

**REQUEST FOR EMPANELMENT  
FOR  
Concurrent Evaluation of  
Process/Operation at  
Enrollment Centers**

**Unique Identification Authority of India (UIDAI)**  
Planning Commission, Govt. of India  
3<sup>rd</sup> Floor, Tower I  
Jeevan Bharati Building  
Connaught Circus  
New Delhi 110001

**Date:15.05.2014**

**Ref No: F.No.4(4)/57/242/2012-E&U-II**

## **SECTION-I**

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## **SECTION-I**

### **INVITATION TO BID AND INTRODUCTION**

#### **PART-I: INVITATION TO BID:**

1. The Director General, UIDAI on behalf of the President of India invites proposals from reputed and reliable firms/academic institutions for empanelment for “Concurrent Evaluation of Process/Operation at Enrollment Centers”
2. The Request for Proposal consists of 5 Sections as mentioned below:

Section I.	Invitation to Bid and Introduction
Section II.	Instructions to Bidders
Section III.	Scheme of Empanelment
Section IV.	Annexures

3. The response to the RFE should to be submitted on or before the date specified in the schedule for RFE below at the address for communication given in this section.
4. UIDAI reserves the right to reject any or all the Bids in whole or part, prior to signing of the Contract, without assigning any reasons.
6. Schedule for RFE:

<b>S.No.</b>	<b>Activity</b>	<b>Date</b>
1.	Date of issue of the RFE	15 <sup>th</sup> May, 2014
2.	Pre-Bid conference (14:30 hrs)	27 <sup>th</sup> May, 2014
3.	Last date for submission of written Queries	30 <sup>th</sup> May, 2014
4.	Date for issue of clarifications	6 <sup>th</sup> June, 2014
5.	Last date for submission of bids (15.00 hrs.)	20 <sup>th</sup> June, 2014
6.	Opening of pre-qualification bid (16.00 hrs.)	20 <sup>th</sup> June, 2014
7	Technical Evaluation Starts	25 <sup>th</sup> June, 2014
8.	Declaration of Final result of Technical Evaluation (15:00 hrs.)	15 <sup>th</sup> July, 2014

7. Address for Communication:

Assistant Director General (E&U-II)  
Unique Identification Authority of India  
2<sup>nd</sup> Floor, Tower – I, Jeevan Bharati Building,  
Connaught Circus, New Delhi – 110 001  
Email – ashok.kumar@uidai.net.in  
**Phone-** 011-23466840

8. Bid and supporting documents in sealed envelopes, and Tender Fee, as per the procedure defined in Part-V of Section-II must be submitted not later than the date and time specified in Schedule for RFE.

**PART-II: INTRODUCTION:**

1. Unique Identification Authority of India (UIDAI) is mandated to issue unique numbers (Aadhaar numbers) to every resident in the country. UIDAI has begun issuing Aadhaar numbers in partnership with a large number of Registrars across the country. The process of enrolments has been gaining momentum since the launch of project on 29th September, 2010 and more than 60 crore Aadhaar have been issued.
2. Aadhaar number is a 12-digit **nationally valid unique life time identifier** for Indian residents and many services are expected to ride on Aadhaar in future. Aadhaar platform is expected to become the country's central identity management system. The initiative to issue an Aadhaar number to every resident in India has, at its heart, an ambitious objective: to make identity easily authenticable and verifiable for residents across the country and to make service delivery more effective and efficient. The Aadhaar number is expected to become a convenient, real-time means for individuals to verify their identity anywhere in India. Any agency wishing to authenticate the identity of any resident would be able to contact UIDAI's Aadhaar database, the Central Identification Data Repository (CIDR), to verify that the 'residents are who they claim they are'. Aadhaar is expected to help the resident not only prove their identity but will also be useful in delivery of public services by various agencies. Aadhaar has the potential to be utilized in a variety of social sector schemes in *Government and non-Government Services, Subsidy Benefits, Pensions, Scholarships, Social Benefits, Banking services, Insurance services, Taxation services, Education, Employment, Healthcare etc* not only for improving delivery of service to the intended beneficiary but also to make the administration of the scheme more transparent and efficient.
3. UIDAI undertakes the activity of enrollment of Residents under the Aadhaar Project through its various Registrars, who use the services of Enrolling Agencies for undertaking Biometric and Demographic enrolment of residents following the processes and guidelines issued by UIDAI. The eight Regional Offices (ROs) of UIDAI, each mapped to 2-3 state/UTs, are the field offices responsible for day-to-day co-ordination between the various partner agencies for the Aadhaar Project.

## SECTION-II

### INSTRUCTION TO BIDDERS

#### **PART-I: GENERAL:**

<b>1. Introduction</b>	<p>1.1 UIDAI will empanel eligible Agencies for Concurrent Evaluation of Process/Operation at Enrollment Centers.</p> <p>1.2 Scheme of empanelment has been described in the Section III</p> <p>1.3 The interested bidders should familiarize themselves with UIDAI process, procedures, operation scale, and local conditions and take them into account while preparing their Proposals. To obtain first-hand information on the assignment and local conditions, Bidder may contact UIDAI's representative named in the Data Sheet to arrange for their field visit or to obtain additional information to understand the proposal better.</p> <p>1.4 Bidder shall bear all costs associated with the preparation and submission of proposals and contract negotiation. UIDAI is not bound to accept any proposal, and reserves the right to annul the empanelment process at any time prior to finalization, without giving any reason and any financial compensation to the Bidder.</p>
<b>Bid Validity</b>	1.5 <b>Six months(180 days)</b>
<b>2. Clarification and Amendment of RFE Document</b>	<p>2.1 The bidder(s) may request for a clarification in the RFE document within the dates indicated in the Data Sheet. Any request for clarification must be sent in writing, or by standard electronic means to UIDAI's address indicated in the Data Sheet. UIDAI will respond in writing by standard electronic means of the response (including an explanation of the query but without identifying the source of inquiry) to all Bidder. Should UIDAI deem it necessary to amend the RFE as a result of a clarification, it shall do so under following procedure :</p> <p>At any time before the submission of Proposals, UIDAI may amend the RFE by issuing an addendum/ corrigendum in writing or by standard electronic means. The addendum/ corrigendum shall be sent to all Bidders and will be binding on them. Bidders shall acknowledge receipt of all amendments. To give the Bidder's reasonable time to take an amendment into account in their Proposals UIDAI may extend the deadline for the submission of Proposals.</p>
<b>Language</b>	2.2 Documents to be issued by the bidder as part of this assignment must be in English language
<b>Financial Proposals</b>	2.3 NA
<b>Taxes</b>	2.4 NA

## RFE for Concurrent Evaluation of Process/Operation at Enrollment Center

<b>Tender Fee, Earnest Money Deposit (EMD), and Performance Bank Guarantee</b>	<p>2.5 The bidders are required to pay Rs. 250/- towards Tender Fees in the form of Demand Draft drawn in favor of "PAO, UIDAI, New Delhi" and payable at New Delhi. The Tender Fee is Non-Refundable.</p> <p>All bidders are also required to pay of Rs. 2.5 lakh towards EMD in the form of Demand Draft drawn in favor of "PAO, UIDAI, New Delhi"</p> <p>No proposal will be accepted without tender fee and EMD</p>
	<p><b>2.6 Performance Bank Guarantee</b></p> <p>i. Selected bidder shall be required to furnish a Performance Bank Guarantee of Rs. 5 lakh, in the form of an unconditional and irrevocable Bank Guarantee from a scheduled commercial bank in India in favour of Director General, UIDAI, for the entire period of empanelment with 90 days claim period. The Bank Guarantee must be submitted after letter of intent for empanelment but before submitting the acceptance of empanelment. The successful bidder has to renew the bank guarantee on same terms and conditions for the empanelment period including extension period, if any. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable/payable from/by the Agency on any account under the contract.</p>
<b>Preparation of Proposals</b>	<p>The RFE will be a two stage proposal- Pre –qualification and Technical Qualification. Standard forms to submit the details are given in Section II and IV of the RFE.</p> <p><b>While giving the information about experience, the information should be provided only for those assignments for which the bidder was legally contracted by the employer as a corporation or as one of the major firms within a joint venture. Assignments completed by individual professional staff working privately or through other firms cannot be claimed as the experience of the bidder, or that of the bidder's associates.</b></p> <p>Bidder should be able to substantiate the experience claimed in their proposal and must submit Letter of Award / Copy of Contract for all assignments mentioned in the proposal.</p> <p>A detailed description of the approach, methodology and work plan for performing the assignment covering the following subjects: understanding of the scope of work, technical approach and methodology, sample work plan, and staffing shall be submitted with the technical proposal.</p>
<b>4. Submission, Receipt, and Opening of Proposals</b>	<p>4.1 The original proposal (Pre-Qualification proposal and Technical Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidders themselves. The person who signed the proposal must initial such corrections.</p> <p>4.2 An authorized representative of the bidder shall initial all pages of the original Proposals. The authorization shall be in the form of a written Power of Attorney accompanying the proposals or in any other form demonstrating that the representative has been duly authorized to sign. The signed Pre-Qualification and Technical Proposals shall be</p>

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	<p>marked "ORIGINAL".</p> <p>4.3 The Pre-Qualification Proposal should be marked "ORIGINAL" or "COPY" as appropriate. The Pre-Qualification Proposals shall be sent to the addresses referred to and in the number of copies indicated in section 4.3 of the Data Sheet. All required copies of the Pre-Qualification Proposal are to be made from the original. If there are discrepancies between the original and the copies of the Pre-Qualification Proposal, the original will prevail. All the agencies responding to this tender would need to meet the pre-qualification criteria set in this RFE</p> <p>4.4 The original and all copies of the Pre-Qualification Proposal shall be placed in a sealed envelope clearly marked "Pre-qualification Proposal".</p> <p>The Technical Proposal shall be marked "ORIGINAL" or "COPY" as appropriate. The Technical Proposals shall be sent to the addresses referred to in the Data Sheet Para 4.3. All required copies of the Technical Proposal are to be made from the original. If there are discrepancies between the original and the copies of the Technical Proposal, the original shall prevail.</p> <p>4.5 The envelopes containing the Pre-qualification Proposal, Technical Proposal and Tender Fee shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and be clearly marked <b>"DO NOT OPEN, EXCEPT IN PRESENCE OF THE OFFICIAL APPOINTED, BEFORE 1600 hrs on 20-06-2014"</b>. UIDAI shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be a case for rejection of the proposal.</p>
<b>5 Evaluation of Pre-Qualification Proposal and Technical Proposal</b>	<p>5.1 UIDAI will open the Pre-Qualification Proposal immediately after the deadline for their submission.</p> <p>5.2 The Evaluation Committee (EC) shall first evaluate the Pre-Qualification Proposal as per the eligibility criteria detailed in Section II- Part III. The EC, while evaluating the Pre-Qualification Proposals shall have no access to the Technical Proposals until the Pre-Qualification evaluation is concluded and the competent authority accepts the recommendation. The Pre-Qualification proposal will be evaluated based on the information provided against the eligibility criteria as per the table in Section II-Part III and the supporting documents.</p> <p>5.3 The Technical Proposals of only those bidders, who qualify in the evaluation of Pre-qualification Proposals, shall be opened.</p> <p>5.4 A Proposal can be rejected if it is found deficient as per the requirement indicated in the RFE for responsiveness of the proposal. Only responsive proposals shall be further taken up for evaluation. Technical evaluation will be done on the basis of criteria specified in Section II-Part III of data sheet. The bidders, if necessary, may be asked to make a presentation before the EC. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFE or if it fails to achieve the minimum technical score indicated in the Data Sheet.</p>

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<b>Final evaluation</b>	<p>5.5 The method followed for empanelment of agency shall be as follows:</p> <p>a) All technically qualified bidders shall be empanelled for providing the services as given in Section III of the RFE.</p> <p>b) The agencies shall be empanelled in the following categories :</p> <p><b>C1-</b> Agencies, which have shown interest to work only in particular state/Union territory(UT)</p> <p><b>C2-</b> Agencies, which shall work in all/any state/UT within the jurisdiction of a particular regional office</p> <p><b>C3-</b> Agencies, which have Pan-India operations and can undertake work in any of the state/UT in the country</p>
<b>6. Post-bid award of work</b>	<p>6.1 The award of work to the empanelled agencies will be based on the need by UIDAI HO/RO or registrars. The final selection shall be done on the basis of responses to the limited tender amongst the empanelled agencies.</p>
<b>8. Confidentiality</b>	<p>8.1 Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the empanelment. The undue use by any bidder of confidential information related to the process may result in the rejection of its Proposal.</p>
<b>9. Conflict of Interest</b>	<p>9.1 An agency that has been empanelled by UIDAI as Enrolment Agency cannot participate in this RFE on the ground of conflict of interest. The bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of UIDAI. Failure to disclose said situations may lead to the disqualification of the agency or the termination of its empanelment or cancellation of contract under this empanelment.</p>
<b>10. Fraud and Corruption</b>	<p>10.1 It is required that bidder participating in the project adhere to the highest ethical standards, both during the empanelment process and throughout the execution of a contract. UIDAI will reject a proposal for award, if it determines that the bidder(s) recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question;</p>



**PART-II: DATA SHEET:**

<b>Paragraph Reference</b>	<b>Details</b>
1.8	Bids must remain valid for six months from the date fixed for tender opening
1.10	<b>Tenure of Empanelment:</b> The empanelment shall be in force for three years subject to adherence to time lines/time frame and as per the terms and conditions of RFE.
2.1	Clarifications may be requested not later than the date defined in the Schedule. (The clarifications will be given on UIDAI website <a href="http://www.uidai.gov.in">www.uidai.gov.in</a> )
4.3	Assistant Director General (E&U-II) Unique Identification Authority of India 2nd Floor, Tower – I, Jeevan Bharati Building, Connaught Circus, New Delhi – 110 001
5.	Bid Fee is Rs.250/-.

**PART-III: ELIGIBILITY CRITERIA:**

The empanelment is open for companies/firms and academic institutions. The following are the eligibility conditions:.

**TABLE 1(a). Eligibility criteria for companies/firms**

<b>S. No.</b>	<b>Pre-Qualification Criteria</b>	<b>Supporting Documents</b>	<b>Remarks</b>
1.	Company registered in India under the Companies Act,1956	Certificate of Incorporation/Registration	
2.	The Bidder should have been in operation for a period of at least five(5) years as of 31-03-2014, as evidenced by the Certificate of Incorporation and Certificate of Commencement of Business issued by the Registrar of Companies;	Certificate of Incorporation/Registration	
3.	The eligibility for the bidders for the each category is as follows C1- The bidder should have 50 employees on its rolls C2- The bidder should have 100 employees on its rolls C3- The bidder should have 500 employees on its rolls The cut-off date for the same is taken as on 31-03-2014	Certificate by Auditor/Company Secretary	
4.	Average overall annual turnover of at least during the previous three financial years (2011-2012, 2012-2013 & 2013-2014) C1- Rs.1 Crore C2- Rs.5 Crores C3- Rs.20 Crores	Audited/ Certified financial statements & annual report for (2011-2012, 2012-2013 & 2013-2014*. If audited statement are not available for year 2013-14, then a certificate from company secretary is required.	
5.	Should not have defaulted on any bank/institutional loans in the past three(3) years	Certificate from statutory auditor /Company secretary	
6.	Should not have defaulted in payment of statutory dues or	Certificate from statutory auditor/	

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<b>S. No.</b>	<b>Pre-Qualification Criteria</b>	<b>Supporting Documents</b>	<b>Remarks</b>
	liabilities in the last three years	Company secretary	
7.	Should have filed income tax returns for the three financial years (2010-2011, 2011-2012 & 2012-2013).	Copy of the IT returns for 2010-2011, 2011-2012 & 2012-2013, duly acknowledged by Income-Tax department	
8.	Should not have been blacklisted by any government agency/department at any point of time.	Certificate from statutory auditor / Company secretary	
9.	<p>Previous experience:</p> <p>The experience requirement for various categories is as follows:</p> <p>C1- The Bidder/ must have completed one assignment in the last three financial years of a similar nature in evaluation of operations and processes</p> <p>C2- The Bidder/ must have completed atleast 1 assignment in the last three financial years of a similar nature in evaluation of operations and processes in a large Enterprise/ Government environment with a project value (cost of assignment) of atleast Rs. 2 lakhs.</p> <p>C3- The Bidder/ must have completed atleast three assignments in the last 3 financial years of a similar nature in evaluation of operations and processes in a large Enterprise/ Government environment with a project value (cost of assignment) of atleast Rs. 15 Lakh each.</p> <p><b>North-Eastern states</b></p> <p>The criteria of experience may be waived if the bidder is opting for any of the north-eastern states.</p>	Work Order/Certificate from Clients	

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The following are the eligibility criteria for academic institutions.

**TABLE 1(b). Eligibility criteria for Academic institutions**

S.No.	Pre-Qualification Criteria	Supporting Documents	Remarks
1.	The institution should be administering courses of learning at a level of graduation or higher	Letter from Director of Institute	
2.	The institution should be accredited with any of the agencies listed in the table 1( c)	Letter from Director of Institute	
3.	Should be in existence for at least 5 years as on 31-03-2014	Letter from Director of Institute	
4.	Should not have been blacklisted by any government agency/department at any point of time	Certificate from the Registrar/Director of the institute	

**Note-** All categories of empanelment are open for Academic institutions.

**TABLE 1(c). Accreditation Agencies**

S. No.	Agency
1.	All India Council for Technical Education (AICTE)
2.	National Board of Accreditation
3.	Distance Education Council (DEC)
4.	National Council for Indian Education (NCIE)
5.	National Assessment and Accreditation Council (NAAC)
6.	Association of Indian Universities (AIU)
7.	University Grants Commission (UGC)

**TABLE 2**  
**TECHNICAL EVALUATION CRITERIA**

Sl.No	Criteria	Points
1.	Approach and Methodology for <ul style="list-style-type: none"><li>Concurrent Evaluation of Process/Operation at Enrolment Center</li><li>Conducting the resident survey</li></ul>	40
2.	Understanding and coverage of entire Scope of Work	30
3.	Previous experience ( approximate value of contract, duration of assignment, relevance with UIDAI assignment)	20
4.	Experience of the staff in the sample CVs in similar assignments	10

**Note:**

Supporting Documents are required to be submitted in accordance with the Technical Evaluation Criteria(3) above.

Two properly marked CDs containing the information, as per the Technical Evaluation parameters are required to be submitted.

## **PART-IV: SELECTION PROCESS:**

Proposals will be reviewed by a Committee of Officers (the "Committee") appointed by the tendering authority or its designated representative(s). The tendering authority, or such other authority designated by the tendering authority, as the case may be, is also referred to herein as the Committee of Officers (or "Committee"). The committee may be comprised of, or receive assistance from, several teams conducting parallel evaluations.

Evaluation of the bids will be done in single stage. Evaluations will be based on the proposals, and any additional information requested by the tendering authority. The following is the procedure for evaluation:

### **Evaluation of pre-qualification bids**

- a. The documentation furnished by the bidder will be examined prima facie to see if they meet the pre-qualification criteria as specified above in Section II, Part III-Table 1(a)/1(b)-of this RFE.
- b. The EC may ask bidder(s) for additional information undertake a visit to bidders site and/or arrange discussions with their professional, technical facilities to verify the claims made in bid documentation.
- c. Any proposal not complying with the requirements of the pre-qualification criteria will not be processed further.

### **Evaluation of Technical bids**

The technical proposals of only those bidders, who qualify in the evaluation of the pre-qualification proposals, shall be opened. The evaluation of the technical bids is carried out in the following manner:

- a. The bidders' technical solutions proposed in the bid document will be evaluated as per the requirements specified in the RFE and adopting the evaluation criteria spelt out in Section II, Part III-Table 2 of this RFE.
- b. **Proposal Presentations** The committee may invite each bidder to make a presentation to the tendering authority at a date, time and location determined by the tendering authority. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the Committee and the key points in their proposals.
- c. The Committee may seek oral clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state its proposal. The Committee may seek inputs from their professional, technical facilities in the evaluation process.
- d. Depending on the evaluation methodology mentioned in points a, b and c, each Technical Bid will be assigned a technical score out of a maximum of 100 points.
- e. The bidders, who score a Technical score of more than 70 marks, will qualify for empanelment.

## **PART-V: BID PREPARATION AND DOCUMENTS CHECKLIST:**

### **CHECKLIST**

<b>S.No.</b>	<b>Category</b>	<b>Detailed description</b>	<b>Compliance (Yes/No)</b>
1.	Pre-Qualification Bid	<p>One SEPARATE sealed envelope, clearly marked "<b>PRE-QUALIFICATION BID</b>" containing the following: -</p> <p>List as per Table -1 of Part-III.</p> <p>Supporting Documents as per Table -1 of Part-III.</p> <p>Envelope containing the Tender fee</p>	
2.	Technical Bid	<p>One SEPARATE sealed envelope, clearly marked "<b>TECHNICAL BID</b>" containing the following: -</p> <p>Supporting Documents, properly indexed and tagged, as per Table-2 of Part-III.</p> <p>Two properly marked CDs containing the information, as per the Technical Evaluation parameters.</p>	
3.	ORIGINAL and COPY envelopes	<p>All of the envelopes specified in line items 1, 2 and 3 need to be placed in one larger sealed envelope. Two such large envelopes each containing line items 1, 2 and 3 needs to be prepared. One marked as "ORIGINAL - Bid for RFE for Concurrent Evaluation of Process/Operation at Enrollment Centers" and other marked as "COPY – Bid Empanelment for Concurrent Evaluation of Process/Operation at Enrollment Centers".</p>	
4.	One Single Envelope	<p>The two envelopes as specified in line item 4 need to be put into one larger sealed envelope and marked as "Bid for RFE for Concurrent Evaluation of Process/Operation at Enrollment Centers".</p> <p>This envelope shall also contain the fee for Bid.</p> <p>This is the final form of the tender document that will be submitted at the address specified in Section-I.</p>	

**Note:** *It is desired from the bidders that all the envelopes are properly marked and sealed as indicated above and also indicate the name of the bidder firm.*

*All the documents must be properly tagged and indexed.*

## **SECTION-III: SCHEME FOR EMPANELMENT**

### **3.1. Introduction**

As explained in Section I, the Registrars of UIDAI undertake the enrollment of residents for generation of Aadhaar using the services of various enrolling agencies. The Enrolling Agency (EA) is responsible for procuring biometric devices as per UIDAI specifications, setting up of enrolment centers and enrolment stations as per UID guidelines, hiring and training of manpower, deployment of certified enrolment operators for performing enrollment activities, conduct enrolment operations as per UIDAI standards and guidelines, data storage and data transfer as per guidelines and providing electronic MIS reports as per UIDAI requirements. The Registrar oversees the work of the EA, and ensure that all the guidelines and processes are followed as laid down by UIDAI. The scope of work for the Registrar and EA is provided in detail in '**Roles and Responsibilities**' published on the website <http://www.uidai.gov.in/registrar-enrolments.html> .

The EAs are responsible for setting up enrollment centers for enrollment of the residents in the geographical region allocated to them by the Registrar. The Registrar approves the details of the enrollment centers and the duration of the activities of the centers, the details of which are place on UIDAI websites.

### **3.2. Overview of Work**

UIDAI may seek the services of the empanelled agencies for providing the following services:

- a. Concurrent Evaluation of Process/Operation at Enrollment Centers ( both Permanent Enrollment Center or temporary), and /or
- b. Evaluation of Registrar/EAs on their compliance of SLAs
- c. Survey of the residents related to the Aadhaar processes

UIDAI/ Registrar/ RO shall seek the services of the Agency/Agencies to evaluate the performance at the enrollment center based on a trigger (i.e. on an 'as and when required' basis) or at intervals specified by UIDAI/ Registrar/ RO. The selection of the empanelled Agencies shall depend upon the local presence, equal opportunity, reach of the agencies for each work and the preference given by them at the time of application.

The selected agency shall conduct a comprehensive evaluation of enrolment operations and check Registrar/EA's adherence to standard processes and guidelines specified by UIDAI, which includes but is not limited to ,

#### **1. Process evaluation**

- i. Pre- enrolment activities
- ii. Verification of documents( Proof of Identity/Proof of Address)

- iii. Collection of demographic data
- iv. Issue of acknowledgement slip
- v. Exception handling and sign off from supervisor
- vi. MIS reporting in electronic format to UIDAI/Registrar
- vii. Biometric and other device handling and maintenance
- viii. Data Backup procedures
- ix. Document management and transfer to the document management agency as per guidelines
- x. IEC material handling and display
- xi. Data storage and Data transfer to UIDAI/Registrar

### **2. Facilities evaluation**

- i. Resident facilitation
- ii. Facilities at the enrollment center, (photocopy, arrangement for disabled/elderly)

### **3. Personnel**

- i. Operator/supervisor ratio
- ii. Presence of verifiers
- iii. Knowledge of the operator/supervisor about UIDAI processes for enrollment
- iv. Quality of interaction with the residents ( explanation of processes, politeness, & other soft skills)

### **4. Information Security**

UIDAI has issued Information security guidelines and the Registrar/EAs are required to follow the guidelines. The Concurrent Evaluation Agency (CEA) is expected to review the processes followed by Registrar/EAs in respect of these guidelines.

The CEA shall discuss and finalize the evaluation checklist, evaluation plan and evaluation processes in consultation with UIDAI before commencing the evaluation activities. The evaluation shall cover the adherence to UIDAI specified enrolment processes and operations, people deployed for carrying out enrolment functions and the infrastructure deployed for setting up the enrolment center and enrolment station. The CEA shall decide on the exact enrolment centers to be evaluation in association with UIDAI/ Registrar/ RO. The field visits are expected to be completed within seven(7) working days and the evaluation report is expected to be delivered within four(4) weeks from the commencement of the evaluation activities.

UIDAI may also seek from the selected agency a summary report for of the EA across the registrar/states or a summary report on the specific registrar across the various EAs.

Currently UIDAI has a Performance Monitoring Scheme for making an on-field assessment of the EAs by the Performance Monitors deployed by it. The bidders may review this checklist to have a general idea of the assessment to be carried in the field.



The detailed scope of work for each assignment shall be discussed in accordance with the respective RO/Registrar.

The evaluation of such centers shall be concurrent activity with enrollments and is expected that 2-5% of the active enrollment centers shall be covered during the evaluation.

The CEA may be asked to submit a summary analysis report for all the survey done by them under various different assignments across time/region/registrar to UIDAI HO at quarterly/half-yearly/annually.

**Evaluation Team:** The evaluation team is expected to comprise of 2/3 personnel. At least one member of the evaluation team visiting the Enrollment centers must have the certification for enrollment operator/supervisor.

### Survey

UIDAI has always sought the feedback from various stakeholders to improve the systems and processes. The resident is an important stakeholder in the process. UIDAI plans to use the services of the CEA to conduct a survey of the residents. The work involved in this would be

- Design of the methodology of survey ( the survey may be administrated either through telephone or actual filed survey at enrollment centers- This may be specified in the scope of work at the time of actual selection)
- Design and administration the questionnaire to the sampled population
- Compilation of the survey result
- Analysis of the survey response.

### 3.3. Coverage of Work

UIDAI has assigned Aadhaar to over 60 crore residents. Government has given the mandate of enrolling a further 34 crore residents to UIDAI recently. Thus large number of enrollments are expected to take place through temporary enrollment centers set up at various locations across the country in the next 18 months or so, especially in the states of Uttar Pradesh, Bihar, Chhattisgarh and Uttrakhand.

UIDAI also plans to setup permanent enrolment center in co-ordination with its registrars across various states. Some of the state where Permanent Centers are already established are Andhra Pradesh, Haryana, Karnataka, Kerala, Maharashtra, Punjab, Puducherry and Rajasthan.

More than 20,000 temporary enrollment centers and more than 5000 permanent enrollment centres are expected to be setup in various states in the coming days.

The CEA is expected to conduct evaluation exercises and resident survey across all such temporary/permanent enrollment centers.

### **3.4. Award of work under the Scheme**

The Empanelment Scheme for CEA shall be available on a continuing basis, with periodic intervals defined by UIDAI, during which the scheme will be open for updates and modifications to the empanelment status and invitations for fresh empanelment applications from prospective agencies.

The agencies shall be empanelled in the following categories

C1- Agencies, which have shown interest to work only in particular state/UT

C2- Agencies, which shall work in all/any state/UT within the jurisdiction of a particular RO of UIDAI

C3- Agencies, which have Pan-India operations and can undertake work in any of the state/UT in the country

The bidders shall be empanelled for a particular category after the evaluation, based on the interest shown by them in the application form. The empanelment of a bidder for a particular category, state and regional shall be done on the basis of demonstrated work in that state and/or financial capability of the agency to undertake activities in the preferred category. It may be noted that empanelment for a particular category does not in any way guarantee the allocation of work either in part or in whole.

Upon completion of the RFE process, UIDAI will empanel all the eligible and CEA including the state preference. This list shall be available to all the Registrars of UIDAI, apart from the RO of UIDAI.

The respective RO/Registrar may seek the services of the CEA for the work in the state by the issuance of a limited RFP amongst the CEA detailing the scope of work.

## **SECTION-IV**

### **ANNEXURES AND APPENDICES**

#### **ANNEXURES:**

- I. Forms for Bidding
- II. Proforma for submitting written queries

**ANNEXURE I**

<b>Form No.</b>	<b>Description</b>
1	Application for Empanelment
2	Prequalification bid format- General information about the bidder
3	Past experience in similar projects
4	Technical Proposal Cover Letter
5	Resume of Key Members
6	Format for Statement of Deviation(s) from Scheduled Requirements
7	Acceptance of Terms and Condition of the RFE

**RFE for Concurrent Evaluation of Process/Operation at Enrollment Center**

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**Form 1: Application for Empanelment**

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<b>S. No.</b>	<b>Particular</b>	<b>Details</b>
1.	Name of the Organization	
2.	Organization Type (Company/ Academic Institution)	
3.	Category Applied for – C1/C2/C3	
4.	State/UT if application under C1	
5.	Regional Office if application under C2 category	
6.	Applying for North-eastern states (Y/N)	

<b>I. General Information</b>				
<b>S. No.</b>	<b>Particulars</b>	<b>Details to be Furnished</b>		
<b>I</b>	<b>Details of the Prime Bidder</b>			
	Name			
	Address			
	Telephone		Fax	
	E-mail		Website	
	<b>Details of Authorized person</b>			
	Name			
	Address			
	Telephone		Email	
	<b>Details of Authorized person</b>			
	Name			
	Address			
	Telephone		Email	

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(use as applicable)

**II Information about the Company**

S. No.	Name of Bidder	Status of the company (Public Ltd./Pvt. Ltd.)	Details of Incorporation of Company		Details of Commencement of Business	
			Date	ROC Ref. #	Date	ROC Ref. #

**III Financial Details as per Audited Balance Sheet**

S. No.	Name of Bidder	Turnover of the Company				Net Worth of Company as on 31 <sup>st</sup> March, 2014
		FY 2011-12	FY 2012-13	FY 2013-14	Average of last three FYs	

## RFE for Concurrent Evaluation of Process/Operation at Enrollment Center

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### II Information about the Academic Institutions

S. No.	Name of Bidder	Status of the Institution	Details of start of institution	
			Date	Supporting doc ref:



**RFE for Concurrent Evaluation of Process/Operation at Enrollment Center****Form 3 - Past Experience in similar projects**

S. No	Item	Details
<b>General Information</b>		
	Customer Name/Government Department	
	Name of the Contact Person and Contact details for the project	
<b>Project Details</b>		
	Name of the project	
	Start Date/End Date	
	Current Status (work in progress, completed <sup>1</sup> )	
	Contract Tenure	
	No. of locations	
	Man-month effort involved	
<b>Brief description of scope of project:</b>		
<b>Size of the project</b>		
	Order Value of the project (in lakhs)	
	Total cost of the services provided (by the Bidder)	
<b>Please provide copies of Work Order or Certificate of Completion for completed projects from Authorized officials</b>		

[Date]  
Direct General,  
UIDAI,

Dear Sir,

**Ref: RFE for Concurrent Evaluation of Process/Operation at Enrollment Center**

Having examined the tender document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the Professional services as required and outlined in the RFE for Concurrent Evaluation of Process/Operation at Enrollment Center to meet such requirements and provide such services as required are set out in the tender document.

We attach hereto the tender technical response as required by the tender document, which constitutes our proposal.

We undertake, if our proposal is accepted, to adhere to the conditions of empanelment

If our proposal is accepted, we will obtain a performance bank guarantee in the format given in the tender document issued by a PSU bank in India, acceptable to UIDAI, for a sum equivalent to Rupees Five Lakhs for the due performance of the contract.

We agree for unconditional acceptance of all the terms and conditions set out in the tender document and also agree to abide by this tender response for a period of SIX MONTHS from the date fixed for tender opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and UIDAI.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to UIDAI is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead UIDAI as to any material fact.”

We agree that you are not bound to accept the lowest or any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the tender response without assigning any reason whatsoever.

## **RFE for Concurrent Evaluation of Process/Operation at Enrollment Center**

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It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this                      Day of                      **2014**

(Signature)    (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company)                      Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

### **CERTIFICATE AS TO AUTHORISED SIGNATORIES**

I, certify that I am ..... of the ....., and that  
..... who signed the above Bid is authorized to bind the  
corporation by authority of its governing body.

Date

(Seal here)

S. No	Item	Details	Attachment Reference for additional information
1	Name		
2	Specify role to be played in the project & whether 'prime' or 'alternate'		
3	Current job title		
4	Experience in yrs.		
5	Number of years with the Organization		
6	Current job responsibilities		
7	Summary of professional / domain experience		
8	Skill sets		
9	Highlights of assignments handled		
10	Educational Background, Training / Certification		

**Form 6: Format for Statement of Deviation(s) from Scheduled Requirements**

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<b>S. No. (1)</b>	<b>Reference of Clause No. &amp; Pg. No (2)</b>	<b>Deviation in the Proposal (3)</b>	<b>Brief Reasons (4)</b>

**Form 7: Acceptance of Terms and Condition of the RFE**

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[Date]

Direct General,  
UIDAI,

Dear Sir,

**Ref: RFE for Concurrent Evaluation of Process/Operation at Enrollment Center**

Having examined the tender document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the Professional services as required and outlined in the RFE for Concurrent Evaluation of Process/Operation at Enrollment Center to meet such requirements and provide such services as required are set out in the tender document.

We have read and agree for unconditional acceptance of all the terms and conditions set out in the RFE document.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this                      Day of                      **2014**

(Signature)    (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company)                      Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

**CERTIFICATE AS TO AUTHORISED SIGNATORIES**

I, certify that I am ..... of the ....., and that ..... who signed the above Bid is authorized to bind the corporation by authority of its governing body.

Date

(Seal here)

**ANNEXURE-II**

**PROFORMA FOR SUBMITTING WRITTEN QUERIES**

*(To be sent in doc/editable format only at the given e-mail address)*

**RFE for Concurrent Evaluation of Process/Operation at Enrollment Center**

*Ref. No. xxxx dated \_\_\_\_\_*

**Name of Firm:** \_\_\_\_\_

S.No.	Page No. of RFE	Section	Clause	RFE Statement	Query	Response/ Clarification