

REQUEST FOR QUOTATION (RFQ)

SELECTION OF SEEDING AGENCY

VOLUME – II SCOPE OF WORK

<INSERT ORGANIZATION NAME (SEEDING REGISTRAR)>

<INSERT PLACE>

<INSERT DATE>

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Table of Contents

1	INTRODUCTION	1
1.1	UIDAI	1
1.2	CONCEPT OF SEEDING	1
1.3	SEEDING PROCESS: STEPS IN SEEDING	1
1.4	SEEDING FRAMEWORK	3
2	SCOPE OF WORK.....	4
2.1	FUNCTIONAL SCOPE.....	4
2.2	GEOGRAPHICAL SCOPE.....	5
2.3	PROJECT TIMELINES	6
2.4	PROJECT MILESTONES	6
2.5	SERVICE LEVELS (ILLUSTRATIVE).....	7
2.6	PAYMENT TO THE SEEDING AGENCY.....	8
3	MANDATORY CONDITIONS ON THE SEEDING AGENCIES	9
4	TERMINATION OF CONTRACT	11

1 Introduction

1.1 UIDAI

The Unique Identification Authority of India (UIDAI) has been created, with the mandate of providing a Unique Identity (Aadhaar) to all Indian residents. Aadhaar has been envisioned as a means for residents to easily and effectively establish their identity, to any agency, anywhere in the country, without having to repeatedly produce identity documents to agencies.

Applications that use Aadhaar to identify and authenticate the resident as part of their service delivery are referred to as Aadhaar-enabled applications. The usage of Aadhaar enabled applications for service delivery is broadly referred to here as “Aadhaar Enabled Service Delivery”.

UIDAI offers authentication services that enable a resident to authenticate oneself by providing relevant demographic and biometric identity information.

1.2 Concept of Seeding

Seeding is a process by which Aadhaar of residents are included in the service delivery database of service providers for enabling Aadhaar based authentication during service delivery.

E.g. As an example, MNREGA will require authentication before pay out therefore in such a scenario, it will be essential to map Aadhaar of the resident with MNREGA Job Card number and other demographic information. Similarly, banks may want to map Aadhaar numbers of all their customers to their account numbers in their database.

1.3 Seeding Process: Steps in Seeding

Seeding has three distinct steps that are explained below:

Step A): Capture of Seeding Request- also referred to as “Capture”

It is the process of accepting seeding requests, Aadhaar and corresponding Beneficiary-ID to be linked

The key here is to connect with the residents using various channels which may include but are not limited to:

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- I. Drop boxes where residents could drop their seeding request form/ letter, other relevant documents and copy of Aadhaar
 - II. Post boxes where residents could mail their seeding request form/ letter, copies of other relevant documents and Aadhaar
 - III. Operator assisted kiosks where residents could submit relevant supporting documents and their Aadhaar
 - IV. SMS: Residents could send a SMS from their registered mobile number in a defined format
 - V. Self- service Portal: Residents could access a portal to update their Beneficiary Identifier Number / Account Number and Aadhaar number

Step B): Verification of Request- also referred to as “Verification”

It is the process of verifying that the Aadhaar provided by the beneficiary is valid and belongs to the beneficiary.

The process involves comparing the demographic details available in service provider's records with the demographic details associated with the Aadhaar provided for seeding.

Following UIDAI services can be leveraged to perform validation of Aadhaar provided in the seeding request:

- I. E- KYC
- II. Demographic Authentication
- III. Bio- metric Authentication

Details of these services are available on the UIDAI website

<http://www.uidai.gov.in/aadhaar-applications/rasf.html>

Step C): Link Aadhaar in service providers' database - also referred also as “Linking”

It is the process of linking verified Aadhaar and beneficiary ID i.e. saving/ recording Aadhaar in the beneficiary record in the database of the service provider

Protocol covering the approach for seeding is available on the UIDAI website link

http://www.uidai.gov.in/images/commndoc/aadhaar_seeding_october_2014_v098_14112014.pdf

1.4 Seeding Framework

< Seeding agencies will use the seeding framework / application provided by the Seeding Registrar to perform activities listed in the scope of work section. Seeding Registrar should provide details of the seeding framework / application deployed for the purpose of seeding activities. >

The Seeding Framework (RASf) recommends a set of methods (using process flows and tools) for linking (seeding) Aadhaar numbers to beneficiary records.

The framework/ application may have features such as:

1. Authentication of operator carrying out the Seeding
2. Convergence of seeding requests from various channels
3. Extract and consume data out of digital documents such as e-Aadhaar letter
4. Ability to integrate with scheme database to get beneficiary record and update seeding status directly in to scheme database
5. Demographic Authentication, inbuilt into the system. Configurable demographic authentication to automate seeding, validation by the system based on configurable rules followed by manual verification for non-processed cases
6. E-KYC integration as one of the authentication frameworks, inbuilt into the application
7. Send notification of seeding request status to the resident
8. Web service interface to provide seeding status of Aadhaar number to any external agency to be hosted separately
9. Monitoring capability along with ability to avoid duplicate processing
10. Maintain the audit trail of all the activities done using the seeding framework.

The list of features provided above is indicative and may change. The Seeding Registrars will make this seeding framework available to the contracted seeding agency.

Details of the RASf framework are available on UIDAI website

<http://www.uidai.gov.in/aadhaar-applications/rasf.html>

2 Scope of Work

2.1 Functional scope

The scope of work envisaged for this RFQ will cover the following:

1. Capture

This will cover acceptance of seeding request from eligible beneficiaries

E.g. 1. Collection of seeding requests from account holders on behalf of a bank

E.g. 2. Collection of seeding requests from beneficiaries of PDS in a State etc.

In addition, there may be a requirement to digitise the data related to seeding requests and submission to the Seeding Registrar along with the hard copies of the seeding requests and supporting KYC documents provided by the beneficiary

Operator involved in Capture cannot do Verification & Linking for the same Seeding Registrar.

2. Verification & Linking

This will require verification of beneficiary's Aadhaar through UIDAI services i.e. e- KYC, demographic authentication and bio- metric authentication. Upon successful verification, beneficiary's Aadhaar may need to be linked in the Seeding Registrar's database.

In the instance that the Seeding Registrar does not want an outside entity to access their database, then the Seeding Agency would need to provide the validated data in the specified format to the Seeding Registrar. The Seeding Registrar will then use this data and its own employees to do the linking.

The seeding operators engaged in this activity should have Aadhaar number and must be certified by UIDAI for seeding activities. The operator involved in Verification & Linking cannot do Capture for the same Seeding Registrar.

Please refer to the link protocol covering the approach for seeding on the UIDAI website

http://www.uidai.gov.in/images/commndoc/aadhaar_seeding_october_2014_v098_14112014.pdf

< The Seeding Registrar may adopt following approaches to minimise the instances of conflict of interest between the activities of Capture and Verification & Linking. This will also ensure that a maker – checker concept is enforced.

Approach 1: Select different agencies to carry out Capture and Verification & Linking

Approach 2: Select single agency but mandate different operators to carry out Capture and Verification & Linking

The scope of this RFQ may be tailored by removing sections that are not applicable. For example, In case the Seeding Registrar wants to follow Approach 1, then it can exclude the relevant activity from the scope (i.e. either Capture or Verification & Linking) >

2.2 Geographical Scope

Seeding needs to be done for the following Geographies and Quantum:

Schedule #	#
Name of the Geographical Area	State/ District/ Block <i><Details to be provided down to the last unit of the geography i.e. State, District, Block, GP etc. This will enable the bidder to understand the scope clearly ></i>
Area	X sq. kms <i><Details to be provided down to the last unit of the geography i.e. State, District, Block, GP etc. This will enable the bidder to understand the geographical spread clearly ></i>
Quantum / Target Population	Total number of beneficiaries whose records need to be seeded <i>< Number of beneficiaries in the geography whose records need to be seeded.</i> <i>Numbers should be provided down to the last unit of the geography i.e. State, District, Block, GP etc. This will enable the bidder to plan their operations ></i>

< Each geographical area should be identified uniquely by giving a unique schedule number. Seeding Registrar may sub- divide the geographical scope if it is large and

there lack of enough number of players/ potential bidders to carry out seeding. Sub-dividing the geography into number of smaller geographies and related Schedules will allow smaller players/ bidders to participate. E.g. Instead of inviting one bidder to cover an entire State, another approach could be to invite numerous bidders to cover one district each i.e. have more than one schedule >

2.3 Project Timelines

Schedule #	#
Start date	dd/mm/yyyy < Starting date from which seeding requests need to be captured from the beneficiaries. This will enable the bidder to plan their operations >
End date	dd/mm/yyyy < Last date by when beneficiary records need to be seeded. This will enable the bidder to plan their operations >

2.4 Project Milestones

< The Registrar should have milestones to enable mid- course review and timely intervention in case of deviations. This section may also be used to communicate the milestones and penalty for non- achievement of milestones. The penalties defined here should be in alignment to Section 1.6 on Service Levels. >

Schedule #	#		
Start date	dd/mm/yyyy		
End date	dd/mm/yyyy		
Name of geography	State/ District/ Block		
Total number of records to be seeded	Total number of beneficiaries whose records need to be seeded		
Milestone #	Milestone date	Number records to be seeded	Penalty for non-achievement of milestones
1	Dd/mm/yyyy	X	Tiered (1) INR ____:
2	Dd/mm/yyyy	Y	
3	Dd/mm/yyyy	Z	

			90% completion (2) INR ____:
			80% completion

2.5 Service Levels (Illustrative)

< The Service Levels given below are only illustrative and not exhaustive. Registrar shall decide on the service level criteria to be monitored and enforced; final service levels and the amount of penalty to be imposed for the non-adherence to the Service Levels.. >

S. No	Performance Indicator	Service Level Metric	Penalty on breach of service level (imposed monthly)
1	Correctness of seeding activities (Capture, Verify and Link)	Every single record must be seeded correctly	INR ____ per instance of incorrect verify & link activity
2	Adherence to project timelines and milestones	As specified in Section 2.3 (timelines) and 2.4 (milestones), respectively	Tiered (1) INR ____: 90% completion (2) INR ____: 80% completion
3	Non adherence to mandatory responsibilities	As specified in Section 3	INR ____ per instance of non-adherence

2.6 Payment to the Seeding Agency

< The Seeding Registrar should outline their payment process and format for invoices. They may also like to define their payment processing cycle dates and indicative timelines for making payments >

Payments shall be made to the Seeding Agency on a monthly basis based on the number of correct seeding requests completed and subject to adherence to the Service Levels defined in 2.5.

3 Mandatory Conditions on the Seeding Agencies

1. The seeding operators engaged must have Aadhaar number and must be certified by UIDAI empanelled Training Agencies for seeding activities
2. Ensure processes and standards prescribed by Seeding Registrar and UIDAI are followed. Use the software application hosted by the Seeding Registrar for the seeding activities. Seeding should be conducted using the methods and tools prescribed in RASF or Standard Processes specified by Seeding Registrar, if any.

< The Registrar shall provide the details of various methods and tools required to be used for various seeding activities in this section >

3. Procure Biometric Devices as per UIDAI Specifications

Please refer to following links for details on the specifications

http://www.stqc.gov.in/sites/upload_files/stqc/files/UIDAI-Biometric-Device-Specifications-Authentication-14-05-2012_0.pdf

and

http://www.stqc.gov.in/sites/upload_files/stqc/files/Device_specification_BDCS_A-I_-03-07_0.pdf

In addition, please refer to the following links for the list of suppliers and their relevant devices that have received UIDAI certification

http://www.stqc.gov.in/sites/upload_files/stqc/files/UID_Auth_list_040414_alphabetical.pdf

and

http://www.stqc.gov.in/sites/upload_files/stqc/files/Auth_IRIS_listCetrifiedSuppliers_ver2.0_11072014.pdf

< The seeding agency should procure biometric devices (for fingerprint for carrying out bio- metric authentication. These devices should conform to UIDAI specifications and may be checked for conformance by UIDAI appointed agencies >

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4. Privacy & Security of beneficiary data - Seeding agencies 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 Seeding Registrar. Mechanisms to ensure the same have to be put in place by the Seeding agency and shall be subject to audit by UIDAI/ Registrar/ their representative from time to time. The Seeding Agency must adhere to Information Technology Act, 2000 and the rules made there under and failure to abide by it will attract suspension or termination of the contract as the case may be.

Please refer to the following link that provides UIDAI's data sharing policy

http://uidai.gov.in/images/data_sharing_policy_1_.pdf

Please refer to the following link that provides UIDAI's Data Protection Guidelines for Registrars

http://uidai.gov.in/images/resource/data_protection_and_security_guidelines_for_registrar.pdf

5. Provide services/ perform activities as per the agreed scope and timelines
6. Adhere to all terms and conditions listed in the RFQ- Volume I, II and III

4 Termination of Contract

The Seeding Agency's contract may be terminated by the Seeding Registrar for due to non- adherence to conditions listed in Section 3.

In addition, the contract may also be terminated due to non- adherence to:

1. Repeated failure to achieve SLAs listed in section 2.6
2. Failure to provide Information and MIS to the Seeding Registrar
3. Non co-operation during audits by the Seeing Registrar
4. Misbehaviour with the beneficiaries
5. Any corrupt practices
6. Failure of adhere to the mandatory conditions listed in Section 3
7. Violation of any terms & conditions specified in the RFE (http://www.uidai.gov.in/images/tenders/rfe_empanelment_of_seeding_agencies_june_2014.pdf)
8. Violation of any terms & conditions specified in this RFQ Volume I, II and III

< Registrar may add more conditions for termination relevant to them. They may also add the process of termination of contract here >