

**Volume ii – Scope of Work**

**Selection of Enrolment Agency for enrolment of children below 5 years in anganwadi / other locations**

**Request for Quotation (RFQ)**

**<Registrar Name>**

**<Tender Reference Number>**

**<Insert Date>**

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# 1. SCOPE OF WORK

The scope of work of the Enrolling Agency (EA) is enrolment of children below 5 years of age in Anganwadi / other locations defined as follows:

1. Functional scope
2. Geographical scope

## 1.1 Functional scope

The functional scope of this engagement shall include all the steps from setting up an enrolment centre (EC)/Enrolment station (ES) (Defined as Android Tablet based Child Enrolment Lite) for enrolment of all the children below 5 years of age in Anganwadi / other locations and providing requisite MIS reports to Registrar and UIDAI on enrolments completed till the whole enrolment operation for the targeted children population is completed. The EA shall also be responsible for delivering additional services as required by the Registrar through this RFQ. The contract duration between the Registrar and UIDAI would be for a duration of three years to complete Aadhaar enrolment of the target children population.

1. The scope of work of the EA includes the following:
   1. Procure enrolment hardware, software as per UIDAI specifications; Upgrade to latest requirements as per process/technology changes from time to time
   2. Hire & Train Manpower for Enrolment; supervise the enrolment process at the field level to ensure that the enrolments are in accordance with prescribed processes and guidelines of UIDAI
   3. Enrol Operator/Supervisors; Certify, Register and Activate them at UIDAI
   4. Software Installation, Configuration and Registration
   5. Setting up of EC and ES
   6. Set up a Help Desk for crowd management and addressing resident grievances
   7. Help create awareness
   8. Capture Demographic and authenticate parent biometric using UIDAI enrolment client
   9. MIS
   10. Ensuring Data Privacy and Security
2. To understand the complete scope of work of an EA, refer the latest versions of the following documents available in the “Process Manuals and Guidelines” section on UIDAI website http://www.uidai.gov.in/registrar-enrolments.html:
3. **EA roles and responsibilities – for activities that an EA needs to undertake during the Aadhaar Enrolment Program**
4. Checklist for Setting up EC – for hardware and software requirements and specifications at enrolment centre and station level that the EA needs to arrange/procure.
5. For Hiring and Training of Manpower, refer following documents:
6. Operator roles and responsibilities – for Operator hiring
7. Supervisor roles and responsibilities -for Supervisor hiring
8. Capability Building Framework – for training of EA personnel
9. In addition applicants must familiarize themselves with the following documents for understanding of Aadhaar process and requirements:
10. Resident Enrolment Process Document
11. CEL process document
12. EA Checklist for Refresh Phase
13. Suspension Policy
14. Data Quality and Penalty Policy
15. Data Protection and Security Guidelines for EA
16. Update Policy
17. Policy on Permanent Enrolment Centres (PECs)
18. Exit and Stolen Machines Policy

UIDAI accords highest priority to quality of data and imposes penalties for Demographic and Process errors.

The EA must appraise itself and ensure compliance with the latest versions of policy /process/technology requirements and guidelines issued by UIDAI from time to time.

**1.1.1 Procure Tablet as per UIDAI Specifications**

The EA should procure Tablet, used for capture of demographic and authenticate parent biometric at the ES, which conform to UIDAI specifications and certified by UIDAI appointed agencies.

**1.1.2 Setting up of ES and EC**

The number of ES/ EC and the duration shall be decided by the Registrar taking into account a number of factors like target children population density, geographical and topographical features, accessibility etc. The Annexure II of this document provides minimum number of ES the EA is expected to set up based on:

1. Children Population of below 5 years of age in Anganwadi / other identified locations to be covered
2. Density of children population

The Annexure II provides the number of enrolment stations to be available for enrolment operation. The exact location and area of enrolment station shall be decided by the registrar in consultation with the EA.

The minimum facilities in the setup are as follows:

* 1. **Setting up of ES**

ES refers to an individual enrolment booth/enclosure inside the EC. The capture of Demographic and Biometric (Photograph of Child) data is done at this Station. An ES shall be equipped with all the necessary machinery at all times which includes:

|  |  |  |
| --- | --- | --- |
| **S. No** | **Checkpoints** | |
|  | **Mandatory Requirements** |  |
| **A** | **Station** | |
| A.1 | Android Tablet with 7 inch screen  (Always Check with **techsupport@uidai.gov.in** for latest requirements).   * Processor- 1.0 GHz Dual Core or above * RAM- 1 GB or above * Internal Storage- 8GB or above * Expandable storage through micro SD, minimum 16 GB * USB Port- Minimum one Micro USB port and an optional additional USB Port * USB port should provide power supply to biometric device and support USB OTG. * Rear Camera with Auto focus & 5 Mega Pixel resolution or above, LED Flash * 7’’Capacitive touch screen and 1024x600 pixel resolution or above * Scratch resistant front screen * GSM SIM card slot * Min. Battery backup up to 120 minutes, with minimum 3200 mAh battery. * SAR values within acceptable range * Separate charging port with AC adapter 110-240 volt range * Micro USB host cable * GPS and AGPS facility for capturing the location coordinates * Connectivity Requirements * Mandatory Edge/3G mobile data support * Wi-Fi IEEE 802.11b/g/n * Software Requirements for development support * Android 4.0 Operating System or Above * Safety and other standards compliance – CE certification/ RoHS certification BIS IS 13252 & FCC certification * Power Bank for recharging the Tablet (minimum 10000 mAh battery) | |
| A.2 | Single Fingerprint Scanner Device for use with Android Tablet   * STQC certified Single Finger-print biometric device for Aadhaar Authentication with driver, in-built template extractor software/SDK (mandatorily with license, if required) (STQC Certificate for the device must be submitted) * API/SDK for Android (4.0 and above) platform. * Device should be plug and play with any android (4.0 and above) tablet without need of any additional license to be deployed. * The device should have integrated USB 2.0 type connector. * Device must come with connector cables to allow connection of the device to Micro USB port * Sample application for Android platform to test sensor/extractor * Vendor has to provide all necessary technical support for integration of their device. | |
| A.3 | Iris Authentication Device for use with Android Tablet   * STQC certified Iris authentication device for Aadhaar Authentication and extractor software/SDK (STQC Certificate must be submitted) * API/SDK for Android (4.0 or above) Operating System * Device should be plug and play with any Android (4.0 and above) without need of any additional license to be deployed * The device should have integrated USB 2.0 type connector. * Device must come with connector cables to allow connection of the device to Micro USB port * Sample application for Android platform to test Iris sensor/extractor * Vendor has to provide all necessary technical support for integration of their device. | |
| A.4 | UIDAI software installed, tested, configured and registered with CIDR as per installation and configuration manual. A new version must be installed latest within one month of release on all registered Tablets. VDM installed and services for the devices are running. | |
| A.5 | White back ground screen, non reflecting, opaque, ~3ft wide, and with stand available for taking photographs | |
| A.6 | All devices necessary for enrolment must conform to UIDAI’s specifications | |
| A.7 | Working of all equipment at every station tested | |
| A.8 | Internet connectivity for Tablet for Enrolment Client. | |
| A.9 | All Operators and Supervisors enrolled into Aadhaar, registered with UIDAI CIDR, Certified and Activated | |
| A.10 | All Operators, Supervisors and Introducers on boarded into Aadhaar client for local authentication. | |

<Since the Child enrolment client software will undergo improvements and may require upgraded hardware, the Registrar may confirm the specifications again at the time of floating RFQ.>

* 1. **Setting up of EC**

EC refers to the premises located in the area where the enrolment is being carried out. The location for the EC and number of ES per center shall be determined by the EA and approved by the Registrar. The enrolment plan and schedule for the center shall be prepared by the EA and shared with the registrar. One EC can host a single or multiple ES. Following are the specifications for an enrolment center.

|  |  |  |
| --- | --- | --- |
| **B** | **Centre** |  |
| B.1 | Adequate lighting, fans & power points for plugging Tablet / biometric devices available |  |
| B.2 | Local authorities informed of enrolment schedule |  |
| B.3 | Banner for the EC placed at entrance |  |
| B.4 | Posters depicting enrolment process in English & the local language present in visible places |  |
| B.5 | Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the EC |  |
| B.6 | The User Manual of the software available for ready reference & operators aware of the same |  |
| B.7 | Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc |  |

Other Requirements at EC are listed as below:

|  |  |  |
| --- | --- | --- |
|  | **Desired** |  |
| **C** | **Other Logistics** |  |
| C.1 | Extension box for Power Cord for charging of Tablet |  |
| C.2 | Water, soap and towel for cleaning hands |  |
| C.3 | Drinking water facility available |  |
| C.4 | Sufficient number of tables and chairs for enrolment station operators |  |
| C.5 | Chairs/benches available in shade for waiting enrollees |  |
| C.6 | Hall / room spacious & furniture organized to minimize movement of enrollee while capturing biometric information |  |
| C.7 | Station is suitable for physically challenged, pregnant women and women with infants. This station is clearly marked with a visible banner. EC is preferably setup in ground floor. |  |
| C.8 | Carry cases for Tablets available |  |
| C.9 | Material for cleaning Tablet as specified by device manufacturers |  |
| C.10 | Sufficient no. of operators available for job rotation & preventing operator fatigue |  |
| C.11 | Preferably, lady operators / volunteers to assist women and child |  |
| C.12 | Security arrangement in place to stop enrollees from carrying bags / suitcases or any other material into the ECs |  |
| C.13 | It is recommended that the centre should be setup in the ground floor of the building |  |
| C.14 | First aid kit available |  |
| C.15 | ORS kit available for areas in extreme heat conditions |  |
| **D EC - 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 | Local Emergency Help numbers available at the center & operators aware of the same |  |

1. An EC shall be manned by a supervisor and technical personnel in addition to the operators at the enrolling stations. A ratio of 5:1 operators to supervisors as well as operators to technical staff subject to a minimum of one supervisor per EC should be maintained by the EA.
2. The premises of the EC are expected to be provided by the Anganwadi / other locations authorities wherever available. However the EA shall ensure required infrastructure like connectivity, power (if not already available) etc. with the help of the local body authorities. In cases where such facilities are not available, the EA shall be responsible for providing alternate arrangements like power generator etc.
3. An area in the EC shall be clearly demarcated for enrollees waiting to be enrolled and facilities for seating should be provided.

**1.1.3 Hire & Train Manpower for Enrolment**

**Hiring Manpower:**

The EA shall hire manpower to operate the ES/ECs as per the guidelines prescribed by UIDAI.

1. Operator: An Operator is employed by an EA to execute enrolment at the ES. To qualify for this role, person should satisfy the following criteria:
2. The person should be of age 18 years and above.
3. The person shall be minimum 10+2 pass.
4. The person should have a basic understanding of operating a Tablet / computer and should be comfortable with local language keyboard and transliteration.

Before starting work as an Operator:

1. The Operator should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated.
2. The Operator should have undergone training on the process of UID Enrolment and various equipment and devices used during Aadhaar enrolment. Organizing this training is the responsibility of the EA.
3. The Operator should have obtained certificate from a testing and certifying agency authorized by UIDAI.
4. The Operator should have been activated, in accordance with UIDAI guidelines, prior to commencing enrolments. The EA is required to have a unique Operator ID for each, to activate them.
5. Supervisor: A Supervisor is employed by an EA to operate and manage ECs. It is mandatory to have one Supervisor at each EC. To qualify for this role, the person should satisfy the following criteria:
6. The person should be of age 18 years and above.
7. The person shall be 10+2 pass and should preferably be a graduate
8. The person should have a good understanding and experience of using a Tablet / computer
9. The person should preferably have prior experience of working in Aadhaar Enrolment program

Before starting work as a Supervisor:

1. The Supervisor should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated.
2. The Supervisor should have undergone training on the process of UID Enrolment and various equipment and devices used during Aadhaar enrolment.
3. The Supervisor should have obtained certificate from a testing and certification agency appointed by UIDAI.
4. The Supervisor should have been activated in accordance with UIDAI guidelines prior to commencing enrolments. The EA is required to have a unique ID for each, to activate them.
5. Technical personnel : The EA shall hire Technical personnel to provide technical support during enrolment at the EC.
6. Induction training: After hiring the personnel as described above, the EA should impart induction training on the various activities involved in the enrolment process to enable them to understand and adjust to the local situation. The induction training is to be given just before actual deployment of the personnel for enrolment operations. The period of induction training shall be for 1-3 days covering :

* + 1. UIDAI overview
    2. Introduction to UIDAI enrolment process
    3. CEL software
* Basics on Tablet and other devices
* Working with Biometric devices
* UID Client enrolment application software

**Training of Manpower**:

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

1. The training schedule and content shall be as prescribed by UIDAI on its website.
2. The EA may prefer to have master trainers onboard. Master trainers shall be identified by the enrollment agency from its pool of trainers and get them trained by UIDAI/ its representative as per its schedule. Master trainers shall train the trainers.
3. The EA shall have the requisite number of trainers for training its personnel. Trainers have to be trained by the Master trainers and should have passed the certification exam.
4. The training and enrolment operations shall be separate activities.
5. Duration of the training will vary depending on the category/ level of the participant and shall be prescribed by UIDAI on its website.
6. The EA providing in house training shall translate the training material into local language and hand it over to the course participants.
7. The EA shall ensure the availability of the requisite infrastructure for imparting training which shall include:
   * + - 1. Availability of at least two sets of the ES for training purposes
         2. Certified trainers
8. The size of a batch for training shall not exceed 40 per batch.
9. The training schedule and contents for training shall be defined by UIDAI/its representative.
10. The manpower trained by the EA/Empanelled training agency shall be considered qualified only after passing the Certifying test conducted by a Testing and Certifying Agency authorized by UIDAI. Therefore the agency shall coordinate with the testing agency for testing and certifying its trainees.
11. The agency shall be subject to process audits for training from time to time by UIDAI/ its representative.

An individual can undergo self training based on the content provided on the UIDAI website and attend the certification test. Upon successful certification the individual is deemed competent to perform in the role he is certified and can be hired by the EA for enrolment operations.

The existing UIDAI certified operators can also work as operator for CEL. However, registrars/enrolment agencies have to ensure that existing operators are trained on CEL either by themselves or by the UIDAI regional offices. In case, the state government as registrar want to engage state government officials/Anganwadis workers as operator, these officials are required to be trained on CEL by UIDAI regional office and then onboarded as UIDAI operator. State may coordinate with UIDAI regional office for further help on this matter.

**1.1.4 Conduct Enrolment Operations as per Standard Processes**

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

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

UIDAI has defined clear-cut standard processes for Aadhaar enrolment which are published on UIDAI website and referred to in Annexure I.

* + 1. **Additional Services to be provided by the EA**

*<The Registrar shall provide here details of all additional services related to enrolment work to be provided by the EA>*

* Help filling the enrolment forms for the illiterate.
* Establishment of ECs, second-time for mop-up Enrolment.
* The operator should mandatorily ask from resident for consent for sharing data for availing various welfare schemes of Government.

**1.1.6 Privacy & Security**

EAs are responsible to make sure that the data is kept in a very secure and confidential manner and under no circumstances, shall they either use the data themselves or part with the data to any other agency other than the UIDAI and / or Registrar in EAs agency and shall be subject to audit by UIDAI/Registrar/their representative from time to time.

**1.1.7 Provide Electronic MIS Reports on Enrolment Status**

*<Registrar shall provide templates for MIS reports to be submitted by the EA to the Registrar and also prescribe frequency of such reports, authority to which the reports need to be submitted etc.>*

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

## 1.2 Geographical Scope

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl. No** | **Schedule No.** | **Name Of Districts** | **Count of Anganwadis/ other institutions** | **Target approx. Population of Children below 5 years of age** |
| 1 | Schedule 1 |  |  |  |
| 2 | Schedule 2 |  |  |  |
| 3 | Schedule 3 |  |  |  |
| 4 | Schedule N |  |  |  |

## 1.3 Service Levels (Illustrative)

*<Service level metrics and penalties to be levied on breach to be defined by the Registrar. The Registrar may add/remove/modify service level indicators based on the scope of work, additional services availed by the registrar>*

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl. No.** | **Performance Indicator** | **Service Level Metric** | **Penalty on breach of service level (imposed monthly)** |
| **Service Level Metrics and Penalties as per policy of UIDAI** | | | |
| 1 | Penalty for Process Violation, data quality | As per policy framed, issued and modified by UIDAI from time to time. Any change in policy made subsequent to signing of the contracts shall also be applicable automatically. | As per policy framed, issued and modified by UIDAI from time to time. Any change in policy made subsequent to signing of the contracts shall also be applicable automatically. |
| **Registrar level Service Level Metrics and Penalties** | | | |
| 1 | Submission of MIS  *<Registrar shall provide templates for MIS reports to be submitted by the EA to the Registrar and also prescribe frequency of such reports, authority to which the reports need to be submitted etc.>* | <To be decided by Registrar> | <To be decided by Registrar> |

**Capping on penalty**

The overall amount withheld on account of deficiencies, in a given month/during the contract period, shall normally be capped at 10 % of the total amount payable in that month/during the contract period. This will take into consideration the cumulative amount being withheld on account of deficiencies in performance, both on account of UIDAI policies and on account of Registrar level Service Level Metrics given above.

## 1.4 Roles and Responsibilities

Roles and Responsibilities of Registrar, EA and their personnel like Introducers, Verifiers, Operators and Supervisors are defined with respect to Aadhaar processes and the latest versions of these documents are available in the “Process Manuals and Guidelines” section on UIDAI website <http://www.uidai.gov.in/registrar-enrolments.html>

1. Roles and responsibilities
2. Resident Enrolment Process Document

## 1.5 Timelines

Following is the timeline for completion of enrollment:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sl. No** | **Schedule No and Geographical Area** | **Count of Anganwadis** | **Target Population of children** | **Start Date of Enrolment** | **End Date of Enrolment** |
| 1 | Schedule 1 |  |  |  |  |
| 2 | Schedule 2 |  |  |  |  |
| 3 | Schedule 3 |  |  |  |  |
| 4 | Schedule N |  |  |  |  |

## 1.6 Payment to the EA

Outcome based payments shall be made to the EA by the Registrar on a monthly basis based on the number of enrolments completed (Aadhaar Generated) and coverage of the scope of work. This payment shall be subject to adherence to the Service Level Agreements. Therefore 75% of payment due will be made on monthly basis immediately within three days after receipt of assistance from UIDAI and balance will be made on adherence of Service Level Agreements and compliance of all terms of contract.

# 1. Annexure I – Guidelines for Enrolment

For guidelines pertaining to Resident Enrolment for Aadhaar refer the latest versions of the following documents available in the “Process Manuals and Guidelines” section on UIDAI website <http://www.uidai.gov.in/registrar-enrolments.html>

1. Resident Enrolment Process Document
2. EA roles and responsibilities – for activities that an EA needs to undertake during the Aadhaar Enrolment Program
3. EA Checklist for Refresh Phase
4. Checklist for Setting up EC– for hardware and software requirements and their specifications at EC and ES level that the EA needs to arrange/procure.
5. Operator roles and responsibilities – for Operator hiring
6. Supervisor roles and responsibilities -for Supervisor hiring
7. Capability Building Framework – for training of EA personnel
8. Suspension Policy
9. Data Quality and Penalty Policy
10. Data Protection and Security Guidelines for EA
11. Update Policy
12. Policy on PECs
13. Stolen Machines Policy
14. Exit Policy

# 2. Annexure II – Indicative Number of ECs & Training Requirements

1. **Indicative Number of ES and ECs based on children Population to be covered are as under:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  | **ES** | | |
| **Schedule** | **District Name** | **Count of Anganwadis/ other institutions** |  | **Children Population below 5 years of age** |  | **Camp Mode** | **Total** |
| 1 |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |
|  |  |  |  | **Total** |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Sl. No** | **Item** | **Number** |
|  |  |  |
| 1 | Total Number of Camp mode Enrolment Stations |  |
| 2 | Total Number of Station |  |