# Annexure 1

## ANNEXURE - Job Descriptions and Requirements

**Principal Consultant - Authentication Ecosystem Partner Management**

|  |  |
| --- | --- |
| **Job Profile** | * Support the UIDAI in implementing Aadhaar in collaboration with various organizations to provide Authentication Services through Authentication Service Agencies (ASAs), Authentication User Agencies (AUAs) and their partner organizations; drive project management rigor in the same. * Deploy the ASA/AUA on boarding processes and guidelines as defined by the UIDAI to support the ASAs/AUAs in enabling Aadhaar-based authentication. * Manage cross-functional aspects of the project including finance, technology, logistics, procurement etc. * Interface with all stakeholders as required - training agencies, device manufacturers, certification agencies, and audit agencies to support the ASA/AUA in project implementation. * Supervise project implementation at the ground level; travel will be required to monitor implementation at the district/village level. * Review regular progress assessment reports with qualitative inputs and flag off any deviations / issues that would need to be looked into. * Ensure timely preparation of reports and circulars for both internal and external distribution on project progress. |
| **Qualification & Experience** | * Bachelor’s degree in engineering/post graduate * Master’s degree in Management * Minimum 10 years of work experience in multidisciplinary function * At least 4 years of experience in consulting and 2 year of experience in Project Management * Experience in social sector programmes related to health, employment, development, poverty eradication, CSOs, NGOs, Foundations, Government projects an advantage * Experience in e-Governance programmes with strong appreciation for IT / Telecom an advantage * Experience in financial sector (Banking, Insurance etc.)an advantage * Experience with UIDAI related projects an advantage * Project Management Certification preferred; should be proficient in MS Office, MS project, and other project management tools. |
| **Location** | UIDAI Headquarters, New Delhi-2 |

**Consultant - Authentication Ecosystem Partner Management**

|  |  |
| --- | --- |
| **Job Profile** | * Support the UIDAI in implementing Aadhaar in collaboration with various organizations to provide Authentication Services through Authentication Service Agencies (ASAs), Authentication User Agencies (AUAs) and their partner organizations; drive project management rigor in the same. * Deploy the ASA/AUA on boarding processes and guidelines as defined by the UIDAI to support the ASAs/AUAs in enabling Aadhaar-based authentication. * Manage cross-functional aspects of the project including finance, technology, logistics, procurement etc. * Interface with all stakeholders as required - training agencies, device manufacturers, certification agencies, and audit agencies to support the ASA/AUA in project implementation. * Supervise project implementation at the ground level; travel will be required to monitor implementation at the district/village level. * Review regular progress assessment reports with qualitative inputs and flag off any deviations / issues that would need to be looked into. * Ensure timely preparation of reports and circulars for both internal and external distribution on project progress. |
| **Qualification & Experience** | * Bachelor’s degree in engineering/post graduate * Master’s degree in Management * Minimum 4 years of work experience in consulting and at least 2 years of experience in Project Management function * Experience in social sector programmes related to health, employment, development, poverty eradication, CSOs, NGOs, Foundations, Government projects an advantage * Experience in e-Governance programmes with strong appreciation for IT / Telecom an advantage * Experience in financial sector (Banking, Insurance etc.)an advantage * Experience with UIDAI related projects an advantage * Project Management Certification preferred; should be proficient in MS Office, MS project, and other project management tools. |
| **Location** | UIDAI Headquarters, New Delhi-2 |

**Principal Consultant – Process and Policy**

|  |  |
| --- | --- |
| **Job Profile** | * Responsible for establishing standards & processes that will enable the UID project partners align their processes and systems to become “UID-ready” and leverage the power of the unique identity within their domains. * Responsible for planning and developing processes and frameworks based on industry standards such as ITIL or COBIT, for managing the operations for UID service delivery * Responsible for assisting the Authority in creating appropriate change management strategies and plans to implement a transition plan for the project partners to align their systems and processes with the UID systems. * Responsible for developing appropriate service level and operational level agreements * Regular reviews with the project partners to understand their changing business needs and accordingly aligning it with the UID operations and change management plans. * Document, analyze and/or replace processes as required. Lead the identification and resolution of process issues with cross functional teams * Identify metrics that provide data for process and operations management and indicators for future improvement opportunities as well as use it to effectively drive process changes and operational performance * Develop and define technical and non-technical requirements to support process changes * Act as a liaison between the Authority and the project partners/ stakeholders to ensure requirements related to process and operational changes are clear * Work independently or through the help of external agencies/ consultants in developing model processes and procedures that can be adopted by the project partners to align with the UID systems * Developing process and operational guidelines for use by the various project partners and implementing agencies * Provide inputs on the institutional/ legal/ procedural implications of planned process changes and ensure that the respective partners/ agencies are sufficiently  informed on the same |
| **Qualification & Experience** | * Bachelor’s degree in engineering/post graduate * Master’s degree in Management * Minimum 10 years of work experience in multi-disciplinary functions * At least 5 years of experience in process consulting/implementation * Advanced level certifications in at least one process framework such as ITIL, COBIT, Six Sigma, ISO 20000 etc. * Proven ability to identify business needs and translate into concise business requirements * Experience in IT operations and service delivery * Proficient in Project management tools such as MS Office, MS Project and Process design tools such as MS Visio |
| **Location** | UIDAI Headquarters, New Delhi-1 |

**Consultant – Process and Policy**

|  |  |
| --- | --- |
| **Job Profile** | * Assist in developing standards and processes that will enable the UID project partners align their processes and systems to become “UID-ready” and leverage the power of the unique identity within their domains. * Identify metrics that provide data for process and operations management and indicators for future improvement opportunities as well as use it to effectively drive process changes and operational performance * Develop and define technical and non-technical requirements to support process changes * Developing process and operational guidelines for use by the various project partners and implementing agencies * Provide inputs on the institutional/ legal/ procedural implications of planned process changes and ensure that the respective partners/ agencies are sufficiently informed on the same |
| **Qualification & Experience** | * Bachelor’s degree in engineering/post graduate * Master’s degree in Management * Minimum 4 years of work experience * At least 3 years of experience in business process reengineering/ process improvement engagements * Certifications in at least one process framework such as ITIL, COBIT, Six Sigma, ISO 20000 etc. * Experience with executing and delivering process improvements * Proficient in MS Office |
| **Location** | UIDAI Headquarters, New Delhi-1 |

**Principal Consultant – Product Development & Management**

|  |  |
| --- | --- |
| **Job Profile** | * A coordination role in the area of core authentication services product development and management * Define and develop collaterals on the Aadhaar authentication service features for eco-system partners to consume. * Constantly seek feedback from the ecosystem to better understand the requirements of various participants and work with UIDAI Technology group, TDU and MSP to fine-tune the service accordingly. * Shall closely work with the UIDAI Technology group, TDU, Data center ops team and MSP in all IT related matters in the context of authentication: * Define and/or periodically review and update IT infrastructure related specifications that AUAs, ASAs, authentication devices in the system must comply with * Periodically review the APIs to be adopted by participants in the authentication ecosystem * Track the feature list of core authentication services and work with UIDAI Technology group, TDU and MSP to prioritize development and deployment. * Collaborate with the ASA–AUA Engagement Management team and Process & Policy team in creating awareness among the various participants in the ecosystem of changes in specifications of IT and security related aspects. * Support the Audit team on reviewing audit reports for compliance on IT and security related aspects. * Work with UIDAI Technology group, TDU and MSP in resolving IT and security related issues in the context of authentication |
| **Qualification & Experience** | * Bachelor’s degree in engineering/post graduate * Master’s degree in Management * Minimum 10 years of experience in IT development / delivery * At least 4 years of work experience as a product manager * Must have worked as Product Manager in at least 1 large scale previous assignment * Having overview of various IT architecture frameworks * Exposure to various open source software, tools and platforms is an added advantage * Sound project management experience, preferably Project Management certification, with ability to identity and manage various stake holders, delivery schedules |
| **Location** | UIDAI Headquarters, New Delhi-1 |

**Senior Consultant – Product Development & Management**

|  |  |
| --- | --- |
| **Job Profile** | * A coordination role in the area of core authentication services product development and management * Define and develop collaterals on the Aadhaar authentication service features for eco-system partners to consume. * Constantly seek feedback from the ecosystem to better understand the requirements of various participants and work with UIDAI Technology group, TDU and MSP to fine-tune the service accordingly. * Shall closely work with the UIDAI Technology group, TDU, Data center ops team and MSP in all IT related matters in the context of authentication: * Define and/or periodically review and update IT infrastructure related specifications that AUAs, ASAs, authentication devices in the system must comply with * Periodically review the APIs to be adopted by participants in the authentication ecosystem * Track the feature list of core authentication services and work with UIDAI Technology group, TDU and MSP to prioritize development and deployment. * Collaborate with the ASA–AUA Engagement Management team and Process & Policy team in creating awareness among the various participants in the ecosystem of changes in specifications of IT and security related aspects. * Support the Audit team on reviewing audit reports for compliance on IT and security related aspects. * Work with UIDAI Technology group, TDU and MSP in resolving IT and security related issues in the context of authentication |
| **Qualification & Experience** | * Bachelor’s degree in engineering/post graduate * Master’s degree in Management * Minimum 7 years of experience in IT development / delivery * At least 2 years of work experience as a product manager * Must have worked as Product Manager in at least 1 large scale previous assignment * Having overview of various IT architecture frameworks * Exposure to various open source software, tools and platforms is an added advantage * Sound project management experience, preferably Project Management certification, with ability to identity and manage various stake holders, delivery schedules |
| **Location** | UIDAI Tech Centre Bangalore-1 |

**Senior Consultant – Biometrics & Devices Ecosystem (certifications)**

|  |  |
| --- | --- |
| **Job Profile** | * A coordination role in the area of biometrics including biometric device specifications, certifications which will work with UIDAI’s device certification partners (currently STQC), MSP’s biometric team, UIDAI Technology center, UBCC, Device vendors, BSPs, Key AUAs in all the biometric related matters in the context of authentication such as * Define and/or periodically review and update the standards and specifications of authentication devices, the mechanisms to be implemented towards the security of authentication devices as well as the device certification mechanism and process. * Work with relevant teams inside and outside UIDAI to improvise UIDAI biometric system performance by reducing biometric error rates * Work with relevant teams inside and outside UIDAI in resolving biometrics related issues * Create required collaterals to create awareness about current or changed specifications of biometric devices or suggested security practices * Collaborate with Authentication Services – Ecosystem Management team, Process and Policy team and other teams (e.g., MSP), as required, to organize workshops or create awareness among various participants (AUAs/ASAs) about current or changed specifications of biometric devices or suggested security practices * Support the Audit team on reviewing audit reports for compliance on biometric related aspects * Work with UIDAI Technology group, TDU and UBCC on assessing new biometric technologies for possible applications in the Aadhaar ecosystem * Review regular progress assessment reports with qualitative inputs and flag off any deviations / issues that would need to be looked into. * Ensure timely preparation of reports and circulars for both internal and external distribution on project progress. |
| **Qualification & Experience** | * Bachelor’s degree in engineering or field of biometrics * Master’s degree in engineering or field of biometrics * Minimum 7 years of experience in consulting/ project management * At least 3 years of experience in the field of biometrics * Technology manager having overview of biometric technologies (fingerprint, IRIS, matching algorithms and familiarity with other biometric technologies for future evaluation) * Project Management Certification preferred; should be proficient in MS Office, MS project, and other project management tools. |
| **Location** | UIDAI Headquarters, New Delhi-1, Tech Centre Bangalore-1 |

**Principal Consultant – DC Operations & ITSM**

|  |  |
| --- | --- |
| **Job Profile** | * Ensure implementation of all activities as per vendor contracts and business needs * Translate business requirements to IT service delivery requirements * Consolidate and provide metrics and performance scorecard * Proactively highlight any personnel/support issues to management * Vendor/Partner (third Party) Escalation Management * Regular reviews with vendors and management update on the progress of Infrastructure availability and services * Ensure DC operations are aligned to industry best practices such as ITIL and ISO20000 * Design and coordinate to ensure all IT best practice documents are available and implemented * Monitor SLA compliance * Identify areas for improvement and take up service improvement programs |
| **Qualification & Experience** | * Bachelor’s degree in engineering in IT or Computer Science * Masters in management/technology * Data center experience is must * Minimum 10years of work experience, with at least 4 years in managing data centers * Proficiency in Service Management; ITIL advanced level certification is mandatory * Ability to understand and interpret contract requirements * Strong managerial and vendor management capabilities * Able to provide vision and future directions to the team and vendors * Should be aware of market trends in technology as well as service provisioning * Strong technical abilities either on networks/ Sys Admin (Linux) /backups/storage * Knowledge of IT infrastructure and managing 24x7 DC operations, NOC etc. * Proficiency in handling Projects within the site * Good communication and negotiation skills * Should be capable of handling a large IT service provider |
| **Location** | UIDAI Headquarters, New Delhi-1 |

**Senior Consultant – DC Operations & ITSM**

|  |  |
| --- | --- |
| **Job Profile** | * Ensure implementation of all activities as per vendor contracts and business needs * Translate business requirements to IT service delivery requirements * Consolidate and provide metrics and performance scorecard * Proactively highlight any personnel/support issues to management * Vendor/Partner (third Party) Escalation Management * Regular reviews with vendors and management update on the progress of Infrastructure availability and services * Ensure DC operations are aligned to industry best practices such as ITIL and ISO20000 * Design and coordinate to ensure all IT best practice documents are available and implemented * Monitor SLA compliance * Identify areas for improvement and take up service improvement programs |
| **Qualification & Experience** | * Bachelor’s degree in engineering or technology in IT or Computer Science * Data center experience is must * Minimum 7 years of work experience, with at least 2 years in managing data centres * Proficiency in Service Management; ITIL advanced level certification is mandatory * Ability to understand and interpret contract requirements * Strong managerial and vendor management capabilities * Should be aware of market trends in technology as well as service provisioning * Strong technical abilities either on networks/ Sys Admin (Linux) /backups/storage * Knowledge of IT infrastructure and managing 24x7 DC operations, NOC etc. * Proficiency in handling Projects within the site * Good communication and negotiation skills |
| **Location** | UIDAI Tech Centre Bangalore-1 |

# Annexure 2

* 1. **Evaluation Methodology for CV of Authentication support services**

|  |  |  |
| --- | --- | --- |
| **Evaluation Parameter** | **Evaluation Criteria** | **Maximum Score** |
| **1. Principal Consultant** | | |
| **Educational Qualification** | Bachelor’s Degree in Engineering/Post Graduation | 10 |
| Master’s Degree in Management | 5 |
| **Experience** | 10 years (In Multi-Disciplinary Function) | 10 |
| > 4 years Project Management Function and/or consulting as per the profile requirements | 5 |
| **Relevant Professional Experience** | * + - 1. Experience in E-governance, social sector programmes, Financial sector, with Strong Appreciation for IT/ Telecom Advantage       2. As required in the job description specific to the individual area | 25 |
| Proficiency in MS-Office, MS-Project and Other Project Management Tools | 10 |
| **Fitment** | Experience with UIDAI related projects | 5 |
| **2. Senior Consultant** | | |
| **Educational Qualification** | Bachelor’s Degree in Engineering/Post Graduation | 10 |
| Master’s Degree in Management | 5 |
| **Experience** | 7 years (In Multi-Disciplinary Function) | 10 |
| >3 years Project Management function and/or consulting as per the profile requirements | 5 |
| **Relevant Professional Experience** | * + - 1. Experience in E-governance, social sector programmes, Financial sector, with Strong Appreciation for IT/ Telecom Advantage       2. As required in the job description specific to the individual area | 25 |
| Proficiency in MS-Office, MS-Project and Other Project Management Tools | 10 |
| **Fitment** | Experience with UIDAI related projects | 5 |
| **3. Consultant** | | |
| **Educational Qualification** | Bachelor’s Degree in Engineering/Post Graduation | 10 |
| Master’s Degree in Management | 5 |
| **Experience** | 4 year (In Multi-Disciplinary Function) | 10 |
| >2 years Project Management function and/or consulting as per the profile requirements | 5 |
| **Relevant Professional Experience** | * + - 1. Experience in E-governance, social sector programmes, Financial sector, with Strong Appreciation for IT/ Telecom Advantage       2. As required in the job description specific to the individual area | 25 |
| Proficiency in MS-Office, MS-Project and Other Project Management Tools | 10 |
| **Fitment** | Experience with UIDAI related projects | 5 |

# Annexure 3

* + 1. **Deployment Schedule**

| **S.N.** | **Service** | **Category** | **Deployment Time** | **Liquidated Damages applicable beyond Deployment time** |
| --- | --- | --- | --- | --- |
|  | **Authentication support services** | | | |
| 1 | Deployment of resources at UIDAI locations from the date of signing of contract with UIDAI | Deployment of first set of Authentication support services team | <2 Weeks | 5 % of the total value of team’s Man Month rates for each subsequent week delay subject to maximum 15% of total value of team Man Month Rate |
| Deployment of second set of Authentication support services team | <3 Months | 5 % of the total value of team’s Man Month rates for each subsequent week delay subject to maximum 15% of total value of team Man Month Rate |
| 2 | Replacement of personnel at UIDAI on request by UIDAI | Maximum 3 Weeks from the date of intimation by UIDAI, including 1 Week hand over time | | 3% of the value of man month rate applicable to the replacement personnel for each week of subsequent delay |
| 3 | Replacement time of personnel in case the replacement is initiated by the Consultant | Maximum 2 weeks followed up with Minimum 1 week of handholding | | 3% of the value of man month rate applicable to the replacement personnel for each week of subsequent delay |

# Annexure 4

1. UIDAI Authentication Team

The Authentication support services resources are proposed to be deployed at UIDAI offices for UID Authentication services. The constitution of team is given in Technical Proposal Form 4.4. Team is expected to manage the project plan and deliver assigned tasks in given project schedule.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sr. No.** | **Role** | **Indicative resources required** | **Location** | **First set of resources required to be deployed as per the deployment schedule in clause 22.5.4** | **Second set of resources required to be deployed as per the deployment schedule in clause 22.5.4** |
| 1 | Principal Consultant – Authentication Ecosystem Partner Management | 2 | HQ New Delhi | 1 | 1 |
| 2 | Consultant – Authentication Ecosystem Partner Management | 2 | HQ New Delhi | 1 | 1 |
| 3 | Principal Consultant – Process and Policy | 1 | HQ New Delhi | 1 |  |
| 4 | Consultant– Process and Policy | 1 | HQ New Delhi |  | 1 |
| 5 | Principal Consultant – Product Development & Management | 1 | HQ New Delhi | 1 |  |
| 6 | Senior Consultant – Product Development & Management | 1 | Tech Centre, Bangalore |  | 1 |
| 7 | Senior Consultant – Biometrics & Devices Ecosystem | 2 | HQ New Delhi -1; Tech Centre, Bangalore -1 | 2 |  |
| 8 | Principal Consultant – DC Operations & ITSM | 1 | HQ New Delhi | 1 |  |
| 9 | Senior Consultant – DC Operations & ITSM | 1 | Tech Centre, Bangalore |  | 1 |

# Annexure 5

## Technical Proposal Form 4.4

**Resource List Format for UIDAI**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Category of Technical Manpower** | **Number of Resources (manpower) required** | **Resource No – Location** | **Man month Rate as per Empanelled Process**  **(in Rs.) subject to 5% escalation every year** | **Number of Resources (manpower) Offered by the Bidder** | **Names of Persons whose CVs have been enclosed** |
| **(1)** | **(2)** | (3) | **(4)** | **(5)** | **(6)** | **(7)** |
| 1 | Principal Consultant | 5 | HQ, New Delhi -5, | Tier 1-325500 |  |  |
| 2 | Senior Consultant | 4 | HQ, New Delhi -1  Tech Centre, Bangalore-3 | Tier 1- 265650 |  |  |
| 3 | Consultant | 3 | HQ, New Delhi -3 | Tier 1- 231000 |  |  |

**Note:**

1. The bidders should provide two times the number of CVs for each position. The Purchaser reserves the right to shortlist the manpower resources, out of the CVs submitted by the Bidder, for evaluation.
2. Interview for evaluation would involve multiple rounds wherever required.
3. **The CVs of the resources named in Column ‘7’ above are to be enclosed with this Format.**
4. **The CVs should necessarily contain the information required in respective profiles for evaluation.**

**Witness: Bidder:**

Signature : ------------------------ Signature : ------------------------

Name : ------------------------ Name : ------------------------

Address : ------------------------ Designation : ------------------------

Company : ------------------------

Date : ------------------------ Date : ------------------------

***Company Seal***