

REQUEST FOR PROPOSAL

FOR

**SELECTION OF ENROLMENT AGENCY FOR AADHAAR
(UID) ROLL OUT**

AT

INDIRA GANDHI NATIONAL OPEN UNIVERSITY (IGNOU)

RFP NO.: IG/UIDAI-AADHAAR/11

DATED: JULY 22nd, 2011

Table of Contents

ABBREVIATIONS, ACRONYMS AND DEFINITIONS	3
VOLUME I: INSTRUCTIONS TO BIDDERS	7
1. Invitation to Bid:.....	7
2. Introduction	10
2.1 About IGNOU.....	10
2.2 About UID Project	11
3. INSTRUCTIONS TO BIDDERS.....	12
3.1 STANDARD INSTRUCTIONS	12
3.2 Data Sheet.....	23
4. BID SUBMISSION FORMS	29
4.1. TECHNICAL BID FORMS	29
Annexure I – Technical Bid Covering Letter	31
Annexure II – Technical Bid Application Form	34
4.2 FINANCIAL BID FORMS	37
Annexure III – Financial Bid Covering Letter	38
Annexure IV – Financial Bid Form	40
VOLUME II: SCOPE OF WORK.....	42
5. SCOPE OF WORK.....	43
5.1 Functional scope.....	43
5.2 Geographical Scope	54
6. Service Levels.....	55
7. Roles and Responsibilities	56
8. Timelines.....	60
9. Payment to the Enrolment Agency	60
Annexure V – Specification and Formats for capture of KYR+ Information	61
Annexure VI – Indicative Number of Enrolment Centers	62
Annexure VII – Guidelines for Enrolment.....	64
VOLUME III: STANDARD FORM OF CONTRACT.....	65
General Conditions of Contract	68
Special Conditions of Contract	86
Annexure A – Form of Bank Guarantee Bond	89
Annexure B – Resident Enrolment process	91

ABBREVIATIONS, ACRONYMS AND DEFINITIONS

Abbreviations (used or referred to in this RFP)

BG	Bank Guarantee
CIDR	Central ID Data Repository
CSC	Common Service Center
DD	Demand Draft
DDSVP	Demographic Data Standards and Verification Procedure
DIT	Department of Information Technology, Government of India
EA	Enrolment Agency
EMD	Earnest Money Deposit
FY	Financial Year
Gol	Government of India
Govt	Government
IGNOU	Indira Gandhi National Open University
KYC	Know Your Customer
KYR	Know Your Resident
KYR+	Know Your Resident – Additional Details
L1	Lowest Bidder
Max	Maximum
Min	Minimum
MoU	Memorandum of Understanding
NGO	Non-Government Organization
NPR	National Population Register
ORGI	Office of the Registrar General of India
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PoA	Power of Attorney
Pol	Proof of Identity
PQ	Pre-qualification
PSU	Public Sector Unit
RBI	Reserve Bank of India
RFE	Request for Empanelment
RFP	Request for Proposal
SCA	Service Center Agency
SDC	State Data Center
SoW	Scope of Work
ST	Service Tax
STQC	Standards Testing and Quality Certification
UID	Unique Identification
UIDAI	Unique Identification Authority of India
UT	Union Territory
VAT	Value Added Tax
VC	Vice-Chancellor
VAT	Value Added Tax

ACRONYMS AND DEFINITIONS

- **AADHAAR** – Brand name associated with UID. Aadhaar is the unique identification number.
- **Authentication** – means the process wherein AADHAAR Number, along with other attributes, including biometrics, are submitted to the Central Identities Data Repository (CIDR) for its verification on the basis of information or data or documents available with it.
- **Authority** – Unique Identification Authority of India (UIDAI).
- **Biometric Data** – refers to the facial image, iris scan and fingerprints collected by the Enrolment Agency from the Enrolees based on the standards prescribed by the UIDAI and by following the process laid down for the purpose. The data collected is passed on to the UIDAI as per the process prescribed.
- **CSC** – Common Service Centres operating as franchisees of Service Center Agency (SCA) within a State, as part of the CSC Scheme of the National e-Governance Plan of India.
- **De-duplication** – the process of using the demographic and biometric data collected from an enrollee to check against data so as to avoid duplicate enrolments.
- **Demographic Data** – refers to the personal information collected or verified by the Enrolling Agency based on the data fields prescribed by the UIDAI and by following the process laid down for the purpose. The data collected is passed on to the UIDAI as per the process prescribed.
- **Schedule** – Refers to the each Geographical Area as specified in this RFP.
- **Enrolment Agency** – The Agency appointed by IGNOU for collection of the demographic and biometric data in the assigned area.
- **Enrolment** – refers to the exercise of collection of demographic data after verification, collection of biometrics, and the allocation of the UID number after de-duplication.
- **Enrolment Centre** – refers to the premises located in the area where the enrolment is being carried out. One Enrolment Centre can host multiple enrolment stations.
- **Enrolment Station** – refers to an individual enrolment booth/enclosure inside the enrolment centre. The capture of demographic and biometric data is done in this station.
- **Manual** – Enrolment Manual.
- **Operator** – the person employed by the enrolment agency and engaged in the capture of demographic and biometric Data.
- **Registrar** – The agency of the Central or State Government or Local Government comprising the elected rural and urban local bodies constitutional/statutory village councils or a recognized Non-Governmental Organization with

whom the UIDAI has entered into a Memorandum of Understanding for covering issues related to the implementation of the UID Project. Organisations such as LIC and Public Sector Banks can also be Registrars. As per this RFP, Registrar is *IGNOU*.

- **Resident** – Normal resident of India.
- **UNICODE** – Globally accepted standard definition of local language characters in a computer system. Character sets defined by Unicode Consortium.
- **UTF-8** – Unicode Transformation Format, most widely used storage encoding for any UNICODE data.
- **VARCHAR** – Variable character string as represented in a database. Unlike the fixed size character type, VARCHAR does not store any blank characters at the end, reducing the size of a database when the full length of the field is not used.
- **Technical Tier** – Level of assessment of ‘Technical Capability’ of an enrolment agency by UIDAI and categorized as T1, T2, T3 and T4.
- **Financial Tier** – Categorization of enrolment agencies by UIDAI on the basis of the financial capacity given as F1, F2, F3 and F4.
- **KYR+** - Know Your Resident data – Additional details to be captured by a Registrar.

VOLUME – I

INSTRUCTIONS TO BIDDERS

VOLUME I: INSTRUCTIONS TO BIDDERS

1. Invitation to Bid:

- 1.1 *Indira Gandhi National Open University (IGNOU)* invites technical and financial bids from enrolment agencies empanelled by the Unique Identification Authority of India (UIDAI) for carrying out the enrolment functions for issuing AADHAAR number (UID Number) to students and alumni of IGNOU. IGNOU is working as a Registrar and desires to implement the UID Project through UIDAI empanelled enrollment agencies in the designated areas.
- 1.2 This Request for Proposal (RFP) consists of three volumes included as separate sections in this RFP document as mentioned below:
- Volume I – Instructions to bidders and selection procedure (the current section)
 - Volume II – Scope of work for the enrolment agencies
 - Volume III – Standard contract
- 1.3 The response to the RFP should to be submitted on or before on 1500 hrs on August 23rd, 2011 at the address for communication given below:
- Registrar (Administration)**
Indira Gandhi National Open University
Maidan Garhi
New Delhi - 110068
- 1.4 The Financial bid formats have been provided for individual schedules. The bidder may submit separate financial bids for one or more schedules that they are interested to bid.
- 1.5 IGNOU reserves the right to reject any or all the bids in whole or part without assigning any reasons.
- 1.6 This 'Invitation to Bid' is extended only to agencies empanelled by UIDAI for undertaking demographic and biometric data collection for enrolment of residents to issue them AADHAAR numbers. The minimum Tier for eligibility is given below:
- i. Technical Tier : T2
 - ii. Financial Tier : F4
- 1.7 All bids should be accompanied by bid security/ earnest money deposit as specified in the bid document.

1.8 This 'Invitation to Bid' is non-transferable under any circumstances.

1.9 Address for Communication:

The Registrar (Administration)
Indira Gandhi National Open University
Maidan Garhi, New Delhi – 110068, India.

E-mail: aadhaarignou@ignou.ac.in

Phone - +91 11 29532098

Fax - +91 11 29532312

1.10 Contact person for clarifications:

The Registrar (Administration)
Indira Gandhi National Open University
Maidan Garhi, New Delhi – 110068, India.

E-mail: aadhaarignou@ignou.ac.in

Phone - +91 11 29532098

Fax - +91 11 29532312

1.11 RFP Document Availability

- a) RFP document can be purchased from the office of the Registrar (Administration) at the address mentioned in clause 1.9 above. The applicant will be required to provide a demand draft for Rs.5,000/- (Five thousand only) payable at New Delhi in favour of 'IGNOU, Maidan Garhi' towards the non-refundable cost of RFP document. The receipt of purchase has to be submitted along with the RFP response.
- b) RFP document can also be downloaded from IGNOU's website: www.ignou.ac.in. In case of downloaded documents, the bidder will be required to enclose a demand draft for Rs. 5,000 (Five thousand only) payable at New Delhi in favour of 'IGNOU, Maidan Garhi' towards the non-refundable cost of RFP document, along with the RFP response.

1.12 The RFP is not a recommendation, offer or invitation to enter into a contract, agreement or other agreement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between IGNOU and any successful bidder as identified after completion of the selection process specified by IGNOU.

1.13 Timelines:

Date of publication of RFP	July 22 nd , 2011
Last date for requesting for clarifications	August 8 th , 2011
Pre-bid meeting for interested bidders	August 12 th , 2011
Last date and time for submission of bids at IGNOU as per the address given	August 23 rd , 2011, 1500 Hrs.
Date and time for opening of technical bid at IGNOU	August 23 rd , 2011, 1530 Hrs.
Date and time for opening of financial bids for technically qualified bidders*	August 30 th , 2011, 1100 Hrs.

*indicative

IGNOU, at its sole discretion may refuse to accept any request for extension in submission of bids. Bidders are therefore advised to adhere to the schedule mentioned above.

2. Introduction

2.1 About IGNOU

Since its establishment in 1985, IGNOU has contributed significantly to the development of higher education in the country through the open and distance Learning (ODL) mode. The 'People's University' follows a learner-centric approach and has successfully adopted a policy of openness and flexibility in entry qualifications, time taken for completion of a programme, and place of study.

The University, at present, offers 338 programmes of study through over 3,500 courses to cumulative student strength of over 30 lakh students. The programmes are offered by the University at the following levels: doctorate, masters and bachelors degree programmes, post-graduate and under-graduate diplomas, and certificates.

The education is disseminated in conventional, as well as emerging inter-disciplinary areas, such as consumer protection, disaster management, environment, human rights, tourism, women empowerment and child development, participatory forest management, participatory planning, resettlement and rehabilitation, teacher education, food and nutrition, continuing medical and health education, HIV/AIDs, laboratory techniques, and online learning.

IGNOU operates through a network of regional centers throughout the country. The regions in turn operate through a network of study centers in their regions. Majority of the study centers are Government Institutions or Government recognized institutions.

On October 27, 2010, IGNOU signed a memorandum of understanding (MoU) with UIDAI to act as a '**Registrar**' for the purpose of enrolling its students and alumni, by issuing Aadhaar numbers. IGNOU caters to a student-base in excess of 30 lakh students, who as per the MoU would be enrolled and to whom Aadhaar numbers would be issued. The identified enrolment agencies will be working on behalf of IGNOU and will be accountable to IGNOU; therefore they should follow all the standards, protocols, processes laid down by the UIDAI to implement UID Project. They also have to comply with enrolment requirements, processes and targets set by the IGNOU from time to time.

In addition to the Know Your Resident data prescribed by the UIDAI, IGNOU intends capturing additional data (KYR+) from the enrollees linking the Aadhaar number to student details such as enrolment number, course codes etc. with a view to achieve subsequent improvement in processes within IGNOU. The required KYR+ details are specified in the later sections of this RFP.

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

In this context, the Registrars shall engage enrolment agencies empanelled by UIDAI for carrying out the various functions and activities related to UID enrolment such as setting up of enrolment centers, undertaking collection of demographic and biometric data for UID enrollment and any other data required by the Registrar for the effective implementation of their projects.

3. INSTRUCTIONS TO BIDDERS

3.1 STANDARD INSTRUCTIONS

<p>Definitions</p>	<ol style="list-style-type: none"> 1. “Purchaser” means the registrar with which the selected Bidder signs the contract for the services. For the purpose of this RFP, the ‘Purchaser’ is IGNOU 2. “Bidder” means any entity that may provide or provides the Services to the Purchaser under the Contract. 3. “Bid” means the technical and financial Proposal consisting of one/multiple schedules. 4. “Instructions to Bidders” (Volume I of the RFP) means the document which provides interested bidders with all information needed to prepare their bids. This document also details out the process for the selection of the enrolling agency. 5. “Scope of Work” (SoW) means the Volume II of the RFP which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Purchaser and the Bidder. 6. “Standard Contract” means the Volume III of the RFP which provides the standard contract agreement to be signed between IGNOU and the selected enrolment agency. 7. “Schedule” means the Geographical area as specified by IGNOU.
<p>3.1.1 Introduction</p>	<p>3.1.1.1 This RFP (Request for Proposal) is being issued only to the enrollment agencies empanelled by UIDAI for undertaking the demographic and biometric data collection of residents. For the purpose of this clause, the list of empanelled agencies issued/maintained by UIDAI as on the deadline for submission (including extensions, if any) would be considered by the purchaser to determine the eligibility.</p> <p>3.1.1.2 All the provisions listed out in the Request for Empanelment (RFE) issued by the UIDAI and the present and future terms & conditions and guidelines for empanelment shall be binding upon the participating bidders of this RFP.</p> <p>3.1.1.3 The Purchaser will select one or two Enrolling Agencies for the two schedules, in accordance with</p>

	<p>the method of selection specified in the Data Sheet.</p> <p>3.1.1.4 The name of the assignment/Job has been mentioned in Data Sheet. Detailed scope of the assignment/ job has been described in the Scope of Work in Volume II.</p> <p>3.1.1.5 The date, time and address for submission of the bid have been given in Data Sheet and also in clause 1.3 of Volume I.</p> <p>3.1.1.6 Interested bidders are invited to submit the technical and financial bid for providing services required for the assignment named in the Data Sheet.</p> <p>3.1.1.7 The Purchaser is not bound to accept any bids, and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the bidders.</p>
Only one Bid	3.1.1.8 A bidder shall only submit one technical and financial bid (can contain multiple schedules). If a bidder (single/ consortium partner) submits or participates in more than one bid, all such bids shall be disqualified.
Bid Validity	3.1.1.9 The Data Sheet (Para 3.2.4) indicates how long bidders' bid must remain valid after the submission date.
Consortium	3.1.1.10 Only those consortiums which have been empanelled by UIDAI are eligible to submit a consortium bid. In such a case, the lead agency empanelled by UIDAI shall be the lead member of the consortium and shall be responsible and liable to the Purchaser for all aspects of their bid, contract, etc.
Tenure of Contract	3.1.1.11 The estimated tenure of the contract has been provided in Data Sheet (Para 3.2.5)
Extension and Termination of Contract	3.1.1.12 Guidelines for extension/termination of contract have been provided in Data Sheet (Para 3.2.6)
Indemnification by Selected Bidder	3.1.1.13 Selected bidder shall indemnify and keep IGNOU indemnified against any loss or damage (including damages and loss to third party) suffered by the Purchaser on account of violation of any of the terms of the contract entered into between the selected Bidder and the Purchaser.

<p>3.1.2 Clarification and Amendment of RFP Document</p>	<p>3.1.2.1 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 (Para 3.2.7). The purchaser may choose not to respond to clarification requests received after the deadline specified in the Data Sheet (Para 3.2.7)</p> <p>3.1.2.2 At any time before the submission of bids, the purchaser may amend the RFP by issuing an addendum/ corrigendum in writing or by standard electronic means. The addendum/ corrigendum shall be published on the IGNOU Website http://www.ignou.ac.in/ and will be binding on all the bidders.</p>
	<p>3.1.2.3 The preparation of the technical and financial bid as well as all related correspondence exchanged by the bidders and the purchaser shall be in English.</p>

<p>3.1.3 Preparation of Technical and Financial Bid</p>	<p>3.1.3.1. The technical bid shall be prepared using the attached standard Forms (Section 4.1). The bidder shall submit all supporting documents as required in RFP in Technical Bid. Technical Bid should not contain any price information, such proposal will be rejected.</p> <p>3.1.3.2. The financial bid shall be prepared using the attached standard forms (Section 4.2). It shall list all costs associated with the assignment for Schedule corresponding to the Geographical scope of work. Schedule corresponds to a particular geographical area and shall be treated as a financial bid. The geographical areas for the Schedules are given in Data Sheet Para 3.2.8. The financial bid shall not include any conditions attached to it and any such conditional financial bid shall be summarily rejected.</p> <p>3.1.3.3. Bidders should provide the price of their services in Indian Rupees (INR)</p> <p>3.1.3.4. The bidders shall be eligible for bidding for the schedule based on the eligibility criteria as per Data Sheet Para 3.2.9. Bidders shall strictly adhere to the eligibility for different schedules and shall submit financial bids only for those schedules for which they are eligible. The Purchaser shall verify the contents of the 'Letter of Empanelment' with the list of empanelled agencies provided by UIDAI to check the eligibility of the bidders for the various schedules the bidder has evinced interest in working in.</p>
<p>3.1.4 Taxes</p>	<p>The bidder may be subject to local taxes (such as: VAT, Service tax, duties, fees, levies etc.) on amounts payable by the Purchaser under the contract. Bidders shall include such taxes in the financial bid. It may be noted that any change in tax structure during the tenure of contract will be binding on bidders and the selected bidder shall absorb the same in the price quoted at the time of submission of bid.</p>

<p>3.1.5 Maximum Bid Capacity</p>	<p>3.1.5.1 The maximum bid capacity for the various Financial ‘TIERS’ is as given below:</p> <table border="1" data-bbox="549 371 1445 725"> <thead> <tr> <th>SI. No</th> <th>Financial Capacity ‘TIER’</th> <th>Maximum Bid Capacity (maximum enrolments in a year)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>F1</td> <td>15 Lakh enrolments</td> </tr> <tr> <td>2</td> <td>F2</td> <td>35 Lakh enrolments</td> </tr> <tr> <td>3</td> <td>F3</td> <td>125 Lakh enrolments</td> </tr> <tr> <td>4</td> <td>F4</td> <td>500 Lakh enrolments</td> </tr> </tbody> </table> <p>As per the existing empanelment and also the new ‘Request for Empanelment’ Issued by UIDAI dated 11th May, 2011, the maximum number of states/UTs for which EAs can evince interest based on financial capacity tiers is as given below:</p> <table border="1" data-bbox="549 987 1445 1341"> <thead> <tr> <th>SI. No</th> <th>Financial Capacity ‘TIER’</th> <th>Maximum Number of States/UTs for which EA can evince interest</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>F1</td> <td>2 States/UTs</td> </tr> <tr> <td>2</td> <td>F2</td> <td>4 States/UTs</td> </tr> <tr> <td>3</td> <td>F3</td> <td>8 States/UTs</td> </tr> <tr> <td>4</td> <td>F4</td> <td>Any number of states</td> </tr> </tbody> </table> <p>The eligibility tiers for the EAs for the purpose of this RFP have been decided based on the above two guidelines by UIDAI put together.</p>	SI. No	Financial Capacity ‘TIER’	Maximum Bid Capacity (maximum enrolments in a year)	1	F1	15 Lakh enrolments	2	F2	35 Lakh enrolments	3	F3	125 Lakh enrolments	4	F4	500 Lakh enrolments	SI. No	Financial Capacity ‘TIER’	Maximum Number of States/UTs for which EA can evince interest	1	F1	2 States/UTs	2	F2	4 States/UTs	3	F3	8 States/UTs	4	F4	Any number of states
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<p>3.1.6 Earnest Money Deposit (EMD), and Performance Guarantee.</p>	<p>3.1.6.1 Earnest Money Deposit</p> <p>An EMD of Rs. 5,00,000/- (Rs. Five lakhs only) per schedule will be required to be submitted by the bidders a demand draft on any scheduled bank in India drawn in favour of “IGNOU, Maidan Garhi”, payable at New Delhi</p> <p>The EMDs for the two schedules will be submitted separately i.e. if a bidder is submitting bids for two schedules; the bidder would be required to submit two separate demand drafts.</p> <p>Bank Guarantees as a mode of EMD submission will not be acceptable.</p>																														

	<p>Bids not accompanied by EMD shall be rejected as non-responsive. No interest shall be payable by the Purchaser for the sum deposited as earnest money deposit. The EMD of the unsuccessful bidders would be returned back within one month of signing of the contract with the successful bidder</p>
	<p>3.1.6.2 The EMD shall be forfeited by the Purchaser in the following events:</p> <ul style="list-style-type: none"> ○ If the bid is withdrawn during the validity period or any extension agreed by the bidder thereof. ○ 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. ○ If the bidder tries to influence the evaluation process. ○ 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). ○ If the bidder makes any false or misleading statements in the forms, statements and attachments submitted in proof of eligibility requirements
	<p>3.1.6.3. Tender Fees:</p> <p>All bidders are required to pay Rs.5000/- (Rupees Five Thousand Only) towards cost of the RFP document in the form of demand draft drawn in favor of “IGNOU, Maidan Garhi” payable at New Delhi. The RFP document Fee is Non-Refundable. The details for RFP document availability have been provided in clause 1.11.</p>

	<p>3.1.6.4. Performance Bank Guarantee</p> <p>The selected bidder shall be required to furnish a performance bank guarantee equivalent to 10% of the contract value rounded off to the nearest thousand Indian Rupees, in the form of an unconditional and irrevocable bank guarantee from a scheduled commercial bank in India in favour of “IGNOU” for the entire period of contract with additional 90 days claim period. The bank guarantee must be submitted after award of contract but before signing of contract. The successful bidder has to renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any. Performance bank guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable/payable from/by the bidder on any account under the contract. On submission of this performance guarantee and after signing of the contract, the EMD of the successful bidder would be returned.</p> <p>The performance bank guarantee would be forfeited in the event of occurrence of clause 2.9.1 (a), (c), (f), (g), (h), (i) of the General Conditions of Contract (Volume III) and any special conditions of contract related to the same.</p>
<p>3.1.7 Submission, Receipt, and Opening of Bids</p>	<p>3.1.7.1 The original technical and financial bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidders themselves. The person who signed the bid must initial such corrections.</p> <p>3.1.7.2 An authorized representative of the bidders shall initial and affix bidder’s organization seal on all pages of the original technical and financial bid. The authorization shall be in the form of a written power of attorney accompanying the bid or in any other form demonstrating that the representative has been duly authorized to sign.</p> <p>3.1.7.3 The financial bids for different schedules should be sealed in separate envelopes and clearly marked “FINANCIAL BID FOR SCHEDULE <Schedule No.>”. The bids for all schedules shall be placed in a separate envelope, sealed and clearly marked “FINANCIAL BID”.</p> <p>3.1.7.4 The original technical bid shall be placed in a separate</p>

	<p>envelope, sealed and clearly marked “TECHNICAL BID”.</p> <p>3.1.7.5 The individual/separate envelopes containing the technical bid, financial bid, EMD, and tender/RFP document fee (or receipt for the tender fee) shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and be clearly marked “BID DOCUMENTS FOR SELECTION OF ENROLLMENT AGENCIES FOR AADHAAR ROLLOUT AT IGNOU”.</p> <p>3.1.7.6 The Purchaser shall not be responsible for misplacement, losing or premature opening if any envelope is not sealed and/or marked as stipulated. This circumstance may be case for bid rejection. If the technical and financial bids are not submitted in separate sealed envelopes duly marked as indicated above, this will constitute grounds for declaring the bid non-responsive.</p>
	<p>3.1.7.7 The bids must be sent to the address/addresses indicated in the Data Sheet and received by the Purchaser no later than the time and the date indicated in the Data Sheet, or any extension to this date in accordance with Para 3.2.11 of data sheet. Any bid received by the Purchaser after the deadline for submission shall be considered unresponsive and returned unopened.</p>
<p>3.1.8 Right to Accept/Reject the Bid</p>	<p>Purchaser reserves the right to accept or reject any bid and to annul the RFP process and reject all such bids at any time prior to award of contract, without thereby incurring any liability to the affected applicant(s) or any obligation to inform the affected applicant(s) of the grounds for such decision.</p>
<p>3.1.9 Public Opening and Evaluation of Financial Bids</p>	<p>3.1.9.1. Only those bidders and bids who have been found to be in the conformity of the eligibility terms and conditions and meeting the desired criteria during the technical bid evaluation would be taken up by IGNOU for opening of financial bid. Those bids who do not qualify the eligibility terms and conditions and technical evaluation criteria as specified in the data sheet during the technical bid examination will not be taken up for opening of financial bid. Financial bids for technically qualified bidders shall be opened publicly for each schedule on the date & time specified in the Data sheet Para 3.2.11, in the presence of the bidders' representatives who choose</p>

	<p>to attend. The name of the bidders and their financial bid for each schedule shall be read aloud.</p> <p>3.1.9.2. 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 amount in words will prevail.</p> <p>3.1.9.3. The contract shall be awarded to the lowest bidder (L1) for each Schedule, subject to L1 satisfying the entire eligibility criterion prescribed by the purchaser.</p> <p>3.1.9.4. In case, two or more bidders emerge as the lowest bidders (L1) for a particular Schedule, the bidder with the better experience in terms of successful number of Aadhaar enrolments (as per information available from UIDAI) shall be selected for the work.</p> <p>3.1.9.5. In case, a bidder emerges as the lowest bidder (L1) for both schedules, then the bidder shall be offered both the schedules. The Purchaser shall however ensure that the bidders do not exceed the available bid capacity (as given in clause 3.1.5 less work awarded by other Registrars) in terms of the maximum enrolments possible in a year.</p> <p>3.1.9.6. In case of any of the bidders quoting zero or incredibly low rates compared to the industry prevalent rates, the corresponding bid will be rejected and EMD forfeited. The decision of the evaluation committee in ascertaining if the rates are incredibly low shall be final and binding on all bidders.</p>
<p>3.1.10 Disqualification</p>	<p>Purchaser may at its sole discretion and at any time during the receipt and evaluation of bids, disqualify any bidder, if the bidder:</p> <ul style="list-style-type: none"> (i) Submitted the bid after the response deadline as given in Data Sheet Para 3.2.3; (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 preceding periods (iv) Submitted a bid that is not accompanied by required documentation or is non-responsive;

	<p>(v) Failed to provide clarifications related thereto, when sought;</p> <p>(vi) Submitted more than one application either as a Single Agency/ Prime Agency/ consortium member;</p> <p>(vii) Is declared ineligible/blacklisted by the Government of India/State/UT Government as on date of submission of the Bid;</p> <p>(viii) Is in litigation with any Government in India</p>
<p>3.1.11 Award of Contract</p>	<p>3.1.11.1 The winning bidder for each Schedule shall submit a detailed work plan detailing out the area to be covered in each week/month and the timelines for covering the enrolment work in the geographical area. The work plan should be submitted within 10 days from the issuance of Letter of Intent by the purchaser to the bidder. The work plan should be in line with the RFP in terms of deployment of enrolment stations. The Purchaser shall evaluate the same and make necessary modifications which shall be mutually agreed by both parties.</p> <p>3.1.11.2 The bidder will sign the contract as per the standard form of contract in Volume III within 15 days of issuance of the letter of intent subject to acceptance of the work plan.</p> <p>3.1.11.3 The bidder is expected to commence the assignment on the date and at the location specified in the Data Sheet Para 3.2.13. In case the winning bidder fails to start the enrolment work within 30 days of issue of Letter of Award of Work/ Letter of Intent and the acceptance of the work plan, then the purchaser may cancel the award of work to the lowest bidder and negotiate with the second lowest bidder (L2) for award of work for each schedule.</p> <p>3.1.11.4 It may be note that IGNOU receives fresh enrolments (approximately 1,50,000 in each schedule) of students on a periodic basis. Accordingly the bidder may quote a separate price in the financial bid for subsequent enrolments in future. The financial quote for the future enrolments will not be taken up for financial evaluation but will be used for award of work by IGNOU in future. It may also be noted that the award of any future work would be purely at the discretion of IGNOU and IGNOU would be free to invite fresh proposals for the same, if</p>

	required.
3.1.12 Applicable law and jurisdiction of Court	The contract with the selected bidders shall be governed in accordance with the laws of India for the time being in force and shall be subject to exclusive jurisdiction of the courts at Delhi.
3.1.13 Dispute Resolution	If any dispute or difference of any kind whatsoever may arise between the parties in connection with or arising out of this agreement or out of the breach, termination or invalidity of the agreement hereof. EA and IGNOU shall attempt for a period of 30 days after receipt of notice by the other party of the existence of a dispute to settle such dispute in the first instance by mutual discussions between the parties. If the dispute cannot be settled by mutual discussions within 30 days as provided herein, only the Courts of Delhi will have the jurisdiction to adjudicate upon the matter.

3.2 Data Sheet

Para	RFP Document Paragraph Reference	Details
3.2.1	3.1	<p>Name and Details of Purchaser: Indira Gandhi National Open University Maidan Garhi, New Delhi – 110068 India. E-mail: aadhaarignou@ignou.ac.in Phone - +91 11 29532098 Fax - +91 11 29532312 Website: www.ignou.ac.in</p> <p>Method of selection: As mentioned in Section 3.2.9 of the data sheet.</p>
3.2.2	3.1.1.4	<p>Name of the assignment: <i>Selection of Enrolment Agency for Aadhaar Roll out at IGNOU.</i></p>
3.2.3	3.1.1.5	<p>The Bid submission address is: <i>The Registrar (Administration), Indira Gandhi National Open University, Maidan Garhi, New Delhi – 110068, India</i></p> <p>Technical and Financial bids in sealed envelopes containing EMD, and tender fee must be submitted no later than the following date and time: Date: August 23rd, 2011 Time: 1500 Hrs.</p>
3.2.4	3.1.1.9	<p>Bids must remain valid for 120 days after the submission date.</p>
3.2.5	3.1.1.11	<p>The estimated tenure of contract: The tenure of contract is one year from the date of signing of the contract.</p>

3.2.6	3.1.1.12	The extension of the contract can be done with mutual agreement of the “purchaser” and “supplier”, in writing, with no price variation. “Purchaser” reserves right to suspend or terminate the contract at any time as per clause 2.9 of Volume II.																																												
3.2.7	3.1.2.1	<p>Clarifications may be requested not later than <u>15</u> days before submission date.</p> <p>The address for requesting clarifications is: Registrar (Administration) Indira Gandhi National Open University Maidan Garhi, New Delhi – 110068 India.</p> <p>E-mail: aadhaarignou@ignou.ac.in Phone - +91 11 29532098 Fax - +91 11 29532312 Website: www.ignou.ac.in</p>																																												
3.2.8	3.1.3.2	<p>The Schedules and corresponding Geographical areas and Target Population are as given below:</p> <p>Schedule No. 1 (North + West)</p> <table border="1" data-bbox="587 1171 1313 1989"> <thead> <tr> <th>Region</th> <th>Target Student Population*</th> </tr> </thead> <tbody> <tr><td>Head Quarter</td><td>22,300</td></tr> <tr><td>Aligarh</td><td>12,000</td></tr> <tr><td>Bhopal</td><td>102,000</td></tr> <tr><td>Chandigarh</td><td>6,700</td></tr> <tr><td>Dehradun</td><td>41,400</td></tr> <tr><td>Delhi 1</td><td>269,800</td></tr> <tr><td>Delhi 2</td><td>162,500</td></tr> <tr><td>Delhi 3</td><td>71,300</td></tr> <tr><td>Jabalpur</td><td>15,600</td></tr> <tr><td>Jaipur</td><td>120,300</td></tr> <tr><td>Jammu</td><td>59,500</td></tr> <tr><td>Karnal</td><td>88,800</td></tr> <tr><td>Khanna</td><td>65,100</td></tr> <tr><td>Lucknow</td><td>208,600</td></tr> <tr><td>Noida</td><td>13,500</td></tr> <tr><td>Shimla</td><td>52,200</td></tr> <tr><td>Srinagar</td><td>55,100</td></tr> <tr><td>Varanasi</td><td>11,400</td></tr> <tr><td>Ahmedabad</td><td>174,200</td></tr> <tr><td>Mumbai</td><td>20,900</td></tr> <tr><td>Nagpur</td><td>17,200</td></tr> </tbody> </table>	Region	Target Student Population*	Head Quarter	22,300	Aligarh	12,000	Bhopal	102,000	Chandigarh	6,700	Dehradun	41,400	Delhi 1	269,800	Delhi 2	162,500	Delhi 3	71,300	Jabalpur	15,600	Jaipur	120,300	Jammu	59,500	Karnal	88,800	Khanna	65,100	Lucknow	208,600	Noida	13,500	Shimla	52,200	Srinagar	55,100	Varanasi	11,400	Ahmedabad	174,200	Mumbai	20,900	Nagpur	17,200
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		Panaji	25,200
		Pune	98,000
		Rajkot	11,700
		Schedule Total	1,725,300
		Schedule No. 2 (East + South)	
		Region	Target Student Population*
		Agartala	20,000
		Aizwal	24,600
		Bhubaneshwar	131,100
		Darbhanga	114,300
		Gangtok	11,700
		Guwahati	71,700
		Imphal	18,000
		Itanagar	9,600
		Kohima	12,700
		Kolkata	187,200
		Koraput	17,300
		Patna	273,200
		Raghunathganj	10,600
		Raipur	42,500
		Ranchi	162,600
		Shillong	44,500
		Siliguri	31,400
		Jorhat	1,300
		Bangalore	110,000
		Chennai	127,100
		Cochin	81,500
		Hyderabad	80,600
		Madurai	19,100
		Port Blair	11,300
		Trivendrum	21,700
		Vijaywada	30,300
		Schedule Total	1,665,900
		<ul style="list-style-type: none"> • The figures are indicative and may vary slightly. • In addition, there are around 9 lakh alumni of IGNOU across the country who would also form the part of target population. • A total of around 40,000 students enrolled from the armed forces (Army, Navy, Assam Rifles, etc.) would also form the part of the target population. The plan to enrol these armed forces personnel would be finalized as a part of the work plan with the selected bidder. 	

3.2.9	3.1.3.4	<p><u>Eligibility and evaluation methodology for both the schedules</u></p> <p>The eligibility tiers for schedule 1 and schedule 2 have been given below. The bidders for both the schedule should meet the eligibility tier requirements.</p> <table border="1" data-bbox="587 465 1353 654"> <thead> <tr> <th data-bbox="587 465 807 600">Schedule No.</th> <th data-bbox="807 465 1098 600">Minimum Technical 'Level' Requirement</th> <th data-bbox="1098 465 1353 600">Minimum Financial 'Tier' Requirement</th> </tr> </thead> <tbody> <tr> <td data-bbox="587 600 807 654">1 and 2</td> <td data-bbox="807 600 1098 654">T2</td> <td data-bbox="1098 600 1353 654">F4</td> </tr> </tbody> </table> <p>Bidders shall strictly adhere to the eligibility for different schedules and shall submit financial bids only for those schedules for which they are eligible. The bidders shall submit a copy of the 'Letter of Empanelment' along with the technical bid.</p> <p>The evaluation for both the schedules would be done based on the methodology described below:</p> <ol style="list-style-type: none"> Pre-qualification check for the eligibility conditions mentioned in points (i) to (viii) below. Technical evaluation on the criteria specified below Financial bid evaluation of the technically qualified bidders to determine the lowest bidder for each schedule. <p>The pre-qualification criteria have been given below:</p> <ol style="list-style-type: none"> The bidder (single agency/ prime agency) should have been in existence in India for a period of at least 3 years as of 31-3-2011. 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 or its equivalent in the respective states OR Proprietorship entities having a PAN number. The prime bidder should be on the panel of UIDAI for carrying out the enrolment function for issuing AADHAAR (also called UID Number) to residents of India. As on the day of submission of bids, the bidder (single agency/ consortium members) should not be blacklisted by Central / any State/UT Government / RBI or any other statutory authority The services of the bidder should not have been terminated for unsatisfactory work or fraudulent 	Schedule No.	Minimum Technical 'Level' Requirement	Minimum Financial 'Tier' Requirement	1 and 2	T2	F4
Schedule No.	Minimum Technical 'Level' Requirement	Minimum Financial 'Tier' Requirement						
1 and 2	T2	F4						

		<p>activity by Central / any State/UT Government / RBI or any other statutory authority.</p> <p>(vi) Commercial Organizations (Single Agency/ Prime Agency in case of a consortium) which have a Net Worth greater than Rs 20 crores as of 31.3.2011 shall be eligible. NGOs/ Not-for-Profit Organizations which have an annual turnover/ Grants-in-aid greater than INR 20 Crore in each of the previous three financial years (2008-09, 2009-10 and 2010-11) will be eligible.</p> <p>(vii) The bidder should have at least 300 UIDAI tested and certified operators on their rolls as on the date of submission of bids.</p> <p>(viii) The bidder should have executed or awarded enrolment projects by registrars for a total target population of not less than 5 lakh Aadhaar enrolments.</p> <p>The bidders for both the schedules must submit documentary evidence for meeting the technical and financial tier capability. The same have been given in Annexure – II in Section 4 of this document.</p> <p>The bids of bidders meeting the above pre-qualification criteria would be taken up for technical evaluation against the criteria specified below:</p> <p>Technical Evaluation Criteria:</p> <p>The bidders are required to submit an approach document with their bid clearly highlighting their understanding of specific additional requirements of IGNOU, the plan to address diverse local issues in different states, project management support using project management tools, integration architecture for IGNOU's existing applications with KYR+ data, risk management and operational issues. The technical evaluation for the additional services would be done on a 50 marks basis. The bidders may also be required to make a presentation before a committee constituted for the purpose. The evaluation criteria have been given below:</p> <table border="1" data-bbox="592 1532 1461 2016"> <thead> <tr> <th>S.No.</th> <th>Parameter</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Bidder's experience in handling similar projects in terms of -No. of states of coverage -Volume of enrolments</td> <td>10 marks</td> </tr> <tr> <td>2</td> <td>Bidder's plan to cover the target population in one year</td> <td>10 marks</td> </tr> <tr> <td>3</td> <td>Project Management methodology including the project management application/tools used</td> <td>5 marks</td> </tr> <tr> <td>4</td> <td>Risk Management Approach</td> <td>5 marks</td> </tr> </tbody> </table>	S.No.	Parameter	Score	1	Bidder's experience in handling similar projects in terms of -No. of states of coverage -Volume of enrolments	10 marks	2	Bidder's plan to cover the target population in one year	10 marks	3	Project Management methodology including the project management application/tools used	5 marks	4	Risk Management Approach	5 marks
S.No.	Parameter	Score															
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	of the bidder										
5	Approach to meet the service levels	10 marks									
6	Availability of UIDAI tested and certified personnel	10 marks									
3.2.10	3.1.7	<p>Bidder must submit the following:</p> <ul style="list-style-type: none"> a. The original technical bid b. The original financial bid(s) as specified in clause 3.1.7.3 <p>The technical bid will be submitted by the bidder as one hard copy and a soft copy on CD.</p> <p>The financial bid for all schedules will only be submitted as a hard copy in the format provided.</p>									
3.2.11	3.1.7.7	<p>The technical bid opening date and time is: Date: August 23rd, 2011 Time: 1530 hrs</p> <p>The financial bid opening date and time is: Date: August 30th, 2011 (tentative) Time : 1100 hrs</p>									
3.2.12	3.1.11.3	<p>Expected date and address for contract negotiations: Date: September 5th, 2011 Address: Indira Gandhi National Open University Maidan Garhi, New Delhi – 110068.</p>									
3.2.13	3.1.11.3	<p>Expected date for commencement of services Date: 30 days from issuance of LOI and acceptance of work plan Address: Indira Gandhi National Open University Maidan Garhi, New Delhi – 110068</p>									

4. BID SUBMISSION FORMS

4.1. TECHNICAL BID FORMS

The technical Bid shall consist of the technical proposal submission Form, the technical proposal application form and the documents required as per the list of eligibility criteria as given in Para 3.2.9 of Data Sheet. It is the responsibility of the bidders to provide all supporting documents necessary to fulfill the mandatory eligibility criteria. In case, information required by Purchaser is not provided by the bidder, Purchaser shall proceed with evaluation based on information provided and shall not request the bidder for further information. Hence, responsibility for providing information as required in this form lies solely with bidder. Non-submission of any of the required documents as per the list of mandatory documents shall be grounds for rejection of the Proposal.

4.1.1. Technical Bid Submission Letter

The bidders shall submit the Technical Bid Submission Letter as given in Annexure I of Volume I.

4.1.2. Technical Bid Application Form

The Bidders shall submit the Technical Proposal Application Form as given in Annexure II of Volume I.

DOCUMENTARY EVIDENCE CHECK LIST FOR TECHNICAL BID

RFP Clause	Requirement	Submitted Yes/No
3.1.7.2	Authorization in the form of Power of Attorney or any other form to the representative signing the bid	
Data Sheet 3.2.9	Certificate of Incorporation/Registration	
Data Sheet 3.2.9	PAN, Sales Tax and VAT registration number (if applicable)	
Data Sheet 3.2.9	Letter of empanelment from UIDAI	
Data Sheet 3.2.9	Certificate from Auditors on the net worth/financial turnover as the case may be.	
	Copies of the audited financial statements for the last three years	
Data Sheet 3.2.9	Copies of work orders/contracts and/or certificates related to Aadhaar Enrolment experiences	
Data Sheet 3.2.9	Approach and technical note to address specific requirements of IGNOU to handle the additional services as specified in the RFP	
Data Sheet 3.2.9	Documentary evidence of availability of UIDAI certified trained operators	
3.1.6.1	EMD for Schedule – 1	
3.1.6.1	EMD for Schedule – 2	
3.1.6.3	Tender document fee/receipt	

The Technical bid should be arranged as below:

- a. Technical bid submission letter
- b. Technical bid Application form
- c. Documentary evidence
- d. Checklist for submission

Annexure I – Technical Bid Covering Letter

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

To,
The Registrar (Administration)
Indira Gandhi National Open University
Maidan Garhi
New Delhi – 110068, India.

Dear Sir,

Ref: Request for Proposal (RFP) Notification dated 22-07-2011

1. Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP notification dated 22-07-2011 for carrying out the enrolment functions for AADHAAR Roll out at IGNOU's designated Zones, in full conformity with the said RFP document.
2. We have read the provisions of the RFP document and confirm that these are acceptable to us. Hence, we are submitting our proposal, which includes this Technical Bid and Financial Bid sealed in separate envelopes.
3. We further declare that additional conditions, variations, deviations, if any, found in our RFP shall not be given effect to.
4. We agree to abide by this RFP, consisting of this letter, the detailed response to the RFP – technical Bid and financial Bid and all attachments, for a period of 120 days from the closing date fixed for submission of bid as stipulated in the RFP document.
5. We hereby declare that we are interested in participating in the following Schedules and have submitted the bids for each Schedule specified below:
 - a. Schedule <schedule number>
 - b. Schedule <schedule number>
6. **We would like to declare that as on the day of submission of this bid, we are not involved in any litigation with any Government in India and we are not under a declaration of ineligibility for corrupt or fraudulent practices.**
7. **We hereby declare that as on the day of submission of this bid, we are not blacklisted by any Central/ State/ UT Government/RBI or any other statutory authority**
8. **We hereby declare that we have not been charged with any fraudulent activities by any Central/ State/ UT Government/RBI or any other statutory authority as on the date of submission of this bid.**
9. **We hereby declare that we have not 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 preceding periods**

10. We hereby undertake and confirm that:
- We have not paid, and will not pay, any bribe and are not and shall not be involved in any form of bribery whether they take place directly or through third parties
 - We will disclose all payments made, solicited, arranged or accepted in connection with the contract in question to anybody (including agents and other middlemen as well as family members, etc., of officials); at the time of tender submission or upon demand of IGNOU
 - We understand that we are liable to a set of sanctions for any violation by us on account of the above including:
 - Denial or loss of contract;
 - Forfeiture of the bid security and performance bank guarantee;
 - Liability for damages to IGNOU, and
 - Debarment by IGNOU for an appropriate period of time
 - We understand that the above would remain in force until the contract has been fully executed
11. We hereby declare that all the information and statements made in this RFP are true and accept that any misrepresentation contained in it may lead to our disqualification.
12. We understand that *IGNOU* is not bound to accept any bid received in response to this RFP.
13. In case we are engaged by *IGNOU* as an enrolment agency, we shall provide any assistance/cooperation required by *IGNOU*, 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.
14. We would use all bio metric devices as per UIDAI guidelines (certified by STQC) as given on the UIDAI website.
15. In case we are engaged as an enrolment agency, we agree to abide by all the terms & conditions of the contract that will be issued by Indira Gandhi National Open University (IGNOU).
16. In case we are engaged as the Enrolment Agency, we shall provide the services as per the work plan submitted by us and duly approved by IGNOU.
17. We would deploy the resources including manpower as specified by UIDAI for delivery of our services.

Our correspondence details with regard to this RFP are:

No.	Information	Details
1	Name of the contact person	
2	Address of the contact person	
3	Name, designation and contact address of the person to whom all references shall be made regarding this RFP	

4	Telephone number of the contact person	
5	Mobile number of the contact person	
6	Fax number of the contact person	
7	Email ID of the contact person	
8	Corporate website URL	

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

Sincerely,

(Bidder's Name with seal) Name: _____

Signature: _____

Designation: _____

Date:

Annexure II – Technical Bid Application Form

Sl. No.	Information to be provided by the bidders
1	Is it a single agency bid OR a consortium bid:
2	Name of single/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 of the Organization c. VAT/ Service Tax Registration number of the Organization (Provide these above details for each consortium member, in case of a consortium bid)
5	Date of Incorporation of Single Bidder/ Consortium team members:
6	Brief Write-up on the Organization's activities and Business Areas in case of Private/ Commercial Organization/ PSU/ Govt. Company/ Autonomous Body (include details on each consortium member, in case of consortium bid):
7	In case of NGO/ Not for Profit, please provide the 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 2011, in case of a Private/Commercial organization/PSU/Govt. Company/Autonomous Body, duly certified by the Company Auditor (do not include intangible assets)	<table border="1"> <thead> <tr> <th data-bbox="576 248 903 349">Assets in INR Lakhs</th> <th data-bbox="908 248 1219 349">Liabilities in INR Lakhs</th> </tr> </thead> <tbody> <tr> <td data-bbox="576 356 903 434">Current Assets:</td> <td data-bbox="908 356 1219 434">Short term liabilities:</td> </tr> <tr> <td data-bbox="576 441 903 519">Fixed Assets:</td> <td data-bbox="908 441 1219 519">Long term liabilities:</td> </tr> <tr> <td data-bbox="576 526 903 667">Long term investments:</td> <td data-bbox="908 526 1219 667"></td> </tr> <tr> <td data-bbox="576 674 903 752">Total Assets (A):</td> <td data-bbox="908 674 1219 752">Total Liabilities (B):</td> </tr> </tbody> </table>	Assets in INR Lakhs	Liabilities in INR Lakhs	Current Assets:	Short term liabilities:	Fixed Assets:	Long term liabilities:	Long term investments:		Total Assets (A):	Total Liabilities (B):	Total Net Worth as of 31st March 2011 (A-B):
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):												
10.	Turnover of Single Agency/Prime Agency in the previous three 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	<table border="1"> <thead> <tr> <th data-bbox="576 954 903 1043">Financial Year</th> <th data-bbox="908 954 1219 1043">Turnover in INR Lakhs</th> </tr> </thead> <tbody> <tr> <td data-bbox="576 1050 903 1140">2008-2009</td> <td data-bbox="908 1050 1219 1140"></td> </tr> <tr> <td data-bbox="576 1146 903 1236">2009-2010</td> <td data-bbox="908 1146 1219 1236"></td> </tr> <tr> <td data-bbox="576 1243 903 1332">2010-2011</td> <td data-bbox="908 1243 1219 1332"></td> </tr> </tbody> </table>	Financial Year	Turnover in INR Lakhs	2008-2009		2009-2010		2010-2011				
Financial Year	Turnover in INR Lakhs												
2008-2009													
2009-2010													
2010-2011													

11.	Turnover/ Grants in Aid of Single Agency/ Prime Agency in the previous two financial years in case of NGO/ Not-for-Profit, duly certified by the Auditor			
		Financial Year	Turnover in INR Lakhs	Grants-in-Aid in INR Lakhs
		2008-2009		
		2009-2010		
		2010-2011		
12.	Number and details of Locations where the organization and consortium members has offices			
13.	Number of Employees of organization and consortium members:			
15.	Schedules (and corresponding Geographical areas) where the Agency is interested in undertaking work			
16	Number of UIDAI certified and trained operators/employees as on the date of submission.....			
18	Details of Aadhaar enrolment experiences (please include name of the registrar, duration with start and end date, description of the project and clearly highlight the number of enrolments covered as a part of the project. Please provide a summary in the format below in addition to details of individual projects –			
	Registrar	Target Population	States Covered	Enrolments done so far
Please attach documentary evidence in the form of work order/contract/purchase order/letter from customer)				
19	Details of project experience related to Aadhaar/Identity integration into the existing applications (please include name of the registrar duration with start and end date, description of the project and clearly highlight the details of integration of KYR+ data into the registrar's existing applications. Please attach documentary evidence in the form of work order/contract/purchase order/letter from customer)			
20	Approach paper/work plan clearly highlighting the methodology followed to prepare the schedule, change control, risk identification and mitigation strategies, plan to meet the Service Level Agreement requirements, meeting the security and privacy requirements and the plan to offer the additional services required by IGNOU as per clause 3.2.9 of data sheet			

4.2 FINANCIAL BID FORMS

The Financial Bid consists of one Schedule each for each geographical area outlined in Section 3.2.8 of Data Sheet. The bidder shall be responsible for doing the necessary background research to understand each geographical area, terrain, population density, urban-rural percentage as well as the infrastructure requirements.

The bidder shall quote the total cost for providing services as per the Scope of Work given in Volume II which shall include the cost for collection of demographic and biometric details of residents as per the requirements of the *IGNOU* and UIDAI and the cost for providing other additional services specified in the Scope of Work. The total cost quoted shall be inclusive of all expenses like travel and lodging, cost of setting up enrolment centers and mobile units, cost of transferring data to CIDR and *IGNOU*, data backup, taxes and duties, etc.

4.2.1 Financial Bid Covering Letter

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

4.2.2 Financial Bid Form

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

Annexure III – Financial Bid Covering Letter

(To be submitted on the letter head of the bidder and separately for each schedule)

To,

The Registrar (Administration)

Indira Gandhi National Open University

Maidan Garhi New Delhi – 110068

India.

Dear Sir,

Ref: Request for Proposal (RFP) notification dated 22-07-2011

1. Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP Notification dated 22-07-2011 for carrying out the enrolment functions for issuing AADHAAR number to Students and Alumni of IGNOU in IGNOU's designated Zones, in full conformity with the said RFP document. (in case of consortium, the names of the consortium partners shall be provided here)
2. We, the undersigned, offer to provide services to IGNOU for carrying out the enrolment functions and additional services related to AADHAAR number to Students and Alumni of IGNOU in IGNOU's designated Zones in accordance with your RFP.
3. We have read the provisions of the RFP document and confirm that these are acceptable to us. Hence, we are hereby submitting our Financial Bid.
4. We agree to abide by this RFP, consisting of this letter, financial bid and all attachments, for a period of 120 days from the closing date fixed for submission of bid as stipulated in the RFP document.
5. We hereby declare that we are interested in participating in the following Schedules and have submitted the financial bids for each Schedule specified below:
 - a. Schedule <schedule number>
 - b. Schedule <schedule number>
6. **We would like to declare that as on the day of submission of this bid, we are not involved in any litigation with any Government in India and we are not under a declaration of ineligibility for corrupt or fraudulent practices.**
7. **We hereby declare that as on the day of submission, we are not blacklisted by any Central/ State/ UT Government/RBI or any other statutory authority**
8. **We hereby declare that we have not been charged with any fraudulent activities by any Central/ State/ UT Government/RBI or any other statutory authority as on the date of submission of this bid.**
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 *IGNOU* is not bound to accept any bid received in response to this RFP.
12. In case we are engaged by the *IGNOU* as an Enrolling Agency, we shall provide any assistance/cooperation required by *IGNOU*, 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 Enrolment Agency, we agree to abide by all the terms & conditions of the Contract that will be issued by *IGNOU*.
14. The financial bid includes the cost of setting up and operating stationary enrolment stations and mobile enrolment stations, cost of providing additional services and performing all functions as per the scope of work defined in Volume II of the RFP (provide one statement for each Schedule).

Our correspondence details with regard to this RFP are:

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

We remain,

Yours sincerely,

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

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Annexure IV – Financial Bid Form

SCHEDULE NO. 1

Geographical areas covered under Schedule No.1: **North + West Zone**

Financial Bid for undertaking enrolment activities as per Schedule No. 1:

<i>Item</i>	<i>Costs In INR</i>
Unit Cost* for undertaking demographic and biometric enrolment activities and transfer of data to CIDR / IGNOU as well as delivering additional services for the collection of KYR+ Data. (In the format specified by IGNOU) for the Issuance of one Aadhaar number	

For fresh enrolments in future (as per clause 3.1.11.4 of Volume I), we hereby quote our rate as below:

<i>Item</i>	<i>Costs In INR</i>
Unit Cost* for undertaking demographic and biometric enrolment activities and transfer of data to CIDR / IGNOU as well as delivering additional services for the collection of KYR+ Data. (In the format specified by IGNOU) for the Issuance of one Aadhaar number	

*** The Unit cost shall include all costs like the equipment costs, manpower costs, logistics for transfer of data to CIDR / State data centre, data back up, vehicle costs, travel and lodging costs, taxes and duties and any other miscellaneous costs for the issuance of one UID number.**

We understand that IGNOU is not bound to award work related to any fresh enrolments to us and the above price is being quoted for reference only and will not be considered for determining the lowest quote. We understand that any deviations / changes suggested by us to the above financial information would not be given effect to and the above format only would be used by IGNOU for financial bid evaluation.

Yours sincerely,

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

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

SCHEDULE No. 2

Geographical areas covered under Schedule No.2: **East + South Zone**

Financial Bid for undertaking enrolment activities as per Schedule No. 2:

<i>Item</i>	<i>Costs In INR</i>
Unit Cost* for undertaking demographic and biometric enrolment activities and transfer of data to CIDR / IGNOU as well as delivering additional services for the collection of KYR+ Data. (In the format specified by IGNOU) for the Issuance of one Aadhaar number	

For fresh enrolments in future (as per clause 3.1.11.4 of Volume I), we hereby quote our rate as below:

<i>Item</i>	<i>Costs In INR</i>
Unit Cost* for undertaking demographic and biometric enrolment activities and transfer of data to CIDR / IGNOU as well as delivering additional services for the collection of KYR+ Data. (In the format specified by IGNOU) for the Issuance of one Aadhaar number	

*** The Unit cost shall include all costs like the equipment costs, manpower costs, logistics for transfer of data to CIDR / State data centre, data back up, vehicle costs, travel and lodging costs, taxes and duties and any other miscellaneous costs for the issuance of one UID number.**

We understand that IGNOU is not bound to award work related to any fresh enrolments to us and the above price is being quoted for reference only and will not be considered for determining the lowest quote. We understand that any deviations / changes suggested by us to the above financial information would not be given effect to and the above format only would be used by IGNOU for financial bid evaluation.

Yours sincerely,

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

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

VOLUME – II

SCOPE OF WORK

5. SCOPE OF WORK

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

1. Functional scope
2. Geographical scope

Residents in the scope of work refer to the existing student base, the alumni and the staff members (including their families) of IGNOU.

5.1 Functional scope

The functional scope of this engagement shall include all the steps from setting up an enrolment station/center for enrolment of residents up to providing requisite MIS reports to IGNOU and UIDAI on enrolments completed on a daily basis till the whole enrolment operation for the targeted population is completed. The functional scope shall also include the collection of demographic details as per the KYR+ data requirements of IGNOU

The functional scope of this engagement shall include the following:

1. Setting up enrolment stations/centers for enrolment of students/residents.
2. Conducting Enrolment Operations as per Standard Processes specified by UIDAI/IGNOU.
3. Delivering additional services as required by IGNOU through this RFP.
4. Ensuring that privacy and security of the data is maintained at all times.

5.1.1 Set up Enrolment Centers and Enrolment Stations

Enrolment Centre refers to the premises located in the area where the enrolment will be carried out. An enrolment station shall be available at a particular location and address for a period agreed to between IGNOU and EA to complete enrolment of the population in the assigned area. A list of indicative number of enrolment stations is detailed in Annexure VI of Volume II. To the extent possible, IGNOU will provide the space for setting up the enrolment centers in the premises of Regional Centers. However, the detailed arrangement would be made based on the finalization of the work plan with the selected bidder. Also to the extent possible, the enrolment would

be done at the regional centers (please visit www.ignou.ac.in for location details of Regional centers). However, in the interest of covering more student and alumni population, the study centers under each regional center may also be required to be visited and ES may be required to be set-up at study centers for short durations. The distribution of study centers for each regional center has been provided in this volume and the detailed address list for the study centers would be made available to the selected bidder at the time of preparation of work plan. IGNOU may not be in a position to provide any space at the respective study center in each zone and it would be the responsibility of the EA to find suitable space at/in the vicinity of study centers and conduct enrolments.

The enrolling agency should procure and install camera and biometric devices (for fingerprint and iris capture) which conform to UIDAI specifications and certified by UIDAI appointed agencies.

Setting up of enrolment stations:

Enrolment station refers to an individual enrolment booth/ enclosure inside the enrolment center. The capture of demographic and biometric data is done on this station. An Enrolment Station shall be equipped with the necessary equipments which include:

Mandatory Requirements	
A	Enrolment Station
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 &
A.5	UIDAI standards compliant finger print capture devices duly certified by STQC
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 and Supervisors 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	The KYR+ software for capturing the KYR+ fields is configured and tested
A.19	Sponge for wetting and hand-cleaning cloth available

Setting up of enrolment centers:

Enrolment center refers to the premises where the enrolment is being carried out. Following are the specifications for enrolment centers:

Mandatory Requirements	
B	Enrolment Centre
B.1	Backup power supply (generator) of 2 KVA capacity for every five enrolment stations kept in a centre
B.2	Fuel to run the generators
B.3	Printed enrolment forms for 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/centre. Enrolment Centre should maintain a minimum stock of 20 days)
B.5	Preprinted pre-addressed labels for envelopes (2 /day/centre. 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
B.12	Posters depicting enrolment process in English & the local language present in visible places
B.13	Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrolment centre
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 Center:

Desired	
C	Other Logistics
C.1	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc
C.2	Extension box for Power Cord
C.3	Water, soap and towel for cleaning hands
C.4	Drinking water facility available
C.5	Sufficient number of tables and chairs for enrolment station operators
C.6	Chairs/benches available in shade for waiting enrollees
C.7	Hall / room spacious & furniture organized to minimize movement of
C.8	At least one station is suitable for physically challenged, pregnant women, women with infants and elderly enrollees. This station is clearly marked with a visible banner.
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 enroll "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 centres
C.15	A ramp is provided for disabled and old age people
C.16	First aid kit available
C.17	ORS kit available for areas in extreme heat conditions
C.18	GPS Receiver (USB/built in)
C.19	Scanner (Optional as per Registrar's mandate)
C.20	Bar Coded Stickers (Optional as per Registrar's mandate)
C.21	Bar Code Reader (Optional as per Registrar's mandate)

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

- (i) An enrolment center shall be manned by a supervisor and technical personnel in addition to the operators at the enrolling stations (an individual enrolment booth/enclosure where capture of demographic and biometric data is done). A ratio of 5:1 operators to supervisors as well as operators to technical staff subject to a minimum of one supervisor per one enrolment centre should be maintained by the enrolment agency, with an exception of no supervisor required if the enrolment center has only one enrolment station.
- (ii) An area in the enrolment center shall be clearly demarcated for enrollees waiting to be enrolled and facilities for seating should be provided.

The enrolment agency is also required to ensure safety of all the equipments in the respective enrolment centers. It is desired that EA should have the provision for insurance of all devices. IGNOU will not be responsible for any theft/damage/loss of equipment and/or personnel and it would be EA's responsibility to ensure safety of the equipments/furniture/personnel.

Manpower Requirements

The Enrolling Agency shall provide sufficient and adequate manpower to operate the enrolment station/center as per the guidelines prescribed by UIDAI. Additionally, training certificates of the entire manpower needs to be furnished by the enrolment agency.

- (i) Operator: The enrolling agency shall deploy 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.
- (ii) Supervisor: The enrolling agency shall deploy Supervisors to supervise enrolment at the enrolment centers as per the criteria provided below
1. The supervisor shall preferably a graduate
 2. The supervisor shall have a good understanding and experience in using a computer.
 3. The supervisor should have undergone training on the various equipment and devices to be used during enrolment.
 4. The supervisor should have passed the Supervisor test and certified from a testing and certifying agency authorized by UIDAI.

It would be EA's responsibility to ensure availability of trained and certified manpower at each ES as per the work plan agreed to between IGNOU and the selected EA.

5.1.2 Conduct Enrolment Operations as per Standard Processes specified by UIDAI/IGNOU

Prior to the commencement of the Enrolment operations the enrolment agency shall work closely with IGNOU in publicizing the UID, its importance and schedule for UID registration for students/residents in each location. During the enrolment operation also publicity and awareness shall be done in coordination with IGNOU and any other local authorities to encourage UID registrations. All content and material for such publicity will be jointly worked by UIDAI/IGNOU and shall conform to specifications laid down by UIDAI.

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

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

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

Please refer to Annexure VII of Volume II (Resident Enrolment Process document) 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 IGNOU**

Collect the KYR+ fields as specified by IGNOU. An illustration of KYR + formats is detailed out in Annexure V of Volume II. The KYR+ fields need to be cross verified with the enrollee. The bidder is required to develop a Client-side application (KYR+ application) to capture the KYR+ fields. This application should be well integrated with the latest available version of AADHAAR enrolment client application to capture EID, KYR demographic details and photo of current enrollee.

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

Please refer to Annexure VII of Volume II (Resident Enrolment Process document) for the detailed process flow and description of capturing Demographic and Biometric data capture.

- **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:**

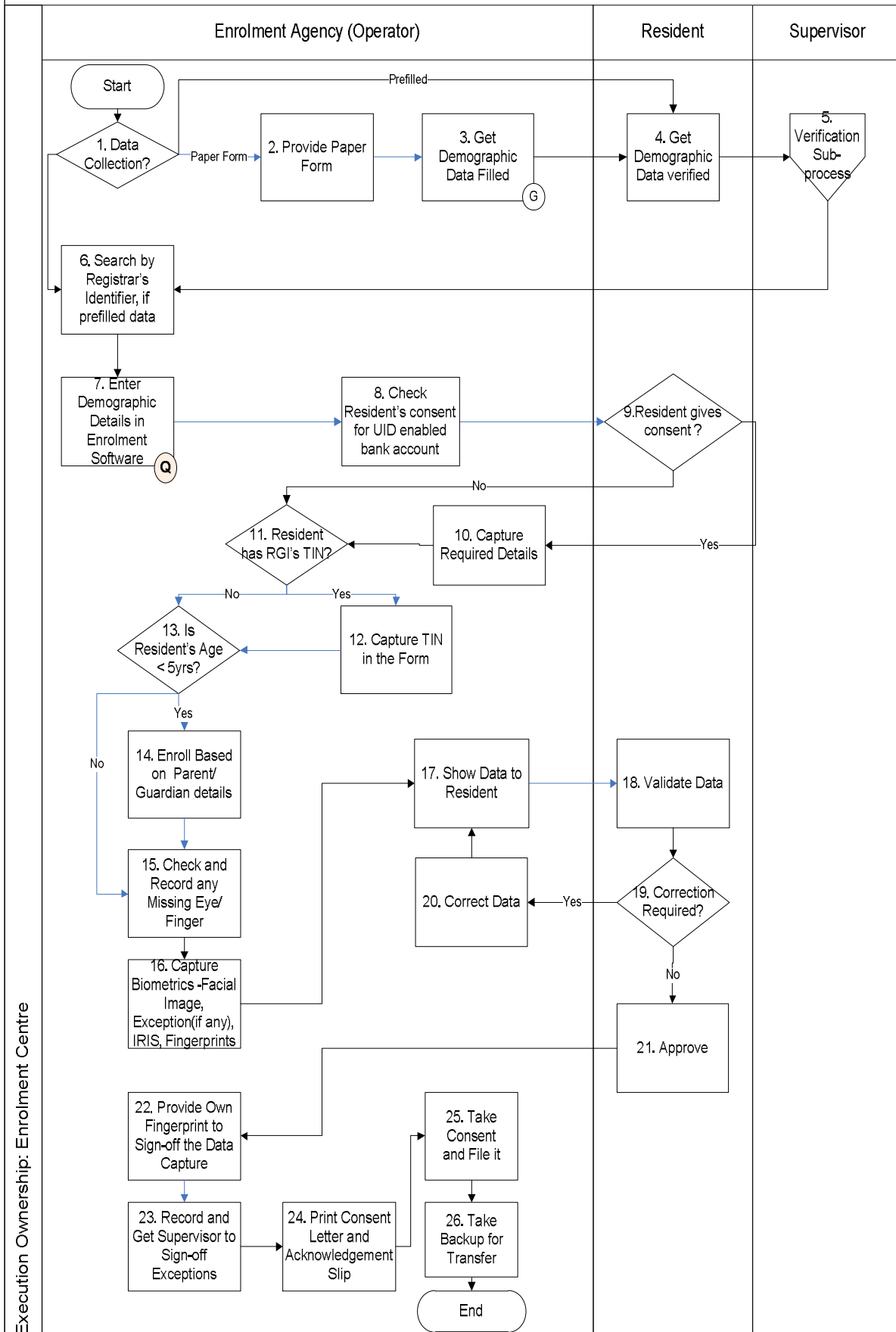
The data thus collected would be transmitted to the UIDAI for a process of de-duplication and allotment of the AADHAAR Number.

The printing of enrolment forms for collection of KYR and KYR+ data, along with the acknowledgements/ receipts shall be done by the bidder in the format prescribed by UIDAI/IGNOU.

Please refer to the Guidelines for enrolment for detailed process flows of the various activities in the Enrolment process as prescribed by UIDAI. (Annexure VII of Volume II)

Process flow for Enrolment operations is as given in the following page:

Enrolment process flow



- **Step 5: Send Enrolment Data to IGNOU**

The enrolment agency is required to send the enrolment data to IGNOU according to the following timeline

1. All digitized enrolment data including KYR packets and KYR+ data (in XML/CSV format) of enrolments done every fortnight of the month need to be submitted/transferred to IGNOU (as per the format specified by IGNOU at the time of work plan preparation) within 5 days after each fortnight. i.e. enrolments done between 1st to 15th of the month should be transferred to IGNOU by 20th of the month and those done between 16th to end of month should be transferred to IGNOU by 5th of next month. The enrolment data would need to be transferred/sent to IGNOU headquarters in Delhi. The agency will also maintain a backup of all such data.
2. Physical copies of accompanying documents for enrolments (PoI/PoA/Enrolment forms, etc.) should be indexed, arranged and stored by the EA as per the UIDAI guidelines issued for the Aadhaar document management system/ handover process document. EA would be responsible for direct transfer of physical documents to the agency authorized by UIDAI for document management systems. Till this arrangement is finalized, the bidder will be required to handover these documents to IGNOU Headquarters in Delhi.

5.1.3 Additional Services to be provided by the Enrolment Agency

In addition to the services mentioned above, the bidder will provide the following additional services:

a. KYR+ Software

The selected Enrolment Agency would be required to develop the KYR+ software and integrate it with the Aadhaar Application. The KYR+ software needs to be developed according to the KYR+ requirements of IGNOU the details of KYR+ requirements have been provided in Annexure – V. The KYR+ software including the source code will become the property of the Registrar after completion of project/tenure of contract.

b. Provide a Project Management Application for IGNOU:

The selected bidder will also provide a project management tool/application to IGNOU to facilitate monitoring of the roll out progress. The application/tool should provide the following minimum basic functionalities:

1. Generation of work plan including preparation and approvals.
2. Provide active reports on the following –
 - .2.1 Day wise active enrolment stations at each center
 - .2.2 Enrolment station-wise enrolments done on daily basis segregated on:
 - .2.2.1 KYR+ enrollees (IGNOU students); and
 - .2.2.2 Normal residents (KYR data only)
3. Should have KYR+ data/ application integrated into the monitoring process.
4. Service Level Monitoring functionalities

The tool/application should provide role based access to IGNOU and EA stakeholders. The above have been identified tentatively as the minimum requirements. The detailed requirements would be worked out with the finally selected bidder.

c. Exporting KYR+ data into existing database at IGNOU (HQ) from the XML/ CSV data. All necessary IT infrastructure for hosting of this database at IGNOU would be provided by IGNOU.

d. Preparation of a plan for application integration

The enrolment agency shall study IGNOU's existing application and provide an application integration architecture based on Aadhaar data for students.

The bidder should familiarize themselves with the existing applications at IGNOU for the purpose.

5.1.4 Privacy & Security

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

5.2 Geographical Scope

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

Schedule – 1:

Region	Target Student Population*
Head Quarter	22,300
Aligarh	12,000
Bhopal	102,000
Chandigarh	6,700
Dehradun	41,400
Delhi 1	269,800
Delhi 2	162,500
Delhi 3	71,300
Jabalpur	15,600
Jaipur	120,300
Jammu	59,500
Karnal	88,800
Khanna	65,100
Lucknow	208,600
Noida	13,500
Shimla	52,200
Srinagar	55,100
Varanasi	11,400
Ahmedabad	174,200
Mumbai	20,900
Nagpur	17,200
Panaji	25,200
Pune	98,000
Rajkot	11,700
Schedule Total	1,725,300

Schedule – 2:

Region	Target Student Population*
Agartala	20,000
Aizwal	24,600
Bhubaneshwar	131,100
Darbhanga	114,300
Gangtok	11,700
Guwahati	71,700
Imphal	18,000
Itanagar	9,600

Kohima	12,700
Kolkata	187,200
Koraput	17,300
Patna	273,200
Raghunathganj	10,600
Raipur	42,500
Ranchi	162,600
Shillong	44,500
Siliguri	31,400
Jorhat	1,300
Bangalore	110,000
Chennai	127,100
Cochin	81,500
Hyderabad	80,600
Madurai	19,100
Port Blair	11,300
Trivendrum	21,700
Vijaywada	30,300
Schedule Total	1,66,5900

In addition there are around 9 Lakh Alumni of IGNOU and approximately 40000 students from the armed forces who would also form the part of target population. The IGNOU staff and family members at all these locations would also be a part of the target population.

An indicative number of Enrolment Centers required per Regional Center based on the target population, etc. are detailed out in Annexure VI of Volume II.

6. Service Levels

The enrolment agency would be subject to the following service levels as a part of the execution:

a. Project Initiation and implementation monitoring service levels:

Sl. No.	Performance Indicator	Service Level Metric	Penalty on breach of service level (imposed monthly)
1	Design, development and approval of PM Tool	Within 30 days from the issuance of LOI	Rs. 10,000 for every day of delay.
2	Set-up of enrolment centers and commencement of enrolment activities	Availability and working of respective Enrollment Stations and Operators at	Rs. 2,000 per centre per day of delay in commencement of operations.

	as per the approved work plan	specified locations	
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b. Operational SLAs:

Sl. No.	Performance Indicator	Service Level Metric	Penalty on breach of service level (imposed monthly)
1	Transfer of enrolment data to IGNOU	Digitized data collected every fortnight should be submitted to IGNOU within the next 5 days.	Rs. 2,000 per day per centre.
2.	Submission of MIS	On a weekly basis. The MIS for a week to be submitted latest by next Wednesday	Rs. 1,000 per day per centre
3	Audit Nonconformance		Termination of contract

7. Roles and Responsibilities

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

<p>Enrolment Agency</p>	<ul style="list-style-type: none"> • Procure and provide certified biometric devices at enrolment centers • Procure and provide other hardware and infrastructure for enrolments • Provide physical infrastructure at the enrolment centers • Ensure enrolment software is installed on required laptops / desktops • Ensure pre enrolment data is loaded on enrolment stations laptop, where applicable. Ensure KYR+ software integration is done and tested. • Ensure UIDAI processes and standards are followed • Assist IGNOU develop enrolment schedules • Define enrolment plan including locations and timeframe in consultation with IGNOU • Work closely with IGNOU in enrolment publicity and awareness at grass-root level • Ensure availability of certified operators and supervisors at enrolment centres • Ensure adequate stationary and other logistics available at centre • Ensure adequate backup arrangement at enrolment centre • Take remedial / corrective action in case of process / quality deviations and grievances addressal • Installation and configuration of Aadhaar Enrolment Client • Avail Enrolment auth user and auth code and Register Enrolment Client • Maintain credentials of Operators and Supervisors and share Operator, Supervisor enrolment ID/UID with CIDR • Load pre-enrolment residents data on enrolment stations laptop, where applicable and test KYR+ application integration • Setup enrolment station • Supervise enrolment process • Handle issues and concerns of operators and residents • Ensure checklists are filled and signed • Ensure audit feedback, if any, incorporated in process
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- Manage data export to memory stick and data backup to external hard disk. Take enrolment data to a designated location for transfer to CIDR / IGNOU
- File, back up and store enrolment data as per UIDAI guidelines
- Ensure safe handling and storage of documents and transfer of same to IGNOU. / UIDAI
- Verify Pol, PoA, DoB documents in case of document based verification.
- Capture demographic and biometric data
- Handle exception cases during capture of data
- Obtain consent for enrolment and make corrections in data recorded, if required
- Provide acknowledgement slips to Residents
- Store Consent Letter, Pol, PoA for IGNOU/UIDAI till handed over
- Develop the project management application including the KYR+ application
- Integrate the KYR+ data with IGNOU's existing databases
- Verify Pol, PoA, DoB documents in case of document based verification.
- Maintain hard copies of documents provided by each resident during enrolment till it is submitted to UIDAI's authorised agency as per the Aadhaar document management system
- Any other service as mutually agreed.

IGNOU	<ul style="list-style-type: none"> • Audit of Enrolment Centres' readiness • Audit of enrolment agency processes and their effectiveness • Define enrolment plan including locations and timeframe in consultation with EA • Identify and provide suitable locations for setting up enrolment centres to the extent possible • Setup mechanism for document verification either by IGNOU'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	<ul style="list-style-type: none"> • Make Enrolment software available • Make process documents available • Empanel Enrolment Agencies to facilitate speedy on boarding of Enrolment Agencies by IGNOUs • 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 • Prescribe solution for document storage (IGNOU/EA should store the documents safely till the time UIDAI makes arrangement for document storage)

8. Timelines

Time	T=0	T+1	T+3	T+6	T+9
	Award of Contract	Approval of work plan and Project Management Tool	Completion of Enrolment for 20% of target population	Completion of Enrolment for 50% of target population	Completion of Enrolment for 75% of target population

9. Payment to the Enrolment Agency

Payments shall be made to the enrolment agency by IGNOU upon realization of payment from UIDAI, based on the number of enrolments completed and coverage of the scope of work. This payment shall be subject to adherence to the Service Level Agreements.

The selected bidder submit his Bill / Invoice with comprehensive statement of Aadhaar issued as per IGNOU's requirements to be submitted to respective branch's controlling authorities as identified by IGNOU for payments. Taxes deducted at source (TDS) as applicable will be recovered from payments to the Supplier.

Annexure V – Specification and Formats for capture of KYR+ Information

Illustrative Format for capture of KYR + information

KYR		
	Name	
	Date of Birth	
	Gender	
	Address	
KYR +		
	IGNOU Enrolment Number (Current)	
	IGNOU Enrolment Number (Previous)	
	IGNOU Course Code (Current)	
	IGNOU Course Code (Previous)	
	EID	

The Operator is supposed to validate the KYR + fields against documentary evidence furnished by the enrolee. For the KYR + fields, the enrolee needs to furnish documents as specified by IGNOU.

** The fields mentioned in the KYR+ fields could vary*

Annexure VI – Indicative Number of Enrolment Centers

REGION	Zone	Target Population	Enrolment Stations Required at Peak loads
Head Quarter	North	22300	2
Aligarh	North	12000	1
Bhopal	North	102000	10
Chandigarh	North	6700	1
Dehradun	North	41400	3
Delhi 1	North	269800	25
Delhi 2	North	162500	15
Delhi 3	North	71300	7
Jabalpur	North	15600	2
Jaipur	North	120300	11
Jammu	North	59500	5
Karnal	North	88800	8
Khanna	North	65100	8
Lucknow	North	208600	19
Noida	North	13500	1
Shimla	North	52200	5
Srinagar	North	55100	5
Varanasi	North	11400	1
Ahmedabad	West	174200	16
Mumbai	West	20900	2
Nagpur	West	17200	2
Panaji	West	25200	2
Pune	West	98000	9
Rajkot	West	11700	1
Agartala	East	20000	2
Aizwal	East	24600	2
Bhubaneshwar	East	131100	12
Darbhangha	East	114300	10
Gangtok	East	11700	1
Guwahati	East	71700	7
Imphal	East	18000	2
Itanagar	East	9600	1
Kohima	East	12700	1
Kolkata	East	187200	17
Koraput	East	17300	2
Patna	East	273200	25
Raghunathganj	East	10600	1
Raipur	East	42500	4
Ranchi	East	162600	15

Shillong	East	44500	4
Siliguri	East	31400	3
Jorhat	East	1300	1
Bangalore	South	110000	10
Chennai	South	127100	12
Cochin	South	81500	8
Hyderabad	South	80600	7
Madurai	South	19100	2
Port Blair	South	11300	1
Trivandrum	South	21700	2
Vijayawada	South	30300	3

The above requirement has been worked out based on the schedule and coverage of population over the period of one year. However, as the actual data may vary, the final number of stations will be worked out jointly with the selected bidder. During the execution of the plan, in case an unequal load is observed, it may be considered to vary (increase or decrease) the number of Enrolment Stations subject to the approval of IGNOU (and UIDAI guidelines) for a change in work plan subject to availability of minimum of 50% of Enrolment Stations as per approved work plan at all times at the Enrolment Centers. The bidder may refer to UIDAI's guidelines of calculation of number of Enrolment Stations for the purpose of working out the plan.

Annexure VII – Guidelines for Enrolment

1. Guidelines for Enrolment of Residents

The guideline document for the enrolment of residents covers the following:

1. Process Overview
2. Pre-Requisites for Enrolment
3. Roles and Responsibilities
4. Setup of Enrolment Centre
5. Resident Enrolment Process Flow and Description
6. Capture of Demographic and Biometric Data
7. Verification procedure
8. KYR Standards for collection demographic data
9. Documents for Verifying Pol, PoA and DoB
10. Guidelines for capturing Demographic data
11. Biometric Data Capture Standards
12. Detailed guidelines for collection of Biometric data
13. Handling of Exceptions
14. Enrolment Centre Beginning of Day(BOD) and End of Day(EOD) activities
15. Checklist for Setting up of Enrolment Centre

The Resident Enrolment Process document titled ***Resident Enrolment Process Version 1.3*** is available on the UIDAI website and the bidders may download the same from the link –

http://uidai.gov.in/index.php?option=com_content&view=article&id=148&Itemid=41

Unless stated otherwise in relevant sections of this RFP, the document may be referred to as a part of this RFP.

A copy of the Resident Enrolment Process is attached as Annexure B of this RFP document.

VOLUME – III

STANDARD FORM OF CONTRACT

Contract Form

THIS AGREEMENT is made on this _____ day of, _____ between _____ between Indira Gandhi National Open University (“IGNOU”), acting through Registrar (Administration) (hereinafter called “the Purchaser”) which expression shall unless repugnant to the context thereof include his successors, heirs, assigns, of the one part, and

_____ of _____
(hereinafter called “the Supplier”) which expression shall unless repugnant to the context thereof include his successors, heirs, assigns, of the other part.

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

Hereinafter collectively referred to as “Parties”.

WHEREAS

- a) The Purchaser had invited bids for certain Services, viz., Enrolment Services for Aadhaar Roll Out at IGNOU vide their bid document number _____, dated _____
- b) Various applications were received pursuant to the said bid
- c) The Purchaser has accepted a Bid by the Supplier for the supply of those Services in the sum of _____ (hereinafter “the Contract Price”).

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

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract referred to.
2. The following documents (collectively referred to as “Contract Documents”) shall be deemed to form and be read and construed as integral part of this Agreement and the terms and conditions of the said documents shall be treated as terms and conditions of this Agreement, as agreed upon by the parties here to :
3. The General Conditions of Contract;
 - a) The Special Conditions of Contract;
 - b) The following Appendices: *[Note: If any of these Appendices are not used, the words “Not Used” should be inserted below next to the title of the Appendix]:*

- Appendix A: Description of Services (Clause 5 of Volume II)
- Appendix B: Reporting Requirements (Not Used)
- Appendix C: Total Cost of Services (Annexure 4 of Volume I)
- Appendix D: Duties of the Purchaser (Clause 7 of Volume II)
- Appendix E: Form of Bank Guarantee Bond (Annexure – A)
- Appendix F: Details of Service Levels (Clause 6 of Volume II)

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

This Agreement is to be read along with the enclosures/appendix listed above without which the Agreement shall be treated null and void.

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

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

[Authorized Representative]

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

[Authorized Representative]

General Conditions of Contract

1. GENERAL PROVISIONS

1.1 Definitions	<p>Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:</p> <p>(a) “Applicable Law” means the laws and any other instruments having the force of law in India.</p> <p>(b) “Purchaser” means the entity purchasing the services under this Contract</p> <p>(c) “Contract” means the Agreement entered into between the Purchaser and the Supplier, together with the contract documents referred to therein, including all the attachments, appendices, annexure, and all documents incorporated by reference therein</p> <p>(d) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause GC 6, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract</p> <p>(e) “Effective Date” means the date on which this Contract comes into force and effect pursuant to Clause GC 2.1.</p> <p>(f) “Enrolling Agency/ Enrolment Agency” means– the agency appointed by the Registrar for collection of the demographic and biometric data in the location assigned by the Registrar</p> <p>(g) “GC” means these General Conditions of Contract.</p> <p>(h) “Government” means the Government of India.</p> <p>(i) “Registrar” means the Agency of the Central or State Government or Local Government comprising the elected rural and urban local bodies Constitutional/ statutory Village Councils or a recognized Non-Governmental Organization with whom the UIDAI has entered into a Memorandum of Understanding for covering issues related to the implementation of the UID Project. The Registrar is the Purchaser of the services under this Contract.</p> <p>(j) “Supplier” means any private or public entity that will provide the Services to the Purchaser under the Contract. The Supplier is the Enrolling Agency whose bid to perform the Contract has been accepted by the Purchaser and is</p>
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	<p>named as such in the Agreement</p> <p>(k) “Member” means any of the entities that make up the joint venture/consortium/association, and “Members” means all these entities.</p> <p>(l) “Party” means the Purchaser or the Supplier, as the case may be, and “Parties” means both of them.</p> <p>(m) “Personnel” means persons hired by the Bidder and assigned to the performance of the Services or any part thereof.</p> <p>(n) “SC” means the Special Conditions of Contract by which the GC may be amended or supplemented.</p> <p>(o) “Services” means the work to be performed by the Supplier pursuant to this Contract, as described in Appendix A hereto.</p> <p>(p) “Bidder” means the entity bidding for the services under the Contract.</p> <p>(q) “Resident” means normal resident of India</p> <p>(r) “UIDAI” means Unique Identification Authority of India</p> <p>(s) “In writing” means communicated in written form with proof of receipt.</p>
1.2 Relationship Between the Parties	Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Purchaser and the Supplier. The Supplier, subject to this Contract, has complete charge of Personnel performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.
1.3 Law Governing Contract	This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Laws of India.
1.4 Language	This Contract has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
1.5 Notices	
1.5.1	Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified

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

	<p>knowledge of the Purchaser, designed to establish prices at artificial, noncompetitive levels;</p> <p>(iv) “coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract;</p> <p>(v) “unfair trade practices” means supply of services different from what is ordered on, or change in the Scope of Work which was agreed to;</p>
<p>1.9.2 Measures to be taken by the Purchaser</p>	<p>(a) The Purchaser may terminate the contract if it determines at any time that representatives of the Supplier were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract, without the Supplier having taken timely and appropriate action satisfactory to the Purchaser to remedy the situation;</p> <p>(b) The Purchaser may also sanction against the Supplier, including declaring the Supplier ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Supplier has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Purchaser-financed contract</p>
<p>1.9.3 Commissions and Fees</p>	<p>c) Purchaser will require the successful Supplier to disclose any commissions or fees that may have been paid or are to be paid to agents, representatives, or commission agents with respect to the selection process or execution of the contract. The information disclosed must include at least the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.</p>
<p>1.10 Interpretation</p>	<p>In this Contract unless a contrary intention is evident:</p> <p>(a) the clause headings are for convenient reference only and do not form part of this Contract;</p> <p>(b) unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;</p> <p>(c) unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;</p> <p>(d) a word in the singular includes the plural and a word in the plural includes the singular;</p>

	<p>(e) a word importing a gender includes any other gender;</p> <p>(f) a reference to a person includes a partnership and a body corporate;</p> <p>(g) a reference to legislation includes legislation repealing, replacing or amending that legislation;</p> <p>(h) where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;</p> <p>(i) in the event of an inconsistency between the terms of this Contract and the Bid document and the Proposal, the terms of this Contract hereof shall prevail</p>
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2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

2.1 Effectiveness of Contract	This Contract shall come into effect on the date the Contract is signed by both Parties or such other later date as may be stated in the SC. The date the Contract comes into effect is defined as the Effective Date.
2.2 Termination of Contract for Failure to Become Effective	If this Contract has not become effective within such time period after the date of the Contract signed by the Parties as specified in the SC, either Party may, by not less than twenty one (21) days written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.
2.3 Commencement of Services	The Supplier shall begin carrying out the Services not later than the number of days after the Effective Date specified in the SC.
2.4 Expiration of Contract	Unless terminated earlier pursuant to Clause GC 2.3 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SC.
2.5 Entire Agreement	This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any other statement, representation, promise or agreement not set forth herein.
2.6 Modifications or Variations	a) Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

	(b) In cases of substantial modifications or variations, the prior written consent of the Purchaser is required.
2.7 Force Majeure	
2.7.1 Definition	<p>a) For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.</p> <p>(b) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.</p> <p>(c) Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.</p>
2.7.2 No Breach of Contract	The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.
2.7.3 Measures to be Taken	<p>(a) A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.</p> <p>(b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence</p>

	<p>of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.</p> <p>(c) Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.</p> <p>(d) During the period of their inability to perform the Services as a result of an event of Force Majeure, the Supplier, upon instructions by the Purchaser, shall either:</p> <p>(i) Demobilize,; or</p> <p>(ii) Continue with the Services to the extent possible, in which case the Supplier shall continue to be paid proportionately and on prorata basis, under the terms of this Contract.</p> <p>(e) In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause GC 8.</p>
<p>2.8 Suspension</p>	<p>The Purchaser may, by written notice of suspension to the Supplier, suspend all payments to the Supplier hereunder if the Supplier fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the Supplier to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the Supplier of such notice of suspension.</p>
<p>2.9 Termination</p>	
<p>2.9.1 By the Purchaser</p>	<p>The Purchaser may, without prejudice to any other remedy for breach of Contract, terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (i) of this Clause GC 2.9.1. In such an occurrence the Purchaser shall give a not less than thirty (30) days' written notice of termination to the Supplier, and sixty (60) days' in the case of the event referred to in (e).</p> <p>(a) If the Supplier does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Purchaser may have subsequently approved in writing.</p> <p>(b) If the Supplier becomes (or, if the Supplier consists of</p>

	<p>more than one entity, if any of its Members becomes and which has substantial bearing on providing Services under this contract) insolvent or go into liquidation or receivership whether compulsory or voluntary.</p> <p>(c) If the Supplier, in the judgment of the Purchaser has engaged in any form of bribery, corrupt or fraudulent practices in competing for or in executing the Contract.</p> <p>(d) If, as the result of Force Majeure, the Supplier are unable to perform a material portion of the Services for a period of not less than sixty (60) days.</p> <p>(e) If the Purchaser, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.</p> <p>(f) If the Supplier submits to the Purchaser a false statement which has a material effect on the rights, obligations or interests of the Purchaser.</p> <p>(g) If the Supplier places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Purchaser.</p> <p>(h) If the Supplier fails to provide the quality services as envisaged under this Contract. The Registrar/ UIDAI may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The Registrar/ UIDAI may decide to give one chance to the Supplier to improve the quality of the services.</p> <p>(i) If the Supplier fails to comply with any final decision reached as a result of proceedings pursuant to Clause GC 8 hereof.</p> <p>(j) In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause GC Clause 2.9.1, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not performed, and the Supplier shall be liable to the Purchaser for any additional costs for such similar services. However, the Supplier shall continue performance of the Contract to the extent not terminated</p>
<p>2.9.2 By the Supplier</p>	<p>The Suppliers may terminate this Contract, by not less than thirty (30) days' written notice to the Purchaser, such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause GC 2.9.2:</p> <p>(a) If the Purchaser fails to pay any money due to the Supplier pursuant to this Contract and not subject to dispute</p>

	<p>pursuant to Clause GC 8 hereof within forty-five (45) days after receiving written notice from the Supplier that such payment is overdue.</p> <p>(b) If, as the result of Force Majeure, the Supplier is unable to perform a material portion of the Services for a period of not less than sixty (60) days.</p> <p>(c) If the Purchaser fails to comply with any final decision reached pursuant to Clause GC 8 hereof.</p> <p>(d) If the Purchaser is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Supplier may have subsequently approved in writing) following the receipt by the Purchaser of the Supplier's notice specifying such breach.</p>
<p>2.9.3 Cessation of Rights and Obligations</p>	<p>Upon termination of this Contract pursuant to Clauses GC 2.2 or GC 2.9 hereof, or upon expiration of this Contract pursuant to Clause GC 2.4 hereof, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth in Clause GC 3.3 hereof, (iii) the Supplier's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GC 3.5 hereof, and (iv) any right which a Party may have under the Law.</p>
<p>2.9.4 Cessation of Services</p>	<p>Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GC 2.9.1 or GC 2.9.2 hereof, the Supplier shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents, data, and/ or any other material prepared by the Supplier and equipment and materials furnished by the Purchaser, the Supplier shall proceed as provided, respectively, by Clauses GC 3.9 or GC 3.10 hereof.</p>
<p>2.9.5 Payment upon Termination</p>	<p>Upon termination of this Contract pursuant to Clauses GC 2.9.1 or GC 2.9.2, the Purchaser shall make the following payments to the Supplier:</p> <p>(a) If the Contract is terminated pursuant to Clause GC 2.9.1 (d), (e), (g), (h) or 2.9.2, remuneration pursuant to Clause GC 6.3(c), (i) hereof for Services satisfactorily performed prior to the effective date of termination;</p> <p>(b) If the agreement is terminated pursuant of Clause GC 2.9.1 (a) to (c) and (f) to (i), the Supplier shall not be</p>

	entitled to receive any agreed payments upon termination of the contract. However, the Purchaser may consider making payment for the part satisfactorily performed on the basis of Quantum Meruit as assessed by it, if such part is of economic utility to the Purchaser. Applicable under such circumstances, upon termination, the Purchaser may also impose liquidated damages as per the provisions of Clause GC 9 of this agreement. The Supplier will be required to pay any such liquidated damages to Purchaser within 30 days of termination date.
2.9.6 Disputes about Events of Termination:	If either Party disputes whether an event specified in paragraphs (a) through (g) of Clause GC 2.9.1 or in Clause GC 2.9.2 hereof has occurred, such Party may, within forty-five (45) days after receipt of notice of termination from the other Party, refer the matter to Clause GC 8 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.
2.10 Extension of Contract	The contract shall be extended for a period as required by the Purchaser based on mutual agreement. The rates used for the calculation of the 'Total Cost of Services' as given in Appendix C shall be effective for such extension.

3. OBLIGATIONS OF THE SUPPLIER

3.1 General	
3.1.1 Standard of Performance	The Supplier shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Supplier shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Purchaser, and shall at all times support and safeguard the Purchaser's legitimate interests in any dealings with third Parties.
3.2.1 Suppliers Not to Benefit from Commissions, Discounts, etc.	a) The payment of the Supplier pursuant to Clause GC 6 shall constitute the Supplier's only payment in connection with this Contract or the Services, and the Supplier shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Supplier shall use their best efforts to ensure that the Personnel and agents of either of them similarly shall not

	<p>receive any such additional payment.</p> <p>(b) Furthermore, if the Supplier, as part of the Services, has the responsibility of advising the Purchaser on the procurement of goods, works or services, the Supplier shall comply with the Purchaser's applicable procurement guidelines, and shall at all times exercise such responsibility in the best interest of the Purchaser. Any discounts or commissions obtained by the Supplier in the exercise of such procurement responsibility shall be for the account of the Purchaser.</p>
3.2.3 Prohibition of Conflicting Activities	The Supplier shall not engage, and shall cause their Personnel as well as and their Personnel not to engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.
3.3 Confidentiality	Except with the prior written consent of the Purchaser, the Supplier and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Supplier and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.
3.4 Insurance to be Taken Out by the Supplier	The Supplier (a) shall take out and maintain, at their own cost but on terms and conditions approved by the Purchaser, insurance against the risks, and for the coverage, as shall be specified in the SC; and (b) at the Purchaser's request, shall provide evidence to the Purchaser showing that such insurance has been taken out and maintained and that the current premiums have been paid.
3.5 Accounting, Inspection and Auditing	<p>(a) The Supplier (i) shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and (ii) shall periodically permit the Purchaser or its designated representative and/or the Purchaser, and up to five years from expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Purchaser or the Purchaser, if so required by the Purchaser or the Purchaser as the case may be.</p> <p>(b) The Purchaser shall have the right to carry out inspection checks, audits of the Supplier's premises and/ or locations, facilities, or point of delivery of services performed under this contract.</p> <p>(c) The Purchaser shall have the right to carry out scheduled/</p>

	un-scheduled visits to any of the locations, enrolment centres manned by the Supplier and oversee the processes and operations of the Supplier
3.6 Sub-contracting	The Supplier shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract
3.7 Reporting Obligations	(a) The Supplier shall submit to the Purchaser the reports and documents specified in Appendix B hereto, in the form, in the numbers and within the time periods set forth in the said Appendix.
3.8 Rights of Use	(a) All rights of use of any process, product, service, or data developed, generated, or collected, or any other task performed by the Supplier under the execution of the contract, would lie exclusively with the Purchaser or its nominated agencies in perpetuity free from all liens, encumbrances, and other third party rights and the Supplier shall, wherever required, take all steps that may be necessary to ensure the transfer of such rights in favour of the Purchaser or its nominated agencies.
3.9 Equipment, Vehicles and Materials Furnished by the Purchaser	Equipment, vehicles and materials made available to the Supplier by the Purchaser, or purchased by the Supplier wholly or partly with funds provided by the Purchaser, shall be the property of the Purchaser and shall be marked accordingly. Upon termination or expiration of this Contract, the Supplier shall make available to the Purchaser an inventory of such equipment, vehicles and materials and shall dispose of such equipment and materials in accordance with the Purchaser's instructions. While in possession of such equipment, vehicles and materials, the Supplier, unless otherwise instructed by the Purchaser in writing, shall insure them at the expense of the Purchaser in an amount equal to their full replacement value.
3.10 Equipment and Materials Provided by the Suppliers	Equipment or materials brought into India by the Supplier and the Personnel and used either for the Project or personal use shall remain the property of the Supplier or the Personnel concerned, as applicable.
3.11 Intellectual Property Rights (IPR)	(a) The intellectual property rights to all the outputs, deliverables, data, reports developed during the execution of this Contract shall remain sole property of the Purchaser
3.12 Assignment	The Supplier shall not assign, in whole or in part, their obligations under this Contract

4. SUPPLIER'S PERSONNEL

4.1 General	The Supplier shall employ and provide such qualified and experienced Personnel as are required to carry out the Services.
4.2 Project Manager	If required by the SC, the Supplier shall ensure that at all times during the Supplier's performance of the Services a project manager, acceptable to the Purchaser, shall take charge of the performance of such Services.

5. OBLIGATIONS OF THE PURCHASER

5.1 Assistance and Exemptions	<p>Unless otherwise specified in the SC, the Purchaser shall use its best efforts to ensure that the Government shall:</p> <p>(a) Issue to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services.</p> <p>(b) Provide to the Supplier and Personnel any such other assistance as may be specified in the SC.</p> <p>(c) Other assistance/ exemption as specified in SC 5.1 (c)</p>
5.2 Change in the Applicable Law Related to Taxes and Duties	<p>If, after the date of this Contract, there is any change in the Applicable Laws of India with respect to taxes and duties, which are directly payable by the Supplier for providing the services i.e. service tax or any such applicable tax from time to time, which increases or decreases the cost incurred by the Supplier in performing the Services, then the remuneration and reimbursable expenses otherwise payable to the Supplier under this Contract shall be increased or decreased accordingly by agreement between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Clause GC 6.1(b).</p>
5.3 Services, Facilities and Property of the Purchaser	<p>(a) The Purchaser shall make available to the Supplier and its Personnel, for the purposes of the Services and free of any charge, the services, facilities and property described in Appendix D at the times and in the manner specified in said Appendix.</p> <p>(b) In case that such services, facilities and property shall not be made available to the Supplier as and when specified in Appendix D, the Parties shall agree on any time extension that it may be appropriate to grant to the Supplier</p>

	for the performance of the Services .
5.4 Payment	In consideration of the Services performed by Supplier under this Contract, the Purchaser shall make to the Supplier such payments and in such manner as is provided by Clause GC 6 of this Contract.
5.5 Counterpart Personnel	<p>(a) If necessary, the Purchaser shall make available to the Supplier free of charge such professional and support counterpart personnel, to be nominated by the Purchaser with the Supplier's advice, if specified in Appendix D.</p> <p>(b) Professional and support counterpart personnel, excluding Purchaser's liaison personnel, shall work under the exclusive direction of the Supplier. If any member of the counterpart personnel fails to perform adequately any work assigned to such member by the Supplier that is consistent with the position occupied by such member, the Supplier may request the replacement of such member, and the Purchaser shall not unreasonably refuse to act upon such request.</p>

6. PAYMENTS TO THE SUPPLIER

6.1 Total Cost of Services	<p>(a) The total cost of the Services payable is set forth in Appendix C as per the Supplier's proposal to the Purchaser and as negotiated thereafter.</p> <p>(b) Except as may be otherwise agreed under Clause GC 2.6 and subject to Clause GC 6.1(c), payments under this Contract shall not exceed the amount specified in Appendix-C.</p> <p>(c) Notwithstanding Clause GC 6.1(b) hereof, if pursuant to of the Clause GC 5.2 hereof, the Parties shall agree that additional payments shall be made to the Supplier in order to cover any necessary additional expenditures not envisaged in the cost estimates referred to in Clause GC 6.1(a) above, the ceiling or ceilings, as the case may be, set forth in Clause GC 6.1(b) above shall be increased by the amount or amounts, as the case may be, of any such additional payments.</p>
6.2 Currency of Payment	All payments shall be made in Indian Rupees
6.3 Terms of	The payments in respect of the Services shall be made as follows:

<p>Payment</p>	<p>(a) The Supplier shall submit the invoice for payment when the payment is due as per the agreed terms. The payment shall be released as per the work related milestones achieved and as per the specified percentage as per SC.</p> <p>(b) All payments under this Contract shall be made to the accounts of the Supplier specified in the SC.</p> <p>(c) In case of early termination of the contract, the payment shall be made to the Supplier as mentioned here with:</p> <p>(i) Assessment should be made about work done from the previous payment period, for which the payment is made or to be made till the date of the termination. The Supplier shall provide the details of the services performed during this period with supporting documents. Based on such details, the remuneration shall be calculated based on the rate as specified.</p>
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7. GOOD FAITH

<p>7.1 Good Faith</p>	<p>The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.</p>
<p>7.2 Operation of the Contract</p>	<p>The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to Clause GC 8 hereof.</p>

8. SETTLEMENT OF DISPUTES

<p>8.1 Amicable Settlement</p>	<p>Performance of the contract is governed by the terms & conditions of the contract, in case of dispute arises between the parties regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the</p>
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	dispute cannot be amicably settled within 60 days following the response of that party, the matter will be referred to courts with jurisdiction in Delhi.
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9. LIQUIDATED DAMAGES

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

10. ADHERENCE TO RULES & REGULATIONS

<p>10.1 Adherence to Safety Procedures, Rules, Regulations, & Restrictions</p>	<p>(a) The Supplier shall comply with the provisions of all laws including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by Purchaser shall be applicable in the performance of this Contract and the Supplier shall abide by these laws.</p> <p>(b) Access to the data centre/ data processing sites and Purchaser's locations shall be restricted to only essential personnel belonging to the Supplier who are genuinely required for execution of work or for carrying out management/ maintenance who have been explicitly authorised by the Purchaser. The Supplier shall maintain a log of all activities carried out by each of its personnel.</p> <p>(c) The Supplier shall take all measures necessary or proper to protect the personnel and facilities and shall observe all reasonable safety rules and instructions. The Supplier shall adhere to all security requirement/regulations of the Purchaser during the execution of the work.</p> <p>(d) The Supplier shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations</p> <p>(e) The Supplier shall at all times indemnify and keep indemnified the Purchaser for any situation arising out of this clause while providing its services under the Project.</p>
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11. LIMITATION OF LIABILITY

<p>11.1 Limitation of Liability</p>	<p>Except in case of gross negligence or willful misconduct:</p> <p>(a) Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and</p> <p>(b) The aggregate liability of the Supplier to the Purchaser whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Supplier to indemnify the Purchaser with respect to patent infringement</p>
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12. MISCELLANEOUS PROVISIONS

<p>12.1 Miscellaneous Provisions</p>	<ul style="list-style-type: none"> (i) Any failure or delay on part of any Party to exercise right or power under this Contract shall not operate as waiver thereof. (ii) The Supplier shall notify the Purchaser of any material change in their status, in particular, where such change would impact on performance of obligations under this Contract. (iii) Each member/constituent of the Supplier, in case of a Consortium shall be jointly and severally liable to and responsible for all obligations towards the Purchaser for performance of works/services under the Contract. (iv) The Supplier shall at all times indemnify and keep indemnified the Purchaser against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Project. (v) The Supplier shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the Supplier. (vi) The Supplier shall at all times indemnify and keep indemnified the Purchaser against any and all claims by Employees, agent(s), employed engaged or otherwise working for the Supplier, in respect of wages, salaries, remuneration, compensation or the like. (vii) All claims regarding indemnity shall survive the termination or expiry of the Contract. (viii) All materials provided to the Purchaser by bidder are subject to Country and <STATE> public disclosure laws such as RTI etc. (ix) The Supplier shall not make or permit to be made a public announcement or media release about any aspect of the Contract without a written consent from the Purchaser
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Special Conditions of Contract

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

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

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.5	<p>The addresses are:</p> <p>Purchaser: <Designation></p> <p>Attention: <Address></p> <p>Facsimile: _____</p> <p>E-mail: _____</p> <p>Supplier: _____</p> <p>_____</p> <p>Attention: _____</p> <p>Facsimile: _____</p> <p>E-mail: _____</p>

{1.7}	{The Supplier is <i>[insert name]</i> }
1.7	<p>The Authorized Representatives are:</p> <p>For the Purchaser: Name of Officer _____</p> <p>For the Supplier: _____</p>
2.1	The effective date of the Contract:
2.3	The date for the commencement of Services: <Within 15 days from the signing of the contract between the Purchaser and the Supplier>
2.4	The time period shall be: <Enter number of months>
3.4	<p>The risks and the coverage shall be as follows:</p> <p>(a) Third Party motor vehicle liability insurance in respect of motor vehicles operated in India by the Supplier or its Personnel, with a minimum coverage as per Motor Vehicles Act 1988;</p> <p>(b) Third Party liability insurance, with a minimum coverage of the value of the contract</p> <p>(c) Professional liability insurance, with a minimum coverage of the value of the contract</p> <p>(d) Purchaser's liability and workers' compensation insurance in respect of the Personnel of the Supplier and in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and</p> <p>(e) Insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Supplier's property used in the performance of the Services, and (iii) any outputs prepared by the Supplier in the performance of the Services.</p>
5.1 (c)	<p>The Purchaser shall provide the following assistance and exemptions to the Supplier for the effective implementation of the services under this Contract:</p> <p><The Purchaser may include the relevant provisions here></p>

6.2	The amount in Indian Rupees (INR) is <i>[insert amount]</i> .
6.3	<p><u>General terms and conditions of Payment Schedule</u></p> <ol style="list-style-type: none"> 1) All payments shall be made by the Purchaser in favour of the Supplier 2) The release of payments will be Performance (output) based, where the payments are made for measured deliverables and outputs. 3) Supplier shall obtain sign-off for each milestone completed from the Purchaser and raise invoice against the same. 4) Eligible Payments against invoice submitted (accompanied with all requisite documents) shall be released within 60 days of submission of invoice. 5) Power to withhold: Notwithstanding anything contained in the payment schedule mentioned below, if in the opinion of the Purchaser, any work done or supply made or service rendered by Supplier is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to withhold a reasonable portion of the payments due to the Supplier, till such work/ supply/ service is made confirming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of the purchaser under this contract. 7) All payments under this Contract shall be made to the account of the Supplier with (Bank & A/c No.): <p>Payments will be made by the Purchaser to the Supplier as per Contract Value quoted in the Formats for Financial Proposal and agreed in the Contract, as follows:</p> <p><u>Payment Schedule</u></p> <p><Insert Payments Schedule here></p>

ANNEXURE A – FORM OF BANK GUARANTEE BOND

1. In consideration of Indira Gandhi National Open University (hereinafter called IGNOU) having agreed to exempt _____ [hereinafter called 'the said Supplier(s)'] from the demand, under the terms and conditions of an Agreement dated _____ made between

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

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

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

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

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

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

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

4. We, _____ (indicate the name of bank) further agree that the guarantee herein contained shall

remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the

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

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

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

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

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

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

ANNEXURE B: RESIDENT ENROLMENT PROCESS

UID AUTHORITY OF INDIA

Resident Enrolment Process

Version 1.3

Process Owner: Anil Khachi, Deputy Director General

Release Date:

Resident Enrolment Process Document is for the use of Registrars and Enrolment Agencies. This document will work as a process aid and guideline for the Enrolment Agency in collection of Demographic and Biometric Data.

ER 1. Table of Contents

ER 1.	Table of Contents.....	2
ER 2.	Document Control.....	4
ER 2.1	How to Read This Document.....	4
ER 2.2	Legends.....	5
ER 2.3	Abbreviations used.....	5
ER 3.	Process Overview.....	6
ER 3.1	Goals and Objectives.....	6
ER 3.2	Scope.....	6
ER 3.3	Prerequisites for Process.....	6
ER 3.4	End of Process.....	6
ER 3.5	Roles and Responsibilities.....	7
ER 4.	Process Details.....	12
ER 4.1	Resident Enrolment Process Flow.....	12
ER 4.2	Resident Enrolment Process Description.....	13
ER 4.3	Setup Enrolment Centre Sub Process Flow.....	15
ER 4.4	Setup Enrolment Centre Sub Process Description.....	16
ER 4.5	Capture Demographic and Biometric Data and Ready for Transfer Sub Process Flow.....	25
ER 4.6	Capture Demographic and Biometric Data and Ready for Transfer Sub Process Description.....	26
ER 4.7	Verification Sub Process Flow.....	36
ER 4.8	Verification Sub Process Description.....	37
ER 5.	Annexure.....	43
ER 5.1	Standards and Guidelines.....	43
ER 5.1.1	KYR Standards for Collecting Demographic Data.....	43
ER 5.1.2	Detailed Guidelines for Recording Demographic Data.....	44
ER 5.1.3	Documents for Verifying PoI, PoA , DoB & PoR.....	48
ER 5.1.4	Biometric Data Capture Standards.....	50
ER 5.1.5	Detailed Guidelines for Collecting Biometric Data.....	52
ER 5.1.6	Handling of Exceptions.....	56
ER 5.1.7	Do's and Don't for EA.....	58
ER 5.1.8	Layouts.....	58
ER 5.1.9	Guidelines on Storage of Documents.....	58



UID Authority of India

ER 5.1.10 Enrolment Centre Beginning and End of Day (BOD, EOD) activities
58

ER 5.2	Formats, Templates and Checklists.....	60
ER 5.2.1	Checklist for Setting up Enrolment Centre.....	60
ER 5.2.2	Enrolment Form	60
ER 5.2.3	Acknowledgement and Consent for Enrolment.....	60
ER 5.2.4	Acknowledgement of Correction and Consent for Correction	60
ER 5.2.5	Language for Consents.....	60
ER 5.2.6	DMS Formats	60
ER 5.3	References	60

ER 2. Document Control

ER 2.1 How to Read This Document

This process document is organised into below sections:

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


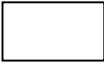
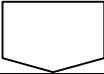



2. Process Details
 - a) Process Flowcharts: Flowchart diagrams are used to define process in this document, showing the steps as boxes of various kinds, and their order by connecting these with arrows. This diagrammatic representation gives a step-by-step process flow. Process step is represented in these boxes, and arrows connecting them represent flow / direction of flow of data/information. Refer the Legends section to understand the significance of various symbols used in flowchart.

 - b) Process Description: Process description is used for each flowchart to convey to the reader, a detailed description of each process step and references to annexure/other processes and sub processes. Refer Abbreviations used section for deciphering abbreviations used in the descriptions.

3. Annexure
 - a) Standards and Guidelines: This section describes the standards recommended by UIDAI that need to be referred to during the enrolment process. Guidelines are provided to streamline the processes and help achieve better quality output.

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

ER 2.2 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

ER 2.3 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
- NPR - National Population Register
- NGO - Non Government Organisation
- CSO - Civil Society Outreach
- FI - Financial Inclusion
- HOF - Head of Family

ER 3. Process Overview

ER 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.

ER 3.2 Scope

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

ER 3.3 Prerequisites for Process

- Enrolment Agencies appointed by Registrars
- Registrar ID and enrolment agency code provided (*Registrar On-Boarding Process*)
- Introducers identified (*Introducer Enrolment and Monitoring Process*)
- Client enrolment software shared with enrolment agencies (*Registrar On-Boarding Process*)
- Grievance handling and technical support for enrolment agencies and residents in place (*Grievance Handling Process*)
- Training and certification modules for enrolment agencies in place
Communication content and methodology for residents defined (*Resident Awareness and Demand Generation Process*)

ER 3.4 End of Process

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

ER 3.5 Roles and Responsibilities

Role	Organization	Responsibilities
Management	Enrolment Agency	<ul style="list-style-type: none"> • Procure certified biometric devices • Procure other hardware and infrastructure for enrolments • Ensure enrolment software is installed on required laptops / desktops • Ensure pre enrolment data is loaded on enrolment stations laptop, where applicable. Ensure KYR+ software integration is done and tested. • Ensure UIDAI processes and standards are followed • Assist Registrar develop enrolment schedules • Work closely with the Registrar in enrolment publicity and awareness at grass-root level • Ensure availability of certified operators and supervisors at enrolment centres • Ensure adequate stationary and other logistics available at centre • Ensure adequate backup arrangement at enrolment centre • Take remedial / corrective action in case of process / quality deviations and grievances addressal • Enable successful data transfer to CIDR • EA must Adhere to Safety Procedures, Rules, Regulations, & Restrictions and shall comply with the provisions of all laws including safety and labour laws, rules, regulations and notifications issued there under from time to time. EA shall take all measures necessary or proper to protect the personnel and facilities and shall observe all reasonable safety rules and instructions.
Technical Administrator	Enrolment Agency	<ul style="list-style-type: none"> • Installation and configuration of Aadhaar Enrolment Client • Avail Enrolment auth user and auth code and Register Enrolment Client • Maintain credentials of Operators and Supervisors and share Operator ,Supervisor enrolment ID/UID with CIDR • Load pre-enrolment residents data on enrolment stations laptop, where applicable and test KYR+ application integration

Role	Organization	Responsibilities
Enrolment Centre Supervisor	Enrolment Agency	<ul style="list-style-type: none"> • Setup enrolment station • Supervise enrolment process • Handle issues and concerns of operators and residents • Act as an operator, when required • Ensure checklists are filled and signed • Ensure audit feedback, if any, incorporated in process • Manage data export to memory stick and data backup to external hard disk. Take enrolment data to a designated location for transfer to CIDR • File, back up and store enrolment data as per UIDAI guidelines • Client Sync is required every 24-48 hours. In case of remote locations or due to any other limitations, this time may extend to 5-7 days. • Onboarding of Operator, Supervisor and Introducer on the client for local authentication • Ensure safe handling and storage of documents and transfer of same to Registrar. • Verify PoI, PoA, DoB documents in case of document based verification. • The EA Supervisor must ensure that every Operator is aware of and has a print copy of the critical points to be reviewed at the station during Review enrolment data with resident • Supervisor must Review all enrolments of the day to ensure that data entered in the Aadhaar client is correct for each resident. In case any error/logical mismatch is found in the data entered, inform the resident to come to the enrolment centre within next day for data correction process. Supervisor must sign off by giving his/her fingerprint after End of Day Review. • Ensure one file per station is maintained for documents storage • Ensure dockets (set of documents for a resident) in the order of enrolment and create a manifest of all enrolments along with type of documents against each enrolment. • Create document batch with manifest in soft copy and hardcopy along with exception list (if any). • Once critical volume of dockets is reached, all the EID dockets are moved securely to designated Registrar offices. • Handle enrolment documents with care and protect it from damage and theft.

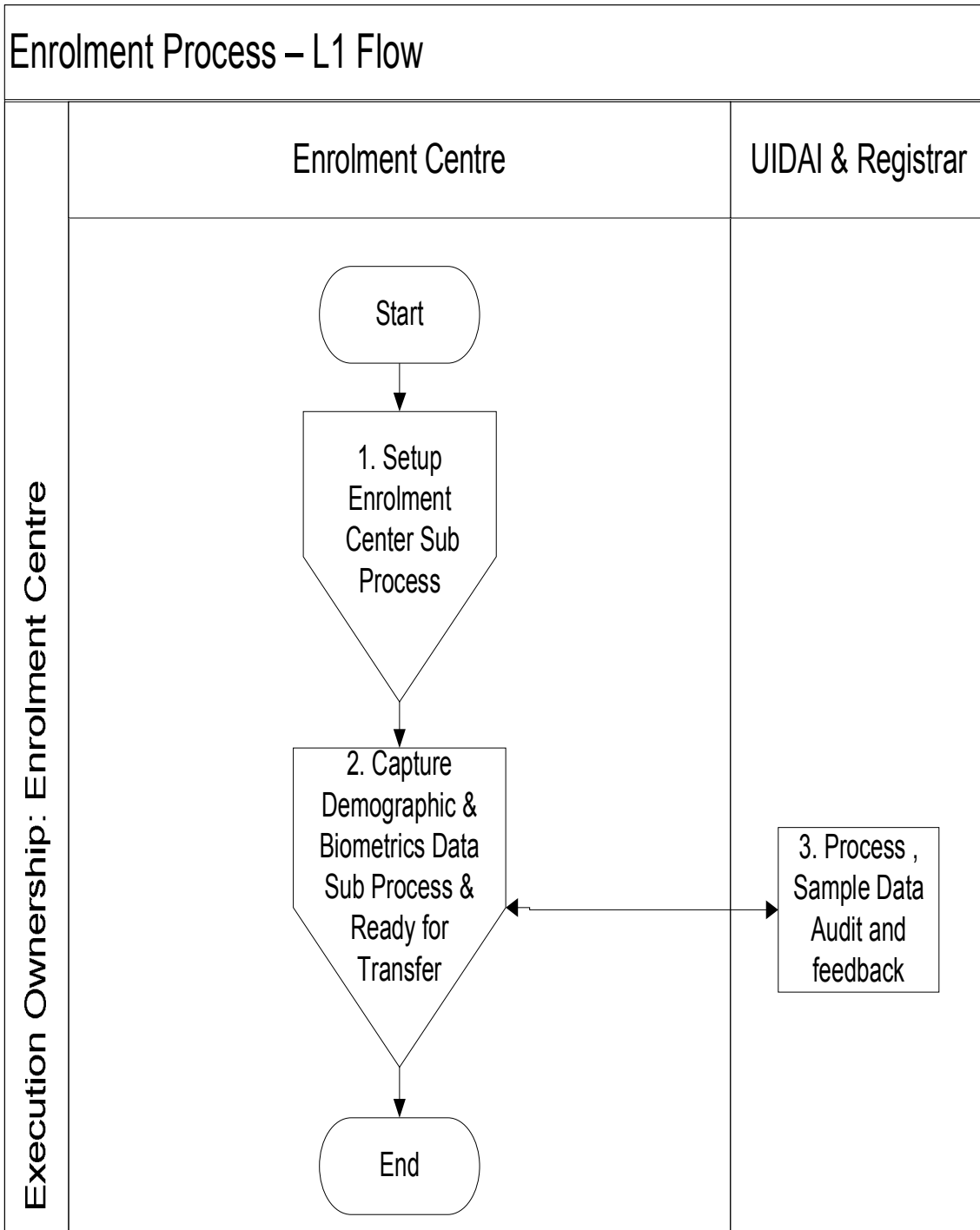
Role	Organization	Responsibilities
Enrolment Operator	Enrolment Agency	<ul style="list-style-type: none"> • Verify PoI, PoA, DoB documents in case of document based verification. • Capture demographic and biometric data • Handle exception cases during capture of data • Obtain consent for enrolment and make corrections in data recorded, if required • Provide acknowledgement to Residents • Store Consent Letter, PoI, PoA for Registrar/UIDAI • Ensure clarity and quality of submitted document. Ensure correct documents are collected against PoI, PoA, DoB and HoF. • Ensure documents for a resident are tagged together along with consent. Ensure all documents in one set belong to one resident. • File documents in order of enrolment
Registrar's Supervisor	Registrar	<ul style="list-style-type: none"> • Audit of Enrolment Centre readiness • Audit of enrolment agency processes and their effectiveness. Ensure IEC norms are being adhered to. • 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 the EA operators/supervisors. The EA personnel may be handed over this responsibility by the Registrar. • Review all consent letter data against PoI, POA documents to ensure that data entered in the software is correct for each resident. In case any error is found in the data entered, inform the EA Supervisor and/or resident to initiate data correction.

Role	Organization	Responsibilities
Registrar point of contact	Registrar	<ul style="list-style-type: none"> • Define enrolment plan including locations and timeframe • Identify suitable locations for setting up enrolment centres • Attach EAs on technology portal. Download and Review Master Data files. • Review and get Pin code master data corrected and completed prior to start of enrolments in the region. • Review list of Approved PoI, PoA, HoF documents. Add any other required document not in the list at tech portal. Download the master for documents in the client stations pertaining to the Registrar for use during enrolment. • Setup mechanism for document verification either by Registrar's own personnel or by EA 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 IEC norms are being adhered to. Ensure communication reaches the target beneficiaries / residents. • Advise EAs to deploy IEC elements in a judicious and practical manner. • Provide template for paper-based enrolment form containing KYR and KYR+ fields • Setup mechanism for periodic process and data quality audit • Setup a mechanism for collecting and securely storing all the documents submitted by residents during enrolment till the UIDAI appointed DMS service provider collects document from registrar offices and provide receipt of the same. • The frequency of document movement from enrolment centres to registrar office will be decided by registrar. • Upon receipt of documents, perform quality check on documents and create batches. • Upon accumulation of specified batches of documents at one site, send intimation to DMS service provider for pickup of documents along with softfile of manifest • Handover document to DMS service provider along with master manifest and declaration in specified format. Obtain sign-off from DMS service provider. In event of change in manifest/documents at the time of sign-off, resend the manifest by e-mail /registered post to DMS service provider.

Role	Organization	Responsibilities
UIDAI point of contact	UIDAI	<ul style="list-style-type: none"> • Make Enrolment software available • Make process documents available • Empanel Enrolment Agencies to facilitate speedy onboarding 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)
Introducer	Registrar	<ul style="list-style-type: none"> • Attend Aadhaar workshop and familiarise themselves with Aadhaar enrolment processes • Provide consent to the Registrar to work as an Introducer • Confirm the identity of the resident by giving his/her UID and fingerprints for verification and signing off the Introducers declaration in the consent letter of the resident.
Resident	--	<ul style="list-style-type: none"> • Provide demographic and biometric information • Provide authentic documentation or be introduced by an Introducer

ER 4. Process Details

ER 4.1 Resident Enrolment Process Flow



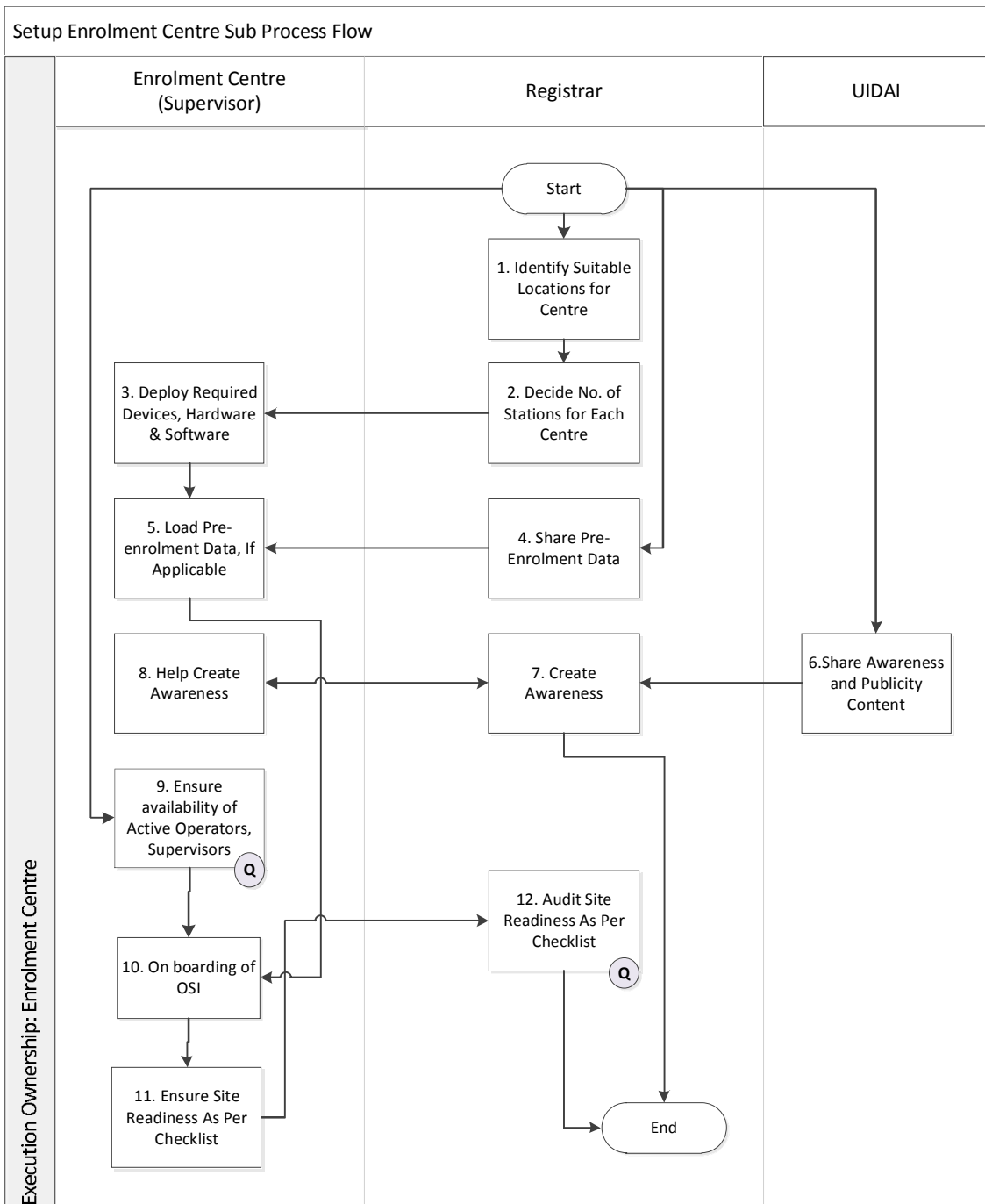
ER 4.2 Resident Enrolment Process Description

S.No	Step	Responsibility	Reference
	<p>Start</p> <p>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.</p>		
1.	<p>Setup Enrolment Centre</p> <p>Initiate sub process ER 4.3 Setup Enrolment Centre. This contains details on setting up an enrolment centre.</p>	Enrolment Agency	ER 4.3 Setup Enrolment Centre
2.	<p>Capture Demographic and Biometric Data and Ready for Transfer</p> <p>After an enrolment centre is ready, Enrolment Agencies can begin the process of capturing residents' demographic and biometric data. For details on how to capture data, go to sub process ER 4.5 Capture Demographic and Biometric Data.</p> <p>After Data Capture, Data files are ready at identified/specified location for transfer to CIDR.</p> <p>Refer external process for 1st Mile logistics which prescribes the methods by which the data has to be transferred to the Authority. The enrolling agencies are therefore advised to obtain these instructions before they proceed to collect the demographic and biometric data of the willing enrolees.</p> <p>The Unique Identification Authority of India (UIDAI) accords highest importance and primacy to the privacy & security of data collected on the enrolees who enrol themselves to obtain Unique Identification Numbers. It is the responsibility of the enrolling agencies to make sure that the data is kept in a very secure and confidential manner and under no circumstances shall they use the data themselves nor part with the data to any other agency than the UIDAI. Privacy of an individual's data is accorded utmost importance by the UIDAI. If there is any violation of privacy by the enrolling agency or through its employees, contractual or otherwise, it shall be construed as a breach of contract, apart from attracting the penal provisions of the Act which will govern the operations of the Authority.</p>	Enrolment Agency	ER 4.5 Capture Demographic and Biometric Data and Ready for Transfer Sub Process External process for 1 st Mile logistics Process

S.No	Step	Responsibility	Reference
3.	<p>Process , Sample Data Audit and feedback</p> <p>UIDAI may do sample data audits for quality. This will reduce the chances of enrolment failures/rejections later due to poor data quality.</p> <p>Registrar should monitor and audit adherence to process by enrolment agency to prevent malpractices. These audits may be conducted by the Registrar, a 3rd party appointed by the Registrar or by any other party/mechanism deemed fit by the Registrar.</p> <p>Enrolling agency shall be subject to monitoring and audit by UIDAI/Registrar/their representative from time to time. Based on feedback, Enrolment Agency may need to make some adjustments/changes in its process.</p>	UIDAI and Registrar	
	End		



ER 4.3 Setup Enrolment Centre Sub Process Flow



ER 4.4 Setup Enrolment Centre Sub Process Description

S.No	Step	Responsibility	Reference
	<p>Start</p> <p>To setup enrolment centres, activities that need to be initiated are:</p> <ul style="list-style-type: none"> • Step 1 Identify suitable locations for Enrolment • Step 4 Share Pre-Enrolment Data, if used • Step 6 Ensure Availability of Certified Operators, Supervisors • Step 7 Share Awareness and Publicity Content 		
1.	<p>Identify Suitable Locations for Centre</p> <p>Registrar identifies suitable locations where enrolment centres may be setup as follows:</p> <ul style="list-style-type: none"> • Assess details of the area including the terrain, local weather conditions, law and order situation, logistics support etc. • The enrolment Centre selected must be secured and protected from the natural elements so that there is no damage or loss to the devices and data. • Co-ordinate with the local district administration right from the planning stage to the actual roll-out of the enrolment. • In order to cover the difficult-to-reach areas and villages where proper premises are not available, it may be necessary to have mobile enrolment centres. The list of difficult areas will be available with the State Government. • In case of mobile enrolment centres/stations, the decision on frequency/period of availability shall be decided by the Registrar based on density of population, geographical terrain etc. • Site selection also involves taking into consideration issues of power availability, approach/access to the area, lighting etc. 	Registrar	
2.	<p>Decide Number of Stations for Each Centre</p> <p>The number of stations can be decided based on the target number of days for completion of enrolment in the particular area or the district and the expected number of enrollees in the area.</p> <p>Model RFP published on UIDAI website provides an</p>	Registrar	<p>ER 5.1.7 Layouts</p> <p>External Document</p> <p>Model RFP on</p>

S.No	Step	Responsibility	Reference
	<p>excel sheet for facilitating calculation of number of stations</p> <p>Tables, lighting, backdrops, height of table, chairs, positioning of resident and operator, and issue of direct sunlight for photo capture, all these need to be considered for enrolment station setup.</p> <p>Two layouts are shown in ER 5.1.7</p>		UIDAI website
3.	<p>Deploy Hardware, Software for Enrolment</p> <p>Ensure all hardware and software as mentioned in the ER 5.2.1 are deployed at the enrolment centre. Test the hardware / software for proper working.</p> <p>The Enrolment software client needs to be installed, configured and registered with CIDR. The Enrolment Agency needs Auth User and Auth Code from UIDAI tech support to register its clients.</p> <p>The person performing the system configuration is typically a representative of the registrar. Normally the Registrar may ask the EA to perform the installation and configuration. In such a case, the configuration and Registration may be done in presence of Registrar's representatives.</p> <p>List of Registrars and their corresponding Enrolment agency can be downloaded from Web Portal prior to Registration of the client. Web portal provides the functionality to maintain this list.</p> <p>Below Details will be entered for Registration</p> <ol style="list-style-type: none"> 1. The Registrar Code (3 character) 2. Enrolment Agency Code (4 character) 3. Station Codes - 5 digit (numeric 0-9) <p>The Registrar Name, Enrolment Agency Name will be selected from a drop down menu. On selecting the Names, their corresponding Codes will be populated and will be in read only format. The station codes need to be assigned by the EA and must be unique for an EA. The auth code and password are then entered to register the client. Once successfully registered, the above fields become non-editable.</p> <p>The configuration of client consists of below :</p> <ol style="list-style-type: none"> 1. The registrar will select the appropriate local language in the AADHAAR application. 2. The registrar can select the appropriate address display format in the AADHAAR client application. The address can be either of two: Simple (for rural areas) and Extended (for urban areas). 	Enrolment Agency	<p>ER 5.2.1 Checklist for Setting up Enrolment Centre</p> <p>External document</p> <ul style="list-style-type: none"> • UIDAI Application Installation Manual • User Management toolkit document

S.No	Step	Responsibility	Reference
	<p>3. The client Address Field displays can be configured accordingly to the needs of the registrar where the registrar can change the label names. These labels will then get reflected on the landing screen (demographic capture) once saved.</p> <p>4. User needs to select the Auto Transliteration field for transliteration into local language selected. This when unchecked will give the flexibility to the operator to type in local language and not give the software the flexibility to auto-transliterate.</p> <p>Once the information provided at the configuration screen is saved, the screen turns Non-Editable. An Edit tab is provided for editing configuration details later.</p> <p>After successful first time installation, next time the EA only downloads the appropriate master data and software updates if any. The master data files are available for :</p> <ul style="list-style-type: none"> • Pin code data • Post Office data • User credential • Registrar EA mapping • PoI, PoA, HoF documents • Bank Master data • Introducer file 		
4.	<p>Share Pre-enrolment Data Available, if Used</p> <p>Where applicable, share the pre-enrolment data / beneficiary database with Enrolment Agencies for carrying out the enrolments.</p> <p>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.</p> <p>A check is also required for Pin Master. The PIN numbers for regions where enrolment is planned should be covered and correct. Registrar should provide list of PIN to be corrected in PIN master to CIDR.</p> <p>UIDAI Client Installation manuals have detailed process document on Registrar Integration.</p>	Registrar	<p>ER 5.1.1</p> <p>KYR Standards for Collecting Demographic Data</p> <p>External document</p> <p>UIDAI Application Installation Manual</p>

S.No	Step	Responsibility	Reference
5.	<p>Load Pre-enrolment Residents Data on the Enrolment Station Laptop</p> <p>Load and test beneficiary database on enrolment centre laptops / desktops and ensure it is accessible / searchable.</p> <p>Pre enrolment data helps in reducing the cycle time for enrolment at centre significantly.</p> <p>The Aadhaar client also has the option to capture and save only demographic data, in order to create a pre-enrolment database. Select Pre-enrolment mode at the time of logging into Aadhaar client for Demographic data capture only. Assign an Application Number to every record captured and Save each record. The Application Number will be used as Pre-enrolment ID later at the time of data import. The saved records are stored in a file on the client which can be imported into Aadhaar client for use as pre-enrolment data.</p> <p>The pre-enrolment mode can also be used to clean and complete an already existing database and make it ready for enrolments.</p> <p>Also ensure that if KYR+ fields are to be captured, then KYR+ software integration is completed and tested on enrolment centre laptops/desktops.</p>	<p>Enrolment Agency (Technical administrator)</p>	<p>External Document AADHAAR_Registrar_Integration Manual</p>
6.	<p>Share Awareness and Publicity Content</p> <p>Share awareness and publicity content, as detailed in the external process, with the Registrar. Guide them in adapting the content / communication.</p>	<p>UIDAI</p>	

S.No	Step	Responsibility	Reference
7.	<p>Create Awareness in Target Beneficiaries / Residents</p> <p>Ensure right communication reaches the target resident groups with respect to timing and location for enrolment centres, benefits of enrolling etc.</p> <p>'-Aadhaar Banners may be put up at prominent places near the enrolment centre</p> <p>-Banners should also be used outside the enrolment centres clearly indicating the time and place and the documents required for enrolment</p> <p>-details subject to change such as venues and dates should be replaceable</p> <p>-EAs may also be advised to deploy mobile IEC elements such as standees as they are economical options</p> <p>-They should also consider prolific usage of mic-ing in catchment areas</p> <p>-EAs must ensure that important information relating to consent and operator responsibilities are displayed prominently inside the enrolment centres</p> <p>-A 'combined' hoarding with information on what Aadhaar is, what its benefits are and how it may be obtained should be placed outside the enrolment centre</p> <p>-EAs should be encouraged to share feedback received from residents with the IEC team so that creative elements can be modified to broadcast information that is most relevant</p>	Registrar	
8.	<p>Help Create Awareness</p> <p>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.</p>	Enrolment Agency	

S.No	Step	Responsibility	Reference
9.	<p>Ensure Availability of Active Operators, Supervisors</p> <p>The Operator/Supervisors need to be certified and have their Aadhaar Numbers generated to be eligible for activation at portal.</p> <p>Enrolment Agency must activate its Operators/ Supervisors at technology portal viz. https://portal.uidai.gov.in/uidwebportal/dashboard.do</p> <p>The EA is required to have a unique Operator ID for each to activate them.</p> <p>Any Name mismatch between the enrolment and Sify data needs to be approved by RO for activation.</p> <p>Appropriate actions need to be taken by EA for Operator/Supervisors listed in the Incomplete Records bucket at tech portal by working with UIDAI tech support.</p> <p>Training is not mandatory but desirable. However certification is mandatory. Ensure certified Operators and Supervisors are available at enrolment centres. The no. of active Operators should be more than the no. of stations for job rotation and avoiding Operator fatigue.</p> <p>The supervisor is required to handle any situation that requires immediate attention and handle exceptions at the enrolment centre itself and inform the Registrar subsequently.</p> <p>Operator, Supervisor user management at windows and client level needs to be done appropriately to avoid setback during operations. Refer user management toolkit.</p> <p>Technical personnel for attending power /system / biometric instrument related maintenance problems should be available on call in a centrally located place covering about six enrolment centres so that the downtime can be minimized.</p> <p>Proceed to Step 10. Ensure Site Readiness and Fill Checklist.</p>	Enrolment Agency	<ul style="list-style-type: none"> External Document User Management toolkit document
10.	<p>On boarding of OSI(Operator, Supervisor and Introducer)</p> <p>During the on-boarding biometrics of OSI are stored into enrolment client after authentication and validation. Enrolment client needs to be connected to internet during the process of on-boarding.</p> <p>To on-board OSI, user need to select corresponding operator, supervisor or introducer tab in the "Local Biometric Enrolment" in setting menu in enrolment</p>	Enrolment Agency	

S.No	Step	Responsibility	Reference
	<p>client. When a user click operator, supervisor or introducer tab, the list of OSI is populated from local storage where admin of EA has saved the file. The 3 possible Status of OSI are:</p> <ul style="list-style-type: none"> • On-board – If user is already on-boarded • Partial Boarded – If some of validation failed for user • Not- Boarded – If user needs to be boarded <p>User then selects one entity at a time from the list to onboard. User needs to provide biometric of two different fingers to onboard.</p> <ul style="list-style-type: none"> • If user provides a single finger twice then an error is shown to user. • When the quality of biometric is above threshold, pass indicator will be shown to user. • User will get unlimited number of attempt to capture biometric that passes the required threshold. • While sending the biometric for authentication, the best biometric which has pass indicator will be send. <p>When user has provided biometric for both fingers then verify button gets enabled. When user click on verify, an request is send to server for authentication and validation</p> <p>Request will contain</p> <ul style="list-style-type: none"> • Registrar and agency details • Station details such as station number and machine ID. • Entity details such as OSI Id and Name • Biometric of both fingers which pass required quality threshold. <p>At server following checks are done</p> <ul style="list-style-type: none"> • Authentication During authentication biometric of the OSI are compared against the biometric provided by same OSI at the time of enrolment. • Validation During validation the credentials such as correct EA, registrar are checked. It is also checked whether user is active in system. <p>If checks are successfully done then server will return success message otherwise server will return the error with appropriate description.</p> <ul style="list-style-type: none"> • If server returns failure for authentication or some of validation, 		

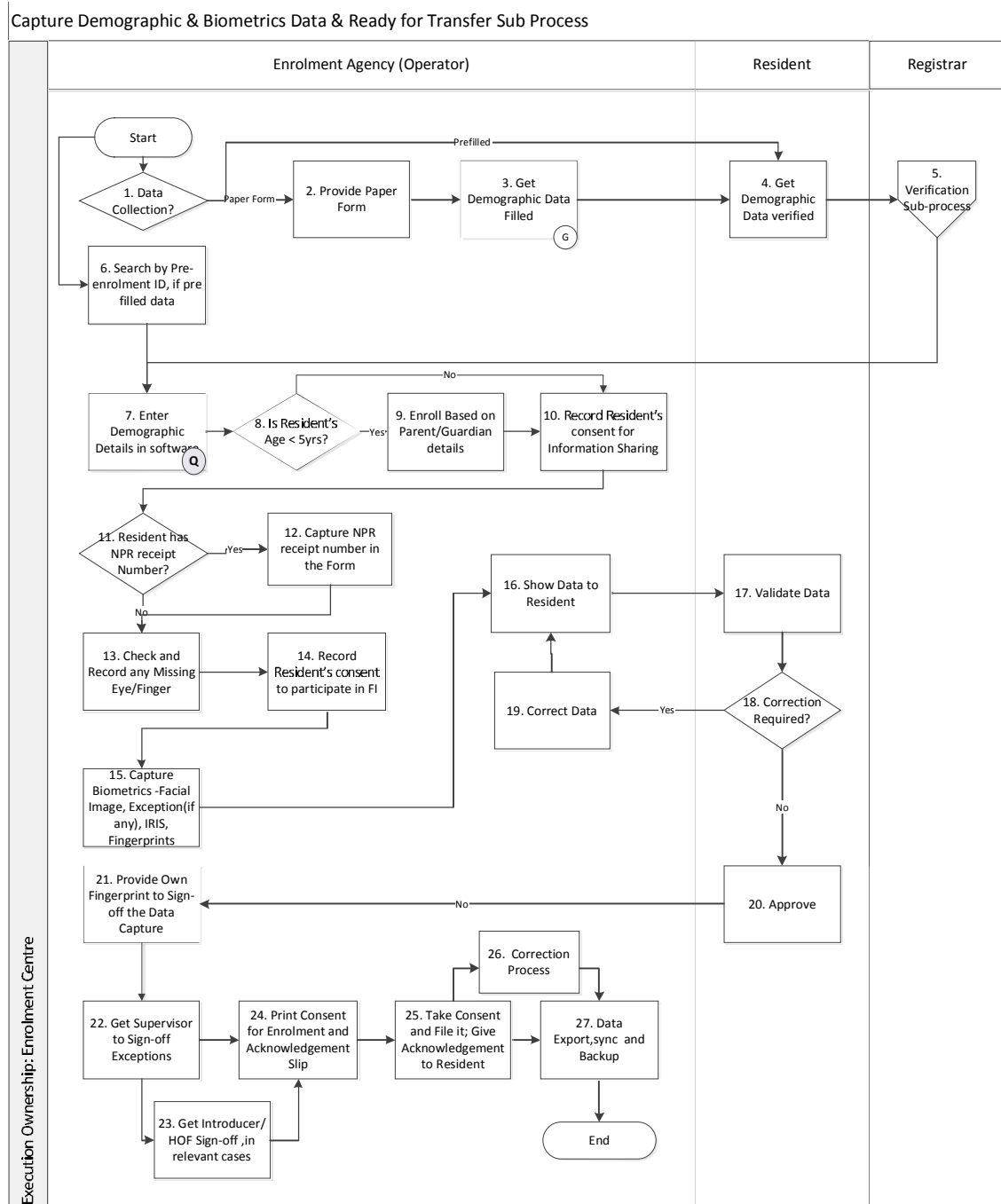
S.No	Step	Responsibility	Reference																																
	<p>Save button will still get enabled. User can still save the biometric for local verification but he/she will have status as "Partial Boarded"</p> <ul style="list-style-type: none"> If server returns failure for authentication and all validation then Save button will not get enabled <p>Once save button gets enable user can save the biometric of corresponding OSI by clicking on save button.</p> <ul style="list-style-type: none"> Biometric of corresponding OSI is stored in enrolment client Status of corresponding OSI will change to On-boarded or "Partial boarded "depending upon the message return from server. <p>OSI can also be un-boarded from enrolment client by clicking on un-board button. No authentication is required while un-boarding. Corresponding biometric of OSI is removed from enrolment client. There will not be any change in the entity list only the status of entity will be changed to "Not boarded".</p> <ul style="list-style-type: none"> During local biometric verification the biometric provided by the OSI are verified from the biometrics which are stored in enrolment client. This verification is done every time when OSI provides their biometrics. Only after successful verification of biometric of OSI the transaction is allowed to proceed. Enrolment client need not be connected to internet during the process of Local biometric verification at the time of onboarding. <p>For operator and supervisor on-boarding and local biometric verification is mandatory but for Introducer it is optional.</p> <p>Details of local verification of OSI</p> <table border="1"> <thead> <tr> <th>Entity</th> <th>Status</th> <th>Permission for enrolment</th> <th>Error/Warning</th> </tr> </thead> <tbody> <tr> <td>Operator</td> <td>Not Boarded</td> <td>No</td> <td>Enrolment cannot complete</td> </tr> <tr> <td>Operator</td> <td>Partial Boarded</td> <td>Yes</td> <td>Warning at time of login. Warning at time of biometric capture</td> </tr> <tr> <td>Operator</td> <td>Boarded</td> <td>Yes</td> <td></td> </tr> <tr> <td>Supervisor</td> <td>Not Boarded</td> <td>No</td> <td>Enrolment cannot complete</td> </tr> <tr> <td>Supervisor</td> <td>Partial Boarded</td> <td>Yes</td> <td>Warning at time of biometric capture</td> </tr> <tr> <td>Supervisor</td> <td>Boarded</td> <td>Yes</td> <td></td> </tr> <tr> <td>Introducer</td> <td>Not Boarded</td> <td>Yes</td> <td>Warning at time of biometric capture</td> </tr> </tbody> </table>	Entity	Status	Permission for enrolment	Error/Warning	Operator	Not Boarded	No	Enrolment cannot complete	Operator	Partial Boarded	Yes	Warning at time of login. Warning at time of biometric capture	Operator	Boarded	Yes		Supervisor	Not Boarded	No	Enrolment cannot complete	Supervisor	Partial Boarded	Yes	Warning at time of biometric capture	Supervisor	Boarded	Yes		Introducer	Not Boarded	Yes	Warning at time of biometric capture		
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S.No	Step				Responsibility	Reference
	Introducer	Partial Boarded	Yes	Warning at time of biometric capture		
	Introducer	Boarded	Yes			
11.	Ensure Site Readiness and Fill Checklist Ensure the enrolment centre is setup as per ER 5.2.1 Checklist for Setting up Enrolment Centre . Document exceptions, if any, and sign-off the checklist.				Enrolment Agency (Supervisor)	ER 5.2.1 Checklist for Setting up Enrolment Centre
12.	Audit Site Readiness Audit enrolment centre for readiness The Registrar's Supervisor may audit site readiness from time to time.				Registrar (Supervisor)	
	End					



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



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

S.No	Step	Responsibility	Reference
	<p>Start</p> <p>This is the sub-process where actual resident enrolment begins. This process begins when a resident approaches an Enrolment Centre for enrolment.</p>		
1.	<p>Data Collection?</p> <p>Initial collection of demographic data can happen via multiple channels. The data can be either extracted from a pre-filled database OR the data can be filled in a paper-based form when a resident approaches an enrolment centre.</p> <p>If pre-filled data is not available, proceed to Step 2. Provide Paper Form</p> <p>Else go to step no. 4. Get Demographic Data Verified</p>	Enrolment Agency (Operator)	
2.	<p>Provide Paper Form</p> <p>Enrolment form (containing KYR fields) is filled up.</p> <p>A Registrar can choose to use the Enrolment form provided in Annexure ER 5.2.2 Enrolment Form and can add more sections to it for capturing KYR+ fields.</p> <p>Filling paper forms is not mandatory and may not be required at all in case of prefilled data.</p> <p>Unless Registrar suggests otherwise, this enrolment form can be returned back to resident after enrolment data is captured in UIDAI enrolment software.</p> <p>If enrolment forms are distributed and filled in advance, it will help speed up enrolment at the Centre. The enrolment forms can be used as a tool for crowd management by controlled distribution. Planning can be done in advance for the number of people that can be enrolled in a day depending on the number of stations at the centre. Each resident can be informed of the day and time he/she should come for enrolment during distribution of forms. Token system may be followed by EAs to reduce waiting time by residents at centre.</p>	Enrolment Agency (Operator)	ER 5.2.2 Enrolment Form
3.	<p>Get Demographic Data Filled Up</p> <p>Guide resident in filling up and signing the form. If the Resident is unable to fill the form himself /</p>	Enrolment Agency (Operator)	ER 5.1.1. KYR Standards for



	<p>herself, operator may take assistance from local support such as (but not limited to) Village Accountant, Field Inspector, Introducer, NGOs / CSOs etc.</p> <p>Refer standard ER 5.1.1 for details on capturing the KYR field.</p> <p>Refer guideline ER 5.1.2 for guidelines on capturing resident demographic information.</p>		<p>Collecting Demographic Data</p> <p>ER 5.1.2. Detailed Guidelines for Recording Demographic Data</p>
4.	<p>Get Demographic Data verified.</p> <p>Resident needs to get the demographic data provided by him/her verified. Resident need to carry Original documents and a photocopy of PoI, PoA, DoB for verification.</p> <p>In instances where original documents are not available, copies attested / certified by a public notary / gazetted officer will be accepted.</p> <p>UIDAI shall have the right to alter / amend the guidelines in exception handling from time to time.</p>	Resident	
5.	<p>Refer Verification Sub Process Flow for details</p> <p>2 Distinct methods of verification are discussed in this document</p> <ul style="list-style-type: none"> • Based on supporting documents • Based on introducer system 	Registrar	
6.	<p>Retrieve by Pre Enrolment ID, if prefilled data</p> <p>If the resident is already a part of the Registrar's beneficiary database, retrieve resident's demographic details using the Pre-Enrolment ID. Some examples are (but not limited to)</p> <ul style="list-style-type: none"> • Ration card no (Food and Civil Supplies Department as Registrar) • Job card no (Rural Development Department as Registrar) • Policy no (LIC as Registrar) • TIN (RGI as Registrar) • EPIC no (Election Commission as Registrar) • PAN no (Income Tax Department as Registrar) 	Enrolment Agency (Operator)	
7.	<p>Enter Demographic Details in Enrolment Software</p> <p>Enter the verified demographic details in the enrolment software. The software has built-in features to ensure completion of mandatory data fields.</p> <p>In case data has been retrieved using Pre-Enrolment ID, then check and correct/complete</p>	Enrolment Agency (Operator)	

	the demographic data.		
8.	<p>Is Resident's Age < 5yrs?</p> <p>Check if the resident's age is less than 5 years.</p> <p>If yes, proceed to Step 9. Enrol based on Parent/Guardian Details</p> <p>If no, proceed to Step 10. Record Resident's Consent for information sharing</p>	Enrolment Agency (Operator)	
9.	<p>Enrol based on Parent/Guardian Details</p> <p>In case of children below the age of 5 years one of the parents' or guardian's name shall be recorded and UID or Enrolment ID (either of the two numbers) shall be recorded. This is mandatory.</p> <p>If the child is being enrolled along with his father /mother / guardian, first enrol the parent / guardian and record the parent's enrolment ID in the child's form. Enrolment ID field on demographic screen is split in two sub fields: first to capture enrolment number and second to capture enrolment date & time both as printed on acknowledgement.</p> <p>If the father /mother / guardian of the child has either not enrolled or does not possess AADHAAR number at the time of enrolment, the enrolment of that child cannot be done unless the above requirements are fulfilled.</p>	Enrolment Agency (Operator)	
10.	<p>Record Resident's consent for Information Sharing</p> <p>Ask Resident whether it is alright with the resident if the information captured is shared with organisations engaged in delivery of welfare services.</p> <p>Select appropriate circle to capture resident's response as "Yes/No".</p>	Enrolment Agency (Operator)	
11.	<p>Resident's consent?</p> <p>Resident has NPR Receipt Number?</p> <p>Check if the resident has NPR receipt number.</p> <p>If NPR receipt number is available go to step 12</p> <p>Else mark as N/A and go to step 13</p>	Enrolment Agency (Operator)	
12.	<p>Capture NPR Receipt Number in the Form</p> <p>The RGI official have provided a NPR Receipt Number / schedule no. to the household / individual. Capture the same in the enrolment</p>	Enrolment Agency (Operator)	



	software. Operator can inform the resident that this will be used for sharing resident's AADHAAR number with RGI. The Registrar can make TIN books available at centres. This will help EA to update the TIN numbers of residents in this field.		
13.	<p>Check and Record for any Eye/ Finger Missing</p> <p>Check resident's eyes and fingers for fitness (missing/amputated). If the resident has any deformities due to which it is not possible to take fingerprints/iris, these also have to be captured as a biometric exception.</p> <p>Enter Details of "Missing Eye Indication" or "Missing Finger Indication" as appropriate.</p>	Enrolment Agency (Operator)	
14.	<p>Record Resident's consent to participate in FI</p> <p>Go to Banking tab. Check with resident if he/she wants to participate in the scheme of financial inclusion (FI). Resident can do so either by linking his current Bank A/C to his Aadhaar Number or by giving his/her consent that he/she has no objection in sharing his/her information for the purpose of UIDAI facilitating opening a new Bank/ Post Office A/C linked to his Aadhaar number.</p> <p>In case of consent for new account, only the consent of the customer is captured and no other details required. UIDAI will facilitate opening a bank/post office account for the resident. The bank account will be opened with the partner banks of UIDAI. This account will be linked to Resident's Aadhaar number.</p> <p>Resident can choose to link his/her existing bank account to Aadhaar number by providing their existing bank details. In this case, the operator should capture the name of the State where Bank Account exists, Bank Name, Branch Name and the account number. Any Bank Name not in drop downs can be entered by selecting the check box for "Others" and then enter Bank Name in text field provided. IFSC code will get auto populated by software.</p>	Enrolment Agency (Operator)	
15.	<p>Capture Biometrics - Facial Image, IRIS and Fingerprints</p> <p>Guide the resident to occupy the chair in front of the enrolment station. The resident should be</p>	Enrolment Agency (Operator)	ER 5.1.4 Biometric Data Capture Standards

	<p>instructed to be seated properly with their back upright and their face towards the camera.</p> <p>The images of all the ten fingers are to be captured. The fingerprints must be captured in the sequence of slaps of four fingers of left hand, right hand followed by the two thumbs.</p> <p>The Operator can visually verify facial image quality. Apart from this in-built quality checks in the software indicate the quality of biometrics at each stage. If any biometric exceptions have been specified on the demographic screen, these should be captured as photographs on the Photograph screen.</p> <p>The software forces re-captures for a fixed number of times when quality is not OK. Even if the quality flag is green but the Operator is able to judge that a better picture can be taken, then same should be attempted. However, it should be borne in mind that recapture should not become harassment for the resident.</p> <p>Application will not allow the Operator to capture biometrics if maximum attempts are exhausted.</p> <p>If required, ask resident to clean hands on towel and/or help to apply little more pressure on hand while taking image again. Similarly, guide resident to get appropriate quality of iris and facial images.</p> <p>Each time quality image is not captured, Operator must look at the list of actionable feedbacks provided on the screen.</p> <p>Only facial image is captured for children below 5 years. Iris and fingerprint screens will not get activated for children below 5 years</p> <p>Policies for biometric capture:</p> <p>Iris - above 5 yrs mandatory (also used for de-duplication)</p> <p>Fingerprint - above 5 yrs capture</p> <p>Fingerprint - above 15, treated like adult</p> <p>Face - all mandatory including infants</p> <p>Below 5 yrs - guardian/parent mandatory, after that optional</p> <p>Any biometric exception (any finger missing, any eye missing) - extra photo as well as supervisor signature</p> <p><i>AADHAAR Enrolment Client software automatically takes care of enforcing these policies. UIDAI may, from time to time, make modifications to these policies</i></p>		<p>ER 5.1.5 Detailed Guidelines for Collecting Biometric Data</p>
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16.	<p>Show Data to Resident</p> <p>The Operator shows the data entered to the resident on a monitor facing the resident and if required, reads out the content to the enrolee, to ensure that all details captured are correct.</p>	Enrolment Agency (Operator)	
17.	<p>Validate data</p> <p>The resident will ensure that all details entered in Demographic form are correct.</p>	Resident	
18.	<p>Correction Required?</p> <p>In case any errors are pointed out to the Operator. go to step no.19, Correct Data Else go to step no. 20, Approve.</p>	Resident	
19.	<p>Correct Data</p> <p>The EA Operator then corrects the errors pointed out and again shows the data to the resident.</p>	Enrolment Agency (Operator)	
20.	<p>Approve</p> <p>If no corrections are required, resident will approve the data.</p>	Resident	
21.	<p>Provide Own Fingerprint to Sign-off the data capture</p> <p>The Operator will then provide own Fingerprint to sign-off the data captured for the resident.</p> <p>CIDR will process for an operator that is enrolled and has been added to valid operator list by EA.</p>	Enrolment Agency (Operator)	
22.	<p>Get Supervisor to Sign Off Exceptions</p> <p>The Supervisor may sign off any exceptions observed in Data Collection by providing own fingerprint, when Supervisor screen gets activated for sign off</p>	Enrolment Agency (Operator)	ER 5.1.6 Handling Exceptions
23.	<p>Get Introducer/HOF sign off relevant cases</p> <p>In case the verification type is selected as Introducer/HOF get the Introducer/HOF to sign off on the review screen. If the Introducer is not physically present at the time of enrolment select the check box "Attach later" so that the enrolment can be verified by the Introducer at the End of the Day.</p>	Enrolment Agency (Operator)	
24.	<p>Print Consent for enrolment and Acknowledgement</p>	Enrolment Agency (Operator)	ER 5.2.3 Acknowledge

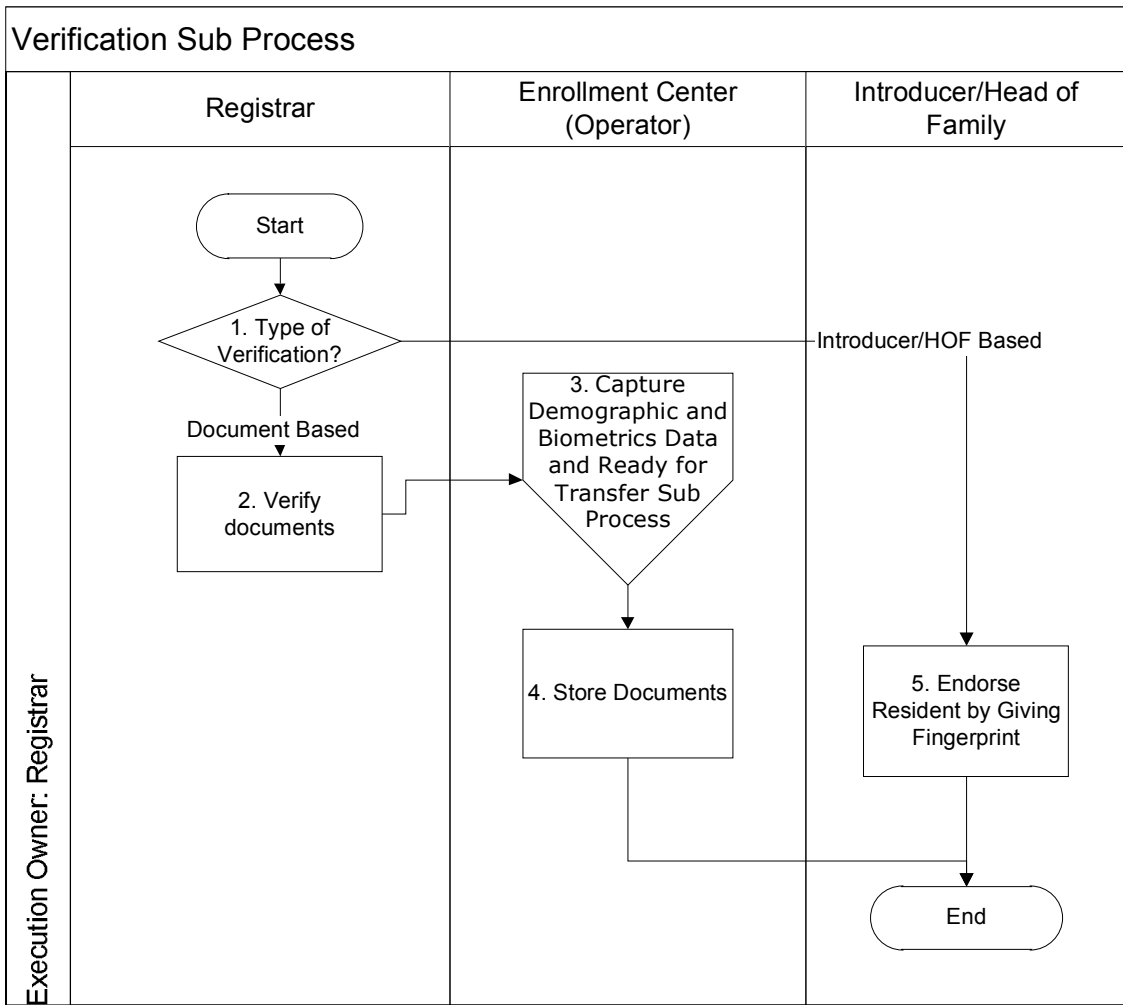
	<p>Consent for Enrolment and Acknowledgement are printed in one A4 sheet. Tear off the sheet from centre.</p> <p>Operator can select the language in which the legal/declaration text on print receipt shall be printed both in new enrolment as well as modify enrolment. Operator must ask the resident his/her preferred language in which the receipt must be printed. On selection of any of the declaration language option, the print receipt will be printed in the selected language i.e. English and any local language set on the configuration screen.</p> <p>Sign and Provide Acknowledgement to resident. While handing over the acknowledgement to the Resident, the Operator must inform resident that the Enrolment Number printed on acknowledgement is not the Aadhaar number and that the Resident's Aadhaar number will be communicated through a letter subsequently. This message is also printed in acknowledgement.</p>		ment and Consent for Enrolment (draft format)
25.	<p>Take Consent and file it</p> <p>Operator will take Resident's consent (signature/thumb impression) and file this copy.</p> <p>In case resident is a child below 5 years, father /mother / guardian of the child whose enrolment ID was recorded in software will sign the consent form.</p>	Enrolment Agency (Operator)	
26.	<p>Correction Process</p> <p>The following requests for changes are included in the scope of the Correction Process:</p> <ol style="list-style-type: none"> All demographic fields i.e., Name, Address, Gender, Date of Birth / Age* Information sharing consent Consent to open a Bank Account / linking of existing Account Relationship to resident Mobile Email Address NPR Receipt Number Relationship Details(Relation type, Name and EID/UID) Introducer Name and UID <p>*If originally the resident was enrolled as a child below 5 years of age it is invalid to correct the resident age to above 5 years because for above 5 we require biometric data as well which would not have been captured during enrolment.</p>	Enrolment Agency (Operator)	ER 5.2.4 Acknowledgement of Correction and Consent for Correction

	<p>For correction in any of the above data of a resident, use “Modify Enrolment” menu on software client. The EA can correct data within 48 hours of the resident’s enrolment and in the presence of the resident.</p> <p>The EA must restrict all corrections in a Residents data to only one time.</p> <p>The resident must carry his/her acknowledgement letter for correction. PoI, PoA and Parent/Guardian’s acknowledgement letter will also be required at the time of correction process depending on the type of correction.</p> <p>A change in Name would require either a verified PoI document or an Introducer’s Name and UID. A change in Address would require either a verified PoA document or an Introducer’s Name and UID. A change in verified DoB would require a verified DoB certificate. If the correction is in data for a child below 5 years of age, then parent details of relationship type, relative name and EID/UID of parent/guardian is also mandatory.</p> <p>The previous Enrolment ID of the resident needs to be entered for correction of resident’s old data.</p> <p>The Name of the resident whose data is to be corrected must be entered mandatorily even if the correction is not in the name itself. Only the fields that need a correction are entered in the “Modify Enrolment” menu of the software. Fields that are good in original enrolment are not to be retyped in “Modify Enrolment” menu.</p> <p>The resident’s photo is also captured during correction process. The correction in data will be reviewed with the resident and any one of the biometrics of the resident (provided in drop down menu on client) will also be taken to confirm that the resident is OK with corrections. In case the resident is child below 5 years, the biometric of the parent/guardian whose details are entered in the relationship fields, will be taken. The Operator will sign off the enrolment and Supervisor, Introducer sign off will be required in biometric exceptions and Introducer based verification respectively.</p> <p>An acknowledgement of correction and consent</p>		
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	<p>for correction will be printed at the end of correction process along with the Resident's photo. The acknowledgement of correction will be signed by Operator and handed over to Resident. The consent for correction will be signed by resident and operator should file the same.</p> <p>In case Aadhaar letter is already sent to resident and correction is processed later, an Aadhaar Letter for Corrections* will be sent to Resident.</p> <p>*Format of Aadhaar Letter for Corrections to be defined</p>		
27.	<p>Data Export, Sync and Backup</p> <p>Operator/Supervisor takes backup of data captured at least twice a day and maintains it for a period of minimum 60 days (or as specified by UIDAI from time to time). Also, Operator exports data to a memory stick and keeps it ready for transfer at a specified location.</p> <p>The enrolment client after successful enrolments needs to be synched up with the server every 24-48 hrs. The synch process requires network connectivity. The synch typically happens only at the start of the client if there are any exported packets with status "Exported" and it's a backend process with less of manual intervention. During synchronization, the operator may not be able to do any other work. If there are no packets with the status "Exported" on the enrolment client system, a user friendly message is displayed to indicate that the synch program has been completed. The synch is a start up activity and not a continuous process. Based on the response from the server, the client does an appropriate action to the packets for which enrolment IDs have been synched. The server on successful synch sends three kinds of responses:</p> <ul style="list-style-type: none"> • Acknowledged- The packets have been successfully received and processed. • Resend- The server would have received the packets but the packets would have failed any validations. • Not Received- The server would not have received the packet at all and it would have got dropped in transit. <p>Refer 1st Mile Logistics Process for Data Transfer flow and Guidelines</p>	Enrolment Agency (Operator)	<p>External Process</p> <p>Refer AADHAAR_Installation_Setup_ManualFor_Backup_and_Restore</p> <p>Refer 1st Mile Logistics Process for Data Transfer flow and Guidelines</p>
	End		



ER 4.7 Verification Sub Process Flow



ER 4.8 Verification Sub Process Description

S. No	Step	Responsibility	Reference
	<p>Start</p> <p>It is essential that key demographic data is verified properly.</p>		
1.	<p>Type of Verification</p> <p>3 Distinct methods of verification are discussed in this document</p> <ul style="list-style-type: none"> Based on supporting documents Based on introducer system HoF based enrolment 	Registrar	
2.	<p>Verify Documents</p> <p>For Verification based on Documents, the Registrar's supervisor present at the Enrolment Centre will verify the documents. It is preferred that Registrar's personnel does the verification of documents. If due to any constraints, the Registrars have the need to appoint somebody else, they can do so even from amongst EA operators/supervisors.</p> <p>List of Approved PoI, PoA, DoB and HoF documents is listed in this document section ER 5.1.3. The Registrar can add documents to the list of PoI, PoA, HoF at the technology portal and download the master for documents at the client machines for use in their area.</p> <p>PoI requires a document containing the resident's name and photograph, whereas the PoA contains the name and address.</p> <p>If pre-enrolment data is used -Personnel will verify those documents (like Ration Card, NREGA job card etc.) against the photocopies</p> <p>In case Enrolment form is used for filling demographic data, then form details will also be verified against PoI, PoA, DoB documents.</p> <p>In the case children below 5 years, "Name" and "UID" of one of the parents or guardian is mandatory. Parent/Guardian must bring their UID letter when enrolling children (or they can be enrolled together) and should be</p>	Registrar	<p>ER 5.1.3. Documents for Verifying PoI, PoA and DoB</p> <p>External Document</p> <p>Demographic Data Standards and Verification Procedure (DDSV) Committee Report</p>

	<p>verified.</p> <p>In the case of an adult, no verification will be done for the information on parent or spouse. They are recorded for internal purposes only. Verify Name, Date of Birth, Address against PoI, DoB and PoA documents. Refer Guideline ER 5.1.3 for list of applicable documents.</p> <p>UIDAI and Registrars shall have the authority to amend and enlarge the list of PoI and PoA documents as and when necessary.</p> <p>Verifier will sign and stamp the photocopy of documents verified.</p> <p>A verification after enrolment can be done to ensure that the data entered in software matches the previously verified data. This can be done by verifying the details in acknowledgement, with either PoI, PoA documents or enrolment form. In case of any errors, the resident can immediately get these rectified by the operator as per correction process. This will improve overall data quality of enrolments.</p> <p>In case verification is done later and an error is found in data after the Resident has left the centre, then the EA has to call the Resident for correction process.</p>		
3.	<p>Capture Demographic and Biometrics Data and Ready for Transfer Sub Process</p> <p>After verification , the Operator will follow the process of capturing Demographic and Biometrics Data on enrolment software and keeps it ready for transfer to CIDR.</p> <p>Refer ER 4.5 Capture Demographic and Biometrics Data and Ready for Transfer Sub Process</p>	Enrolment Agency (Operator)	ER 4.5 Capture Demographic and Biometrics Data and Ready for Transfer Sub Process

4.	<p>Store Documents</p> <p>UIDAI is in the process of evolving a suitable document storage and management strategy.</p> <p>Till then Registrar/EA must manage and store the documents safely. In case of any legal requirements, Registrar/EA shall furnish necessary documents as required by UIDAI, in their custody</p> <p>Each Operator must maintain a file at his/her station appropriately numbered for his station. Apart from hard file, each station also needs to maintain a soft file (eg. excel, csv) containing details of the documents collected from the residents. Operator must collect correct and complete documents (Consent and verified copies of PoI, PoA, DoB, HoF) from the resident. Consent Letter is collected for each enrolment whether document based or otherwise. Operator must also ensure quality and clarity of collected documents. Operator must ask for fresh verified copies from resident in case of soiled, torn, unreadable copies. Operator must then tag a resident's document using clips/stapler and create one docket for each resident. Ensure that all documents in one docket belong to one resident. File dockets in order of enrolment.</p> <p>The EA Supervisor must create a manifest of documents in soft and hard copy and list exceptions, if any. Handover the documents to the Registrar office at frequency decided by the Registrar.</p> <p>For best practices on document storage refer ER 5.1.9 Guidelines for storage of documents</p> <p>Once UIDAI Document Management Services are in place, the Registrar would have to do the following:</p> <ol style="list-style-type: none"> 1. Registrar must Create batches of documents (1 batch=250 dockets) accompanied by a manifest with a unique batch number (TBD) kept in one single box. 2. On collection of 10 batches at one site, send intimation to DMS service provider for pickup of documents along with softfile of manifest. This request can be made via e-mail or registered post. 	Enrolment Agency (Operator, Supervisor), Registrar , DMS service provider	ER 5.1.9 Guidelines for Storage of documents ER 5.2.6 DMS formats
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	<ol style="list-style-type: none"> 3. Pick up points will be the District Headquarters in the State. These locations needs to be designated in advance and shall not be changed without prior notice and approval from UIDAI. 4. Obtain a confirmation from DMS service provider on pickup schedule along with date and time. DMS service provider will arrange a pickup within 7 days of intimation. 5. The manifest of all documents per enrolment, a declaration by Registrar, and a Collection manifest is attached with each pickup. For formats of these refer ER 5.2.6. 6. The DMS Service Provider will report at the pickup location with proper ID Proof (of UID AADHAR DMS Project). Registrar will then handover documents to DMS service provider and obtain sign-off. 7. The Registrar staff will prepare the Collection Manifest in duplicate, with box-wise details. A joint signoff will happen with name, designation, seal of the company. One copy of manifest will be given to Registrar. 8. In event of change in manifest/documents at the time of sign-off, resend the manifest by e-mail /registered post to DMS service provider. <p>The DMS Service Provider will transport the documents to the storage location in a secured way. Upon receipt of documents at DMS centre, verification of batches and manifest is done and exceptions are raised in case of mismatch. Documents Q.C. is done and exceptions are raised if required.</p> <p>Documents are scanned and indexed as per UIDAI requirements</p> <p>Documents are securely stored for future retrieval.</p> <p>The DMS service provider will be thereafter responsible for storage & preservation of documents for prescribed period as defined by UIDAI.</p> <p>Else End.</p>		
5	<p>Endorse Resident by Giving Fingerprint</p> <p>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</p>	<p>Introducer/Head of Family</p>	<p>ER 5.1.3; 2. Head Of Family based Enrolment</p> <p>External Process – Introducer</p>



	<p>by Introducer shall make him liable for legal action.</p> <p>Introducer's name and UID is entered during resident enrolment.</p> <p>The head of the family(HoF) can also verify the identity and address of the family members in specific circumstances. For this, the Head of Family is first enrolled on the basis of valid PoI, PoA from the list of approved documents while the dependent family members can be enrolled through any of the specified relationship documents as long as the relationship revealing document(PoR) is unambiguous and both the documents (PoI, PoA of Head of Family and the Relationship documents for the dependent family members) record the same address.</p> <p>For valid HoF documents Refer ER 5.1.3; section 2.</p> <p>The copy of the Relationship document submitted as proof should be signed by the Head of the family and countersigned by the Registrar authorized verifier at the enrolment centre.</p> <p>In case of HOF based enrolment, the documentary proof for Relationship to HOF needs to be selected. Only those family members can be enrolled based on the relationship document, whose names are recorded on relationship document. Relationship Details also become mandatory. The relationship of resident to HOF is selected. HOF's name, enrolment Number and Date & time is also entered. If UID of HOF is available, then UID is entered during resident enrolment.</p> <p>The Introducer/HOF can endorse the resident and vouch for the validity of Resident's information by giving his/her fingerprint in the enrolment software's "Review" tab. In addition Introducer/HOF should sign/provide thumbprint on the Consent for Enrolment endorsing the resident.</p> <p>Introducer can also review list of all pending for his/her verification at the End of Day and Approve/Reject the enrolment. Introducer needs to give his/her fingerprint for all Approved</p>		<p>Enrolment and Monitoring</p>
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	<p>records.</p> <p>The Introducer/HOF can verify the details on the acknowledgment of the resident. In case of any errors, the resident can immediately get these rectified by the operator as per correction process. This will improve overall data quality of enrolments.</p> <p>In case verification is done later and an error in data is found after Resident has left the centre, then the EA has to call the Resident for correction of data. In case the correction is in Name or address, the Introducer/HOF presence is also required.</p>		
	End		

ER 5. Annexure

ER 5.1 Standards and Guidelines

ER 5.1.1 KYR Standards for Collecting Demographic Data

Information	Fields	Verification Required	Verification Procedure
Personal Details	Name	Yes	<ul style="list-style-type: none"> Any of the POI documents Introducer for people who have no documents
	Date of Birth ##	No	---
	Gender	No	---
Address Details	Residential Address(For UID letter delivery and other communications)	Yes	<ul style="list-style-type: none"> Any of the -PoA documents Introducer for people who have no documents Address will be physically verified during UID letter delivery. But Resident's physical presence not required during letter delivery.
Parent/ Guardian Details	Father's/ Husband's/ Guardian's Name*	Conditional	<ul style="list-style-type: none"> Name of either Father/Husband/Guardian or Mother/Wife/Guardian is mandatory for all. But, an option will be provided to not specify in the case the adult is not in a position or does not want to disclose. In the case of children, both Name and UID/Enrolment ID(any one of the two) of at least one parent/guardian is mandatory. No Verification of Father/ Husband/ Guardian in the case of adults No Verification of Mother/ Wife/ Guardian in the case of adults
	Father's/ Husband's/ Guardian's UID*	Conditional	
	Mother's/ Wife's/ Guardian's Name*	Conditional	
	Mother's/ Wife's/ Guardian's UID*	Conditional	
Introducer Details	Introducer Name**	Yes	<ul style="list-style-type: none"> Introducer's Name, UID on the form Introducer's thumbprint endorsing the resident in the Review tab of the enrolment software.
	Introducer's UID**		
Contact Details	Mobile Number	No	---
	Email Address	No	---
<p>## A flag is maintained to indicate if Date of Birth (DoB) is verified. If Resident informs their DoB without any documentary proof, the system considers it as declared. . In case exact DoB is not known, resident should indicate the age only.</p>			

Enrolment software has the provision to capture age & calculate the year of birth.

* For children below 5 years, Father/ Mother/ Guardian's name (at least one) and UID/Enrolment ID is mandatory.

* For children under 5 yrs of 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.

ER 5.1.2 Detailed Guidelines for Recording Demographic Data

1. Pre-Enrolment ID

1. This field is used for retrieving pre enrolment data using pre-enrolment ID. Enter the pre-enrolment ID and click on "Go". Pre-enrolment data will get populated in the respective fields.
2. This pre-enrolment data may require correction. Make corrections as appropriate.

2. Application Number

1. The number saved in this field during pre-enrolment mode is later used as pre-enrolment ID in the normal enrolment mode of the client software for retrieving pre-enrolment data.

3. Name

1. The Enrolment Agency should verify the proof of identity documents produced by the individual before recording the name in case of document based verification. If any of the above documents submitted do not contain the photograph of the resident, then it will not be accepted as a valid PoI. In order to be inclusive and free of harassment, documents with older photographs are acceptable.
2. If document furnished is not in the drop down list of PoI in enrolment client, then it is not an acceptable PoI document. In such case resident either would require a valid PoI or an Introducer for enrolment.
3. The name of the person **in full** should be entered in the field provided for this purpose. It should not include salutations or titles like Mr., Miss, Mrs., Major, Retd. Etc
4. It is very important to write the person's name very carefully and correctly. For example, the respondent may tell that his name is V. Vijayan whereas his full name may be Venkatraman Vijayan and similarly R. K. Srivastava's full name may actually be Ramesh Kumar Srivastava. Similarly, a female enrolee may tell her name as K. S. K. Durga while her full name may be Kalluri Surya Kanaka Durga.
5. 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.
6. 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 and/or last name to be written prior to first name.



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7. If two documentary proofs produced by the enrolee have variation in the same name (i.e., with initials and full name), the enrolee's full name should be recorded.
8. Sometimes the infants and children may not have been named yet. Please try to ascertain the intended name for the child by explaining to the enrolee the importance of capturing the name of the individual for allotting UID. In case of non availability of supporting documents for PoI, the name should be recorded with the assistance of the Introducer.
9. It is observed that some transliterations to local language are not ok, due to phonetics and other reasons, and therefore need manual correction.

4. Date of Birth (DoB)

1. Record date of birth of Resident, indicating day, month and year in the relevant field. Record the day (2 digits), month (2 digits) and year (4 digits).
2. If the Resident provides documentary evidence of Date of Birth, then check the box "Verified" When resident declares the DoB without any documentary evidence, record date of birth but do not check the "Verified" box.
3. When the resident is unable to give exact date of birth and only age is mentioned by the resident or approximated by the operator, record age in the field provided. The software will automatically calculate year of birth and same will be printed in acknowledgement and consent letter.

5. Gender:

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

6. Residential Address:

1. The Enrolment Agency should verify the proof of address document produced by the individual before recording the address in case of document based verification
2. Record the residential address in the boxes provided.
3. Ascertain the Postal Index Number Code (PIN code) and record in the boxes.
4. The address should be recorded as available in the documentary evidence produced by the enrolee. Leave space between two words. Please ensure that the particulars are filled up correctly.
5. If document furnished is not in the drop down list of PoA in enrolment client, then it is not an acceptable PoA document. In such case resident either would require a valid PoA or an Introducer for enrolment.
6. 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.
7. Generally in rural areas, Building number, House number etc. are not available. If not available leave the address line 2 blank.
8. Write the Street Name, if any, in Address line 3, otherwise leave it blank.
9. Write major/minor landmark if any in address line 4 otherwise leave it blank.
10. Write name of Mohalla/Locality/Post Office in address line 5, otherwise leave it blank.
11. Name of the village/town/city (VTC) and Post Office field gets automatically populated when Pin Code of the region is entered. VTC field is non editable.



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However, New Village/Town/City can be added both during new enrolment or correction enrolment. The default post office can be changed, if required, by selecting another post office from the drop down list. The drop down has all Branch Office, Head Office and Sub Office Post Office Names for a particular Pincode plus VTC combination.

12. Name of District and State in address gets auto populated when Pin Code of the region is entered. This field is non editable. Registrar/EA should ensure beforehand that the Pin Numbers of the region in which enrolment is to be carried out are completely and correctly captured in software PIN Master. Else, they should inform the correct PIN to CIDR so that PIN Mater can be corrected before enrolments start.
13. The resident may be allowed to add minor fields such as House No., Lane No., Street Name, correcting typographic errors, minor changes/ corrections to pin code etc. to the address listed in the PoA as long as these additions/modifications do not alter the base address mentioned in the PoA document. If the changes requested are substantial and change the base address that is listed in the PoA, the resident will require to provide an alternate PoA or enroll through an Introducer.
14. Save Address checkbox is provided for address fields. If checked, it saves the address for next enrolment thus saving time to rewrite the address.
15. It is observed that some transliterations to local language are not ok, due to phonetics and other reasons, and therefore need manual correction.

7. Verification :

1. If Verification type is Documents based, appropriate PoI, PoA document is to be selected from the drop downs depending on the document produced by the resident and verified by verifier.
2. If Verification type is Introducer based, Name and UID of the Introducer has to be recorded. When the enrollee depends on Introducer for proof of verification, the UID of the Introducer is mandatory.
3. For HoF based verification Name, EID of HoF and Relationship Details of the family member to HoF become mandatory.

8. Relationship to Resident (Conditional):

1. Filling the father / husband / guardian or Mother / Wife / Guardian field is conditional. If they are enrolled their Enrolment ID/UID should be recorded.
2. In case the adult is not in a position or does not want to disclose, Then select checkbox "Not Given" in "Relationship to Resident".
3. In case of children below the age of 5 years one of the parents' or guardian's relationship type, name 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 UID at the time of enrolment, the enrolment of that child cannot be done unless the above requirements are fulfilled.

9. 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.

10. Email address (optional):



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

11. NPR Receipt Number:

1. If Resident possesses NPR receipt then the receipt number should be recorded in the field. Else mark as N/A.

12. Information sharing Consent (mandatory):

1. Ask Resident's consent to whether it is alright with the resident if the information captured is shared with other organisations for the purpose of welfare services. Select appropriate circle to capture resident's response as "Yes/No".

13. Banking

1. Banking details can be captured with the click on Banking tab. Ask resident's consent to whether it is OK if UIDAI shares his/her information to facilitate opening of a new Bank/Post Office Account. Select appropriate circle to capture resident's response as "Yes/No".
2. If Resident says "No" to option 1., ask the resident if he/she wishes to link his existing bank account to UID. If the answer is "Yes", then select State and Bank Name from drop down list and mention Bank Branch and Account Number.

14. Review

1. During Review of the enrolment data with resident, Operator must read out critical fields to the resident before the Operator Finishes the Enrolment.
2. The Operator must reconfirm below fields :
 - Spellings of Resident's Name
 - Correct Gender
 - Correct Age/Date of Birth
 - Address – Pin Code; Building; Village/ Town /City; District; State
 - Relationship Details – Parent/Spouse/Guardian ; Relative Name
 - Accuracy and Clarity of Photograph of the resident"
3. The EA Supervisor must ensure that every Operator has a copy of the critical points to be reviewed at the station.
4. Ensure that no such text like NA,N/A,ND is entered in fields that do not have any information. Leave those non-mandatory fields blank where no data is provided by resident.

15. Operator/Supervisor/Introducer signoff

1. Operator needs to sign off every enrolment by providing their fingerprint. Although any fingerprint is OK, but it is advisable to use either thumb or index finger of either hand for sign off. Use the Indicators on fingerprint devices for positioning of fingers. The fingers should be placed in right direction on the device.
2. Make sure that the Operator that has logged in the client and has carried on the enrolment is the Operator that signs off.
3. Supervisor's sign off is activated in the software in case of biometric exceptions.
4. Introducer's/HoF sign off is activated in case of Introducer/HoF based verification. Introducer can also review list of all pending for his/her verification at the End of Day and Approve/Reject the enrolment. Introducer needs to give his/her fingerprint for Approved records.

ER 5.1.3 Documents for Verifying PoI, PoA , DoB & PoR

1. List of Documents in DDSVP Committee Report

Supported PoI 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 Institution 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



2. Supported documents for PoR

To facilitate enrolment where all members are not able to show proof of identity with a photograph at the time of Aadhaar enrolment, it has been decided that the Head of Family will be enrolled on the basis of valid PoI, PoA from the list of approved documents while the dependent family members can be enrolled through any of the following relationship documents as long as the relationship revealing document(PoR) is unambiguous and both the documents (PoI, PoA of Head of Family and the Relationship documents for the dependent family members) record the same address:

- PDS Card
- MNREGA Job Card
- CGHS/State Government/ECHS/ESIC Medical card
- Pension Card
- Army Canteen Card
- Passport
- Birth Certificate issued by Registrar of Birth, Municipal Corporation and other notified local govt. bodies like Taluk, Tehsil etc.
- Any other Central/State government issued family entitlement document.

As far as possible Family should come together for enrolment. In case all the members cannot make it on the same day then head of the family should always accompany the family member whenever he/she comes for the enrolment.

ER 5.1.4 Biometric Data Capture Standards

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

i. Face Image Capture

Key Decisions	Summary of Decisions
Enrolment	
Image capture	Full frontal, 24 bit colour
Digital / Photographic requirements	Per ISO 19794-5 Section 7.3, 7.4, 8.3 and 8.4 with Section 8.3 of Technical Corrigendum 2. Inter-eye distance – minimum 120 pixels.
Pose	Per ISO 19794-5 Section 7.2.2
Expression	Neutral expression. Specified as best practices.
Illumination	Per ISO 19794-5 Section 7.2.7
Eye Glasses	Per ISO 19794-5 Section 7.2.11
Accessories	Permissible for medical and ethical reasons only.
Multiple samples of face	Yes. Recommended for automatic face recognition.
Operational	Per ISO 19794-5 Section 7.2.4 – 7.2.10
Assistance	Yes. Specified as best practices.
Segmentation and feature extraction	Recommended for automatic face recognition
Quality check	Yes. Specified as best practice.
Storage and compression	Uncompressed image strongly recommended. For legacy reasons, lossless JPEG 2000 colour accepted.
Authentication	
Image capture	Same as enrolment
Compression	JPEG 2000 colour compression recommended. Compression ratio to be less than 10:1
Number of Images	One full frontal image

ii. Finger Print Capture

Key Decisions	Summary of Decisions
Enrolment	
Image capture	
Plain or rolled	Plain, live scan
Number of fingers	Ten
Device characteristics	Setting level 31 or above, EFTS/F certified
Quality check	Yes – Specified as best practice. Avoid NFIQ quality 4 and 5 level fingerprints.

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

iii. Iris Capture

Key Decisions	Summary of Decisions
Enrolment	
Image	Two eyes, > 140 pixel image diameter (170 pixel preferred), image margin 50% left and right, 25% top and bottom of iris diameter
Device Characteristics	Tethered, autofocus, continuous image capture, exposure < 33 mille-second, distance >300 mm for operator control, > 100mm Enrolee control
Operational	Operator controlled strongly preferred. No direct natural or artificial light reflection in the eye, capture location: indoor.
Segmentation	Non-linear segmentation algorithm
Quality Assessment	Per IREX II recommendations
Compression and Storage	ISO 19794-6 (2010) data format standard as tailored in Section 11 JPEG 2000 or PNG lossless compression, KIND_VGA of Table A.1 of ISO 19794-6 (2010)
Authentication	Same as enrolment except One and / or two eyes JPEG 2000

ER 5.1.5 Detailed Guidelines for Collecting Biometric Data

Enrolment Agencies must use Biometric Devices certified by UIDAI for capturing Biometric data. The list of certified biometric devices are available at STQC website <http://www.stqc.nic.in/>

i. Fingerprint Capture

- a. The fingerprints need to be captured in order of all four fingers of Left Hand followed by all four fingers of Right Hand and then the two thumbs.



- b. The fingers have to be positioned correctly on the platen to enable capture. There should be no direct light shining on the platen. Use the Indicators on fingerprint devices for positioning of fingers. The fingers should be placed in right direction on the device.
- c. Use a lint free cloth periodically to clean the platen of the device.
- d. Check devices periodically for scratches, out of focus images, only partial images getting captured.
- e. Fingerprints cut off, wet/smudged fingerprints, very light prints due to insufficient pressure will result in poor quality. The resident's hands should be clean (no mud, oil etc.). Ask resident to wash hands with water and soap, if necessary.

- f. The fingers should not be excessively dry or wet. Moisten with a wet cloth or dry finger with a dry cloth
- g. The Enrolee should be requested to place all four fingers of the **left hand/right hand/two thumbs** to platen of the fingerprint scanner for the four-finger capture to ensure good contact and maximize the area of the captured fingerprints. Ensure that the fingers are placed flat and till the top joint of the finger is placed well on the scanner.
- h. If **automatic** capture does not happen, the operator should force the capture when force capture tab is enabled in the enrolment software.
- i. The operator should check the actionable feedback when capture fails. Some actionable feedbacks provided by software are:
 - Number of fingers present does not match with expected number of fingers
 - Finger not positioned correctly
 - Too much Pressure (duty cycle)
 - Too little pressure
 - Central region missing
 - Excessive moisture (wetness)
 - Excessive dryness
- j. The operator should visually check the image for quality and for typical problems. In case there are problems go back to steps above to retry the capture.
- k. When image quality is pass or if maximum number of captures are exhausted , move on to the next step .
- l. Fingerprints are best captured in standing position
- m. In case of additional fingers, ignore the additional finger and capture the main five fingers.
- n. Refer attached pdf document for correct placement of fingers during fingerprint capture



Package

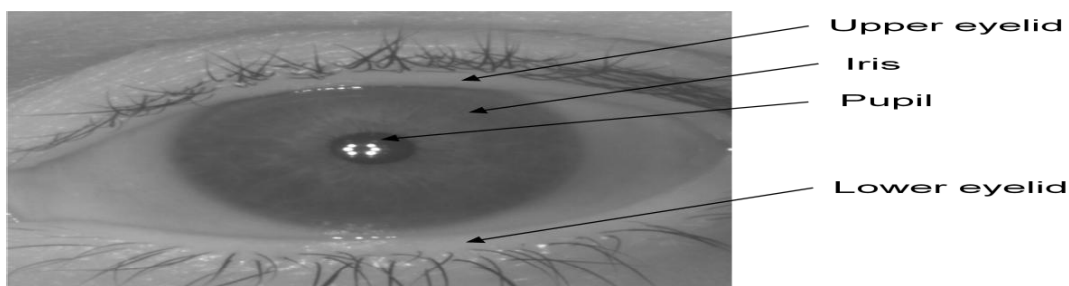
ii. Facial Image Capture

- a. **Enrolee Position:** For capturing facial image, it is advisable for the operator to adjust the camera instead of the Enrolee to position herself/himself at the right distance or in the right posture. Frontal pose needs to be captured i.e. no head rotation or tilt.
- b. **Focus:** The capture device should use auto focus and auto-capture functions. The output image should not suffer from motion blur, over or under exposure, unnatural coloured lighting, and radial distortion.
- c. **Expression:** Expression strongly affects the performance of automatic face recognition and also affects accurate visual inspection by humans. It is strongly recommended that the face should be captured with neutral (non-smiling) expression, teeth closed and both eyes open.



- d. **Illumination:** Poor illumination has a high impact on the performance of face recognition. It is difficult for human operators to analyze and recognize face images with poor illumination. Proper and equally distributed lighting mechanism should be used such that there are no shadows over the face, no shadows in eye sockets, and no hot spots. No light exactly above the enrollee should be used since it can cause shadows. Light should be diffused and placed in front of the enrollee so that there are no shadows under the eye.
- e. **Eye Glasses:** If the person normally wears glasses, it is recommended that the photograph be taken with glasses. However, the glasses should be clear and transparent
- f. **Accessories:** Use of accessories that cover any region of the face is not permitted.
- g. However, accessories like eye patches are allowed due to medical reasons. This would also mean an exception needs to be recorded for Iris, because only one Iris can be captured.
- h. Further, accessories like turban are also allowed as religious practices.
- i. Operators need to be trained to obtain the best possible face images that satisfy requirements.
- j. For children, it is acceptable that the child sits on parents laps, but it needs to be ensured that parent's face is not captured along with child's face. The background may get rejected due to non white screen in case of children but two faces should not get captured in one picture.
- k. Actionable feedback needs to be checked for captures that fail. Some of the actionable feedbacks in software are:
- No face Found
 - Enrollee too far (eye distance in input image is less than 90)
 - Enrollee too close (eye distance in input image is greater than one third of image width)
 - Pose (Look Straight)
 - Insufficient lighting
 - Very low face confidence (faceness, object not identified as human face)
 - Pose (yaw angle in output image is greater than 11.5 deg)
 - Non-uniform lighting (of face in output image)
 - Incorrect background (in output image)
 - Insufficient lighting (bad gray values in face area of output image)

iii. Iris Capture



- a. Iris pattern of each eye is not correlated, and gives two independent biometric feature sets. It assures correct assignment of left and right eyes and allows for more accurate estimation of roll angle.

b. Children can be told that it is like taking photos/pictures so that they are not apprehensive.

c. The operator and not the Enrolee will handle the capture device,generally.

d. The Enrolee will be required to sit in a fixed position, like taking a portrait photograph.

e. The software is able to measure the iris image quality. An initial image quality assessment would be done to provide feedback to the operator during the capture process. The software alerts the operator with actionable feedbacks, if the captured iris image is of insufficient quality. Some actionable feedbacks provided by software are:

- Occlusion(significant part of iris is not visible)
- Iris not in focus
- Gaze incorrect(resident looking away)
- Pupil dilation

f. The iris capture process is sensitive to ambient light. No direct or artificial light should directly reflect off Enrolee's eyes.

g. The device should be held steady. In case device requires to be held by resident, the enrolment operator/supervisor may help the resident to hold the device steady.

h. Tablelight used for facial image capture should be switched off during iris capture. Direct sunlight or any other bright light shining on resident's eye will create reflections and result in poor quality image.

i. Operator must instruct the resident to look straight into the camera, open eyes wide open(one easy way to do this is to ask the resident look angry) and do not blink during iris capture. Resident has to be stationary.

j. If resident is experiencing difficulty during Iris scan and recapture is required, then the operator may navigate to next screen to capture other details and then return to Iris capture. This will relax the resident from constant pressure to keep eyes wide open during iris capture.

k. The Operator needs to be patient during capture and wait for the device response instead of scrolling, navigating back and forth on screen.



ER 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:--this is actionable feedback	a. No flash is to be used. b. If there is inadequate lighting because of low voltage, use the generator backup to improve the lighting. c. Consider moving the enrollment station to a location in the room with better light. d. 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 the headgear can be removed this may be requested politely by the operator. b. 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 the headgear can be removed this may be requested politely by the operator. ii. 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. The Operator should check the actionable feedback ii. If standard image of the finger prints are not possible for an enrollee due to dryness, the operator should politely ask the enrollee to wash his hands. The operator can also provide a wet sponge or towel available in the centre. iii. The operator can request the enrollee to apply pressure on the platen to increase the area of contact and thereby obtain image of the requisite quality. iv. For applying pressure he would firstly rely on efforts of the enrollee. If not successful, the operator can take the permission of the enrollee and assist her/him in applying the pressure to capture the image. v. It has to be ensured that assistance to women enrollees has to be provided by women operators / volunteers. vi. The operator would make a reasonable number of attempts to capture the biometrics of the resident. The maximum 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 able to flatten and place her / his fingers on the platen.



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S.No	Problem	Suggestions
e.	Worn out ridges or hands blackened through mehendi or any other substance	a. Capture as normal. In case of worn out ridges, the resident may be asked to rub his/her hands.

iii. Exceptions in handling Iris Image capture

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

S.No	Problem	Suggestions
a.	Squint / disoriented eye	a. If the capture of both eyes at a time is not possible, operator may attempt recapture.
b.	Inability to open the eyes properly	a. Guide the enrollee to open the eyes wide to enable the capture b. Do the best you can to capture a good quality image. Use recapture.

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.

If the finger/iris of the resident has a temporary damage and it is not possible to capture the biometric, the Operator will record it in exceptions. The resident should later get his/her biometric updated.

ER 5.1.7 Do's and Don't for EA



Microsoft Office
Excel 97-2003 Works

ER 5.1.8 Layouts



Microsoft Office
PowerPoint 97-2003 P

ER 5.1.9 Guidelines on Storage of Documents



Microsoft Office
Word 97 - 2003 Docu

ER 5.1.10 Enrolment Centre Beginning and End of Day(BOD,EOD) activities

- i. Beginning of Day(BOD) Activities
 1. Review Setting up Enrolment Centre Checklist and ensure all requirements are in place. Enrolment Agency Supervisor should sign off the checklist.
- ii. End of Day Activities
 1. Supervisor must Review all enrolments of the day to ensure that data entered in the Aadhaar client is correct for each resident. The default status of packets is Approved. Supervisor can Reject or put a packet on HOLD for Correction by giving a valid reason for same. Supervisor must sign off by giving his/her fingerprint after End of Day Review. For the packets on Hold for Correction, EA must inform the resident to come to the enrolment centre within next day for data correction process. Once correction is done to the resident's data, the Supervisor will again manually Approve/ Reject the Resident's packet put on Hold earlier for correction, with appropriate reason if Rejected. At the time of Export, those packets will be considered which have either been approved or rejected by supervisor. Packets on Hold for Correction will get auto Rejected and exported after 48 hrs have elapsed and no action been taken on packet status. Packets Rejected by Introducer will not be available to the Supervisor for Review. These packets will get exported when Export is called.
 2. Export Data for transfer to CIDR
 3. Maintain a register for data exported. Record date, station number and packets exported at each station.
 4. Take End of Day back up(note that backup is required twice a day preferable one during lunch time and another at end of day. Backup needs to be maintained for at least 60 days) and record in Register. Record date and station number where backup done.
 5. Correlate consent for enrolments to number of packets exported. Both numbers should match.
 6. End of Day meeting at centre for sharing learnings of the day and issues faced.
 7. Make arrangements for replacements of faulty devices, hardware and other logistics for next day enrolments.



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8. Hand over completed documents(PoI,PoA and Consent Form) and enrolment forms(enrolment forms only if required by Registrar) to Registrar's Supervisor with manifest of documents.
9. Ensure all devices and laptop are shut down. Check power off to avoid accidents. Ensure security arrangements for devices and other equipments.
10. Specific End of Day Reports are available on the client, for selected time period, to facilitate EA Operations. This includes Hold and Reject Reports for Enrolment Station.

ER 5.2 Formats, Templates and Checklists

ER 5.2.1 Checklist for Setting up Enrolment Centre



Microsoft Office
Excel 97-2003 Worksl

ER 5.2.2 Enrolment Form



HTML Document

ER 5.2.3 Acknowledgement and Consent for Enrolment



Package

ER 5.2.4 Acknowledgement of Correction and Consent for Correction



Microsoft Office
Word 97 - 2003 Docu

ER 5.2.5 Language for Consents



Microsoft Office
Excel 97-2003 Worksl

ER 5.2.6 DMS Formats



Microsoft Office
Word 97 - 2003 Docu

ER 5.3 References

- Enrolment Manual
- Enrolment Software Manual
- Demographic Data Standards and Verification Procedure (DDSV) Committee Report
- Model RFP on UIDAI website
- 1st Mile logistics Process
- UIDAI Application Installation Manual
- User Management toolkit document
- AADHAAR_Registrar_Integration Manual

END OF DOCUMENT