

Request for Quotation (RFQ)

VOLUME II – SCOPE OF WORK

SELECTION OF ENROLMENT AGENCY

Registrar, UIDAI

Food and Civil Supplies Department

Government of Andhra Pradesh

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1. SCOPE OF WORK

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

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 station/center for enrolment of residents **for AADHAAR number generation in Municipal areas of Khammam, Karimnagar, Nizamabad, Warangal, Medak, Nalgonda, Mahabubnagar, Kurnool, Kadapa, Vizianagaram, Visakhapatnam, West Godavari, Krishna, Guntur, Prakasam and Nellore Districts (total 16 districts) in State of Andhra Pradesh** up to providing requisite MIS reports to Registrar 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 **Registrar, UIDAI & Commissioner, Food and Civil Supplies Department, Government of Andhra Pradesh, Hyderabad**. The Enrolling Agency shall also be responsible for delivering additional services as required by the Registrar through this RFQ.

1.1.1 Procure Biometric Devices as per UIDAI Specifications

The enrolling agency should procure camera and biometric devices (for fingerprint and iris capture), used for capture of biometric data at the enrolling station, which conform to UIDAI specifications and certified by UIDAI appointed agencies.

1.1.2 Setting up of Enrolment Stations and Enrolment Centre

The number of enrolment stations/ centers and the duration shall be decided by the Registrar taking into account a number of factors like population density, geographical and topographical features, accessibility etc. The Annexure III of this document provides minimum number of Enrolment Stations the Enrolment agency is expected to set up based on

1. Population to be covered and number of days available during the period of contract.

The Annexure III provides the number of stationary stations to be available for enrolment operation. The exact location and catchment area of the stationary enrolment station shall be decided by the registrar in consultation with the Enrolment agency. A stationary enrolment station in this context would mean an enrolment station that shall be available at a particular location and address for a period more than 30 days to complete enrolment of the population in the catchment area assigned.

The process for setting up Enrolment centre, enrolment stations and the enrolment process flow is detailed out in Annexure I at the end of this document. The minimum facilities in the setup are as below.

a. Setting up of Enrolment station

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

- i. An enrolment station shall be equipped with all the necessary machinery which include

Mandatory Requirements	
A	
A.1	Laptop/Desktop available(The minimum system , Windows Operating System requirement are defined in Aadhaar Installation Setup Manual ; 4 USB /USB hub for connecting biometric devices)
A.2	UIDAI software installed, tested, configured, registered with CIDR as per installation and configuration manual
A.3	List of Introducers loaded on laptop
A.4	UIDAI standards compliant Iris capture devices duly certified by STQC (make & model)
A.5	UIDAI standards compliant finger print capture devices duly certified by STQC (make & model)
A.6	UIDAI standards compliant digital camera as per UIDAI specifications.
A.7	White back ground screen, non-reflecting, opaque, ~3ft wide, and with stand ,available for taking photographs
A.8	Extra monitor for residents to verify their data (15-16" with a resolution above 1024x768)
A.9	All devices as per UIDAI standards
A.10	Working of all equipment at every station tested
A.11	Memory Stick for data transfer (4 GB pen drive sufficient for 1 centre/day i.e. ~5 stations. Enrolment Centre should maintain a stock of 20 days)

A.12	Printer (A4 laser printer; must print photo with good quality receipt)
A.13	Printer Paper(Inventory for 5 stations for 10 days ~ 20 rims)
A.14	Anti Virus / Anti Spyware checks
A.15	Data Card /Internet connectivity for Enrolment Client to be online every 24-48 hrs
A.16	All Operators 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	If Registrar has additional fields to be captured , then the KYR+ software for capturing the KYR+ fields is configured and tested
A.19	Sponge for wetting and hand-cleaning cloth available

b. Setting up of Enrolment Centre

Enrolment Centre refers to the premises located in the area where the enrolment is being carried out. The location for the enrolment center and number of enrolment stations per center shall be determined by the Enrolling agency and approved by the Registrar.

The process for setting up Enrolment centre is defined in ‘**Set up Enrolment centre sub process flow**’ in Annexure I at the end of this Volume II. The minimum facilities in the setup are as below.

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

	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 Centre are listed as below:

Desired		
C Other Logistics		
C.1	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc	
C.2	Extension box for Power Cord	
C.3	Water, soap and towel for cleaning hands	
C.4	Drinking water facility available	
C.5	Sufficient number of tables and chairs for enrolment station operators	
C.6	Chairs/benches available in shade for waiting enrolees	
C.7	Hall / room spacious & furniture organized to minimize movement of enrolee while capturing biometric information	
C.8	At least one station is suitable for physically challenged, pregnant women, women with infants and elderly enrolees. This station is clearly marked with a visible banner.	
C.9	Carry cases for all devices available	
C.10	Material for cleaning biometric instruments and laptops as specified by device manufacturers	
C.11	A separate enclosure to enrol "purdah-nasheen" women available	
C.12	Sufficient no. of operators available for job rotation & preventing operator fatigue	
C.13	Lady operators / volunteers to assist women enrolees	
C.14	Security arrangement in place to stop enrolees from carrying bags / suitcases or any other material into the enrolment centres	

C.15	A ramp is provided for disabled and old age people	
C.16	First aid kit available	
C.17	ORS kit available for areas in extreme heat conditions	
C.18	GPS Receiver (USB/built in)	
C.19	Scanner (Optional as per Registrar's mandate)	
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. 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.
- ii. The premises of the enrolment center are expected to be provided by the Government authorities wherever available. However the enrolling agency shall ensure required infrastructure like connectivity, power (if not already available) etc with the help of the local body authorities. In cases where such facilities are not available, the enrolling agency shall be responsible for providing alternate arrangements like power generator etc.
- iii. An area in the enrolment center shall be clearly demarcated for enrollees waiting to be enrolled and facilities for seating should be provided.
- iv. In case of mobile enrolment centers/stations also, the decision on frequency/period of availability shall be decided by the Registrar based on density of population, geographical terrain etc.
- v. Key figures on the enrolment stations/centers are provided separately in Annexure III of Volume II.

1.1.3 Hire & Train Manpower for Enrolment

Hiring Manpower:

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

- i. Operator: The enrolling agency shall hire manpower (operator) to execute enrolment at the enrolment stations as per the criteria provided below
 1. The operator should have passed Matriculation
 2. The operator should have a basic understanding of operating a computer and should be comfortable using the computer.
 3. The operator should have undergone training on the various equipment and devices to be used during enrolment..
 4. The operator should have passed the Operator test for UID enrolment and certified from a testing and certifying agency authorized by UIDAI.
 5. The operator should be an active operator i.e., should have obtained UID from UIDAI.
- ii. Supervisor: The enrolling agency shall hire 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 operator should have passed the Supervisor test and certified from a testing and certifying agency authorized by UIDAI.
 5. The supervisor should be an active supervisor i.e., should have obtained UID from UIDAI.
- iii. Technical personnel : The enrolling agency shall hire Technical personnel to provide technical support during enrolment at the enrolment centers as per the criteria provided below
 1. The Technical personnel shall be a Graduate and have a certification / experience on hardware / software trouble shooting and maintenance
 2. The Technical personnel shall have a good understanding and experience in using a computer.

3. The Technical personnel should have undergone training on the various equipment and devices to be used during enrolment.
 4. The Technical personnel should have passed the Technical personnel test and certified from a testing and certifying agency authorized by UIDAI.
- iv. Induction training: After hiring the personnel as described above, the Enrolment Agency should impart induction training on the various activities involved in the enrolment process to enable them to understand and adjust to the local situation. The induction training is to be given just before actual deployment of the personnel for enrolment operations and shall be compulsory. The period of induction training shall be from 10 to 15 days.

Training of Manpower:

The EA shall identify resources to employ in the Enrolment operations who are trained and certified and deploy them on the enrolment stations. UIDAI shall empanel training institutes to impart training in UIDAI prescribed enrolment operations. 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 enrollment agency may prefer to have master trainers onboard. Master trainers shall be identified by the enrollment agency from its pool of trainers and get them trained by UIDAI/ its representative as per its schedule. Master trainers shall train the trainers.
3. The enrollment agency shall have the requisite number of trainers for training its personnel. Trainers have to be trained by the Master trainers and should have passed the certification exam.
4. The training and enrolment operations shall be separate activities.
5. Duration of the training will vary depending on the category/ level of the participant and shall be prescribed by UIDAI on its website.
6. The enrolling agency providing inhouse training shall translate the training material into local language and hand it over to the course participants.
7. The enrollment agency shall ensure the availability of the requisite infrastructure for imparting training which shall include

- a. Availability of at least two sets of the equipment and gadgets listed in 1.1.2.above.
 - b. Certified trainers
8. The size of a batch for training shall not exceed 40 per batch.
9. The training schedule and contents for training shall be defined by UIDAI/its representative.
10. The manpower trained by the Enrolling Agency/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.

Indicative training modules and duration is provided in Annexure III B of Volume II. Alternatively an individual can undergo self training based on the content provided on the UIDAI website and attend the certification test. Upon successful certification the individual is deemed competent to perform in the role he is certified and can be hired by the Enrolment agencies for enrolment operations.

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

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

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

The Enrolment Agencies 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.

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

Please refer to Annexure I of Volume II for detailed standards and guidelines for demographic data collection. Please refer to 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 Registrar

Please refer to Annexure-II of Volume-II for detailed standards and detailed guidelines for collection of demographic data pertaining to KYR+ data pertaining to entire Household details like Ration Card No., LPG Connection Particulars, Family Count, Address and individual details like Mobile No. E-mail Id, Bank Account, NREGA Card No. and relationship with the Head of the family.

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

Please Refer to Annexure I of Volume II for detailed standards and guidelines for capture of Biometric data.

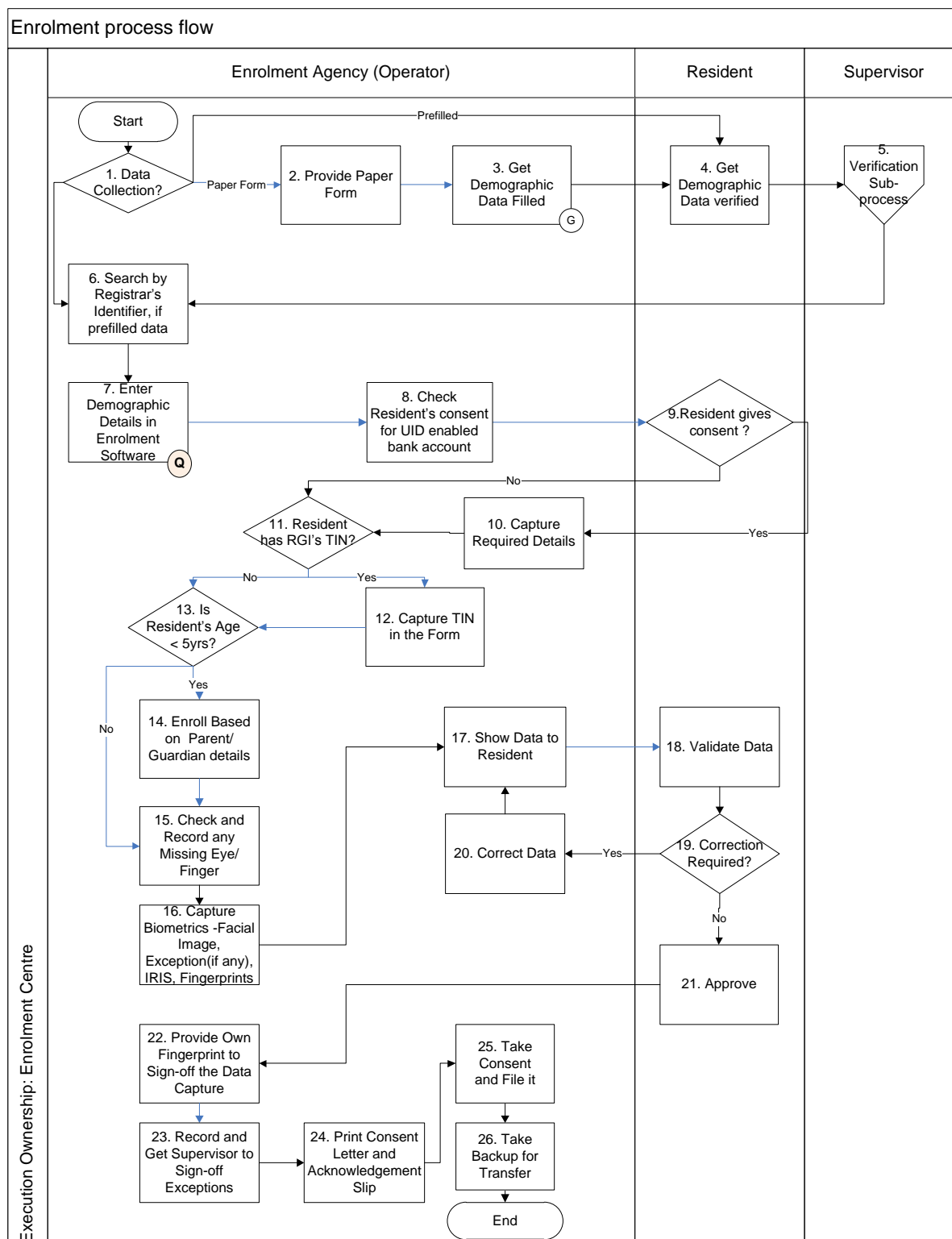
Step 3: Get consent letter and generate acknowledgement receipt.

After the demographic and biometric details are captured the enrolment operator shall show the demographic data to the enrollee and get his consent. If needed any corrections are made to the data and signed off by the operator by providing his finger prints. All exceptions need to be signed off by the Supervisor. A consent letter has to be printed and the signature/thumb impression of the enrollee obtained and the letter filed. An acknowledgement receipt is simultaneously printed and which is provided to the enrollee as a reference.

Step 4: Data backup and transfer:

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

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



1.1.5 Send Enrolment Data to Registrar

The UIDAI will separately prescribe the methods by which the data has to be transferred to the Authority for storage in Central Identities Data Repository (CIDR). The guidelines from UIDAI will relate to the transfer of data into specific memory devices and transporting them through a secure network or physically by the postal or courier services to the address which will be specified. The enrolling agencies are therefore advised to obtain these instructions before they proceed to collect the demographic and Biometric Data of the willing enrollees. The UIDAI will also issue separate instructions on the form of capture and storage for the PoI and PoA documents. UIDAI will make arrangements to store the documents; till such time Registrar / EAs need to maintain the documents.

1.1.6 Additional Services to be provided by the Enrolment Agency

The bidder shall perform all activities to meet the requirements specified by the UIDAI or Purchaser from time to time. The bidder shall also take up the enrollment work in rural areas of the district mentioned in the schedule in addition to the municipal areas of the schedule at the same rate if requested by the purchaser with the same terms and conditions.

1.1.7 Privacy & Security

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

1.1.8 Provide Electronic MIS Reports on Enrolment Status Daily

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

1.2 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 stationary/ mobile enrolment stations as specified in Annexure III of Volume II. The geographical locations/area and the target population for that geographical location/area to be catered to by the Enrolment Agency is as follows:

1. Schedule - 1: Municipal Areas of Vizianagaram Districts

Sl. No	Name of the Municipalities/Mpl.Corpns	Area in Sq.KMs	Population (proj.)
1	Vizianagaram	42.19	227533
2	Parvathipuram	11.28	53971
3	Bobbili	25.60	56877
4	Saluru	19.55	49547

2. Schedule - 2: Municipal Areas of Visakhapatnam Districts:

Sl. No	Name of the Municipalities/Mpl.Corpns	Area in Sq.KMs	Population (proj.)
1	Visakhapatnam	453.00	1345738
2	Anakapalli	23.28	86612
3	Bheemunipatnam	18.23	54865

3. Schedule - '3': Municipal Areas of West Godavari District

Sl. No	Name of the Municipalities/Mpl.Corpns	Area in Sq.KMs	Population (proj.)
1	Kovvur		39706
2	Nidadavole		43822
3	T.P.Gudem		103577
4	Eluru		217876
5	Tanuku		77917
6.	Bhimavaram		147056
7.	Narasapuram		58901
8.	Palakole		81236

4. Schedule – ‘4’: **Municipal Areas of Krishna Districts**

Sl. No	Name of the Municipalities/Mpl.Corpns	Area in Sq.KMs	Population (proj.)
1	Vijayawada	16.00	1048240
2	Machilipatnam	8.00	170008
3	Gudivada	6.00	118289
4	Nuzvid	4.00	58625
5	Nagarapanchayat, Jaggaiahpet	4.00	53469
6	Nagarapanchayat, Pedana	4.00	30835

5. Schedule – ‘5’: **Municipal Areas of Guntur District**

Sl. No	Name of the Municipalities/Mpl.Corpns	Area in Sq.KMs	Population (proj.)
1	Guntur	45.71	673952
2	Tenali	15.11	164649
3	Ponnur	26.40	59392
4	Bapatla	17.82	70429
5	Repalle	10.26	51938
6	Chilakaluripet	18.13	101550
7	Narasaraopet	7.92	117568
8	Vinukonda	23.00	62579
9	Sattenapalli	21.00	56633
10	Mangalagiri	10.49	107303
11	Tadepalli	19.50	70392
12	Piguduralla	31.64	63064
13	Macherla	34.92	57296

6. Schedule – ‘6’: **Municipal Areas of Prakasam District**

Sl. No	Name of the Municipalities/Mpl.Corpns	Area in Sq.KMs	Population (proj.)
1	Ongole	25.00	202826
2	Chirala	13.03	123910
3	Kandukur	60.32	57222
4	Markapur	22.00	70382
5	Addanki		89665
6	Giddalur		86129
7	Kanigiri		92482
8	Chimakurthy		79422

7. Schedule – ‘7’: **Municipal Areas of SPS Nellore District**

Sl. No	Name of the Municipalities/Mpl.Corpns	Area in Sq.KMs	Population (proj)
1	Nellore	49.05	505258
2	Kavali	22.95	82140
3	Gudur	19.20	60598
4	Venkatagiri	13.80	51498

8. Schedule – ‘8’: **Municipal Areas of Y.S.R. District**

Sl. No	Name of the Municipalities/Mpl.Corpns	Area in Sq.KMs	Population (proj)
1	Kadapa	96.00	344078
2	Rayachoti	24.50	124053
3	Budwel	36.70	50079
4	Rajampet	31.20	109840
5	Jammalamadugu	34.50	78334
6	Proddatur	18.10	258988
7	Pulivendula	17.10	78666

9. Schedule – ‘9’: **Municipal Areas of Kurnool District**

Sl. No	Name of the Municipalities/Mpl.Corpns	Area in Sq.KMs	Population (proj)
1	Kurnool	49.32	426315
2	Dhone	9.85	59062
3	Nandhyal	15.46	200746
4	Adoni	29.71	166537
5	Yemmiganur	14.50	94956

10. Schedule – ‘10’: **Municipal Areas of Mahabubnagar District**

Sl. No	Name of the Municipalities/Mpl.Corpns	Area in Sq.KMs	Population (proj)
1	Mahabubnagar	13.70	190291
2	Narayanpet	11.90	41539
3	Gadwal	6.10	63489
4	Wanaparthy	27.40	61170

11. Schedule – ‘11’: Municipal Areas of Nalgonda District

Sl. No	Name of the Municipalities/Mpl.Corpns	Area in Sq.KMs	Population (proj)
1	Nalgonda	32.00	153736
2	Suryapet	24.00	106524
3	Miryalaguda	21.00	104956
4	Bhongir	31.13	53434
5	Kodad	31.09	64246
6	Nakrekal	87.99	46481

12. Schedule – ‘12’: Municipal Areas of Medak District

Sl. No	Name of the Municipalities/Mpl.Corpns	Area in Sq.KMs	Population (proj)
1	Patancheru	35.50	116876
2	Ramachandrapuram		
3	Sangareddy	14.00	72436
4	Sadasivpet	21.74	42809
5	Zaheerabad	22.78	51000
6	Medak	22.00	48000
7	Siddipet	3.80	64946

13. Schedule – ‘13’: Municipal Areas of Karimnagar District

Sl. No	Name of the Municipalities/Mpl.Corpns	Area in Sq.KMs	Population (proj)
1	Karimnagar	23.85	287914
2	Jagityal	16.00	103962
3	Siricilla	18.00	65000
4	Metpally	12.00	50609
5	Ramagundam	93.00	244000
6	Korutla	25.00	66293

14. Schedule – ‘14’: Municipal Areas of Nizamabad District

Sl. No	Name of the Municipalities/Mpl.Corpns	Area in Sq.KMs	Population (proj) Lakh
1	Nizamabad		3.10
2	Kamareddy		0.80
3	Bodhan		0.77
4	Armur		0.43

15. Schedule – ‘15’: **Municipal Areas of Warangal District**

Sl. No	Name of the Municipalities/Mpl.Corpns	Area in Sq.KMs	Population (proj)
1	Warangal		620102
2	Jangaon		52408

16. Schedule – ‘16’: **Municipal Areas of Khammam District**

Sl. No	Name of the Municipalities/Mpl.Corpns	Area in Sq.KMs	Population (proj)
1	Khammam		184180
2	Kothagudem		79850
3	Palvanha		80138
4	Manuguru		32065
5	Sattupalli		31893
6	Yellendu		33560

1.3 Service Levels

Sl. No.	Performance Indicator	Service Level Metric	Penalty on breach of service level (imposed monthly)
1	Availability of Enrollment Station (ES) at the particular locality identified for setting up of ES as per the Work Plan	The ES should be operational within 7 days after Registrar approves the Work Plan/ issues Letter of Intent	Rs.1000 per instance of violation in a particular area.
2	Deployment of Mobile Enrolment Stations	The number of mobile enrolment stations operating in any specific geographic location should be inline with the Work Plan.	Rs.1000 per instance, if not rectified within 30 days of notification by Registrar
3	Data Transfer to the Registrar / agency nominated by Registrar (excluding the data related to residents getting enrolled through Introducers)	3 days from the date of enrolment	Rs.500 for every day of delay

4	Bunching of collected documents into specific nos. and indexing them and Handing over of documents to the authorized agency of UIDAI	First fortnight document should be handed over by 20 th and Second fortnight documents should be handed over by 5 th of succeeding month.	Rs.500 for every day of delay
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1.4 Roles and Responsibilities

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

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 redressal • 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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	<ul style="list-style-type: none"> • Manage data export to memory stick and data backup to external hard disk. Take enrolment data to a designated location for transfer to CIDR / Registrar • File, back up and store enrolment data as per UIDAI guidelines • Ensure safe handling and storage of documents and transfer of same to Registrar. / UIDAI • Verify PoI, PoA, DoB documents in case of document based verification. • Capture demographic and biometric data • 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, PoI, PoA for Registrar / UIDAI till handed over, guidelines for handing over are indicated at Annexure-IV of Scope of Work (Volume-II)
Registrar	<ul style="list-style-type: none"> • Audit of Enrolment Centres' readiness • Audit of enrolment agency processes and their effectiveness • Verify PoI, PoA, DoB documents in case of document based verification. Alternatively, if due to any constraints, the Registrars needs to appoint somebody else, they can do so even from amongst EA operators/supervisors. • Define enrolment plan including locations and timeframe • Identify suitable locations for setting up enrolment centres • Setup mechanism for document verification either by Registrar's own personnel or by EA Supervisor/Personnel. • Ensure pre-enrolment data, where applicable, is available to Enrolment Agency • Ensure list of Introducers is available with their demographic, biometric details and UID numbers • Ensure communication reaches the target beneficiaries / residents • Provide requisite number of paper-based enrolment forms 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 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 (EA should systematically arrange the documents Enrolment Station-wise and Enrolment No.-wise and safely store till the agency authorised by UIDAI collects)
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1.5 Timelines

Sl. No	Schedule No and Geographical Area	Target Population (approx. in lakhs)	Estimated Start Date of Enrolment	Estimated End Date of Enrolment
1	Schedule No:1 Municipal Areas of Vizianagarm District	3.88	28-12-2011	29-02-2012
2	Schedule No:2 Municipal Areas of Visakhapatnam District	14.87	28-12-2011	29-02-2012
3	Schedule No:3 Municipal Areas of West Godavari District	7.70	28-12-2011	29-02-2012
4	Schedule No:4 Municipal areas of Krishna District	14.80	28-12-2011	29-02-2012
5	Schedule No:5 Municipal areas of Guntur District	16.56	28-12-2011	29-02-2012
6	Schedule No:6 Municipal areas of Prakasam District	8.02	28-12-2011	29-02-2012
7	Schedule No:7 Municipal areas of P.S.Nellore District	6.99	28-12-2011	29-02-2012
8	Schedule No:8 Municipal areas of	10.44	28-12-2011	29-02-2012

	Y.S.R District			
9	Schedule No:9 Municipal areas of Kurnool District	9.48	28-12-2011	29-02-2012
10	Schedule No:10 Municipal areas of Mahaboobnagar District	3.56	28-12-2011	29-02-2012
11	Schedule No:11 Municipal areas of Nalgonda District	5.29	28-12-2011	29-02-2012
12	Schedule No:12 Municipal areas of Medak District	3.97	28-12-2011	29-02-2012
13	Schedule No:13 Municipal areas of Karimnagar District	8.18	28-12-2011	29-02-2012
14	Schedule No:14 Municipal areas of Nizamabad District	5.10	28-12-2011	29-02-2012
15	Schedule No:15 Municipal areas of Warangal District	6.73	28-12-2011	29-02-2012
16	Schedule No:16 Municipal areas of Khammam District	4.42	28-12-2011	29-02-2012

1.6 Payment to the Enrolment Agency

Payments shall be made to the Enrolment Agency by the Registrar on a monthly basis based **on the amount sanctioned by UID for successful generation of AADHAAR Nos. and release of funds by UIDAI to the Registrar.** This payment shall be subject to adherence to the Service Levels specified at 1.3.

Annexure I – Guidelines for Enrolment

1. Guidelines for Enrolment of Residents

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

- a) Process Overview
- b) Pre-Requisites for Enrolment
- c) Roles and Responsibilities
- d) Setup of Enrolment Centre
- e) Resident Enrolment Process Flow and Description
- f) Capture of Demographic and Biometric Data
- g) Verification procedure
- h) KYR Standards for collection demographic data
- i) Documents for Verifying PoI, PoA and DoB
- j) Guidelines for capturing Demographic data
- k) Biometric Data Capture Standards
- l) Detailed guidelines for collection of Biometric data
- m) Handling of Exceptions
- n) Enrolment Centre Beginning of Day(BOD) and End of Day(EOD) activities
- o) Checklist for Setting up of Enrolment Centre

The latest version of the Resident Enrolment Process document Version 1.5 is uploaded on the UIDAI website and the bidders may download the same from the link **www.uidai.gov.in**

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

KYR + Fields for demographic data collection

1. Mandal

2. Marital Status

- ☐ Married ☐ Single ☐ Widow
- ☐ Others

3. Beneficiary Group

- ☐ SC ☐ ST ☐ BC ☐ Others

4. Ration Card Number

5. Occupation

- ☐ Farmer
 - i. Owner
 - 1. Wet
 - 2. Dry
 - ii. Tenant
 - 1. Wet
 - 2. Dry
- ☐ Daily Wage Earner
- ☐ Agricultural Labour
- ☐ Employee – Govt./Retired
- ☐ Employee – Private
- ☐ Military/Ex-Servicemen
- ☐ Self Employed
- ☐ Own Business
- ☐ House Wife

☐ Unemployed

☐ Others

6. Relationship (with Head of Family)

- | | | | | |
|---------------------------------------|----------------------------------|--------------------------------------|-------------------------------------|------------------------------------|
| <input type="radio"/> Husband | <input type="radio"/> Wife | <input type="radio"/> Son | <input type="radio"/> Daughter | <input type="radio"/> Father |
| <input type="radio"/> Mother | <input type="radio"/> Grand Son | <input type="radio"/> Grand Daughter | <input type="radio"/> Grand Mother | <input type="radio"/> Grand Father |
| <input type="radio"/> Daughter-in-Law | <input type="radio"/> Son-in-Law | <input type="radio"/> Father-in-Law | <input type="radio"/> Mother-in-Law | <input type="radio"/> Others |

7. House Status

- | | |
|---------------------------|----------------------------|
| <input type="radio"/> Own | <input type="radio"/> Rent |
|---------------------------|----------------------------|

8. House Type

- | | |
|---|---|
| <input type="radio"/> Kuchha | <input type="radio"/> Semi-Pucca |
| <input type="radio"/> Pucca (750 sft or less) | <input type="radio"/> Single/Multi-Storeyed (>750sft) |

9. Owned 4 Wheeler

- | | |
|---------------------------|--------------------------|
| <input type="radio"/> Yes | <input type="radio"/> No |
|---------------------------|--------------------------|

10. Educational Qualification

- | | | |
|---|-------------------------------------|----------------------------------|
| <input type="radio"/> PhD | <input type="radio"/> Post Graduate | <input type="radio"/> Graduate |
| <input type="radio"/> Professional(Engg/Doctor/Scientist) | <input type="radio"/> Lawyer | |
| <input type="radio"/> Inter | <input type="radio"/> SSC | <input type="radio"/> Illiterate |

☐ **Rural Development Department**

11. MG NREG Job Card Number

12. Pension ID

13. SHG Number

List of Documents for Verifying Pol, PoA& DoB

Support Pol Documents Containing Name and Photo
<ol style="list-style-type: none"> 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
<ol style="list-style-type: none"> 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)

- | |
|---|
| <ul style="list-style-type: none">25. Income Tax Assessment Order26. Vehicle Registration Certificate27. Registered Sale / Lease / Rent Agreement28. Address Card having Photo issued by Department of Posts29. Caste and Domicile Certificate having Photo issued by State Govt. |
|---|

Supported Proof of DoB Documents

- | |
|--|
| <ul style="list-style-type: none">1. Birth Certificate2. SSLC Book/Certificate3. Passport4. Certificate of Date of Birth issued by Group A Gazetted Officer on letterhead |
|--|

Annexure III – Indicative Number of Enrolment Centres & Training Requirements**A. Indicative Number of Stationary Enrolment Stations and Centers based on Population to be covered**

- The calculation is based on the following criteria
 - Net working days per enrollment station: 50
 - Average number of enrollments per station per day: 50
 - Number of stationery enrollment stations = Population to be covered / (50 * 50)

Geographical Areas				
Sl. No	Schedule No.	Geographical Area under the Schedule	Target Population in Lakhs (approx)	No. of Enrollment stations required
1	Schedule 1	Municipal Areas of Vizianagarm District	3.88	155
2	Schedule 2	Municipal Areas of Visakhapatnam District	14.87	595
3	Schedule 3	Municipal Areas of West Godavari District	7.70	308
4	Schedule 4	Municipal areas of Krishna District	14.80	592
5	Schedule 5	Municipal areas of Guntur District	16.56	662
6	Schedule 6	Municipal areas of Prakasam District	8.02	320
7	Schedule 7	Municipal areas of P.S.Nellore District	6.99	280
8	Schedule 8	Municipal areas of Y.S.R District	10.44	418
9	Schedule 9	Municipal areas of Kurnool District	9.48	379
10	Schedule 10	Municipal areas of Mahaboobnagar District	3.56	142
11	Schedule 11	Municipal areas of Nalgonda District	5.29	212
12	Schedule 12	Municipal areas of Medak District	3.97	159
13	Schedule 13	Municipal areas of Karimnagar District	8.18	327
14	Schedule 14	Municipal areas of Nizamabad District	5.10	204
15	Schedule 15	Municipal areas of Warangal District	6.73	271
16	Schedule 16	Municipal areas of Khammam District	4.42	177

*** Stationary Enrolment Stations:** Refers to enrolment stations which are set up at a fixed location like schools, panchayat offices, auditorium etc for a minimum pre-defined time

B. Indicative Training Design Structure - details of training modules & their duration (in days)

Module Name & course Duration	Master Trainer	Enrolment Operator	Supervisor	Technical Support	Registrar Representative
UIDAI Overview	0.5	0.5	0.5	0.5	1
Introduction to UIDAI enrolment process	0.5	1	1	0.5	
Basics on Hardware devices (Biometric, camera, PC etc)	0.5	0.5	0.5	0.5	0.5
Working with the bio metric devices	0.5	1	1	0.5	
UID Client Application Software	1.5	2	2	2	0.5
Trouble Shooting on UID Client Application Software and Biometric devices	0.5	0.5	0.5	1	
Setting up an Enrollment center	0.5	---	1	1.5	
Enrollment Centre Management	0.5	---	0.5	0.5	0.5
Exception Handling	0.5	1	1	0.5	
Soft Skills - Interaction with Residents / Senior Residents, Grievance handling,, Crowd handling etc	1	1.5	1.5	0.5	0.5
Training Delivery Techniques	1.5	---	---	---	
Total	8	8	9.5	8	3

Annexure IV – Guidelines on indexing and storing and handing over of documents to the authorized agency of UIDAI

Document Storage Guidelines for Registrars - Version 1.2

1. Background

The Unique Identification Authority of India shall issue AADHAAR numbers based on demographic and biometric information provided by the resident. The demographic information consists of four mandatory fields: Name, Date of Birth, Address and Gender, of which name, data of birth and address are required to be supported and verified by documentary proof of identity, address and date of birth. The purpose of the document storage guidelines is to define the standard procedure of handling documents collected and generated during the resident Enrolment process for AADHAAR numbers. There are several documents which are part of the enrolment process for AADHAAR and each of them need to be handled with care and stored in a manner that will enable ease of retrieval at a later date (if required). The list of documents in the Enrolment process is:

- a) Proof of Identity, address and date of birth (some residents may have a single document which can act as proof for all three, while other residents may produce different documents for each)
- b) Enrolment form
- c) Consent for enrolment (this form contains details of enrolment and confirmation of details by the resident as well as consent of the resident for sharing of data for welfare and financial services in case of introducer based enrolment endorsement by the introducer)
- d) Acknowledge receipt for resident (this is a receipt of enrolment for AADHAAR which contains an enrolment ID)

2. Responsibility of Enrollment Agencies:

Since the enrolments for UIDAI is being done through Enrollment Agencies, it is responsibility of the Registrar to ensure that all PoA/Pol documents provided by the Residents are verified properly. The preferred mode of verification is through the Registrar's employees but in exceptional circumstances the Registrar may assign the same as specific deliverable to EA that they engage. EA operator will verify the document and sign the document as proof of verification. The details of documents acceptable as proof of identity, address and date of birth are prescribed for verification purposes are given in Annexure attached. UIDAI has also prescribed Introducer based verification. All these verification documents generated in the process of enrolment for AADHAAR numbers must be properly indexed, retained and stored in a secure manner so as to protect the documents from unauthorised access and enable easy retrieval when required by UIDAI.

2.1. Document Retention and storage

As a Registrar of the UIDAI, there are certain obligations to be fulfilled by the Registrar with respect to retention of documents related to enrolment of residents for AADHAAR numbers.

- a. The documents are required to be preserved by Registrar till the UIDAI finalizes its document storage agency.
- b. The Enrollment Agencies must ensure that the documents are stored in a safe and secure manner and protected from unauthorised access. The Registrar must also ensure proper referencing and indexing of the documents for easy retrieval.
- c. The Registrar will be required to provide UIDAI access to the documents as and when required by UIDAI.
- d. UIDAI will prescribe a process for requesting the documents retained by the Registrar.

Document Retention Storage

Enrolment form	to be retained
Proof of Identity	to be retained
Proof of Address	to be retained
Date of Birth (Date of birth can be recorded even if there is no documentary proof and marked as “declared”. Where date of birth is not known age can be recorded)	to be retained
Confirmation and Consent form/ Request for correction	to be retained
Acknowledgment form / Acknowledgement of correction	Not to be retained must be returned to the resident.

*The enrolment operator will paste bar coded stickers on the Confirmation and consent form, enrolment forms (where available) and photocopies of Proof of identity address and date of birth documents. The bar code on the Consent Letter will be read and stored on the UIDAI provided enrolment client software along with the resident's data.

Enrollment agencies are required to follow these documentation storage guidelines prescribed by the UIDAI. The UIDAI is in the process of formalising a comprehensive data retention and record keeping policy which will be published shortly and will replace these documentation storage guidelines.

Annexure

List of Documents for Verifying PoI, PoA& DoB are as mentioned in the Annexure-II

DMS Formats**1. Manifest of Resident Documents**

Sl. No.	Enrolment Number with Date and time	Type(Enrolment /Correction)	Name of the Resident	PoI	PoA	DoB	PoR	Consent	Enrolment Form
1	1111/11 111/111 11 ##### 20:14:12	E	abc	Ration Card	Ration Card			✓	✓
2	1111/12 222/110 00 ##### 18:14:12	C	xyz			Birth Certificate	Ration Card	✓	✓
3	1111/11 111/111 11 ##### 16:14:19	E	lmn		Driving License			✓	✓

2. Declaration from Enrollment Agency for movement of UIDAI Enrolment document
DATE:

TO WHOMSOEVER IT MAY CONCERN

THIS IS TO CERTIFY THAT _____<DMS Service provider - Logistics/ courier
Name> Vendor __ CARRYING _____ CARTONS CONTAINING ENROLL MENT
DOCUMENTS OF UIDAI AADHAR ENROLLMENT FORMS FROM OUR OFFICE :

< Name of the Enrollment Agency and Address of pickup)

FOR SCANNING & FURTHER STORAGE AT STORAGE/SCANNING CENTER of UIDAI
AADHAR PROJECT Located at: (include address)

THE ABOVE ARE PURELY DOCUMENTS & HAS NO COMMERCIAL VALUE.

YOURS TRULY,

(AUTHORISED SIGNATORY)

Note : This Annexure to be included with each pickup (total 10 batches)

3. Collection Manifest

UIDAI EID DOCKET COLLECTION FROM Enrollment Agency MANIFEST

Enrollment		Agency	Location:	
Ref No: _____				
Sr. No.	Carton No./Batch ID (sample batch ID shown in below sheet)	A	B	Remarks for Discrepancy between A & B
		No. of EID Dockets picked from Enrollment Agency for Scanning Centre	No. of EID Dockets Delivered at UIDAI Storage / Scanning Location	
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
	Total No. of Cartons:		Total No. of Cartons:	
	Enrollment agency Contact (sign, name, stamp & designation):		DMS Service Provider - Logistics Supervisor:	
	DMS Service Provider- Logistics Supervisor:		DMS Service Provider - Storage/Scanning Supervisor:	
	Total EID Dockets Collected:		Total EID Dockets Delivered:	
	Date & Time of Pickup from Enrollment agency:		Date & Time of Delivery at Storage / Scanning Location:	
	Date & Time of Intimation for Pickup by Enrollment agency:		Total No. of Cartons:	

Sample Batch id – 012/N12/23042011/S1

1. First three digits represent three digit registrar identification number.
2. Next three digits are divided into two parts to identify location, first alphabetic field is used to identify region code (eg. N = North, E = East, W = West, S = South) and the next two numeric fields are used to indicate district or location number based on ascending order of names. The list of location will be published to registrars in advance.
3. The third field indicated date in DDMMYYYY format
4. The fourth field is kept for set number. This field is used only if there is more than one pickup in a day. In case there is only one pickup for one location in a day, this field can be left blank.