UNIQUE IDENTIFICATION AUTHORITY OF INDIA

Government of India (GoI)
3rd Floor, Tower II, Jeevan Bharati Building,
Connaught Circus,
New Delhi - 110001

Seeking

EXPRESSION OF INTEREST

FOR ENGAGING

AADHAAR SERVICE PARTNERS/ PROVIDERS

FOR PARTICIPATION IN

AADHAAR ECOSYSTEM DEVELOPMENT

March 2017

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Acronyms / Abbreviations

UIDAI	Unique Identification Authority Of India
CIDR	Central Identity Data Repository
EA	Enrolment Agency
RO	Regional Office
REG	Registrar
SRN	Service Request Number
PVC	Polyvinyl Chloride
MIS	Management Information System
CRM	Customer Relationship Management System
OTP	One Time Password
PL	Profit & Loss Statement
RFE	Request for Empanelment
EoI	Expression of Interest

1. Introduction

Unique Identification Authority of India (UIDAI) invites Expression of Interest (EoI) for providing services related to Aadhaar Enrolment, update and facilitating printing of Aadhaar Card to strengthen the existing ecosystem of Aadhaar, from interested entities.

The Unique Identification Authority of India (UIDAI) is a statutory authority established under the provisions of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 ("Aadhaar Act 2016") on 12th July, 2016 by the Government of India, under the Ministry of Electronics and Information Technology (MeitY).

Under the Aadhaar Act 2016, UIDAI is responsible for Aadhaar enrolment/update and authentication, including operation and management of all stages of Aadhaar life cycle, developing the policy, procedure and system for issuing Aadhaar numbers to individuals and perform authentication. UIDAI is required to ensure the security of identity information and authentication records of individuals. UIDAI believes that the enrolment process to get an Aadhaar and its update process should be simple, credible and secure.

With the evolution of the Aadhaar ecosystem and the increasing saturation of Aadhaar generation on a national level, the focus is now on coverage of the left over population, encouraging periodic update services and additional services such as payment enablement through AadhaarPay, authentication etc.

This initiative aims to create the proposed service ecosystem for the 6 metro cities (Delhi, Mumbai, Kolkata, Chennai, Bangalore and Hyderabad) in the first phase. Depending on the experience gained and lessons learnt in this first phase UIDAI may look to expand the proposal to the entire country in a phased manner in the future. The approach for phased implementation and engagement of service provider thereof shall be decided later.

2. Objective of the Initiative

The current enrolment model adopted by UIDAI has so far worked well as the focus was on enrolment of masses in least possible time under the defined constraints of time, security and quality. As on date over 111 crore Unique IDs have been issued covering over 87.5% (as per the projected population 2015) of the total population of the nation. Till date UIDAI has undertaken enrolment camp mode approach to cover the population.

In addition to the new enrolment, the data set generated by Aadhaar would need to be continuously updated and validated by users. The continual movement of the population, ageing and other factors contribute to a corresponding increase in updates in Aadhaar Data.

Post the initial phase of Aadhaar enrolment, there is a need to revisit the current enrolment and update ecosystem and to create a more inclusive mechanism which provides simpler

and secure options to the residents. In addition to the enrolment and updates, UIDAI also plans to create options for residents for ordering Aadhaar PVC Card under the ecosystem.

UIDAI intends to invite eligible entities to participate in strengthening the UIDAI partner ecosystem. Through this initiative UIDAI aims to provide following services through the service providers

a. A mechanism for online appointment based Aadhaar enrolment and update system for all residents of India at designated service centers ;

b. Online platform for receiving on-demand request for Printing of Aadhaar PVC cards as per UIDAI specifications and

c. support the Aadhaar ecosystem by providing additional services as envisaged from time to time from UIDAI.

This initiative, under the phase 1 of the project, seeks to empanel service provider agencies who would partner with UIDAI to provide these services in six locations namely Delhi, Mumbai, Kolkata, Chennai, Bangalore and Hyderabad. A key aspect of this initiative would be to provide outreach to the resident's doorstep wherein the resident would be able to access these services within the confines of his own home or at location of his choice.

3. Overview of Existing Ecosystem

a. The existing ecosystem of the Aadhaar project provides for the following broad categories or bouquet of core services:-

   i. Aadhaar Enrolment / Update of Demographic & Biometric data
   ii. Authentication services
   iii. Printing of Aadhaar Card
   iv. Contact center
   v. Other Aadhaar Services hosted on Resident Portal

b. In addition to the core services, UIDAI also provides certain ancillary services to support the core services or extend the ambit of services in cohesion with other Government of India's agendas, such as:-

   i. Grievance Handling/Status Tracking
   ii. Resident services as available in resident portal ,
   iii. SMS services related to Aadhaar

c. These services are currently offered through an established ecosystem, which in addition to UIDAI's core CIDR repository and CRM system also includes third party service providers such as State & Non-State Registrars, Enrolment Agencies, Authentication Service Agency (ASA), Authentication User Agency (AUA), Printing Service Partners and Delivery Channel Partners (such as Department of Post). Below figure provides high level representation of the existing ecosystem

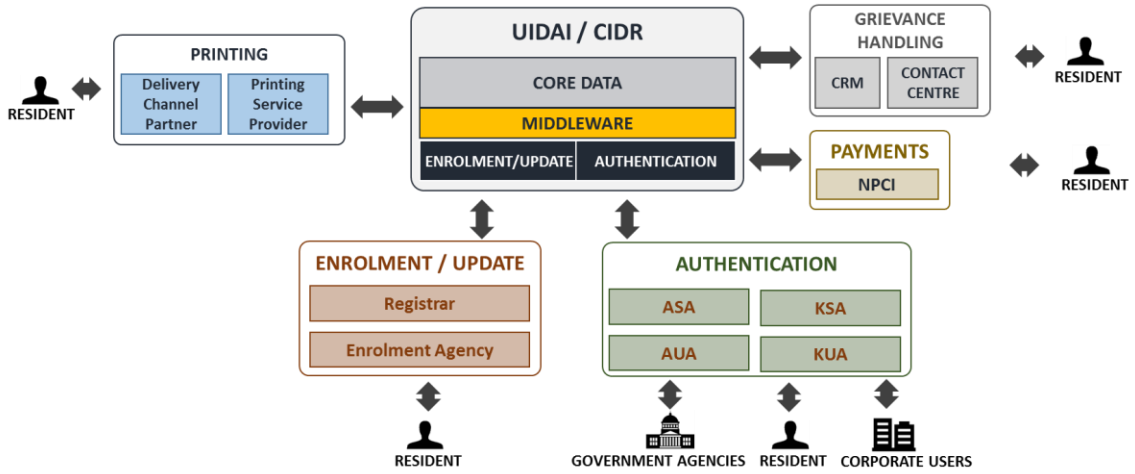


Figure 1: Existing Aadhaar Ecosystem

4.Scope for Aadhaar service providers

a. In order to strengthen existing ecosystem and thereby standardizing processes and any costs involved therein, UIDAI envisage to provide Aadhaar Enrolment, and update and print related service through a decentralized offerings through a mix of service delivery partners. The empanelled partners in this decentralized model of UIDAI may be utilised to provide other associated services in future.

b. This model would require Service providers to make available these services at designated centers, home or preferred location for residents who require such services at their convenience or to those who do not have the requisite access or are otherwise incapable of reaching physical contact centres for availing such services. UIDAI shall continue to monitor the situation through existing customer relationship & grievance redressal mechanisms.

c. The service providers shall provide following appointment based / walk-in broad service packages at designated service centres and home locations :-

   i. Enrolment for new born and left over population
   ii. Mandatory biometric update / other biometric update
   iii. Demographic update
   iv. Collecting request for Printing of Aadhaar Card
   v. Other Aadhaar Services

d. The indicative services to be provided by service provider are

   i. Establishment of Aadhaar enrolment and update Service centers as per the specifications provided by UIDAI

      1. Procure enrolment hardware, software including Biometric Devices as per UIDAI specifications; Upgrade to latest requirements as per process/technology changes from time to time.

2. Hire, Train Manpower for Enrolment/ Update/ Print service, the operator should be certified as per Aadhaar (Enrolment and Update) regulations 2016;
3. Enrol Operator/Supervisors; get Certified from UIDAI, Register and Activate them at UIDAI
4. Setting up of Aadhaar Service Centre with at least 3-5 Enrolment Stations (ES) based on the population coverage including waiting area with seating facility for 5 persons with dimensions approx. 30 sq mtr (322 sq foot) (20ftx16 ft). Incase the number of enrolment stations are required to be increased during the setup, the bidder needs to increase the over all area proportionally. However, the dimensions and area provided is indicative.
5. Clean drinking water for the residents
6. Proper signage and Board for identification of service centre

ii. Operation of Service centers and services at resident defined location

1. Software Installation, Configuration and Registration
2. Set up a Help Desk at Service Centre
3. Maintain Mobile enrolment kit
4. Provide services at resident defined location or at service centre as per the appointment.
5. Supervise the delivery of the services at the field level to ensure prescribed processes and guidelines of UIDAI are being adhered to.
6. Data Transfer to UIDAI
7. Maintain and update MIS

iii. Appointment portal development and management.

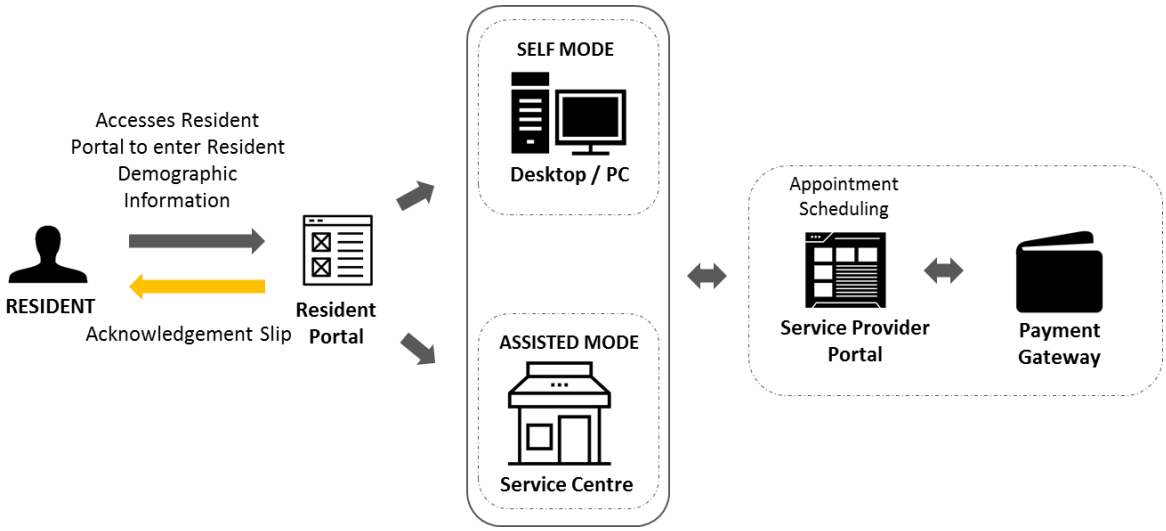
1. Service provider shall develop a resident appointment and scheduling portal.
2. Appointment portal shall integrate with UIDAI resident portal.

iv. Payment gateway Integration with UIDAI resident portal.

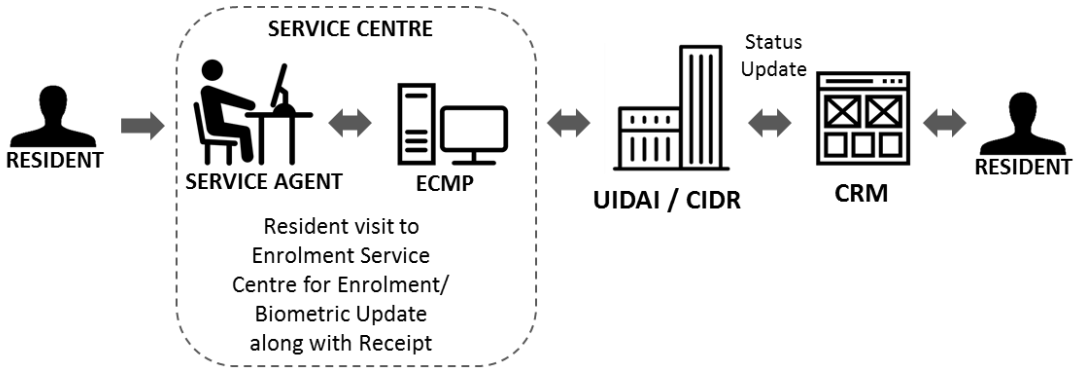
v. Collect payment from Residents and settle payment with printers of PVC card and UIDAI as the case may be.

vi. For all services such as enrolment, update, print request generation and payments integration, Service partners shall adhere to relevant guidelines as given by UIDAI.

vii. A fall back mechanism. For eg. Operator / resident does not turn up at home / service center or payment related issues etc.



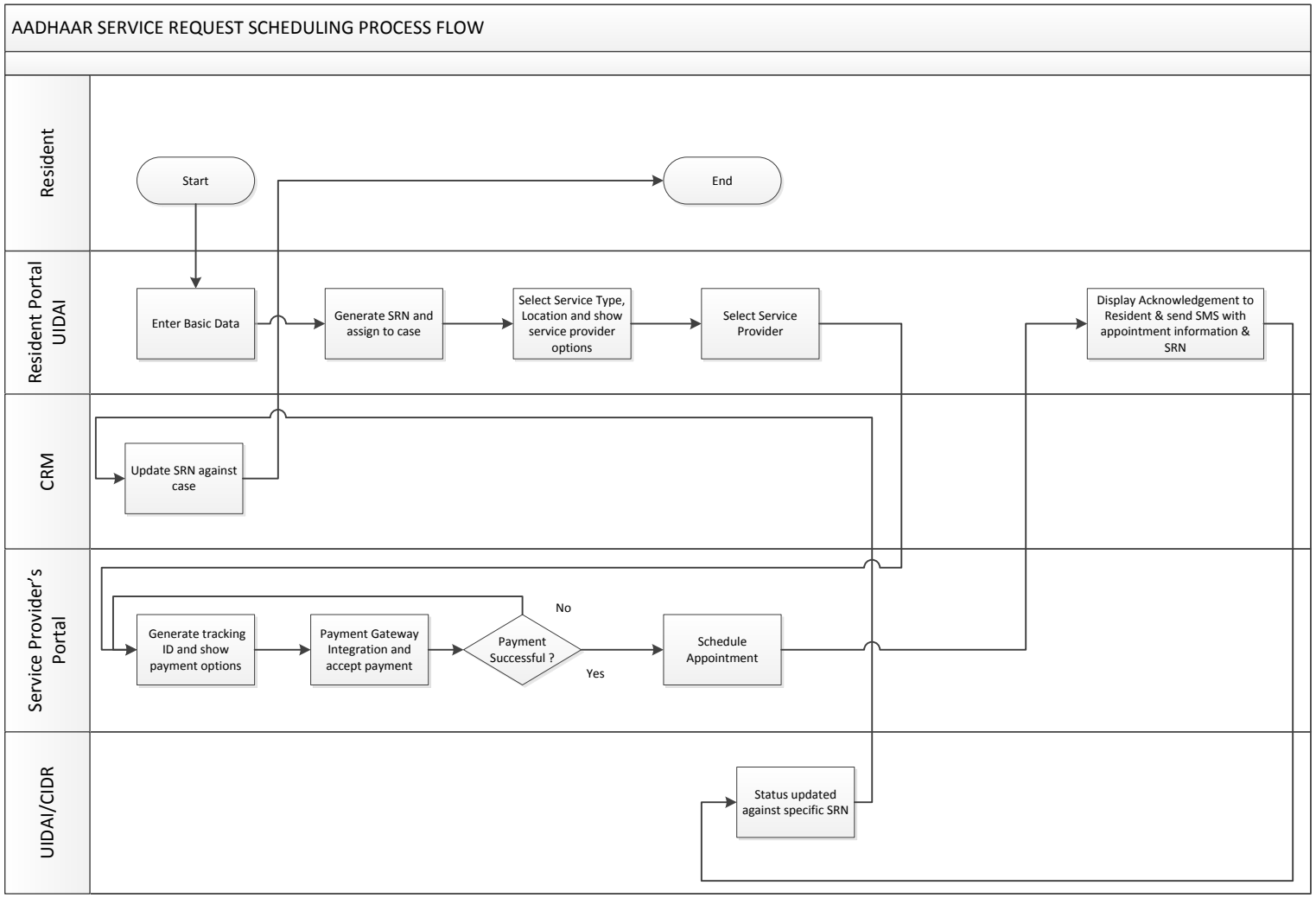
Sample Processflow for online appointment scheduling



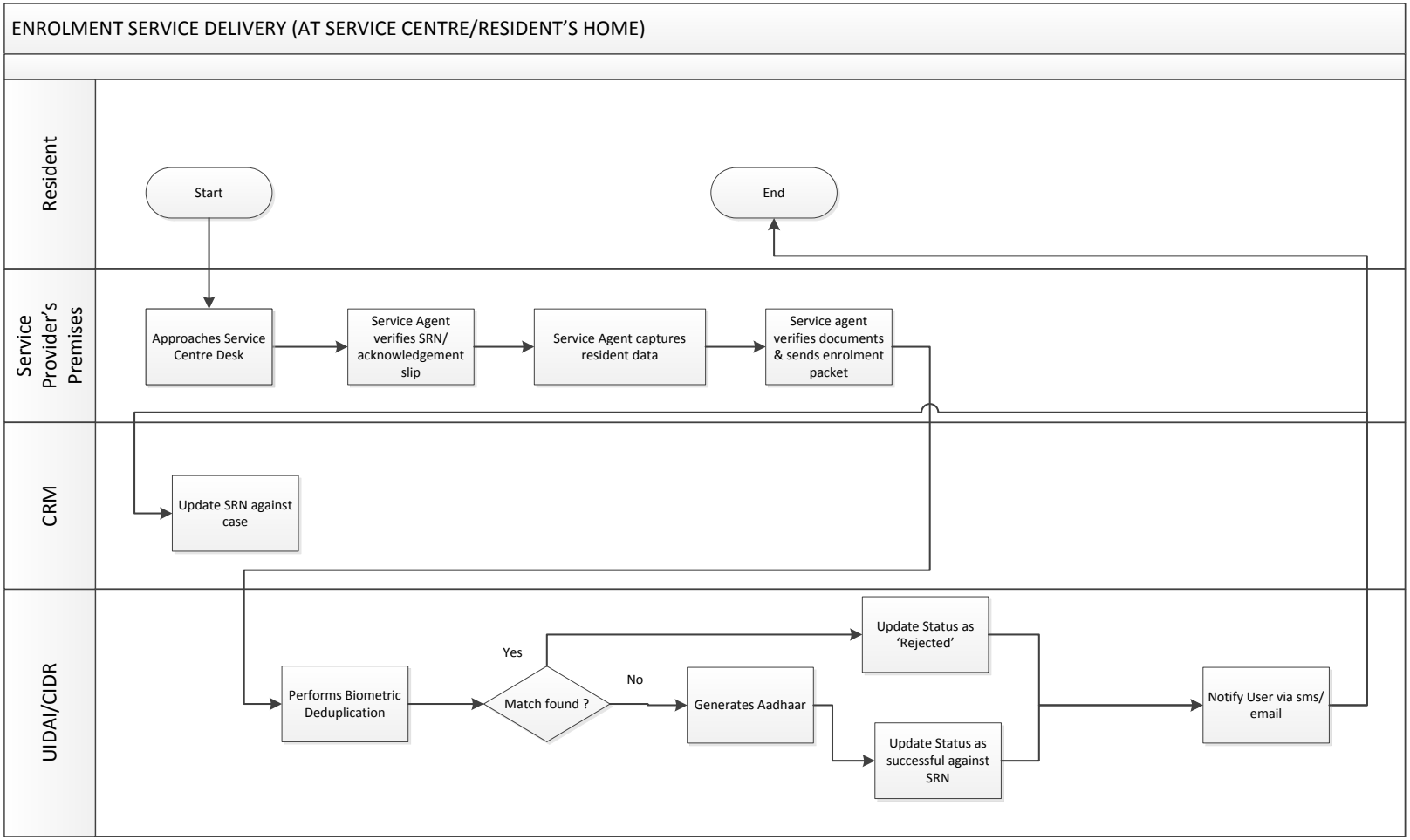
Sample Process Flow for Service Delivery

Service Process Details

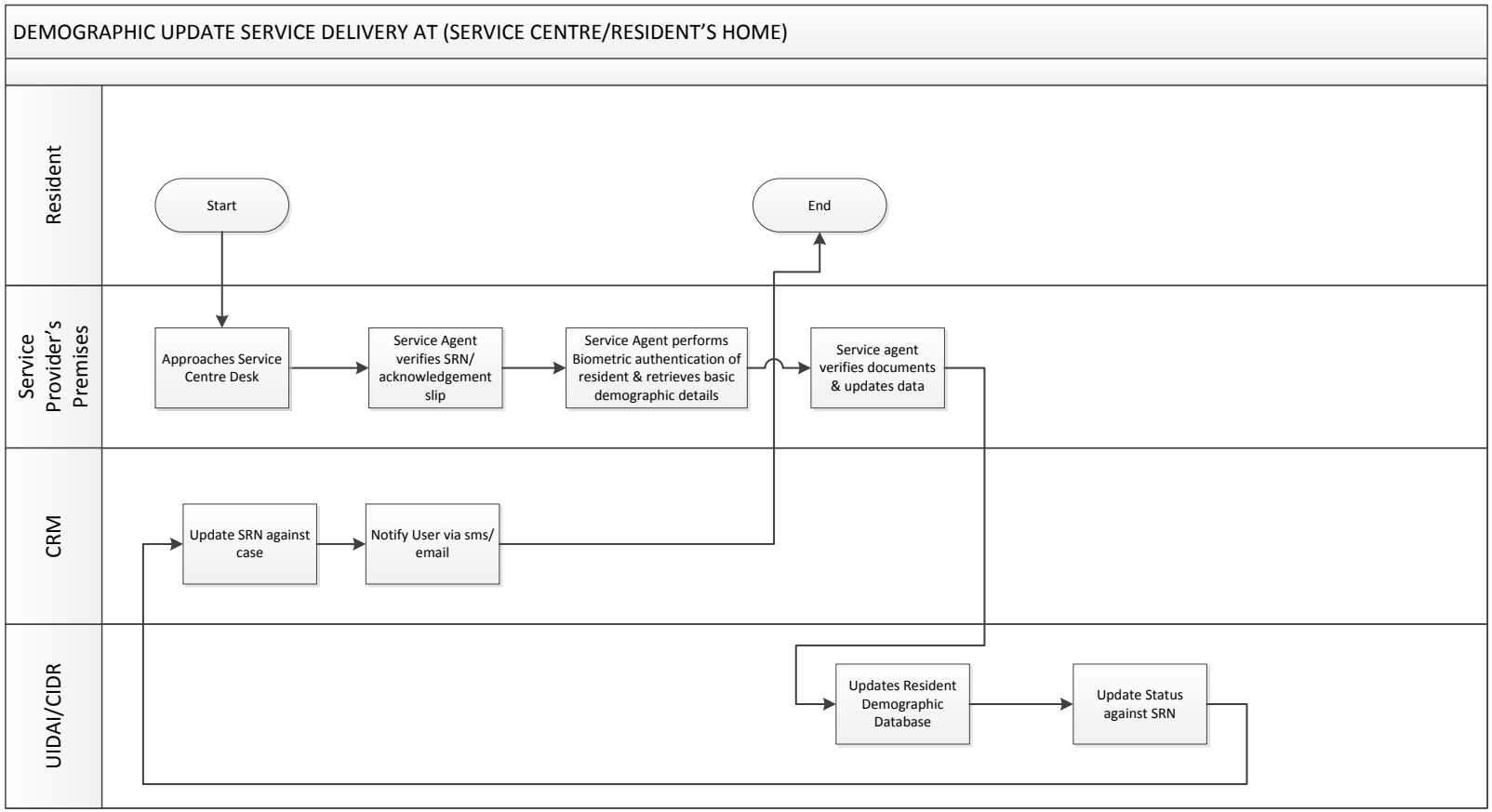
I. Service request scheduling Process



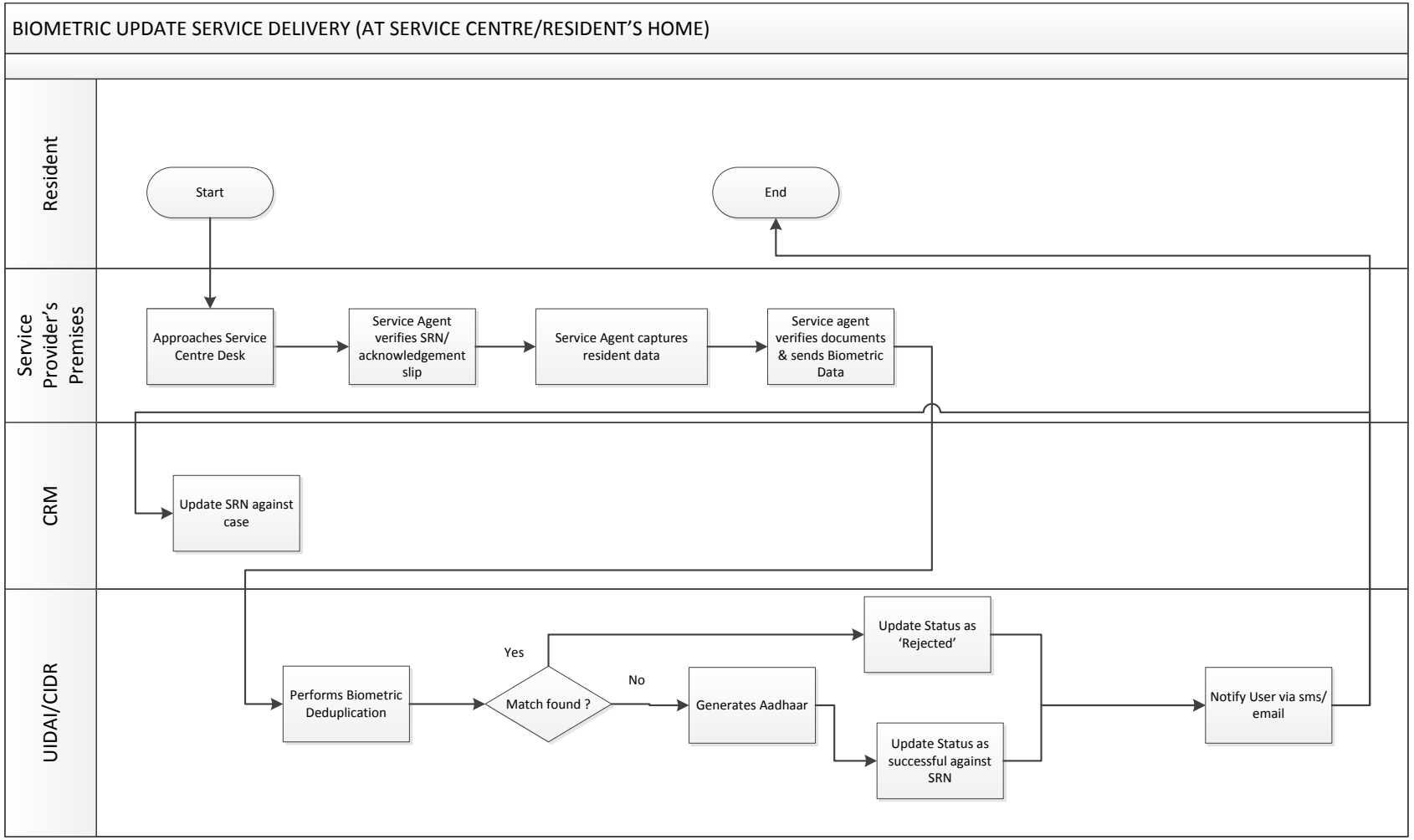
II. Enrolment at Service Centre/Resident's Home



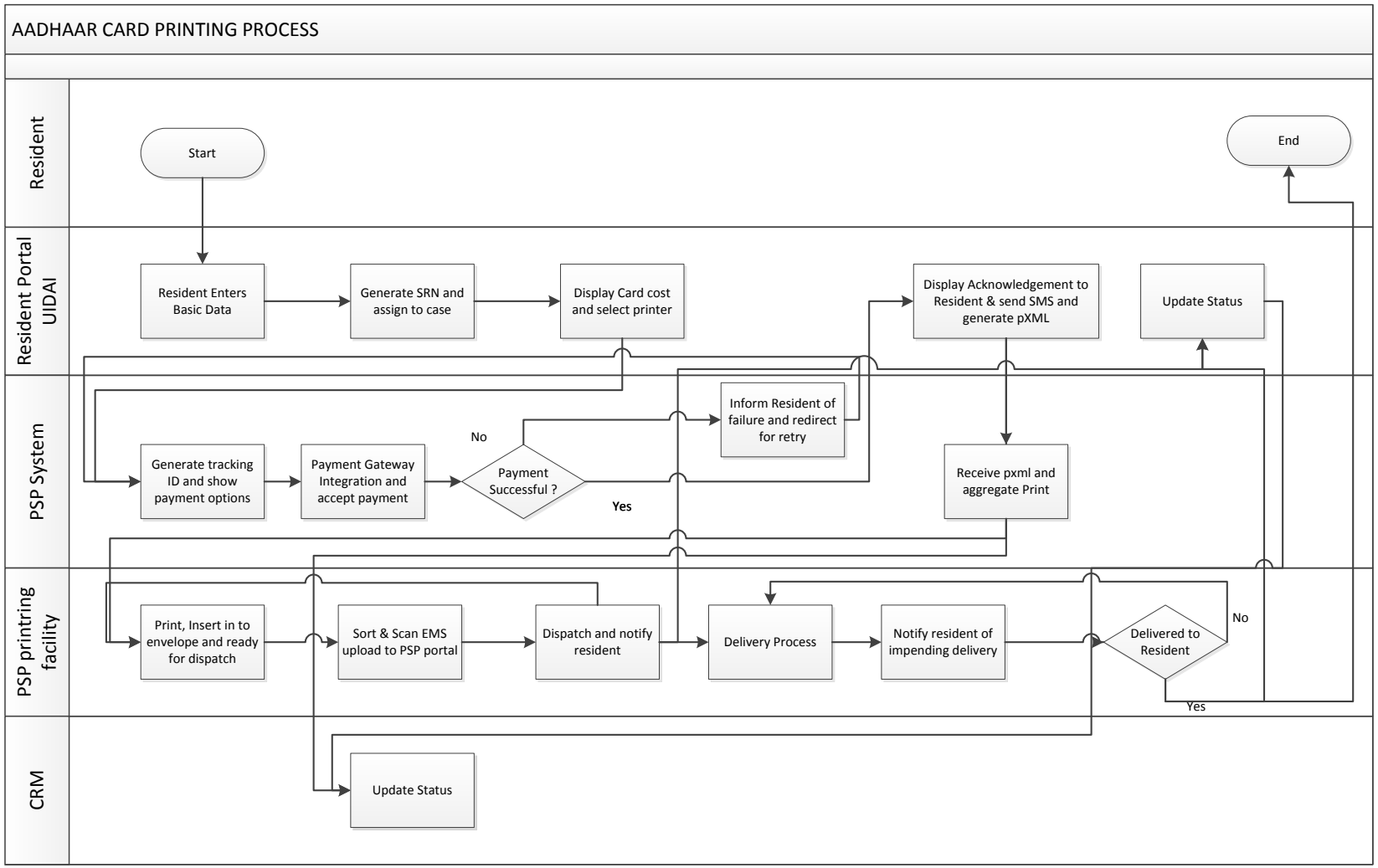
III. Demographic Update at Service Centre/Resident's Home



IV. Biometric Update at Service Centre/Resident's Home



V. PVC Aadhaar card request facilitation



Indicative Process Steps

The indicative service process step have been listed below for the services under the Scope of this document.

I. Online, On-demand Scheduling for Enrolment / Update at Service Centre:-

1. The resident would access the resident portal and fill in preliminary details such as Name, Aadhaar, DOB or Age, Address and Mobile Number/Email address and select request type as 'Enrolment' or 'Update'.
2. The resident portal would generate a unique Service Request Number (SRN) and assign against case.
3. The resident would be asked to select option of service location/point as 'service centre'.
4. The resident portal would show choice of Service Provider based on address/statistics, resident can select the nearest Service Provider by applying the Search Criteria.
5. The resident would select Service Provider.
6. The resident would be provided with available time and date slots for scheduling appointment for appropriate choice.
7. The resident then select available time and date slots for scheduling appointment for appropriate choice.
8. The payment gateway to present successful payment information to resident portal
9. The resident portal to present acknowledgement slip with SRN to the resident. Acknowledgement slip to have detail of resident, opt service type, Print Service Provider, Address & contact information of 'Service Centre' and time and date of appointment.
10. The resident would be able to print or save pdf of acknowledgement slip.
11. The resident will also be provided with a SMS/email notification stating appointment date and time and SRN

II. Online, On-demand Scheduling for Enrolment / Update at Resident defined location/Home:-

1. The resident would access the resident portal and fill in preliminary details such as Name, DOB or Age, Address and Mobile Number and select request type as 'Enrolment' or 'Update'.
2. The resident portal would generate a unique Service Request Number (SRN) and assign against case.
3. The resident would select option of service location point as 'home'
4. The resident portal would show choice of Service Provider based on address/statistics, resident can select Service Provider.
5. The resident would select Service Provider.

6. The resident would be provided with available time and date slots for scheduling appointment for appropriate choice.
7. The resident would confirm appointment and be forwarded to Service Providers Portal for payment through Payment Gateway
8. The payment gateway to process payment request and present successful payment information to resident portal.
9. The resident portal to present acknowledgement slip with SRN to the resident. Acknowledgement slip to have detail of resident, opt service type, Address & contact information of Service Provider Agent' and time and date of appointment.
10. The resident would be able to print or save pdf of acknowledgement slip.
11. The resident will also be provided with a SMS/email notification stating appointment date and time and SRN

III. Scheduling of On-Demand Print Service Process to register request from Service Centre

1. Resident would access UIDAI Resident Portal and fill up preliminary details such as Name, DOB, address, mobile etc.
2. The resident portal would generate a unique Service Request Number (SRN) and assign against case.
3. The resident would be asked to select option of service location/point as 'service centre'.
4. The resident portal would show choice of Service Provider based on address/statistics, resident can select the nearest Service Provider by applying the Search Criteria.
5. The resident would select Service Provider.
6. The resident then select available time and date slots for scheduling appointment for appropriate choice.
7. The resident would be provided with available time and date slots for scheduling appointment for appropriate choice.
8. The payment gateway to present successful payment information to resident portal
9. The resident portal to present acknowledgement slip with SRN to the resident. Acknowledgement slip to have detail of resident, opt service type, Service Provider, Address & contact information of 'Service Centre' and time and date of appointment.
10. The resident would be able to print or save pdf of acknowledgement slip.
11. The resident will also be provided with a SMS/email notification stating appointment date and time and SRN

IV. Scheduling of on-demand Print Service Process to register request from Home

1. Resident would access UIDAI Resident Portal and fill up preliminary details such as Name, DOB, address, mobile etc.

2. The resident portal would generate a unique Service Request Number (SRN) and assign against case.
3. The resident would be asked to select option of service location/point as 'Resident Home'.
4. The resident portal would show choice of Service Provider based on address/statistics, resident can select the nearest Service Provider by applying the Search Criteria.
5. The resident would select Service Provider.
6. The resident then select available time and date slots for scheduling appointment for appropriate choice.
7. The resident would be provided with available time and date slots for scheduling appointment for appropriate choice.
8. The payment gateway to present successful payment information to resident portal
9. The resident portal to present acknowledgement slip with SRN to the resident. Acknowledgement slip to have detail of resident, opt service type, Service Provider, Address & contact information of 'Service Centre' and time and date of appointment.
10. The resident would be able to print or save pdf of acknowledgement slip.
11. The resident will also be provided with a SMS notification stating appointment date and time and SRN

Detailed Process Steps – Service Delivery

I. Process for Enrolment/Update at Resident Home

1. The service agent visits Resident at appointed date and time.
2. The service agent carries enrolment kit containing – laptop, slab scanner, iris scanner, camera/web cam, Printer/Scanner, GPS Device etc..
3. The service agent verifies request number against acknowledgement slip
4. The service agent populates resident demographic information using SRN or QR code.
5. The service agent captures resident biometric information (fingerprints, iris scan, photo)
6. The service agent provides an acknowledgement slip to the resident on process completion.

II. Process for Enrolment/Update at Service Centre

1. The Resident visits selected service centre at appointed date and time.
2. The service agent verifies request number against acknowledgement slip
3. The service agent populates resident demographic information using SRN or QR code.
4. The service agent captures resident biometric information (fingerprints, iris scan, photo)

5. The service agent provides an acknowledgement slip to the resident on process completion.

III. Process for Demographic Update/Printing at Resident Home (for resident with non-registered mobile)

1. The service agent visits Resident at appointed date and time.
2. The service agent carries fingerprint scanner
3. The service agent verifies request number against acknowledgement slip
4. The service agent populates resident demographic information using SRN or QR code.
5. The service agent authenticates resident using biometric authentication
6. The service agent provides an acknowledgement slip to the resident on process completion.

IV. Process for Demographic Update/Printing at Service Centre (for resident with non-registered mobile)

1. The Resident visits selected service centre at appointed date and time.
2. The service agent verifies request number against acknowledgement slip
3. The service agent populates resident demographic information using SRN or QR code.
4. The service agent authenticates resident using Aadhaar authentication
5. The service agent provides an acknowledgement slip to the resident on process completion.

The resident can also avail the services through walk –in into the service centres. In such case the service desk shall provide immediate appointment (if the time slots are available) and undertake the rest of the process of Update / enrolment.

5. Indicative Volume Projections

The current enrolment of Aadhaar is projected population 2015 of 128 crore as total population Aadhaar saturation is currently at over 87.5% of the total population. The six cities are proposed for inclusion as first step towards nationwide implementation. For volume projection calculations bidders may be encouraged to develop their own projections using the base data available on the census 2011 and UIDAI Aadhaar enrolment website. Bidders should undertake their own due diligence to estimate volume under each service category. To assist the bidders following table is provided to access the volume in these six locations.

Item	Population Volume (in lakhs)(As per Census 2011) only indicative					
	Delhi	Mumbai	Kolkata	Chennai	Bangalore	Hyderabad
Total Population	184	163	14	87	85	77
New Births per year	4.4	3.9	0.3	2.1	2.0	1.8

It is estimated that around 10% of the population shall update the Aadhaar demographic information due to migration, change in mobile no, Name, address etc. Additionally every child, needs to be update biometric and photograph twice at attaining the age of 5/15 years.

The following categories of services may be considered in developing the volume projections:-

1. Enrolment:-
    a. New Enrolments of left over population and new births
2. Update:-
    a. Mandatory Biometric updates:-
        i. For children aged 5 years
        ii. For children aged 15 years
    b. Demographic updates:-
        i. Migrant population demographic update (address, etc.)
        ii. General population demographic update (mobile/email, etc.)
3. Printing Services:-
        i. Facilitating printing of Aadhaar PVC card

6. Eligibility criteria

#	Parameter	Description	Requirement
1.	Legal Entity/Registration of Company	Bidder shall be ▪ A company incorporated in India under the Companies Act, 1956 and subsequent amendments thereto or a partnership firm ▪ Registered with the Service Tax Authorities	Copy of Certificate of Incorporation Copy of Registration Certificates Certified true copy of balance sheet and PL statements for last 5

#	Parameter	Description	Requirement
		▪ Shall have been in operation for at least the last five years as on 28-02-2017	years if available
2.	Net Worth	The Bidder should have had a net worth of **Rs. 20 Crores** as on 28-02-2017 as evidenced by the balance sheet for the financial year;	Audited financial statements for last financial year or Certificate from Company Secretary/ CA
3.	Profitability	The bidder firm should be profitable (based on profit before tax) in last 3 years	Audited financial statements for last financial year or Certificate from Company Secretary/ CA
4.	Annual Turnover	The Bidder should have had a minimum annual turnover of Rs. **100 Crores** from delivery of services in each year during the last **3 financial years** (2013-2014, 2014-15, 2015-16,)	Audited financial statements for last financial year and Certificate from Company Secretary/ CA
5.	Revenues from Services	The Bidder should be **Service Provider Company** and should have been in the business of providing services at **last mile having its own or exclusive public service setup**.	Prof type of services being offered from various locations Self certificated by company sectratory
6.	Existing Presence	The Bidder should be providing services at last mile through its own or exclusive public service setup at atleast 300 centres which are providing resident services with minimum. 15 sq mtr area Or Bidder should have experience of the successful Aadhaar Generation atleast 1 cr Residents	Self certificate from the company secretary/ authorised signatory with details of such centres

#	Parameter	Description	Requirement
7.	Technical capability	Bidder should have capacity to develop and manage software components in the project ie appointment portal and payment gateway integration. Bidder must have at least two such relevant/similar experiences	Detail of projects and supporting document including work order credential.
8.	Blacklisting	Interested entity should not have been blacklisted by any State Government / Govt. of India/ Central PSU in the last 5 years preceding the date of submission of the bid.	Self-certificate letter undertaking to this effect on company's letter head signed by company's authorized signatory.

7. Method of selection

a. The proposed methodology for empanelment will be in two stages comprising of Expression of Interest in the first stage. The second stage of tendering process will comprise of inviting techno commercial bids by issuance of Request for Empanelment (RFE) to EOI respondents, shortlisted on the basis of EoI. The EOI process involves conducting of presentations and sharing the required technical expertise and experience with customers.

b. The EoI is meant to short list interested Services Partners for empanelment with UIDAI. The bidders as per the eligibility criterion provided in the EoI, shall submit a proposal, covering information required as per Form 1, 2, 3 and 4, in hard copy and in softcopy before the last date and time provided in the EoI. The eligible bidders shall be called for a discussion and presentation on proposed approach and capabilities of their respective organization.

c. Bidders shall be shortlisted on the basis of EoI document submitted by the bidder and the presentation. RFE for empanelment shall only be issued to the shortlisted Bidders.

d. The technical evaluation in the shall be guided by the following principles during the EoI and the RFE stage

   i. Existing (or ability to establish) large no of resident touch points in geographical area of operation
   ii. Extensive experience of the bidder in Aadhaar Enrolment/update process.
   iii. Capacity of bidder to undertake the job directly without subcontracting.

iv. Existing or ability to engage Computer literate work force / mobile work force capable to handle the UIDAI defined roles.

v. Technical capability to develop and manage Appointment portal and payment gateway integration.

vi. Financial capabilities to establish Service centers and mobile operations.

e. Technical evaluation by the Evaluation Committee shall be undertaken as per following criterion

S No	Area	Weightage
1	Understanding of the Aadhaar ecosystem and current initiative under this EoI	20
2	Financial capabilities of the bidder to undertake the operations	20
3	Technical capabilities with regards to software development	10
4	Existing (or ability to establish) large no of resident touch points in geographical area of operation	20
5	Suggested Approach and methodology	30

f. The Pre-Qualification criteria for the bidders should be fulfilled for consideration of the proposal.

g. Prequalification of the bidder shall be evaluated as first step and only those bidder meeting the eligibility criteria shall be further evaluated. The bidders should clearly indicate, giving explicit documentary evidence with respect to each criteria, in absence of which, the response would be rejected summarily at the prequalification stage.

h. Eligible Bidder shall be called for a discussion and presentation to present their **capabilities, suggestive approach, suggestive Business model, optimisation/ usage of available infrastructure with bidder and SLA mechanism.**

8. Terms and conditions

a. Only one proposal shall be submitted by the Bidder

b. The empanelment shall be non exclusive. ie the empanelment shall not prohibit UIDAI from engaging other firm/ organisation to provide similar services or adding additional agencies under empanelment in case the need arise due to non performance or in adequate capacity of the selected service provider to meet the requirement.

c. The EOI document can be downloaded from the UIDAI website (www.uidai.gov.in)

d. A prospective Bidder requiring any clarification of the EoI Document may notify the UIDAI in writing at the UIDAI's mail address. The queries must be submitted over mail in document format as below:

Name of Bidder:					
Sr. No	Section No.	Clause No.	Page number in Section	Existing Provision in the Clause	Clarification Sought

e. The UIDAI will respond, to request for clarifications of the Bid Document, received not later than the date prescribed by the UIDAI.

f. At any time prior to the last time and date for receipt of bids, the UIDAI, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document by an amendment. Any modification or corrigendum shall be published on the UIDAI website www.uidai.gov.in.

g. The amendment will be notified by UIDAI which will be binding on all bidders.

h. The proposal prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the UIDAI, shall be written in the English language.

i. Proposal received late or through any other medium ie by fax or email shall be rejected.

j. Bidder must ensure that the proposal is submitted in a sealed envelope and marked " EoI for empanelment for Aadhaar Service Provider < Bidder name and address>"

k. All pages must be signed by the authorized representative of the bidder and all pages must be sequentially numbered. Bidder shall also provide a softcopy of the proposal submitted in a pendrive.

l. If deemed necessary, the UIDAI may seek clarifications on any aspect from the Bidder.

m. All cost with regards to preparation of the proposal shall be borne by the Bidders.

n. Sealed EOI response prepared in accordance with the procedures enumerated in EOI document in hard and soft copy must be submitted by the bidder before the last date and time of submission.
o. The information contained in this EoI is indicative and is subject to update, expansion, revision and amendment during the RFE (request for Empanelment) stage.
p. Interested bidders should read and understand the Aadhaar Act 2016, Aadhaar (enrolment and update) regulations and other relevant regulations before submitting their proposal.
q. Subcontracting / Consortium is not allowed. All employees to be engaged by the bidder for the scope of services under this initiative should be on the payroll of the bidder.
r. UIDAI may cancel or withdraw the EOI without assigning reason.
s. Detailed terms of references and scope of work shall be provided in the RFE after the EoI stage.

9. Payment mechanism

UIDAI shall notify the rates applicable for each service to be provided by the Aadhaar service providers based on the price discovery through the RFE process, to be undertaken after the EoI.

Following are the broad indicators with regards to payment process

a. UIDAI shall provide the detailed payment process and structure at the time of the RFE publication.
b. UIDAI shall notify the rates applicable for each service.
c. Service provider through the payment gateway shall retain the fee admissible to it for the services provided by it and share the rest with UIDAI or print service provider as applicable from case to case basis.
d. Service provider shall establish the mechanism for refund of payment in case of unsuccessful service.
e. UIDAI may decide to allow service providers to charge only the part payment from the residents. In such cases, UIDAI shall reimburse the gap cost to the Service provider for all successful services.

f. Service level shall be defined by UIDAI and shall be applicable in calculation of payment / reimbursements to service providers.

g. UIDAI shall notify the rates applicable for each service based on the price discovery through the RFE process.

h. UIDAI shall encourage digital payment from the residents and service providers shall need to provision the same in the solution.

10. Timelines

#N	Milestone	Timeline
1	Date of publication of EoI	11.03.2017
2	Pre EoI submission meeting (At 1100 hrs)	17.03.2017 Venue: Conference Hall, 3rd Floor, Tower 2, Jeevan Bharti Building, Connaught Circus, Delhi. Note: A maximum of two representatives per Bidder would be allowed to participate.
3	Last date for submission of queries (email only)	17.03.2017 All the queries should be received on or before the prescribed date & time, with subject line as follows: "EoI for Empanelment of Aadhaar Service Providers_Pre Bid Queries _<Bidder's Name>". The Pre-Bid queries to be sent to the following Email Id: Email ID: arun.rawat@uidai.net.in
4	Date of Issue of clarifications	24.03.2017
5	Last Date of submission of written response (upto 1500 hrs)	6.04.2017 Unique Identification Authority of India (UIDAI), Ministry of Electronics & Information Technology, Govt. of India (GoI), 9th Floor, Tower I, Jeevan Bharati Building, Connaught Circus, New Delhi – 110001.
6	Presentation from eligible bidders	10.04.2017 to 12.04.2017 Venue: Conference Hall, 3rd Floor, Tower 2, Jeevan Bharti Building, Connaught Circus, Delhi.
7	Technical Evaluation result	Will be intimated via email

Annexures – Response Template

Form 1 : Bidder's Profile

Form A 1: Details of the Organization - Bidder	
Name	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Cities in which Service Centres exist	
No. of Service centres in cities proposed	
Area of expertise with respect to this project	
Contact details (name, address, phone no. and email)	

A. General Information:

(i) Location of Corporate Head Quarters:

(ii) Date and Country of Incorporation:

(iii) Service Facilities location in six metros

(iv) Turnover

a. Average Turnover for last three years from services

Provide financial year wise breakup certified by company CA

(vii) Geographical distribution of the Vendor:

(offices, locations to be specified with their respective staff strength)

(viii) Total number of similar installations:

a. World-wide (excluding India)

b. In India

(ix) Number of employees:

a. Total Number

b. Out of total, no of employees in service centers

B. Similar Reference Sites

S No.	Customer Name and Address	Contact Person's Name, Designation, Phone/Fax No.	Name of Services	Customer Served

Form 2: Topics to be covered in Proposal by the Bidder In Approach & Methodology and Presentation

1. Understanding of the UIDAI Enrolment Ecosystem and processes
2. Understanding of current initiative
3. Illustration of the capabilities
4. Proposed approach,
   a. Business model
   b. Approach, including overall Process-Flow for proposed services, including:-
      i. Proposed Process-Flow for proposed services at (i) Resident home; and (ii) Service Centre :-
         a. Enrolment
         b. Biometric Update
         c. Demographic Update
         d. Printing Requests
      ii. Process flow & tracking of:-
         a. rejections,
         b. failures,
         c. exception handling
   c. Proposed User Interface
   d. Payment Gateway Integration
   e. Existing Resources & Capabilities
      i. Presence / Coverage across the six geographical areas (Cities) identified
      ii. Optimisation / Re-use of available / existing infrastructure with bidder
   f. SLA mechanism
   g. Information Security practices, guidelines followed
   h. Stakeholder mapping and their roles and responsibilities
5. Proposed Financial Model
6. Suggestions and Inputs

Form 3: Bidder's Experience

[To be attached for every individual project which has been cited]

Assignment name:	Approx. value of the contract (in current US$ or Euro):
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total № of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in current US$ or Euro):
Start date (month/year): Completion date (month/year):	No of professional staff-months provided by associated Consultants:
Name of associated Consultants, if any:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Form 4: Financial Information of Bidder

Form A 2: Financial Information – Bidder			
	FY 2015-16	**FY 2014-15**	**FY 2013-14**
Revenue (in INR Crores)			
Profit Before Tax (in INR Crores)			
Revenue from Services (in INR Crores)			
Net Worth			
Other Relevant Information			