – 400 023
5. Central Bank of India reserves the right to reject any or all the Proposals in whole or part without assigning any reasons.
6. Address for Communication:

Chief Manager,
Priority Sector Dept, (FI Cell)
Central Bank of India, 2nd Floor,
MMO Building, Fort, M G Road,
MUMBAI – 400 023

2. INTRODUCTION

2.1 About Central Bank of India

Central Bank of India, established in 1911, was nationalized in the year 1969 and today is a leading public sector bank listed in BSE/NSE. The organisational structure of the Bank consists of four tiers viz., Central Office (CO), Zonal Offices (ZO), Regional Offices (RO) and Branches. The Bank has set up 13 Zonal Offices to exercise immediate supervision and control over the 59 Regional Offices, which in turn supervise the branches under their jurisdiction. The Bank has sponsored Three Regional Rural Banks (RRB) namely Uttar Bihar Grameen Bank (UBGB), Uttarbanga Kshetriya Grameen Bank (UBKGB) and Central Madhya Pradesh Grameen Bank (CMPGB).

Bank and its RRBs are functioning with 100% branches on Core banking Solution B@ns@24 . The Data Center of the Bank and the CBS Project Management Office of the Bank are located at CBD Belapur, Navi Mumbai . Bank has a Primary Data Centre (PDC) at Mumbai and Disaster Recovery Center (DRC) at Hyderabad.

Bank is working as Registrar to UIDAI for implementation of UID project by allotment of UIDs to public at large. The Bank as a Registrar shall select Agencies for providing operators certified by UIDAI and Aadhaar Kits with required specifications prescribed by UIDAI, which shall capture Know Your Resident (KYR) demographic data and biometric data from the residents to be given to UIDAI for issuance of UID number (also called Aadhaar number). Along with KYR data, Operators will also capture additional fields what may be called as KYR+ and are detailed in Annexure VI. Further , the Operators will also capture data for updation of the existing Aadhaar numbers.

2.2 About 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>

The widespread implementation of the UID project needs the reach and flexibility to enroll residents across the country. To achieve this, the UIDAI partnered with a variety of agencies and service providers (acting as Registrars, Sub-registrars and Enrolling Agencies) to enroll residents for UID. By participating in enrolling residents, the registrars and enrolment agencies (Banks) across the country have been a part of a truly historic exercise, one which can make our welfare systems far more accessible and inclusive of the poor, and also permanently transform service delivery in India. In order to take the initiative further, now the UIDAI has advised the banks to set up Enrolment and updation centers in 10% of their branches within their premises. In pursuance to the same, this RFP intends to empanel Agencies for providing operators certified by UIDAI and Aadhaar Kits to work Aadhaar centers in 623 branches of the bank spread across all its Zones and its sponsored RRBs.

In this context, the Bank/Registrar/Enrollment Agency shall engage agencies for providing Operators and aadhaar kits for carrying out the various functions and activities related to UID enrolment and work in the identified Branch premises, undertaking collection of demographic and biometric data for UID enrollment/updation and any other data required by the Registrar for the effective implementation of their projects. This Request for Proposal document is intended to invite bids from only those agencies who fulfill the criteria specified in this document) for undertaking demographic and biometric data collection for enrolment of residents.

3. INSTRUCTION TO BIDDERS - STANDARD

PART I **STANDARD**

Definitions	(a)	“Purchaser” means the registrar with which the selected Bidder signs the Contract for the Services. In this project, the ‘Purchaser’ is the Central Bank Of India.
	(b)	“Bidder” means any entity that may provide or provides the Services to the Purchaser under the Contract.
	(c)	“Bid” means the Financial Proposal consisting of one/ multiple Schedules.
	(d)	“Instructions to Bidders” (Section 3 of the RFP) means the document which provides interested Bidders with all information needed to prepare their bid.
	(e)	“Scope of Work” (SoW) means the document included in the RFP as section 4 which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Purchaser and the Bidder.
	(f)	“Standard Contract” means the document which provides the standard contract agreement to be signed between the Registrar and the selected Enrolling Agency.
1. Introduction	1.1	This RFP(Request For Proposal) is being issued only to the Agencies who can provide Certified Operators as required by UIDAI and Aadhaar Kits as per specification of UIDAI for undertaking the Demographic and Biometric data collection of Residents in the State(s) they are enrolled by UIDAI.
	1.2	All the provisions listed out in the Request for Empanelment (RFE) issued by the UIDAI and Terms & Conditions of Empanelment shall be binding upon the participating bidders of this RFP.
	1.3	The Central Bank Of India will select a firm(s), in accordance with the method of selection specified in this RFP. The detailed Scope of assignment / job has been described in the Scope of Work section 4.
	1.4	The date, time and address for submission of the bid has been given in Part II Data Sheet.
	1.5	Interested Bidders are invited to submit technical &

		commercial Bid for providing services required for the assignment named in the Data Sheet.
	1.6	The Purchaser is not bound to accept any bids, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Bidders.
	1.7	Bidders shall bear all the cost associated with the preparation and submission of their proposals and contract negotiation.
Only one Bid	1.8	A Bidder shall only submit one proposal for one state. Bidders can submit for all the states in India or for certain states there of as per their capability. If a Bidder (single/ consortium partner) submits multiple bids for one state, such bids shall be disqualified.
Bid Validity	1.9	The Part II Data Sheet to Bidder indicates how long Bidders' bid must remain valid after the submission date.
Tenure of Contract	1.10	This contract shall remain valid for ONE year from date of signing of contract. And the same may be extended as per requirement and deemed fit after reviewing the performance with mutual consent.
2. Clarification and Amendment of RFP Document	2.1	Bidders may request a clarification in the RFP document up to the number of days indicated in the Data Sheet before the bid submission date. Any request for clarification must be sent in writing, or by standard electronic means to the Purchaser's address indicated in the Data Sheet.
	2.2	At any time before the submission of Bids, the Purchaser may amend the RFQ by issuing an addendum/ corrigendum in writing or by standard electronic means. The addendum/ corrigendum shall be kept in our website and will be binding on them.
3. Preparation of Bids	3.01	The preparation of Bid as well as all related correspondence exchanged by the Bidders and the Purchaser, shall be in English

	3.02	The Technical and Commercial Bids should be prepared using the attached Standard Forms (Section 5, Annexure I, II, III and IV) . The Financial bids shall not include any conditions attached to it and any such conditional Financial bid shall be summarily rejected.
Taxes	3.04	The Bidder may be subject to Taxes/local taxes (such as: GST, Social Charges or income taxes on non resident Foreign Personnel , duties, fees, levies, etc) on amounts payable by the Purchaser under the Contract. Bidders shall mention such taxes in the financial bid if any.
	3.05	Bidders should provide the price of their services in Indian Rupees.
Earnest Money Deposit (EMD), and Performance Guarantee.	3.06	Earnest Money Deposit I. An EMD of Rs.100,000/- (Rupees one lac only) , in the form of DD drawn in favour of “ Central Bank Of India” Tender No- CO:PS:FI:RFP:17-18: 45 “ payable at Mumbai , 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 bank guarantee will be accepted in lieu of the earnest money deposit. V The EMD of the unsuccessful bidders would be returned back within one month of signing of the contract.

	3.08	The EMD shall be forfeited by the Purchaser in the following events:
	I.	If Bid is withdrawn during the validity period or any extension agreed by the Bidder thereof.
	II.	If the Bid is varied or modified in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof.
	III.	If the Bidder tries to influence the evaluation process.
	IV.	If the Bidder with the lowest financial quote (L1) withdraws his Bid during finalisation (failure to arrive at consensus by both the parties shall not be construed as withdrawal of Bid by the Bidder).
	3.09	Tender Fees: All Bidders are required to pay Rs.5,000/- towards Tender Fees in the form of Demand Draft drawn in favour of “ Central Bank Of India , Tender No – CO:PS:FI:RFP:17-18: 45 “ payable at Mumbai. The Tender Fee is Non-Refundable.
	3.10	Performance Bank Guarantee
	I.	<u>The selected Bidder shall be required to furnish a Performance Bank Guarantee of Rs.20,000/- per STATE/UT, in the form of an unconditional and irrevocable bank guarantee from a scheduled commercial bank in India in favor of Central Bank Of India for the entire period of contract with additional 90 days claim period. The bank guarantee must be submitted after award of contract but before signing of contract. The successful bidder has to renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable/payable from/by the Bidder on any account under the contract. On submission of this performance guarantee and after signing the contract, demand draft submitted towards EMD would be returned in original.</u>
4. Submission, Receipt, and Opening of Bids	4.1	The Technical and Commercial bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidders themselves. The person who signed the Bid must initial such corrections.
	4.2	An authorized representative of the Bidders shall initial

		all pages of the original Technical & Financial Bid. The authorization shall be in the form of a written power of attorney accompanying the Technical & Financial Bid or in any other form demonstrating that the representative has been dully authorized to sign. The signed Technical & Financial Bid shall be marked "ORIGINAL".
	4.3	The original Technical Bid shall be placed in a sealed envelope clearly marked "Technical Bid ". Similarly , the original Commercial bid shall be placed in separate envelope , sealed and clearly marked "Commercial BID" . The envelopes containing the Technical Bid, Financial Bid, EMD, and Tender Fee shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and be clearly marked. The Purchaser shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Bid rejection. If the Financial Bid is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Bid non-responsive.
	4.4	The Bids must be sent to the address/addresses indicated in the Data Sheet and received by the Purchaser not later than the time and the date indicated in the Data Sheet, or any extension to this date in accordance with para. 2.2. Any bid received by the Purchaser after the deadline for submission shall be returned unopened.
Right to Accept/ Reject the Bid	4.5	Purchaser reserves the right to accept or reject any Bid and to annul the RFP process and reject all such bids at any time prior to award of contract, without thereby incurring any liability to the affected applicant(s) or any obligation to inform the affected applicant(s) of the grounds for such decision.
5. Public Opening and Evaluation of Financial Bids	5.1	Financial bids of only those firms who pass the Technical stage shall be opened publicly on the date & time specified in the Data sheet, in the presence of the Bidders' representatives who choose to attend.

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- 5.2 The name of the Bidders and their financial bid for each Schedule shall be read aloud.
- 5.3 The Purchaser will correct any computational errors for each Schedule. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the formers will prevail.
- 5.4 The bidders will be short listed state-wise. The Contract shall be awarded to bidders who has quoted the lowest commercial bid (L1) for that state. However, Bank can also empanel more than one bidder for each state, in such cases other bidders will have to match the price with L1 bidder and allotment of points will be made in equal proportion.

6 Disqualification

Purchaser may at its sole discretion and at any time during the evaluation of application, disqualify any applicant, if the applicant:

- (i) Submitted the application after the response deadline;
 - (ii) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
 - (iii) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
 - (iv) Submitted an application that is not accompanied by required documentation or is non-responsive;
 - (v) Failed to provide clarifications related thereto, when sought;
 - (vi) Submitted more than one application either as a Single Agency/ Prime Agency/ consortium member;
 - (vii) Was declared ineligible/blacklisted by the Government of India/State/UT Government;
 - (viii) Is in litigation with any Government in India;
 - (ix) Companies having negative net worth as on 31.3.2017 and also whose loan accounts are classified as NPA in any Bank are not eligible for
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bidding.

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| 7. Award of Contract | of | 7.1 | The winning Bidder shall submit a detailed Work Plan detailing out the area and branches with the timelines for covering the enrolment work in the geographical area/ allotted branches. The Work Plan should be in line with the RFP in terms of deployment of stationary etc. The Purchaser shall evaluate the same and make necessary modifications which shall be mutually agreed by both parties before issuance of Letter of Intent. |
| | | 7.2 | The Purchaser shall issue a Letter of Intent to the selected Bidder after mutual acceptance of the Work Plan |
| | | 7.2 | The Bidders will sign the contract as per the standard form of contract in Section-7 within 10 days of issuance of the letter of intent. Bank will convey the list of bidders & price quoted per enrolment for each state to our respective Zonal Offices/RRBs. 7.3 The Bidder is expected to commence the assignment on the date and at the location specified in the Part II Data Sheet. In case the winning Bidder fails to start the enrolment/updation work within 15 days of issue of Letter of Award of Work/ Letter of Intent, then the Purchaser may cancel the award of work/ or penalise as deemed fit/ or may give the assignment to a new vendor who stood at L2 position. |
| 8. Termination of Contract subject to necessary approvals | | | "Notwithstanding the duration of the contract, the Registrar, without prejudice or liability, reserves the right to terminate the contract for the time period with prior notice of 30 days.

If the performance of any Agency/Operator is found not satisfactory or not delivering the duties to expectation of UIDAI/Bank, the Bank is at liberty to cancel the contract and issue/allot such Aadhaar centers to the new bidder/vendor who stood at L2 position in RFP. |
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INSTRUCTION TO BIDDERS- DATA SHEET
PART II
Data Sheet

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1.1	Name and Details of Purchaser: Chief Manager, Priority Sector Dept, (FI Cell) Central Bank of India, 2nd Floor, MMO Building, Fort, M G Road, MUMBAI – 400 023 Contact Phone No. 022 22618054 Email ID : cmfi@centralbank.co.in, smfi2@centralbank.co.in Website : www.centralbankofindia.co.in Method of selection : a) Technical evaluation of eligible bidders b) Commercial Evaluation c) Bank intends to empanel more than one vendor. Accordingly after deciding the L-1, vendor counter offer shall be given to L2, L3 etc. at the rates quoted by L-1 and the technically compliant vendors willing to match L-1 rates will be considered for empanelment. It will be endeavored to distribute work evenly among all the empaneled vendors. However, the vendor giving better performance may be given preference.
1.2	Name of the assignment: Selection of Agencies for providing certified Operators and Aadhar kits as per specification prescribed by UIDAI to work in Aadhaar enrolment/updation centers of residents data into UID system
1.3	The Bid submission address is: Chief Manager, Priority Sector Dept, (FI Cell) Central Bank of India, 2nd Floor, MMO Building, Fort, M G Road, MUMBAI – 400 023 Bids (Technical and Commercial Bid) in two separate sealed envelopes , EMD, and Tender Fee must be submitted no later than the following date and time: Date: 15.12.2017 Time: 16.00 hrs.

1.4	Pre bid meeting will be held on at our office situated at the address mentioned below against point no. 2.
1.5	Bids must remain valid for 180 days after the submission date.
2	Clarifications may be requested not later than 3 days before submission date. The address for requesting clarifications is: Chief Manager, Priority Sector Dept, (FI Cell) Central Bank of India, 2nd Floor, MMO Building, Fort, M G Road, MUMBAI – 400 023 Contact Phone No. 022 22618054 Email ID : cmfi@centralbank.co.in, smfi2@centralbank.co.in agmfico@centralbank.co.in.
3.	The estimated tenure of contract is ONE year from the date of signing of the contract extendable for further period upon review of performance levels and mutual consent.
4.	Bidder must submit the following in two separate and closed covers: - Technical Proposal in hard copy - Financial Bid in sealed envelope in hard copy.
5	<u>Eligibility Criteria</u> A Single company / organization (e.g Govt. / Semi-Govt. / Private / PSU/NGO/Not-for-profit/(Microfinance Institution) or Consortium of companies/organizations (Maximum of 4 members) registered in India are eligible to submit proposals for carrying out the enrolment work by the OPERATORS as per this RFP. In case of a Consortium , one of the members of the consortium should act as the Prime Agency and shall be solely responsible to the Bank (Registrar) for executing the enrolment activities and contractual obligations , if selected for carrying out enrolment activities. The Prime Agency should submit the bid on behalf of the Consortium. - The Bidder (single agency / prime agency) should have been in existence in India for a period of at least 2years as of 30.9.2017. - The Bidder (single agency / all consortium members) must be incorporated or registered in India under the Indian Companies Act, 1956 (Including Section-25 of the Act) , the Partnership Act 1932 , Societies Registration

	Act 1860 , The Indian Trusts act 1882 / it's equivalent in the respective states OR Proprietorship entities having a PAN number. 3. The Bidder (single agency / consortium members) should not have been blacklisted by Central, or any State / UT Government / PSU / PSE. 4. The services of the bidder should have not have been terminated for unsatisfactory work or fraudulent activity by Central, or any State / UT Government / PSU/ PSE. 5. A bidder is allowed to submit only one bid. However, in the same bid vendor can quote for multiple states for which vendor are empanelled by UIDAI. 6. The bidder should submit an undertaking to follow all mandatory guidelines of <u>PF, ESIC, Minimum Wages Act, Labour Act and any other Statutory requirement as Applicable.</u> 7. The Tender/Contract cannot be sublet / transferred. 8. The operators should medically fit normally. 9. Failure to commence the contract within the stipulated period will lead to forfeiture of the EMD amount." 10. All personnel provided by the Agency/Contractor will be on the payrolls of the Contractor/Company and there will be no Employee and Employer relationship between the personnel engaged by the Agency/ Contractor and the Bank. 11. That the Contractor will not sub-contract or permit any other person to perform any of the work or services agreed to without prior permission from the Bank. 12. The Contractor shall ensure the availability of a reliever in case of need and a substitute is provided if a person is absent. 13. The Document related to submission of EPF, ESIC salary paid etc. to the respective statutory bodies has to be submitted along with the next month bill to the Bank for scrutiny. 14. Safety, Security, Insurance etc.: That the Bank shall not be liable for any compensation in case of any fatal injury/death caused to any other Contractor's employees while performing/discharging their duties/visiting Bank's premises for inspection or otherwise. The contractor shall alone be fully responsible for safety and security & insurance or life insurance of their personnel who is working on the operation and maintenance works at Aadhaar centers/Branches. 15. The Contractor should issue a valid Company Identity cards to all their staff personnel who will be providing services under this contract. 16. The Contractor shall ensure to get the Police verification for all the manpower deployed by them and the contractor should ensure that the manpower deputed should bear good moral character.
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	17. All Contractor personnel will be subjected to a thorough physical checking while coming and leaving the premises. 18. In the event of Service Provider committing a breach of any of the terms and conditions of the tender, the Bank reserves the right to terminate the contract with one month's notice. However, in case the contractor wishes to terminate the contract, he shall give 3 months notice in advance to the Bank to enable the Bank to make alternate arrangements. 19. The bidder shall keep confidential any information obtained under the contract and shall not divulge the same to any other person without consent in writing by Central Bank of India. In case of non-compliance of the confidential agreement, the contract is liable to be cancelled by Central Bank of India. Further, Central Bank of India shall have right to regulate Bidder Staff. 20. The Contractor shall comply with all the statutory obligations of the Government of India/State Governments/Municipal Authorities and local authorities applicable and the Bank shall not be liable for any action under states applicable due to non-fulfilment of statutory obligations by the Contractor. 21. Any other services which might not have been specifically mentioned in this contract but are necessary for the performance or completeness of the contract as per guidelines of UIDAI/Bank from time to time shall be provided/rendered by the contractor. 22. The bidder should also take adequate care to avoid quoting hardware / software that will become end of sale within 24 months of supply to the bank and end of support / end of life during the period of contract. 23. The Bidder needs to comply with the cyber security norms along with ISO / ISMS policies implemented by the Bank. 24. Bidder has to make changes in application / system as per guidelines issued by NPCI / UIDAI and other regulatory body free of cost. 25. Bidder has to support for Audit conducted by internal / external auditors / UIDAI. 26. Bidder has to submit undertaking in writing for assurance from application providers /OEMs that application is free from embedded malicious / fraudulent code 27. Bidder should ensure proper patches are applied and complied with the security and audit standards issued by bank. It is responsibility of the bidder to apply new patches, OS/firmware & BIOS updates or upgrade without any extra cost. During contract period the bidder will ensure smooth functioning of system. Bidder has to ensure that all hardware and software execute without defect or interruption for at least 99.9% uptime for 24 hours a day, 7 days a week of operation of the machine worked on a quarterly basis. If the service support is less than 24*7 basis, Bank may at its own discretion reject the proposal in total, without assigning any reason. 28. After UIDAI mandate, going forward, bidder has to ensure that all Aadhaar
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	related enrolment/ updation / authentications/transactions would be done through registered devices. Any biometric device involved in Aadhaar transactions need to be registered with UIDAI. 29. Redundant connectivity should be available during enrolment / updation. 30. Bidding cost should factor software/database/Hardware/Network equipment/ licenses / other allied components etc. and all interfaces with Bank's CBS, Switch etc. and installation and implementation cost. 31. All devices should be as per UIDAI standard. 32. No free ware to be used by bidder. Only those bidders who meet the eligibility criteria specified above will be eligible to respond to this RFP. The bidder's proposal shall contain the relevant information & supporting documents (as specified below) to substantiate the eligibility of the bidder vis-à-vis the Technical criteria. <u>The list of mandatory supporting documents to be submitted are :</u> 1. Certificate of Incorporation from Registrar of Companies (RoC) or Certificate of Registration / Evidence of legal status of Bidder (Single Agency / all Consortium members) 2. Letter of Association in case of Consortium / certified true copy of the consortium agreement between the Prime Bidder and the other members of the consortium, describing the respective roles and responsibilities of all the members , in meeting the overall scope and requirements of the proposed project. 3. Declaration from the senior management citing that the organization has not been blacklisted by Central /State/UT government / PSU / PSE and has not been charged for any fraudulent activity. 4. Declaration from the Senior Management citing that the services of the organization has not been terminated for unsatisfactory work or fraudulent activity by any Central / State /UT Government/ PSU / PSE 5. In case of NGO/Not-for-profit organization, declaration from the senior management citing that the organization is a non-political and non-denominational organization with no affiliation to any political party or religion. 6. Proof for organization PAN number ,GST number etc. 7. Profile of the Organization giving relevant details of nature of work, experience, infrastructure, resources etc.
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	8. Net worth certificate as on 31.3.2017 duly signed by a Regd. CA. 9. Declaration that their loan accounts if any are not classified as NPA by any Bank.
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4. Scope Of Work

The Functional scope of work of the Agency is defined below

4.1 Functional scope

The functional scope of this engagement shall include all the steps to provide Certified Operators and Aadhaar kits with required specification prescribed by UIDAI to work in the enrolment station/center for enrolment of residents for the *UID Project* up to providing requisite MIS reports to Registrar/Enrollment agency (Bank) and UIDAI on enrolments/updates completed on a daily basis till the contract period. The functional scope shall also include the collection of demographic details as per the KYR+ data requirements of Central Bank of India. The Operator shall also be responsible for delivering additional services as required by the Registrar through this RFP.

4.1.1 Procure Biometric Devices as per UIDAI Specifications

The agency should themselves procure/deploy Aadhaar Kits including web/digital camera and biometric devices (for fingerprint and iris capture), used for capture of biometric data at the enrolling station, which confirm to UIDAI specifications and certified by UIDAI appointed agencies.

4.1.2 Setting up of Enrolment Stations and Enrolment Centers by our Bank at Branches.

The number of enrolment stations / centers are as per Annexure I And the same may undergo changes as per directives of DFS/UIDAI from time to time.

The process for setting up Enrolment center is defined in 4.3 Set up Enrolment center sub process flow in Annexure V at the end of this document. The minimum facilities in the setup are as below.

a. Setting up of Enrolment station

Enrolment station refers to enrolment booth / enclosure inside the designated branch premises. The capture of Demographic and Biometric data is done in this section.

- I. An enrolment station shall be equipped with all the necessary machinery which is to be provided by the agency along with Operator as specified by UIDAI and published on its website. It includes.

Mandatory Requirements	
A	
A.1	Laptop/Desktop available(The minimum system , Windows Operating System requirement are defined in Aadhaar Installation Setup Manual ; 4 USB /USB hub for connecting biometric devices)
A.2	UIDAI software installed, tested, configured, registered with CIDR as per installation and configuration manual
A.3	List of Introducers loaded on laptop
A.4	UIDAI standards compliant Iris capture devices duly certified by STQC (make & model)
A.5	UIDAI standards compliant finger print capture devices duly certified by STQC (make & model)
A.6	UIDAI standards compliant digital camera as per UIDAI specifications.
A.7	White back ground screen,non reflecting, opaque, ~3ft wide, and with stand ,available for taking photographs
A.8	Extra monitor for residents to verify their data (15-16" with a resolution above 1024x768)
A.9	All devices as per UIDAI standards
A.10	Working of all equipment at every station tested
A.11	Memory Stick for data transfer (4 GB pen drive sufficient for 1 centre/day i.e. ~5 stations. Enrolment Centre should maintain a stock of 20 days)
A.12	Printer (A4 laser printer; must print photo with good quality receipt)
A.13	Printer Paper(Inventory for 5 stations for 10 days ~ 20 rims)
A.14	Anti Virus / Anti Spyware checks
A.15	Data Card /Internet connectivity for Enrolment Client to be online every 24-48 hrs
A.16	All Operators enrolled into AADHAAR and registered with CIDR
A.17	The pre-enrolment data from the Registrars, if used, is available for import on laptops
A.18	If Registrar has additional fields to be captured , then the KYR+ software for capturing the KYR+ fields is configured and tested

2. A banner / name board of our Bank with Bank's logo should be displayed prominently at the enrolment station i.e., the branch premises.

b. Setting up of enrolment center

Enrolment Centre refers to the branch premises where the enrolment is to be carried out.

The process for setting up enrolment center is defined in section 4.3 Set up enrolment center sub process flow in Annexure V at the end of this document. The minimum facilities in the setup are as below.

Following are the specifications for a stationary center:

	Mandatory Requirements
B	Enrolment Centre
B.1	Backup power supply (generator) of 2 KVA capacity
B.2	Proper table and chair will be provided inside the branch premises.
B.3	Printed enrolment forms for filling data available in sufficient numbers, if used
B.4	Bubble packed ,water resistant ,envelopes(CD mailer) for pen drive transfer to CIDR via India Post (2 Envelopes/day/center. Enrolment Centre should maintain a minimum stock of 20 days)
B.5	Preprinted pre-addressed labels for envelopes(2 /day/center. Enrolment Centre should maintain a minimum stock of 20 days)
B.6	Photocopier for Xerox of resident's PoI, PoA documents
B.7	Data Backup of each station at least twice a day on an external hard disk (backup should be maintained for a minimum period of 60 days).
B.8	Adequate lighting, fans & power points for plugging various biometric devices available.
B.9	Local authorities informed of enrolment schedule
B.10	Introducers informed of enrolment schedule
B.11	Banner for the Enrolment Centre placed at entrance of the branch
4B.12	Posters depicting enrolment process in English & the local language present in visible places
B.13	Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrolment center
B.14	The User Manual of the software available for ready reference & operators aware of the same.
B.15	Ink pad for taking thumb impressions on consent where resident/introducer is unable to sign
B.16	External Hard disk for taking backup

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	Table and chair for enrolment station operators	
C.6	Seating arrangement for enrollees to the extent possible.	
C.7	Hall / room spacious & furniture organized to minimize movement of enrollee while capturing biometric information	
C.8	Preference should be given to the people who are physically handicapped while making enrolment.	
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 enrollees	
C.14	Security arrangement in place to stop enrollees from carrying bags / suitcases or any other material into the enrolment centers.	
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)	
C.20	Bar Coded Stickers (Optional as per Registrar's mandate)	
C.21	Bar Code Reader (Optional as per Registrar's mandate)	

d. Other conditions:--

1. The Bidder/operator needs to comply with the cyber security norms along with ISO / ISMS policies implemented by the Bank.
2. Bidder has to make changes in application / system as per guidelines issued by NPCI / UIDAI and other regulatory body free of cost.
3. Bidder/operator has to support for Audit conducted by internal / external auditors / UIDAI.

4. Bidder has to submit undertaking in writing for assurance from application providers /OEMs that application is free from embedded malicious / fraudulent code
5. Bidder should ensure proper patches are applied and complied with the security and audit standards issued by bank. It is responsibility of the bidder to apply new patches, OS/firmware & BIOS updates or upgrade without any extra cost. During contract period the bidder will ensure smooth functioning of system. Bidder has to ensure that all hardware and software execute without defect or interruption for at least 99.9% uptime for 24 hours a day, 7 days a week of operation of the machine worked on a quarterly basis. If the service support is less than 24*7 basis, Bank may at its own discretion reject the proposal in total, without assigning any reason.
6. After UIDAI mandate, going forward, bidder has to ensure that all Aadhaar related enrollment/ updation / authentications/transactions would be done through registered devices. Any biometric device involved in Aadhaar transactions need to be registered with UIDAI.
7. Redundant connectivity should be available during enrollment / updation.
8. Bidding cost should factor software/database/Hardware/Network equipment/licenses / other allied components etc. and all interfaces with Bank's CBS, Switch etc. and installation and implementation cost.
9. All devices should be as per UIDAI standard.
10. No free ware to be used by bidder/operator.
11. The following indemnity clause will be incorporated in the Agreement.

The Agency hereby indemnified Bank and shall always keep indemnified and hold Bank and its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses(including attorney's fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against Bank as a result of:

A) an act or omission of the Agency/operators in the performance of the obligations of the Agency under this RFP or breach of any of the term of this RFP;

B) claims made by operators, who are deployed by the agency against the Bank;

C) breach of confidentiality obligations of the Agency contained in this RFP or otherwise;

D) willful negligence or gross misconduct solely attributable to the Agency or its employees.

12. Any other conditions:

- i. An enrolment center shall be manned by Verifier cum supervisor from our Bank and technical personnel in addition to the operators at the enrolling stations (branches). The premises of the enrolment center will be provided by the Bank in their premises.
- ii. However the agency shall ensure required infrastructure like connectivity, power (if not already available) etc. with the help of the local branch authorities. In cases where such facilities are not available, the agency shall be responsible for providing alternate arrangements like power generator etc.
- iii. An area in the enrolment center shall be clearly demarcated for enrollees waiting to be enrolled and facilities for seating should be provided.
- iv. Any penalty/punishment levied by UIDAI, for the misconduct/ lapses on the part of following standard procedure by Operators will be passed on to the Agency/Operator.
- v. Aadhaar Kits should be maintained well in all working days of the Aadhaar center and any cost toward their repair should be responsibility of Agency only.
- vi. Operators will have to work any additional work assigned by UIDAI/Bank from time to time in relation to Aadhaar enrolment/update centers.

4.1.3 Hire & Train Manpower for Enrolment

Hiring Manpower:

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

- Operator: The enrolling agency shall hire manpower (operator) to execute enrolment at the enrolment stations as per the criteria provided below

1. The operator should have passed Matriculation.

2. The operator should have a basic understanding of operating a computer and should be comfortable using the computer.
3. The operator should have undergone training on the various equipment and devices to be used during enrolment.
4. The operator should have passed the Operator test for UID enrolment and certified from a testing and certifying agency authorized by UIDAI.
5. The Operators should perform all the Roles and Responsibilities as stated in website of UIDAI and also any changes from time to time.
6. The Agency should make alternate arrangement to provide operators in case of necessity i.e., existing operator going on leave etc. Under no circumstances, the Aadhaar enrollment center should be left unattended by the operators.
 - Induction training: After hiring the personnel as described above, the 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 sufficient enough to understand the standard procedure prescribed by UIDAI.

Training of Manpower:

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

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

2. The enrollment agency may prefer to have master trainers onboard. Master trainers shall be identified by the enrollment agency from its pool of trainers and get them trained by UIDAI/ its representative as per its schedule. Master trainers shall train the trainers.
3. The agency shall have the requisite number of trainers for training its personnel. Trainers have to be trained by the Master trainers and should have passed the certification exam.
4. The training and enrolment operations shall be separate activities.
5. Duration of the training will vary depending on the category/ level of the participant and shall be prescribed by UIDAI on its website.
6. The agency providing in house training shall translate the training material into local language and hand it over to the course participants.
7. The agency shall ensure the availability of the requisite infrastructure for imparting training which shall include
 - a. Availability of at least two sets of the equipment and gadgets listed in 4.1.2.above.
 - b. Certified trainers
8. The size of a batch for training shall not exceed 40 per batch.
9. The training schedule and contents for training shall be defined by UIDAI/its representative.
10. The manpower trained by the Agency/Empaneled training agency shall be considered qualified only after passing the Certifying test conducted by a Testing and Certifying Agency authorized by UIDAI. Therefore the agency shall coordinate with the testing agency for testing and certifying its trainees.
11. The agency shall be subject to process audits for training from time to time by UIDAI/ its representative.

Indicative training modules and duration shall be as prescribed by UIDAI. Alternatively an individual can undergo self-training based on the content provided on the UIDAI website and attend the certification test. Upon successful certification the individual is deemed competent to perform in the role he is certified and can be hired by the agencies for enrolment operations.

4.1.4 Conduct Enrolment Operations as per Standard Processes specified by UIDAI/Registrar

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

UIDAI has defined clear-cut standard processes for enrolment as mentioned hereunder.

The Agencies/Operators would use the software provided by the UIDAI/Registrar for the collection of demographic data and the biometric data. The software will be supported by a User Manual.

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

Please refer to 5.1.1, 5.1.2 in Annexure V for detailed standards and guidelines for demographic data collection. Please refer to Resident Enrolment Process document (process 4.5) for the detailed process flow and description of capturing Demographic and Biometric data capture.

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

Bank proposes to collect additional information (Called KYR+), wherever available or applicable, during enrolment process. The KYR+ data and guidelines for capture of the details is given in Annexure VI.

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

Please Refer to 5.1.4 & 5.1.5 in Annexure V for detailed standards and guidelines for capture of Biometric data. . Please refer to process flow 4.5 & 4.6 Capture Demographic and Biometric data & ready for transfer sub process description of Annexure V for detailed steps involved in biometric data collection.

Step 3: Get consent letter and generate acknowledgement receipt.

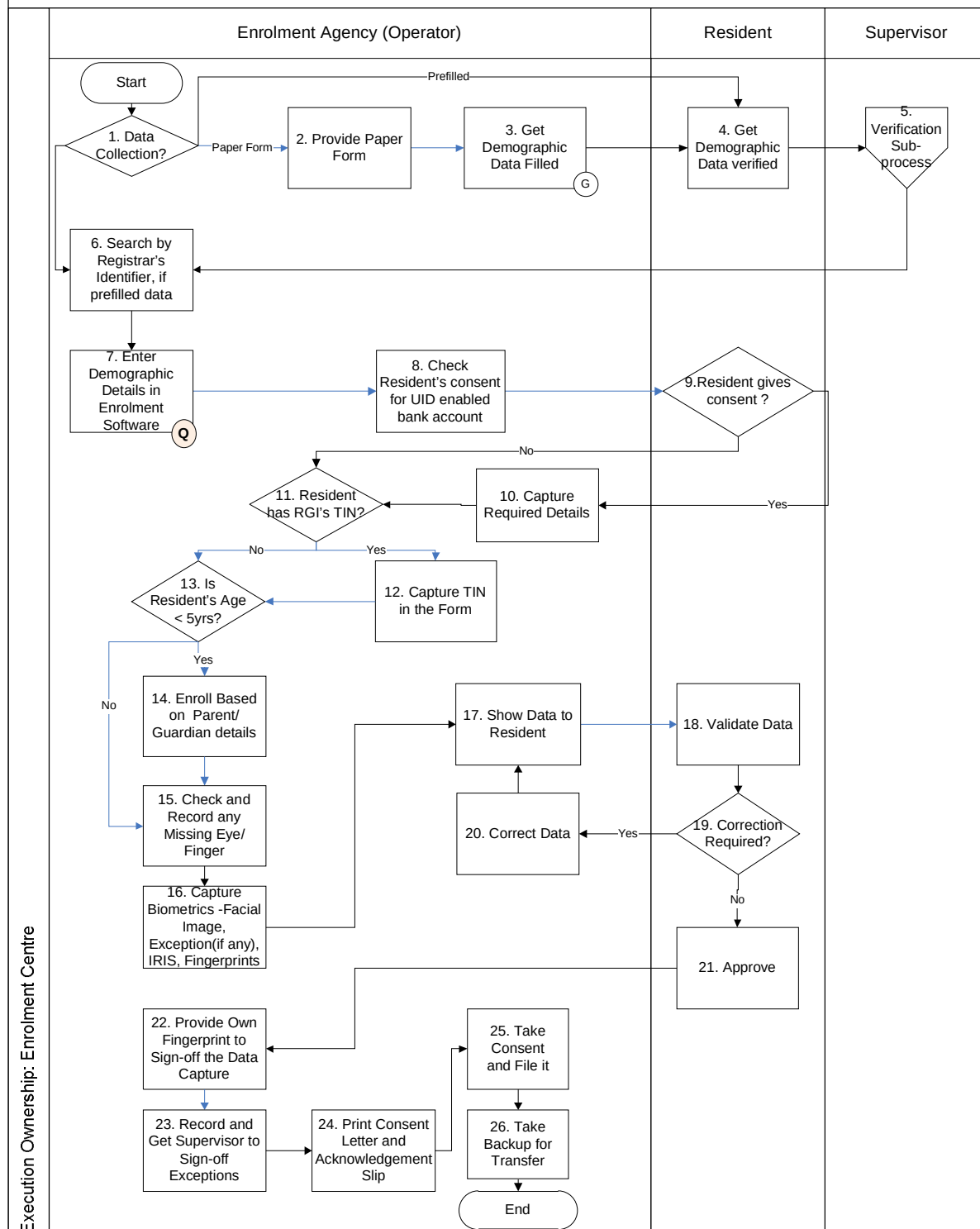
After the demographic and biometric details are captured the enrolment operator shall show the demographic data to the enrollee and get his consent. If needed any corrections are made to the data and signed off by the operator by providing his finger prints. All exceptions need to be signed off by the 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 simultaneously printed and which is provided to the enrollee as a reference.

Step 4: 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.

Please refer to the Guidelines for enrolment for detailed process flows of the various activities in the Enrolment process as prescribed by UIDAI. Process flow for Enrolment operations is as given below:

Enrolment process flow



4.1.5 Send Enrolment Data to Registrar

The UIDAI will separately prescribe the methods by which the data has to be transferred to the Authority for storage in Central Identities Data Repository (CIDR). The guidelines from UIDAI will relate to the transfer of data into specific memory devices and transporting them through a secure network or physically by the postal or courier services to the address which will be specified. The agencies/operators are therefore advised to obtain these instructions before they proceed to collect the demographic and Biometric Data of the willing enrollees. The UIDAI will also issue separate instructions on the form of capture and storage for the PoI and PoA documents. UIDAI will not be responsible for storage of PoA / PoI documents.

4.1.6 Privacy & Security

Agencies/Operators 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 and / or Registrar in case of KYR+ data. Mechanisms to ensure the same have to be put in place by the agency/operators and shall be subject to audit by UIDAI/Registrar/their representative from time to time.

4.1.7 Provide Electronic MIS Reports on Enrolment Status Daily

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

4.2 Geographical Scope

The current geographical scope of work for enrolment operations is as per the Annexure I

4.3 Service Levels

Sl. No.	Performance Indicator	Service Level Metric	Penalty on breach of service level (imposed monthly)
1	Availability of Operator/Aadhaar kit in working condition at the particular bank branch identified for setting up of ES as per the Work Plan	The operator must attend to work every working day of the Bank or agency should make alternate arrangement immediately as per Bank's requirements.	Rs. 50 per day beyond three days consecutively for violation in a particular branch/center.
2	Appointment of operators in the branches/aadhaar center	Before 31.12.2017 or date fixed by UIDAI from time to time.	Rs.1000/- per month per center or part thereof.
3.	Aadhaar data should not be leaked/disclosed	If the data is leaked/disclosed to other than UIDAI/Bank at any time	Penalty charged by UIDAI will be passed on to the Vendor/Operator.

3. In view of number of complaints received by UIDAI in the past, regarding enrolment center demanding money for enrolment or overcharging for Aadhaar related services a penalty of Rs.50,000/- per incident being charged by UIDAI will be passed on to the Agency as deemed fit, if the operator is found at fault/guilty.

4. Further, various incidents have come into notice, where in the operators have carried out enrolment by bypassing the biometric capture/validation required by the operator before carrying out Enrolment / update. In order to contain this, it has been decided by UIDAI to impose a penalty of Rs.1,00,000/- per enrolment machine found to be bypassing the operator's bio metrics. Such event penalty by UIDAI will be passed on to the Agency as deemed fit.

4.4 Roles and Responsibilities

The roles and responsibilities of the various parties involved in the Enrolment process are defined below:

Who is an Operator and what are his/her qualifications?

An Operator is employed by an Agency to execute enrolment at the enrolment stations. To qualify for this role, person should satisfy the following criteria:

- a. The person should be of age 18 years and above.
- b. The person shall be 10+2 pass and should preferably be a graduate.
- c. The person should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated.
- d. The person should have a basic understanding of operating a computer and should be comfortable with local language keyboard and transliteration.
- e. The person should have obtained “Operator Certificate” from a Testing and Certification Agency appointed by UIDAI.

Before starting work as an Operator:

- a. The person must be engaged and activated by any Enrolment Agency in accordance with UIDAI guidelines prior to commencing enrolments.
- b. The person should have undergone Training Session conducted by Regional Offices/Enrolment Agency on Aadhaar Enrolment/Update Processes and various equipment and devices used during Aadhaar enrolment.
- c. The person should have read the complete Training Material on Aadhaar Enrolment/Update available on UIDAI website before giving the certification exam.
- d. The person should be comfortable with local language keyboard and transliteration
- e. Operator must submit his/her “On boarding Form” along with the required documents to the Enrolment Agency which in turn submit the form to concerned “UIDAI Regional Offices” for verification.
- f. After verification Regional Offices will approve/reject the on boarding with the respective Enrolment Agency.

Central Bank Of India	• Audit of Enrolment Centres' readiness • Audit of enrolment agency processes and their effectiveness • Verify PoI,PoA,DoB documents in case of document based verification. Alternatively, if due to any constraints, the Registrars needs to appoint somebody else, they can do so even from amongst EA operators/supervisors. • Define enrolment plan including locations and timeframe • Identify suitable locations for setting up enrolment centres • Setup mechanism for document verification either by Registrar's own personnel or by EA Supervisor/Personnel. • 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	• 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 • Vet 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 timelines for enrolment/updation work in individual branch(s) will be decided by the Bank or its respective Zonal Offices.

4.6 Payment to the Agency

Payments shall be made to the Agency by the Registrar on a monthly basis based on the number of successful enrolments/updates completed less penalties if any as per UIDAI requirements and coverage of the scope of work. This payment shall be subject to adherence to the Service Level Agreements and after receipt of payment from UIDAI by the Bank.

5 Technical Bid / Proposal

The Technical Bid / Proposal shall consist of the Technical Proposal Submission Form and the Technical Proposal Application Form and the documents required as per the list of mandatory documents as given in Para 5.1 of Data Sheet

It is the responsibility of the applicants to provide all supporting documents necessary to fulfill the mandatory eligibility criteria. In case, information required by Central *Bank of India* is not provided by applicant, Central Bank Of India *shall* proceed with evaluation based on information provided and shall not request the applicant for further information. Hence, responsibility for providing information as required in this form lies solely with applicant. Non-submission of any of the required documents as per the list of mandatory documents given in Para 5.1 of the Data Sheet shall be grounds for rejection of the Proposal.

5.1 Technical Proposal Submission Form

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

5.2 Technical Proposal Application Form

The Bidders shall submit the Technical Proposal Application Form as given in Annexure II. The Bidders shall also submit all the mandatory documents as given in Para 5.1 of the Data Sheet.

6 FINANCIAL / COMMERCIAL PROPOSAL FORMS

The bidder shall quote the total cost for providing services as per the Scope of Work given in Section 4 which shall include the cost for collection of demographic and biometric details of residents as per the requirements of the Central Bank Of India *and* UIDAI and the cost for providing other additional services specified in the Scope of Work. The total cost quoted shall be inclusive of all expenses like travel and lodging, cost of setting up centers/ Aadhaar Kits with operator and mobile units, taxes and duties.

6.1 Financial Proposal Covering Letter

The Bidders shall submit the Financial Proposal Covering Letter as given in Annexure III.

6.2 Financial Proposal / Bid form

The Bidders shall submit the Financial Proposal Form as given in Annexure IV. Financial Proposals which are not submitted as per the Financial Proposal Form shall be summarily rejected. Any conditional bids shall also be rejected during the evaluation of the financial proposals.

Annexure I – Technical Proposal Covering Letter

(To be submitted on the Letter head of the applicant in a separate closed cover along with Tender cost and EMD)

To,

Chief Manager,
Priority Sector Dept, (FI Cell)
Central Bank of India, 2nd Floor,
MMO Building, Fort, M G Road,
MUMBAI – 400 023

Contact Phone No. 022 22618054

Email ID :cmfi@centralbank.co.in, smfi2@centralbank.co.in

Dear Sir,

Ref: Request for Proposal (RFP) Tender Ref:- CO:PS:FI:RFP:17-18: 45 DT. 5.12.2017

1. Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP, Tender Ref No- CO:PS:FI:RFP:17-18: 45 for UID Project, in full conformity with the said RFP document including subsequent clarifications / addendums. (In case of consortium, the names of the consortium partners shall be provided here)
2. We have read the provisions of the RFP document and confirm that these are acceptable to us. Hence, we are hereby submitting our Proposal, which includes this Technical Proposal, and Financial Proposal sealed in separate envelopes.
3. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
4. We agree to abide by this RFP including subsequent clarifications , consisting of this letter, the detailed response to the RFP – Technical proposal and financial proposal and all attachments, for a period of 90 days from the closing date fixed for submission of proposal as stipulated in the RFP document.
5. We would like to declare that we are not involved in any litigation with any Government in India and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
6. We hereby declare that we have not been blacklisted by any Central/ State/ UT Government / PSU / PSE .
7. We hereby declare that our company's loan account accounts are not classified as NPA in any Bank as on date.
8. We hereby declare that we have not been charged with any fraudulent activities by any Central/ State/ UT Government / PSU / PSE.

9. We hereby declare that all the information and statements made in this Technical Proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
10. We understand that Central Bank Of India is not bound to short-list / accept any proposal received in response to this RFP.
11. In case we are engaged by the Central Bank Of India as an Agency for providing Operator and Aadhaar Kit (on Opex model) as specified by UIDAI, we shall provide any assistance/cooperation required by Central Bank of India, UIDAI appointed auditing agencies/ UIDAI officials for performing their auditing and inspection functions. We understand that our non-cooperation for the same shall be grounds for termination of service.
12. We ensure that our Operators will be providing any additional services as required by UIDAI/Bank from time to time in relation to Aadhaar enrolment.
13. In case we are engaged as an Agency, we agree to abide by all the terms & conditions of the Contract that will be issued by Central Bank Of India
14. We undertake to comply all the **PF, ESIC, Minimum Wages Act, Labour Act and any other Statutory requirement as Applicable** which are related to engaging Operator and providing you on hire basis. We undertake to provide the Operators who are duly trained and certified as required by UIDAI. And also provide the Aadhaar Kits as per specifications of UIDAI.

Our correspondence with regard to this RFP are :

S.No	Information	Details
1.	Name of the Contact Person	
2.	Address of the Contact Person	
3.	Name, designation and contact address of the person to whom all references shall be made regarding this RFP	
4.	Telephone number of the Contact Person	
5.	Mobile number of the Contact Person	
6.	Fax number of the Contact Person	
7.	Email ID of the Contact Person	
8.	Corporate website URL	
9.	Name of state(s) & UT for which the bid is being filed.	

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

Sincerely,

[Applicant's Name with seal]

Name:

Title:

Signature:

Date:

Annexure II – Technical Proposal Application Form

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

	separately): a) Principal field(s) of activity/operation b) Principal sources of funding c) Managing Committee/ Governing Body/ Office Bearers				
8.	Contact Name, Designation, Address, Email & Phone Numbers				
9.	Net Worth of the Single Agency/ Prime Agency as on 31 March 2017, in case of a Private/ Commercial organization/ PSU/ Govt. Company/ Autonomous Body, duly certified by the Company Auditor (do not include Intangible assets)	Assets in INR Lakhs		Liabilities in INR Lakhs	
		Current Assets		Short Term Liabilities	
		Fixed Assets		Long Term Liabilities	
		Long Term Investments			
		Total Assets (A)		Total Liabilities (B)	
		Total Net Worth as of 31 st March 2017			
10.	Turnover of Single Agency/ Prime Agency in the previous two financial years in case of Private/ Commercial organization/ PSU/ Govt. Company/ Autonomous Body, duly certified by the Auditor and as evidenced from the provided Financial Statements	Financial Years		Turn Over INR Lakhs	
		2015-16			
		2016-17			
		2017-18 (up to Sept 2017)			
11.	Turnover/ Grants in Aid of Single Agency/ Prime Agency in the previous two financial years in case of NGO/ Not-for-Profit, duly certified by the Auditor	Financial Year	Turn Over INR Lakhs	Grants-In-Aid- In INR Lakhs	
		2015-16			
		2016-17			
12.	Locations where the organization and consortium members has offices:				
13.	Number of Employees of organization and consortium				

	members:	
14.	Number of successful biometric enrolments (fingerprint and/or Iris capture only) completed in last 3 financial years: (The kind of biometrics captured and the Project under which the enrolment was done should be mentioned clearly)	
15.	Schedules (and corresponding Geographical areas) where the Agency is interested in undertaking work (mandatory information)	
16.	Details of previous UID enrolments work awarded undertaken by the bidder: a) Name of Registrar: b) Period of contract: c) Number of enrolment awarded : d) Geographical area (States) for which enrolment awarded :	

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

(Signature & Seal of company)

Annexure III – Financial Proposal / Bid covering letter

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

To,

Chief Manager,
Priority Sector Dept, (FI Cell)
Central Bank of India, 2nd Floor,
MMO Building, Fort, M G Road,
MUMBAI – 400 023

Contact Phone No. 022 22618054

Email ID :cmfi@centralbank.co.in, smfi2@centralbank.co.in

Dear Sir,

Ref: RFP for UID , tender Ref. No CO:PS:FI:RFP:17-18: 45 DT. 5.12.2017

- 1 Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP for UID project , in full conformity with the said RFP document including subsequent clarifications.. (in case of consortium, the names of the consortium partners shall be provided here)
- 2 We, the undersigned, offer to provide operators and Aadhaar kits as per specifications of UIDAI to Central Bank Of India for carrying out the enrolment functions for the Unique Identification (UID) project of Government of India in accordance with UIDAI guidelines & your RFP No- CO:PS:FI:RFP:2017-18:45
- 3 We have read the provisions of the RFP document and confirm that these are acceptable to us. Hence, we are hereby submitting our Financial Bid.
- 4 We agree to abide by this RFP, consisting of this letter, financial bid and all attachments, for a period of 60 days from the closing date fixed for submission of bid as stipulated in the RFP document.
- 5 We hereby declare that we are interested in participating in the following state(s) / UT and

have submitted the financial bids for each Schedule specified below:

- 6 State(s) – Mention the name of state(s) in alphabetical order.
- 7 UT – Mention the name of UT(s) in alphabetical order.
- 8 We would like to declare that we are not involved in any litigation with any Government in India and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
- 9 We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.
- 10 We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act, 1988”.
- 11 We understand that the Central Bank Of India is not bound to accept any bid received in response to this RFP.
- 12 In case we are engaged by the Central Bank Of India as an Agency, we shall provide any assistance/cooperation required by Central Bank Of India , UIDAI appointed auditing agencies/ UIDAI officials for performing their auditing and inspection functions. We understand that our non-cooperation for the same shall be grounds for termination of service.
- 13 In case we are engaged as an Agency, we agree to abide by all the terms & conditions of the Contract that will be issued by Central Bank Of India.
- 14 The financial proposal submitted by us for evaluation of L-1 takes care of entire operational, technical and functional cost for providing services as per scope of work defined in Section 4 of RFP and the customers shall not be charged over and above price mentioned in Commercial Bid.

(Signature & Stamp of bidding company)

Annexure-1V Financial Proposal Form

Financial bid for undertaking enrolment activities by providing Operators and Aadhaar Kits on hire basis:

Sr.No	Item	Payment from UIDAI to Registrar (in Rs.)	Fee to be collected from Resident by Service Provider (in Rs.)	Bid Amount per unit/operator excluding applicable taxes (In INR)
1.	Aadhaar Generation	50		
2.	Mandatory Biometric update	25		
3.	Other biometric update		25	
4.	Demographic update(any type)		25	
5.	Aadhaar search using ekyc/ Find Aadhaar/any other tool and color printout A4 sheet		20	
6.	Aadhaar search using ekyc/ Find Aadhaar/any other tool and BW printout A4 sheet		10	

- If vendor is interested for enrolment/updation work in more than one state /UT, vendor should indicate the states/UT by putting a tick mark against the name of states/UT, he is interested other states/UT should be crossed by putting "x" mark in the attached list..*

State/UT Name	YES	NO
ANDAMAN & NICOBAR ISLANDS		
ANDHRA PRADESH		
ARUNACHAL PRADESH		
ASSAM		
BIHAR		
CHANDIGARH		
CHHATTISGARH		
DADRA & NAGAR HAVELI		
DAMAN & DIU		
GOA		
GUJARAT		
HARYANA		
HIMACHAL PRADESH		
JAMMU & KASHMIR		
JHARKHAND		
KARNATAKA		
KERALA		
LAKSHADWEEP		
MADHYA PRADESH		
MAHARASHTRA		
MANIPUR		
MEGHALAYA		
MIZORAM		
NAGALAND		
NCT OF DELHI		
ODISHA		
PUDUCHERRY		
PUNJAB		
RAJASTHAN		
SIKKIM		
TAMIL NADU		
TELANGANA		
TRIPURA		
UTTAR PRADESH		
UTTARAKHAND		
WEST BENGAL		

Annexure V – Guidelines for enrolment

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2. How to Read This Document

This process document is organised into below sections:

1. Process Overview

- a) 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.

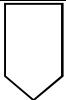
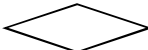
2. Process Details

- 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-bystep 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

3 Process Overview

3.1 Goals and Objectives

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

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

3.2 Scope

- 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 Agencies

3.3 Prerequisites for Process

- Client enrolment software shared with agencies (Registrar On-Boarding Process)
- Grievance handling and technical support for 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 Eligibility, Roles and Responsibilities

Enrolment Operator	• 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
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Who is an Operator and what are his/her qualifications?

An Operator is employed by an Enrolment Agency to execute enrolment at the enrolment stations. To qualify for this role, person should satisfy the following criteria:

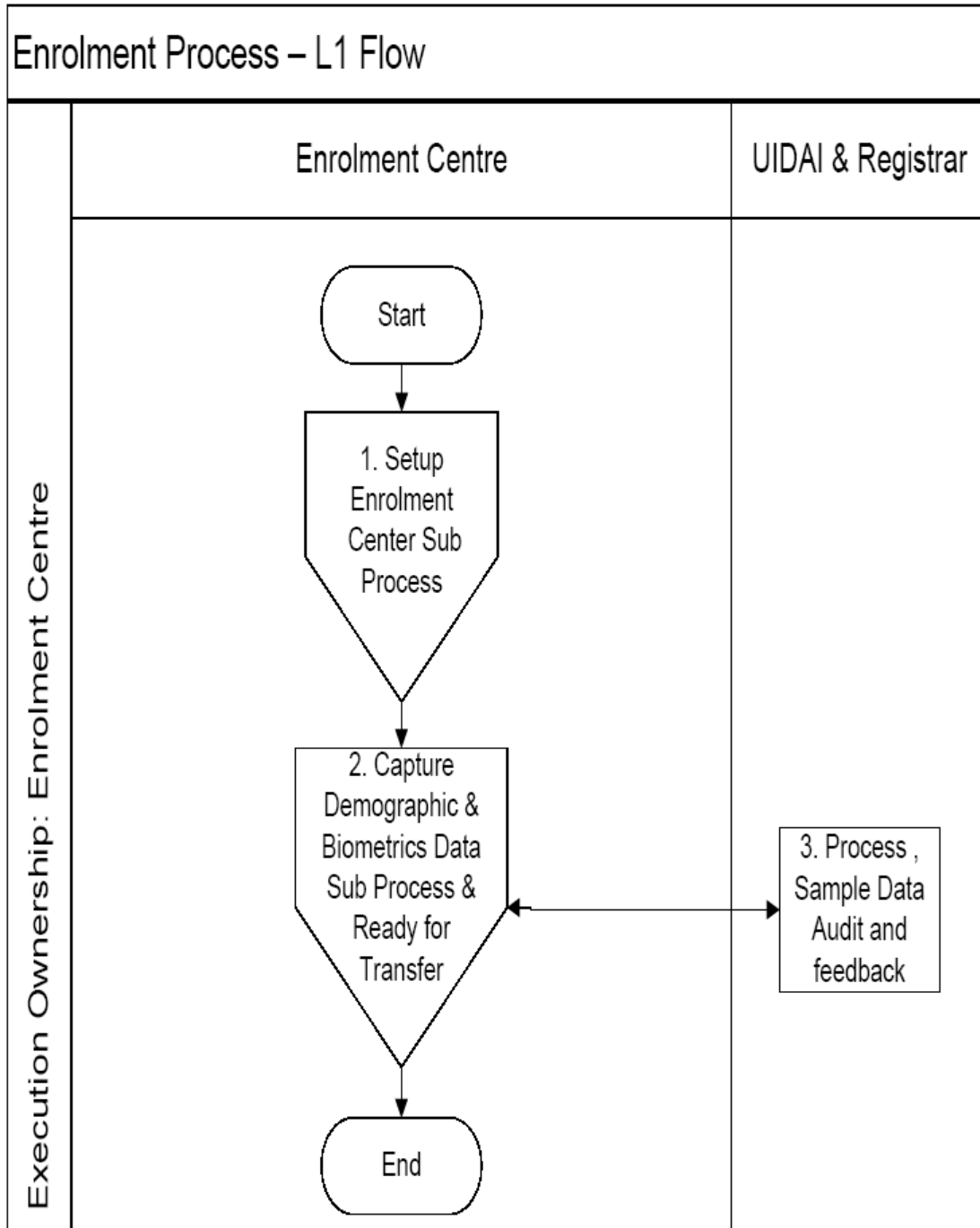
- a. The person should be of age 18 years and above.
- b. The person shall be 10+2 pass and should preferably be a graduate.
- c. The person should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated.
- d. The person should have a basic understanding of operating a computer and should be comfortable with local language keyboard and transliteration.
- e. The person should have obtained “Operator Certificate” from a Testing and Certification Agency appointed by UIDAI.

Before starting work as an Operator:

- a. The person must be engaged and activated by any Enrolment Agency in accordance with UIDAI guidelines prior to commencing enrolments.
- b. The person should have undergone Training Session conducted by Regional Offices/Enrolment Agency on Aadhaar Enrolment/Update Processes and various equipment and devices used during Aadhaar enrolment.
- c. The person should have read the complete Training Material on Aadhaar Enrolment/Update available on UIDAI website before giving the certification exam.
- d. The person should be comfortable with local language keyboard and transliteration
- e. Operator must submit his/her “On boarding Form” along with the required documents to the Enrolment Agency which in turn submit the form to concerned “UIDAI Regional Offices” for verification.
- f. After verification Regional Offices will approve/reject the on boarding with the respective Enrolment Agency.

4 Process Details

4.1 Resident Enrolment Process Flow

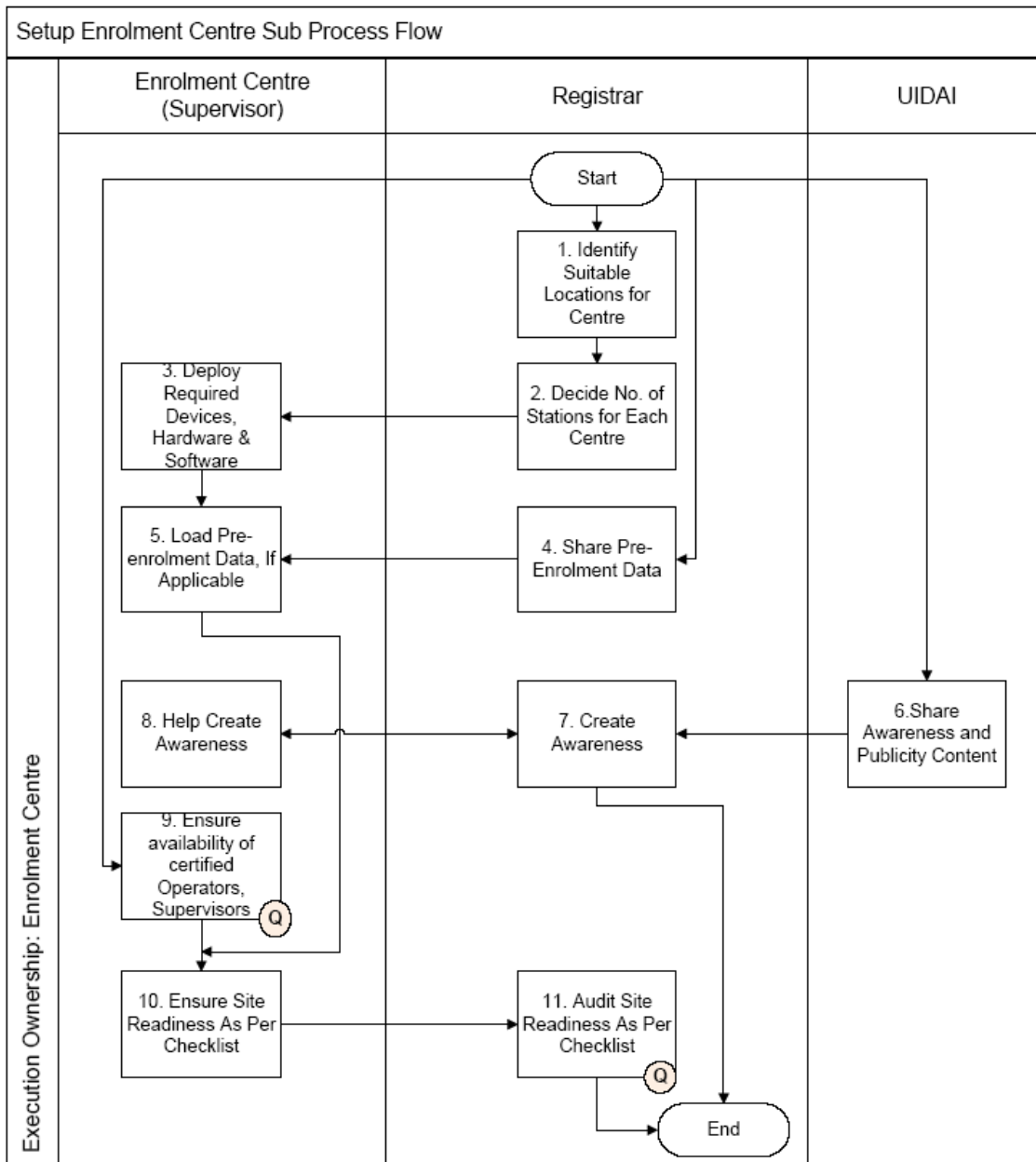


4.2 Resident Enrolment Process Description

S.No	Step	Responsibility	Reference
	Start This process begins when an Enrolment Agency is ready to start enrolling residents. To begin enrolments, Enrolment Agency needs to Setup Enrolment Centre. Go to Step 1.		
1.	Setup Enrolment Centre Initiate sub process 4.3 Setup Enrolment Centre. This contains details on setting up an enrolment centre.	Enrolment Agency	4.3 Setup Enrolment Centre
2.	Capture Demographic and Biometric Data and ready for Transfer After an enrolment centre is ready, enrolment Agencies can begin the process of capturing residents' demographic and biometric data. For details on how to capture data, go to sub process 4.5 Capture Demographic and Biometric Data. After Data Capture, Data files are to be ready at identified/specified location for transfer to CIDR. Refer external process for 1st Mile logistics which prescribes the methods by which the data has to be transferred to the Authority. The enrolling agencies are therefore advised to obtain these instructions before they proceed to collect the demographic and biometric data of the willing enrollees. The Unique Identification Authority of India (UIDAI) accords highest importance and primacy to the security of data collected on the enrollees 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.	Enrolment Agency	4.5 Capture Demographic and Biometric Data and Ready for Transfer Sub Process External process for 1 st Mile logistics Process

3.	Process , Sample Data Audit and feedback UIDAI may do sample data audits for quality. This will reduce the chances of enrolment failures/rejections later due to poor data quality. Registrar should audit adherence to process by enrolment agency to prevent malpractices. These audits may be conducted by the Registrar, a 3rd party appointed by the Registrar or by any other party/mechanism deemed fit by the Registrar. UIDAI may also undertake sample process audit during enrolment and also provide feedback on the audit conducted by the Registrar. Based on feedback, Enrolment Agency may need to make some adjustments/changes in its process.	UIDAI and Registrar	
	End		

4.3 Setup Enrolment Centre Sub Process Flow



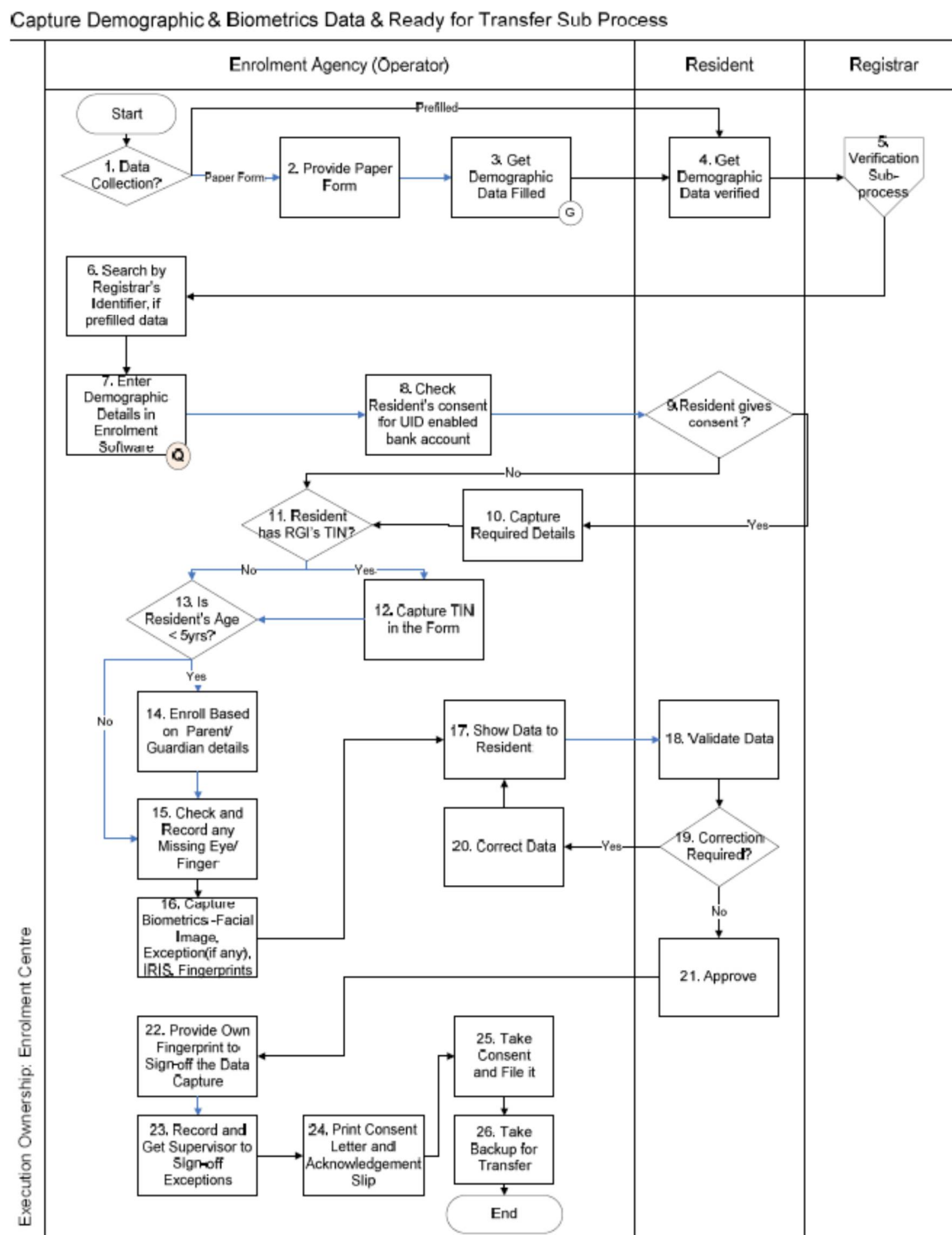
4.4 Setup Enrolment Centre Sub Process Description

S.No	Step	Responsibility	Reference
	Start To setup enrolment centres, activities that need to be initiated are: • 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.	Identify Suitable Locations for Centre Registrar identifies suitable locations where enrolment centres may be setup as follows: • 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.	Decide Number of Stations for Each Centre 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. 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 in all the modes so as to bring the residents to the Enrolling Centres for the enrolment.	Registrar	
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.		
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. 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. Proceed to Step 10. Ensure Site Readiness and Fill Checklist.	Enrolment Agency	
10.	Ensure Site Readiness and Fill Checklist 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.	Enrolment Agency	5.2.1 Checklist for Setting up Enrolment Centre
11.	Audit Site Readiness 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.	Registrar (Supervisor)	
	End		

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



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

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

4.	Get demographic data verified. Resident needs to get the demographic data provided by him/her verified. Resident need to carry Original documents and a photocopy of PoI,PoA,DoB for verification.	Resident	
5.	Refer Verification Sub Process Flow for details 2 Distinct methods of verification are discussed in this document • Based on supporting documents • Based on introducer system	Registrar (Supervisor)	
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) • 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)	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.	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.	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: <i>Name, Bank, Bank Branch, A/C Number and IFSC Code</i>(to be filled in by the enrolment operator from the dropdown he’ll have access to, in case the resident is unaware of the same). Irrespective of the registrar being a bank or non-bank, the above details have to be mandatorily filled in the enrolment form. Any additional information that a bank registrar would want to process may well be done after the above requirements are fulfilled. If a resident has consented to participate in FI, and 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. 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. 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.	Agency (Operator)	

11.	Resident has RGI's TIN? The Operator should check with the resident if the RGI (census) officials have visited his / her household for the census survey. • 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?	Agency (Operator)	
12.	Capture TIN in the Form 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.	Agency (Operator)	
13.	Is Resident's Age < 5yrs? Check if the resident's age is less than 5 years. If yes, proceed to Step 14. Enrol based on parent/Guardian Details If no, proceed to Step 15. Check and Record for any Eye/ Finger Missing	Agency (Operator)	
14.	Enrol based on Parent/Guardian Details 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. 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. 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.	Agency (Operator)	

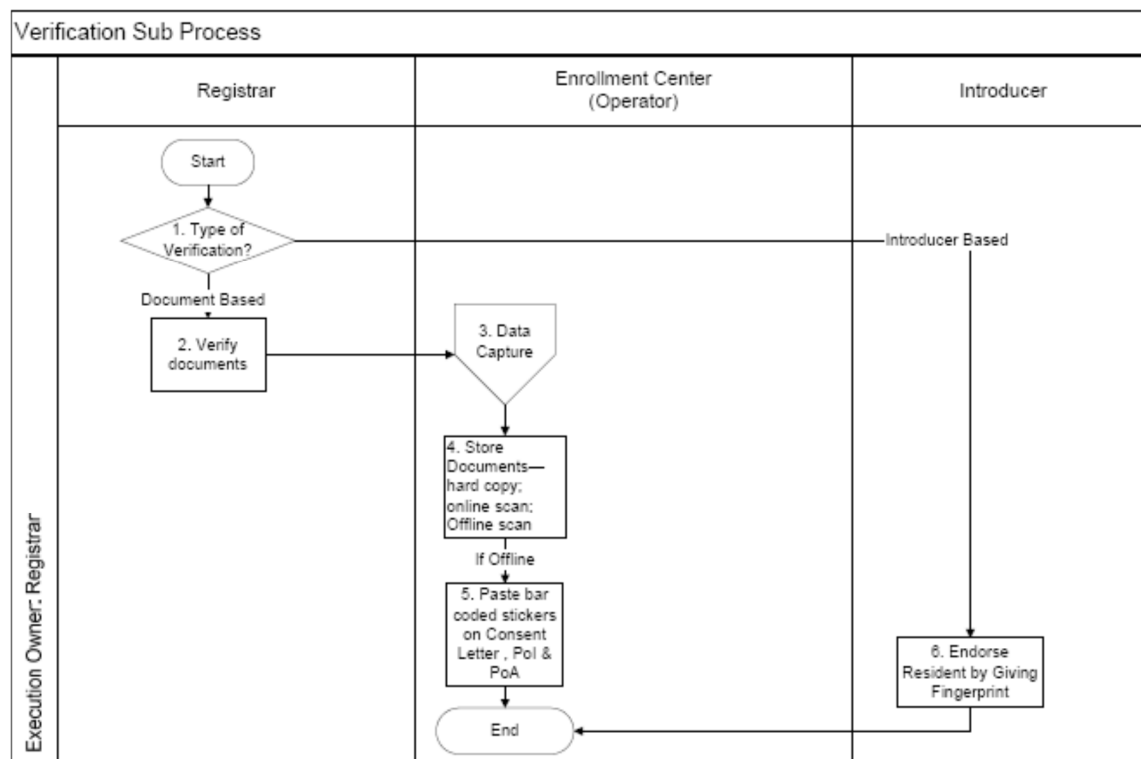
15.	Check and Record for any Eye/ Finger Missing Check resident's eyes and fingers for fitness (missing/amputated). If the resident has any deformities, these also have to be captured on the Demographic screen. Enter Details of "Missing Eye Indication" or "Missing Finger Indication" as appropriate. In such a case, the operator shall assist the resident in the fingerprint capture to avoid capture of the extra finger/s.	Agency (Operator)	
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16.	Capture Biometrics - Facial Image, IRIS and Fingerprints 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. 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. 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. 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. 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. Policies for biometric capture: Iris - above 5 yrs mandatory (also used for deduplication) Fingerprint - above 5 yrs capture Fingerprint - above 15, treated like adult Face - all mandatory including infants Below 5 yrs - guardian/parent mandatory, after that optional Any biometric exception (any finger missing, any eye missing) - extra photo as well as supervisor signature AADHAAR Enrolment Client software automatically takes care of enforcing these policies. UIDAI may, from time to time, make modifications to these policies.	Agency (Operator)	5.1.4 Biometric Data Capture Standards 5.1.5 Detailed Guidelines for Collecting Biometric Data
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17.	Show Data to Resident The Operator shows the data entered to the resident on a monitor facing the resident and if required, reads out the content to the enrollee, to ensure that all details captured are correct.	Agency (Operator)	
18.	Validate data The resident will ensure that all details entered in Demographic form are correct.	Resident	
19.	Correction Required? In case any errors are pointed out to the Operator. go to step no.20, Correct Data Else go to step no. 21, Approve.	Resident	
20.	Correct Data The EA Operator then corrects the errors pointed out and again shows the data to the resident.	Agency (Operator)	
21.	Approve If no corrections are required, resident will approve the data.	Resident	
22.	Provide Own Fingerprint to Sign-off the data capture The Operator will then provide own Fingerprint to sign-off the data captured. CIDR will process for an operator that is enrolled and has been added to valid operator list by EA.	Agency (Operator)	
23.	Record and Get Supervisor to Sign Off Exceptions The Supervisor may sign off any exceptions observed in Data Collection.	Agency (Operator)	5.1.6 Handling Exceptions
24.	Print Consent Letter and Acknowledgement Print Acknowledgement slip and provide to resident	Agency (Operator)	5.2.3 Acknowledgement Slip
25.	Take Consent and file it Operator will take Resident's consent (signature/thumb impression) and file this copy.	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 1st Mile Logistics Process for Data Transfer flow and Guidelines	Agency (Operator)	External Process Refer 1st 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 - 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, PoAandDoB

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.	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 of any legal requirements, Registrar shall furnish necessary documents as required by UIDAI. The Registrar may store documents in either • 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 Registrar to prescribe suitable documentation management system for easy tracking and retrieval of documents. If Scanned offline, bar coding can be useful in tracking, as explained in step no.5 End End	Agency (Operator)	
5.	Paste bar coded stickers on Consent Letter, PoI and PoA To save on online scanning cost and time, a Registrar may opt for offline scanning of documents. If this is the case, the Operator will paste pre-printed bar coded stickers on these documents. The bar code will be read and stored on the Resident file. When scanning of documents will take place at a later stage, then the bar code reader will read the bar code on any of these documents. PoI, PoA documents will then be scanned and attached to the data file of the Resident that is retrieved using bar code.	Agency (Operator)	

6.	Endorse Resident by giving fingerprint The Introducer will go through all the details to ensure that he endorses correctly. The Introducer ensures that all the residents that he is about to endorse are known and given particulars are correct. The concept of inclusiveness should not take away the credibility of the Introducer system. Any false verification by Introducer shall make him liable for legal action. The Introducer can endorse a resident and vouch for the validity of Resident's information by giving his/her thumbprint in the enrolment software's "Review" tab. In addition he/she should sign the Enrolment form endorsing the resident. Introducer will validate by giving fingerprint.	Introducer	
	End		

5. Appendix

5.1 Standards and Guidelines

5.1.1 KYR Standards for Collecting Demographic Data

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

5.1.2 Detailed Guidelines for Recording Demographic Data

i. Name

1. The Enrolment Agency (Bank) 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 VenkatramanVijayan 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 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” persons 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 enrollee is not able to produce any documentary evidence as PoI and PoA.
2. When the enrollee 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 PoI, PoA and DoB

Support Pol Documents Containing Name and Photo	
1.	Passport
2.	PAN Card
3.	Ration/ PDS Photo Card
4.	Voter ID
5.	Driving License
6.	Government Photo ID Cards
7.	NREGS Job Card
8.	Photo ID issued by Recognized Educational Institution
9.	Arms License
10.	Photo Bank ATM Card
11.	Photo Credit Card
12.	Pensioner Photo Card
13.	Freedom Fighter Photo Card
14.	Kissan Photo Passbook
15.	CGHS / ECHS Photo Card
16.	Address Card having Name and Photo issued by Department of Posts
17.	Certificate of Identify having photo issued by Group A Gazetted Officer on letterhead
Supported PoA Documents Containing Name and Address	
1.	Passport
2.	Bank Statement/ Passbook
3.	Post Office Account Statement/Passbook
4.	Ration Card
5.	Voter ID
6.	Driving License
7.	Government Photo ID cards
8.	Electricity Bill (not older than 3 months)
9.	Water bill (not older than 3 months)
10.	Telephone Landline Bill (not older than 3 months)
11.	Property Tax Receipt (not older than 3 months)
12.	Credit Card Statement (not older than 3 months)
13.	Insurance Policy
14.	Signed Letter having Photo from Bank on letterhead
15.	Signed Letter having Photo issued by registered Company on letterhead
16.	Signed Letter having Photo issued by Recognized Educational Instruction on letterhead
17.	NREGS Job Card
18.	Arms License
19.	Pensioner Card
20.	Freedom Fighter Card
21.	Kissan Passbook
22.	CGHS / ECHS Card
23.	Certificate of Address having photo issued by MP or MLA or Group A Gazetted Officer on letterhead
24.	Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas)
25.	Income Tax Assessment Order
26.	Vehicle Registration Certificate
27.	Registered Sale / Lease / Rent Agreement
28.	Address Card having Photo issued by Department of Posts
29.	Caste and Domicile Certificate having Photo issued by State Govt.
Supported Proof of DoB Documents	
1.	Birth Certificate
2.	SSLC Book/Certificate
3.	Passport
4.	Certificate of Date of Birth issued by Group A Gazetted Officer on letterhead

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 Decision
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 Assistance	Per ISO 19794-5 Section 7.2.4 – 7.2.10 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 Decision
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 Enrollee 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 is as per UIDAI guidelines.

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 enrollment 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 a 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 a 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 quality	i. If standard image of the finger prints are not possible for an enrollee despite repeated attempts, the operator should politely ask the enrollee to wash his hands. The operator can provide a wet sponge or towel available in the centre. ii. The operator can request the enrolled to apply pressure on the platen to increase the area of contact and thereby obtain image the requisite quality. iii. For applying pressure he would be 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. iv. It has to be ensured that assistance to women enrollees has to be provided by women operators / volunteers. 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.
d.	Inability to flatten the fingers	i. The operator with due permission from the enrollee may assist the enrollee in order to attempt capture of the fingerprints. ii. In case this is not successful, the operator may try to obtain fingerprints to the extent that the enrollee is liable to flatten and place her / his fingers on the platen. iii. The enrollee can then be made to move to the next set of fingerprints of the other hand or the two thumbs.
e.	Worn out ridges or hands blackened through mehendi or any other substance	a. Attempt a manual capture b. Proceed to capture fingerprints of fingers which are not blackened or without worn out ridges.

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	a. If the capture of both eyes at a time is not possible, the single eye iris scan device may be used. b. In case the single eye iris device is not available, the operator can make use of the dual eye device to capture one of the irises correctly.
b.	Inability to open the eyes properly	a. Guide the enrollee to open the eyes wide to enable the capture b. Manually assist the enrollee to open the eyes with the help of his own hands so that the iris can be scanned.

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.

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

REFERENCES

- **Model RFQ and related documents available on UIDAI Web Site**
- www.uidai.gov.in

Annexure VI – Specification and Formats for capture of KYR+ information

1	EPIC Number Issued by Election Commission		YES/NO		Number	
2	MGNREGS Job card		YES/NO		Number	
	Number					
3	BPL Card Number		YES/NO		Number	
4	TIN NO.		YES/NO		Number	
5	PAN NO.		YES/NO		Number	
6	Pension	YES/NO	If Yes, which Pension	Number		
			Pension Number			
7	Bank Details, if any	Name of the Bank		Branch	Savings bank, Acc.No.	
8	Ration Card	YES/NO	BPL/APL	Card No	No. of Units	Shop No
9	Post Office, if any	Account Number		Branch		
10	Name& address of the Nominee			Relationship, Age & DOB		

Annexure VII – Standard Contract format

The shortlisted bidder(s) is required to execute a contract with the Bank. The format of the contract will be as prescribed by UIDAI/Bank. This contract agreement will be signed by Bank's appropriate authority with the shortlisted bidder(s).