

**UNIQUE IDENTIFICATION AUTHORITY OF INDIA (UIDAI)
PLANNING COMMISSION, GOVERNMENT OF INDIA**

Reference Number: A-11016/118/INTRANET & KM PORTAL/2010-UIDAI



सत्यमेव जयते

REQUEST FOR PROPOSAL (RFP)
FOR
**INTRANET & KNOWLEDGE MANAGEMENT
PORTAL**

31ST DECEMBER 2010

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SECTION – I

Request for Proposal (RFP)

(Reference Number: A-11016/118/INTRANET & KM PORTAL/2010-UIDAI)

1. UIDAI is in the process of awarding the work of Design, development, maintenance and support of Intranet and Knowledge Management portal. The complete scope of the project is detailed below in Section II & III of the document.
2. UIDAI invites sealed proposals including Technical & Commercial Bids from competent and eligible bidders.
3. The following table provides a quick overview of the key activities and important dates about this tender.

| S.No | Particular | Details |
|-------------|--|--|
| 1 | Tender Reference | A-11016/118/INTRANET & KM PORTAL/2010-UIDAI |
| 2 | Tender issuing Authority | Unique Identification Authority of India, New Delhi |
| 3 | Name of the Project | UIDAI Intranet & Knowledge Management Portal |
| 4 | Cost of the Tender document | Rs 5000/ |
| 5 | Earnest Money Deposit | Rs 250000/ |
| 6 | Date of commencement of issue of tender document | 31 st December 2010 |
| 7 | Pre-bid Conference | 7 th January 2011 |
| 8 | Last date and time of submission of written queries clarification | 12 th January 2011, 1500 hours |
| 9 | Date of issue of clarifications | 19 January 2011 |
| 10 | Last date & Time For submission of Bids | 02 February 2011, 1500 hours |
| 11 | Date of opening of Pre qualification | 03 February 2011, 1100 hours |
| 12 | Paper evaluation ends | 11 February 2011 |
| 13 | Bid presentation start | 14 February 2011 |
| 14 | Bid presentation ends | 16 February 2011 |
| 15 | Declaration of Technical evaluation | 22 February 2011 |
| 16 | Opening of Commercial Bids | 23 February 2011 |
| 17 | Date of award | 01 March 2011 |
| 18 | Date of starting operations | 07 March 2011 |
| 19 | Address of Communication/Purchase of Tender document/Submission of Proposals | The Assistant Director General, Unique Identification Authority of India (UIDAI) Tower 2, Third Floor, Jeevan Bharti Building, Connaught Circus, New Delhi- 110001 |

| | | |
|----|----------------|--|
| 20 | E-mail Id | kmportal@uidai.gov.in |
| 21 | Contact Person | Alok Shukla, ADG, UIDAI, New Delhi |

4. A copy of the tender document may also be downloaded from <http://www.uidai.gov.in>. The cost of tender document shall be paid along with the submission of the tender in such cases.

Sd/-

Alok Shukla
Assistant Director General,

UIDAI, New Delhi



SECTION - II

INSTRUCTION TO BIDDERS

1. Prequalification criteria:

This invitation for bids is open to all Indian Companies who fulfill pre-qualification criteria as specified in this section. UIDAI wishes to award the contract to organizations which have in-house capabilities to deliver the services requested under the tender. Consortiums or Sub-contracting shall be allowed as part of the tender.

Considering the nature of the project, a consortium of Companies may bid for the project. One of the members of the consortium should act as the Prime Bidder and shall be responsible to UIDAI for discharging of all responsibilities related to the Bid finalization and implementation of project (if selected as the Implementing Agency). The other members of the Consortium or Group shall be called as sub-contractors. The Prime Bidder should submit all the bids. The consortium members should not be more than 3.

1.1. Consortium Related Conditions

- a) The Tenderer shall have the option to submit the bid either alone or in a consortium with other Parties (Maximum 3). In case of a consortium, the Prime Bidder should confirm unconditional acceptance of full responsibility of executing the 'Scope of Work' of this tender. This confirmation should be submitted as part of the Technical Bid. The Tenderer shall also be the sole point of contact for all purposes of the Contract.
- b) Any Prime Bidder or their consortium members cannot be a member of any other consortium for the purpose of this tender.
- c) The Prime Bidder can reconstitute the consortium by including any other new member(s) at the time of submission the bid. However, a member of a given consortium cannot be a member of any other consortium bidding for this tender.
- d) The consortium and each of its members shall be jointly and severally responsible for the execution of the scope of work.
- e) The Tenderer, or in the event the bid is submitted by a consortium, the members of such consortium, should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this contract. The Tenderer or any of the Consortium Partners should not have been black-listed by any Central / State Government or Public Sector Undertakings. If at any stage of Tendering process or during the currency of the Contract, any suppression / falsification of such information is brought to the knowledge of the UIDAI,

the UIDAI shall have the right to reject the bid or terminate the contract, as the case may be, without any compensation to the Tenderer.

- f) In case of a Consortium Bid, the Tenderer would need to submit a joint Memorandum of Understanding (MoU) / Agreement between the consortium members for the contract clearly indicating their scope of work and relationship. **Such a MoU should be prepared on a stamp paper of requisite value.**
- g) MoU / Agreement concluded by the Tenderer and consortium member(s) should also be addressed to the UIDAI clearly stating that the MoU / Agreement is applicable to this tender and shall be binding on them for the contract period. Notwithstanding the MoU / Agreement, the responsibility of completion of job under this contract will be with the Tenderer.

1.2. To qualify for submission of the bid, each bidder should meet all of the following pre-qualification criteria:

- a) The bidder should have been in existence for at least last 3 years (as on 30th October 2010). The bidder shall submit the Certificate of Incorporation in respect of this requirement.
- b) In the last three financial years i.e. 2007-08 to 2009-10 the bidder should have achieved an annual financial turnover of Rs. 100 crores in at least one year. The bidders shall submit audited annual accounts of all three years in respect of this requirement.
- c) The bidder should have executed at least one project of similar nature (i.e design, development/maintenance, implementation and support of Intranet & KM Portal) with user base of at least 500.
- d) The bidder should have a minimum of 500 permanent employees (involved in IT services related activities) on its rolls as on date (as for self-declaration from HR)
- e) Bidders should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Tendering Authority. A Self-declaration Certificate should be enclosed. Proforma in form-4 of Section V. Proposed products should have at least 2 installation of similar scale with any of the national or international customer, Bidder to provide undertaking with the customer list.
- f) DMS/BPM Product proposed should have at least one live implementation site in India with more than 3 crores documents archived in enterprise content management repository as well as having user base of more than 1000 with around 200 concurrent users. Each of the projects should be of the duration of at least one year and each project cost shall not be less than Rs. 10 crores. The bidder shall provide valid work orders/certification of completion to this extent.

- g) The bidder/ partner responsible for the said solution should have at least SEI-CMMI Level 3 certification.
- h) If the Bidder had any relationship in the past or has existing relationship to any Department of Government of India, then the certificate of satisfactory Performance from the concerned authority of that Department should be provided by the Bidder to UIDAI otherwise, self declaration certificate should be submitted by the Bidder that presently no relationship exists between any Department of GOI and the Bidder.

The bidders should submit all the above information in their prequalification proposals, so as to get eligible for technical evaluation.

2. Tender Rejection Criteria

Even though the bidders meet the above qualifying criteria, they are subject to be disqualified if they have:

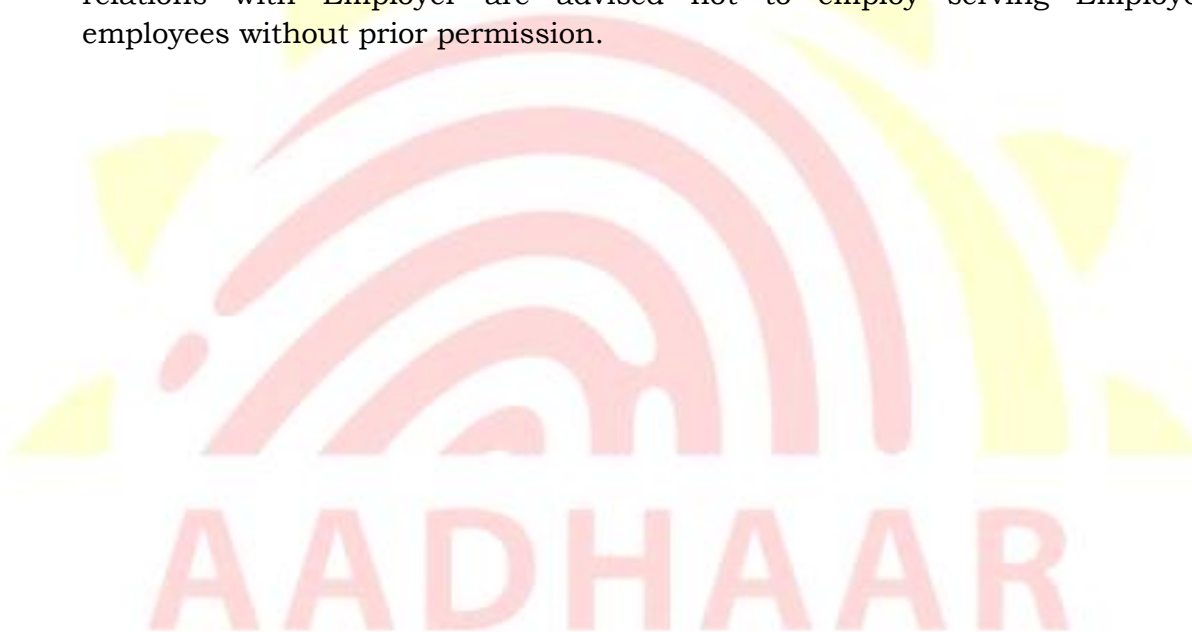
- a. Made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or
- b. Record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.

Any change in the structure or formation of the bidder after being pre-qualified and invited shall not be entertained. The same will be considered as a breach and the bidder shall be disqualified by UIDAI and be rejected without any further notice.

3. Dispute Resolution

- a. If during the subsistence of this Contract or thereafter, any dispute between the Parties hereto arising out of or in connection with the validity, interpretation, implementation, material breach or any alleged material breach of any provision of this Contract or regarding any question, including as to whether the termination of this Contract by one Party hereto has been legitimate, the Parties hereto shall endeavor to settle such dispute amicably and/or by Conciliation to be governed by the Arbitration and Conciliation Act, 1996 or as may be agreed to between the Parties. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts; which attempt shall continue for not less than thirty (30) days, gives thirty (30) days notice to refer the dispute to arbitration to the other Party in writing.
- b. In case of such failure as is referred to above, the dispute shall be referred to (An authority chosen by the two parties by mutual agreement for the purpose of

- the above clause) who shall act as the sole Arbitrator for settlement of such dispute.
- c. The Arbitration and Conciliation Act, 1996, shall govern the Arbitration proceedings.
 - d. The Arbitration proceedings shall be held in Delhi, India.
 - e. The substantive laws of India shall govern the Arbitration proceeding.
 - f. The proceedings of Arbitration shall be in English language.
 - g. Continuance of the Contract: Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under this Contract. Bidders' companies who have or had business relations with Employer are advised not to employ serving Employers' employees without prior permission.



4. Bidder Evaluation Criteria

4.1. Technical Evaluation Criteria

The Technical proposal evaluation process would focus on the ability of bidder to satisfy technical requirements of the project, quality assurance procedures and ability to meet the project timelines. Technical proposals of only those bidders who meet the pre-qualification criteria will be opened for further evaluation. Technical proposals will be evaluated based on the following criteria:

| S.No | Evaluation Criteria | Category Points | Marking Scheme | Break Down Points |
|------------|--|-----------------|--|-------------------|
| 1 | Experience | 30 | | |
| 1.1 | Experience of Bidder/Consortium partner in executing Similar Office automation projects (as mentioned in the scope of work) within the last 3 years. | 20 | | |
| A | | | No of national/international clients > 3 | 20 |
| B | | | No of National/international clients >1 but less than 3 | 10 |
| 1.2 | Experience of Bidder/Consortium partner in executing Document management, web 2.0 capabilities, conceptual search etc projects within the last 3 years for any national or international client. | 10 | More than or equal to 10 Projects – 10 marks Less than 10 Projects on pro-rata. | |
| 2 | Key Personnel <ul style="list-style-type: none"> Project Manager-8 marks Technical Lead-5 System Administration-2 | 20 | 20 | 20 |

| | | | | |
|------------|---|------------|----|----|
| | <ul style="list-style-type: none"> • Software Developers-3 • Visual Designer(for look, feel and aesthetics)-2 | | | |
| 3 | Proposed Solution | 30 | | |
| 3.1 | Project Requirement Understanding | 5 | 5 | 5 |
| 3.2 | Completeness of the Solution to the requirements | 5 | 5 | 5 |
| 3.3 | Technical Demonstration | 20 | 20 | 20 |
| | UIDAI will publish list of key features to be demonstrated to all selected bidders. Bidders may be asked to demonstrate features related to functional requirement or technical compliance provided in the RFP. | | | |
| 4 | Approach and Methodology. (Innovation or out of the box approach, proposed to be deployed for the UIDAI solution which impacts Quality of service,efficiency, security and cost.” | 20 | | |
| | | | | |
| | Total | 100 | | |

4.2. Commercial evaluation criteria

Only the bidders who score more than 70 (Seventy) marks in Technical Evaluation process will qualify for Commercial Evaluation process. The final commercial quote shall be calculated as per the following:

Final Commercial Quote = Commercial Quote for Part-1

+

Commercial Quote for Part-2

The bidder whose bid has been determined as the lowest final commercial quote (i.e. L1) shall be awarded the project.

5. Payment Terms

- i. Supply, installation and commissioning of goods
 - a) 50% upon delivery of goods against submission of bank guarantee for an equivalent amount and submission of proof of deliveries.
 - b) 25% on successful installation and commissioning of goods.
 - c) 25% on acceptance of the goods.
- ii. Software design, development, implementation
 - a) 10% on b-version successful release and acceptance
 - b) 30% on the first phase successful completion and acceptance
 - c) 30% on the second phase successful completion and acceptance
 - d) 30% on the third phase successful completion and acceptance.
- iii. Cost of operations, maintenance, support, modification of any part of the Intranet & KM Portal for four years
 - a) The post warranty cost of operations, maintenance, support, modification of any part of the Intranet & KM Portal for four years shall be payable on quarterly basis after successful provision of services in each quarter.

6. Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its bid, and the Tendering Authority in no case, will be responsible or liable for these costs, regardless of conduct or outcome of the bidding process.

7. Bidding Document

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

8. Clarification of Bidding Documents

All enquiries / clarifications from the bidders, related to this RFP must be directed in writing exclusively to the contact person notified by the Tendering Authority in section I above. The preferred mode of delivering written questions to the aforementioned contact person would be through email. Telephone calls will not be accepted. In no event will the Tendering Authority be responsible for ensuring that bidders' inquiries have been received by the UIDAI.

After distribution of the RFP, the contact person notified by Tendering Authority will begin accepting written questions from the bidders. Tendering Authority will endeavor to provide a full, complete, accurate, and timely response to all questions.

However, Tendering Authority makes no representation or warranty as to the completeness or accuracy of any response, nor does the Tendering Authority undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be published on the UIDAI website on the date mentioned in section I above. No request for clarification from any bidder shall be entertained after 3:00 PM. on 18th November 2010.

9. Amendment of Bidding Documents

- At any time prior to the deadline for submission of bids, the Tendering Authority may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective Bidder, modify, change, incorporate or delete certain conditions in the bidding document.
- All amendments will be hosted on our website uidai@gov.in and shall be binding on all the bidders.
- In order to allow prospective Bidders reasonable time to take into consideration the amendments while preparing their bids the Tendering Authority, at its discretion, may extend the deadline for the submission of bids.

10. Preparation of Bids

- Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Tendering Authority shall be in *English* only.

- Bid Currency

Prices shall be quoted in Indian Rupees only.

11. Proposal Format and Submission Procedure

The proposal should be prepared in the following **three Envelopes** –

| S.No | Item | Reference Form (refer Section V) |
|----------|--|-------------------------------------|
| A | Envelope - A Pre-Qualification Documents | |
| 1. | Demand Draft for Earnest Money Deposit (EMD) | |
| 2. | Incorporation of Company Certificate or Partnership deed in case of consortium | |
| 3. | Bid Proposal | Form 1 |

| | | |
|----------|--|------------------------|
| 4. | Bidder's Authorization Certificate | Form 2 |
| 5. | The documents establishing Bidder's eligibility and qualification requirements | Form 3 |
| 6. | Self-Declaration certificate as required | Form 4 |
| 7. | Certificate of Conformity as required | Form 5 |
| 8. | Financial information about the bidder | Form 6 |
| | | |
| B | Envelope - B Technical Proposal | |
| 1. | Past experience of the bidder in the services sought under this RFP | Form 3 |
| 2. | Resumes of key team members | Form 7 |
| 3. | Documents on proposed solution and approach and methodology for implementation | Not more than 15 pages |
| | | |
| C | Envelope - C Commercial Proposal | Form 8 |

a. Bid Prices

The Proforma of the bid price form is in Form-8, Section V. If required the tendering authority may at a later stage (i.e. after the finalization of contract or at the time of agreement) ask for a component wise breakup of the price.

b. Bid Proposal Sheet

Bid Proposal sheet duly filled in and signed and complete in all respects along with field of checklist. Proforma in Form-1, Section V

c. Proposals should be prepared in the formats as provided in this tender (refer Section V). Technical Proposal should be submitted in both softcopy (CD) as well as in hard copy, whereas, Commercial Proposal should be submitted in hard copy only. Two sets (1+1) of proposals should be submitted.

d. The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. An Authorization certificate to this effect shall be submitted the along with the bid. (Please refer Form-2, Section V for the format).

12. Earnest Money Deposit

a. The EMD shall be in Indian Rupees only. The Bank Draft should be drawn in favor of **“PAO, UIDAI, New Delhi” and payable at New Delhi.**

- b. Unsuccessful Bidder's EMD will be discharged / refunded as promptly as possible but not later than 30 days after the decision of the commercial bid is taken.
- c. The successful Bidder's EMD will be discharged only after the completion of the contract papers.
- d. The EMD shall be forfeited:
 - If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form.
 - or in case of a successful Bidder, if the Bidder fails to sign the Contract; or
 - Fails to furnish the Performance security.

13. Period of Validity of Bids

- a. Bids shall be valid for 180 days after the date of bid opening. A bid valid for a shorter period shall be rejected by the tendering authority as non – responsive.
- b. In exceptional circumstances, the Tendering Authority may solicit the Bidders consent to an extension of the period of validity .The request and response thereto shall be made in writing.
- c. Bid evaluation will be passed on the bid prices without taking into consideration the above changes.

14. Submission of Bids

a) Sealing and Marking of Bids

- I. The Bidders shall seal the envelopes in separate inner envelopes, duly marking the envelopes as “Envelope No.1 – Pre-qualification”, “Envelope No.2 – Technical Evaluation” and “Envelope No.3 Commercial Envelope”. He shall then place these envelopes in an outer envelope. Both the inner envelopes and the outer envelope should be addressed to:

Assistant Director General,

Unique Identification Authority of India (UIDAI),
Planning Commission, Govt. of India (GoI),
3rd Floor, Tower II, Jeevan Bharati Building,
Connaught Circus, New Delhi – 110001.

- II. Both the inner envelopes shall indicate the name and address of the Bidder.
- III. If the outer envelope is not sealed and marked, the Tendering Authority will assume no responsibility for the Bid's misplacement or premature opening.
- IV. Telex, cable or facsimile bids will be rejected.

b) Deadline for Submission of Bids

- I. Bids must be received by The Tendering Authority at the address, not later than the time and date specified in the Invitation for Bids (Please refer section I). In the event of the specified date for the submission of Bids being declared as a holiday for the Tendering Authority, the bids will be received up to the appointed time on the next working day.
- II. The Tendering Authority may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of The Tendering Authority and Bidders subject to the deadline will thereafter be subject to the deadline as extended.

c) Late Bids

Any bid received by the Tendering Authority after the deadline for submission of bids prescribed by the Tendering Authority, will be rejected and/or returned unopened to the Bidder.

d) Withdrawal of Bids

- I. The Bidder may withdraw its bid after the submission, provided that written notice of withdrawal is received by the Tendering Authority prior to the deadline prescribed for submission of bids.
- II. In case the Bidder wants to withdraw the Bidder's withdrawal notice shall be prepared, sealed, marked and dispatched to the Tendering Authority in original.
- III. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of the bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval shall result in the Bidder's forfeiture of its bid security.

15. Bid Opening and Evaluation of Bids

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 three stages and at the end of every stage short listed bidders will be informed of the result. Evaluations will be based on the proposals, and any additional information requested by the tendering authority. The following is the procedure for evaluation.

16. Evaluation of pre-qualification bids

- a) The documentation furnished by the bidder will be examined prima facie to see if the technical skill base and financial capacity and other bidder attributes claimed therein are consistent with the requirements of this project and meet the pre-qualification criteria as specified above in Section II of this RFP.
- b) The evaluation committee may ask bidder(s) for additional information, visit to bidders site and/or arrange discussions with their professional, technical faculties 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.

17. 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 RFP
- 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 proposal review committee may undertake oral clarifications with 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 faculties 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 the evaluation in the commercial process.

18. Evaluation of Commercial bids

The bidder whose bid has been determined as the lowest final commercial quote (i.e. L1) shall awarded the project.

19. Clarification of Bids

During evaluation of bids, Tendering Authority may at its discretion, asks the Bidder for clarification of its bid .The request for clarification and response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

20. Contacting the Tendering Authority

- a. No Bidder shall contact the Tendering Authority on any matter relating to its bid, from time of opening to the time the contract is awarded. If he wishes to bring additional information to the notice of the Tendering Authority, he should do in writing. The Tendering Authority reserves the right as to whether such additional information should be considered or otherwise.
- b. Any effort by a Bidder to influence the Tendering Authority in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the Bidder's bid and also forfeiture of his bid security.

21. Award of Work

- a. The finalization of the tenders will be done by a competent authority on recommendation of committee constituted by the competent authority for this purpose.
- b. The Tendering Authority will award the work to the Successful bidder whose bid has been determined as the lowest evaluated bid provided further that the bidder is technically eligible.
- c. If the Tendering Authority feels that a single Tenderee cannot accomplish the said work in the scheduled time, the Tendering Authority may consider the proposal of awarding work to multiple technically qualified agencies.

- d. The Tendering Authority's may vary the scope of contract at the time of award. If there is a necessity to vary the scope of contract after the time of award due to some exigent circumstances, it will be done through a change order after obtaining the approval of competent authority.

22. Tendering Authority's Right to Accept / Reject Any or All Bids

The Tendering Authority reserves the right to accept or reject any bid, or to annul the bidding process and reject all bids at any time prior to the award of Contracts, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Tendering Authority's action.

23. Notification of Awards

Prior to the expiry of the period of the bid validity, the Tendering Authority will notify the successful Bidder in writing. The Bidder will confirm the same in writing through registered letter.

24. Signing of Contract

After the Tendering Authority notifies the successful Bidder that its bid has been accepted, the Tendering Authority will sign the contract within 15 days as per the Contract Form provided by UIDAI.

25. Performance Guarantee

Within 15 days after receipt of notification of award of the Contract from UIDAI, the successful Bidder shall furnish Performance guarantee bond to UIDAI, which shall be equal to 10 percent of the value of the contract and shall be in the form of a bank guarantee bond from a Nationalized/scheduled Bank in the Proforma given in Form-9, Section V.

26. Operations, maintenance, support, modification of any part of the Intranet & KM Portal for four years

Selected "Agency" will have to undertake operations, maintenance, support, modification of any part of the Intranet & KM Portal for four years (excluding 1 Year warranty period) which may be extended. The effective date for the warranty will start from the first day of the operations by the selected agency for the Establishment of the Intranet & Knowledge Management Portal. Validity of Performance Bank Guarantee (PBG) should be periodically revised or a new Performance Bank Guarantee should be submitted before expiry of the previous PBG. UIDAI reserves the right to further extend the period.

27. Corrupt or Fraudulent Practices

The Tendering Authority requires that the Bidders/agency under this tender observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Tendering Authority:

- a. Will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- b. Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.
- c. The past Performance of the Bidder will be cross checked if necessary. If the facts are proven to be dubious the Bidders tender will be ineligible for further processing.

28. Decision Taken

The decision taken by the UIDAI in the process of Tender evaluation will be full and final.

Section – III

SCOPE OF WORK AND DELIVERABLES

1. Project Background

The Unique Identification Authority of India (UIDAI) was established in January 2009, as an attached office to the Planning Commission. The purpose of the UIDAI is to issue a unique identification number (UID) to all Indian residents that is (a) robust enough to eliminate duplicate and fake identities, and (b) can be verified and authenticated in an easy, cost-effective way.

2. Project Objectives

Broadly, the Objective of the Intranet & KM Portal project is as under:

- I. Bidder will build, Operate and Maintain UIDAI's KM and Intranet portal for 5 Years. Operation and maintenance may be transferred to UIDAI after 5 Years or bidder may be asked to operate and maintain for further mutually agreed period.
- II. KM & Intranet portal of UIDAI should lead to efficient, Transparent, Analytical, Smarter & accountable for decision making process.
- III. There should be provision for performance improvement & monitoring, fraud detection.
- IV. There should be provision for monitoring various processes within UIDAI from Vigilance angle.
- V. KM and Intranet portal should make process within UIDAI entirely paperless.
- VI. KM & Intranet portal should be secure enough to prevent unauthorized access, scooping, hacking, etc.
- VII. To establish an online, community-based platform to promote increased communication, deeper information exchange, and collaboration between UIDAI staff in HQs and regional offices, the technology centre and UIDAI partners (Registrars, enrolment agencies, etc). The aim is to go for a paperless office.

The introduction of this Knowledge Management solution will ultimately enable UIDAI to provide staff and selected partners with easy access to record and distribute knowledge and it will provide mechanisms for sharing knowledge, bringing people together to work collaboratively. UIDAI also envisages the establishment of one or several knowledge networks and Communities of Practice (CoP) through provision of components such as e.g. discussion boards, wikis and blogs. Because of the diversified scope and large number of users involved, the UIDAI KM project will be implemented in phased manner include UIDAI HQ, the regional office staff, technology centre and selected external partners through extranet capability.

3. Project Scope & Exclusions

This project will cover the design and development of UIDAI Intranet & KM Portal for UIDAI HQ, Technology centre and Regional offices users (approximately 1000 users). The following defines the project scope:

1. Development of an online platform that will replace the content currently contained with various internal users within UIDAI.
2. Automation of File Management system as per the guidelines of “Manual of office Procedures”.
3. Document management implementation across the organization - how the documents are collected, screened, classified, stored, published, distributed or searched and retrieved, applied, evaluated, maintained or retired. An As-is study may be carried out for proper implementation.
4. Development of policies and procedures for document and File management processes including the required governance structure.
5. Development of collaborative tools to manage users, documents, knowledge products, discussions and interactions between the users.
6. Development of extranet capabilities enabling select external partners to access collaborative workspaces and participate in discussions where permissions have been granted.
7. Integration with other UIDAI applications to support single- sign- on for multiple applications as well as for pulling out the relevant data to publish on the personal dashboards. Redesigning, Operation and Maintenance of UIDAI Website and integration with Intranet Portal.
8. Technical training to KM team in solution development and administration, TOT (Training of Trainers) of project team in end-user training as well as knowledge transfer to UIDAI project team after the rollout.
9. Migration of existing data (with content owners), and support to roll-out/post roll-out, including development of data conversion guidelines, operational support during roll-out as well as helpdesk support during post roll-out phase.

As noted above, throughout the document, a series of optional functionalities will be specified for consideration. Throughout the proposal, the vendor may indicate where third party plug-ins may be necessary or beneficial.

1.1 Project Deliverables (Products)

The project will deliver a portal web site for knowledge sharing and collaboration among UIDAI staff and partners. It will also deliver a document and content management framework, as well as user documentation and training to enable UIDAI staff and partners to use the system correctly and efficiently.

The individual products that will be delivered throughout the project are:¹

- **Product 1: Government Framework and Policies**

Framework with detailed guidelines regarding related policies and procedures, roles and responsibilities. As- is study has to be conducted to understand the functional requirements of the same.

- **Product 2: Functional specifications**

Functional specifications describe “what” needs to be done i.e. layout, logic and detailed functionalities of the proposed system.

- **Product 3: Technical specifications**

A technical specification will be drawn up for each functional specification, describing how the required functionality will be implemented.

- **Product 4: System development/customization**

Based on the technical specifications, the system development, configuration and customization will be done e.g. creation of tables, fields, web pages, menus, reports and interfaces, etc.

- **Product 5: Testing and roll-out**

The developed system will be tested for functional consistency and user acceptance. A roll-out and communication plan will be developed and the roll-out of the system will be conducted. On-site support during roll-out will be provided.

- **Product 6: Training materials and training**

Tools will be developed that can be used to train users in a classroom setting and/or allow users to train themselves. These may include presentations, documents and web-based training materials. Technical training of IT staff as well as Training-of-Trainers (TOT) of project team will be conducted.

- **Product 7: User and administrator documentation**

A comprehensive documentation will be made available to the users and administrators of the system, in order to explain to them how to respectively use and administer the system.

¹ Business requirements will be defined by the selected vendor with the help of UIDAI KM Functional Group. This Group will provide inputs for complete business processes, workflows, policies and procedures that the Portal will need to provide or support in order to meet the project objectives.

▪ **Product 8: Helpdesk support**

Post-rollout technical helpdesk support and bug-fixing within the guarantee period will be provided.

1.2 Project Delivery Stages

Work is expected to commence 07 March 2011 and will consist of four stages according to the following timeline and expectations:

a. Beta Version Release:

The agency will be expected to release the beta version of the application on 11th April 2011 (One month from the date of starting of operations). The features expected in the beta version release are:

- Basic Design of the application made available on the UIDAI Network
- Identify all the intranet & KM Portal Users and provide access to the portal
- Document Management system with pilot workflows
- Discussion forums

b. Phase I (April – June 2011):

The agency is expected to work parallel with the beta version release to complete the first phase of the project. The features required to be completed in the first phase are mentioned in the Section 2 above except integration with the other UIDAI applications. The features required will be complete requirement analysis, BPM enabled File Management System, Document Management System, Human Resource Management Module as per the “Manual of office Procedures”. In the first phase, the designed application should be up and running and all the UIDAI users in all the locations should be able to access the portal as per the role defined for them in the requirement analysis phase. This phase also includes the digitization of the backlog of files and documents generated till date in UIDAI.

c. Phase II (July – September 2011):

After the first phase completed, the agency is expected to design the application as per the requirements specified in the section 2 & 4. The agency is expected to work closely with UIDAI Knowledge Management Team to map all the requirements mentioned in the RFP document as specified with the ongoing Intranet & KM Portal except the integration part.

d. Phase III (October – December 2011):

Phase III will cover the integration of KM Portal with the Other UIDAI applications as specifies in the section 2 of the RFP document. The integration scope may go beyond the defined scope as some more applications need to integrate in future if required. Apart from that the agency has to provide all the relevant documents (Products) specified in the section 3.2 at the end of Phase III.

e. Training:

The agency is expected to submit a training plan for all the phases of the application release (From beta version to Phase III). UIDAI expects the agency to provide extensive training to the concerned users about the usage of various functionalities of the portal during the phase wise release of the application.

1.3 Project organizational structure

During the project, the vendor will work under the guidance of a project manager who will ensure sound management, monitoring, oversight and implementation of the project by the project team. In this setup, the vendor will closely work together with the project teams that include the Knowledge Management Team and the UID Technology Team. The vendor will directly report to the Project Manager. Any necessary executive decisions will be taken to senior management to whom the project manager reports.

1.3.1 Project teams

The roles of the key stakeholders within the project structure are listed as follows:

- **Project Manager**
Day-to-day management of the project, planning, monitoring, control and progress reporting
- **Knowledge Management Team & Intranet Working Group (UIDAI Functional Group)**
Provide substantive input, review and finalize system concept, provide inputs on workflows and policies covering document and File management (Roles and responsibilities, inputs on documents formats and document types, inputs on taxonomy and metadata, document capture and maintenance, document retention and disposal, security and access management, monitoring and compliance.
- **UID Technology Team**
Provide inputs on infrastructure for testing and roll-out of the technical system, provide advice and leadership for integration into existing UIDAI applications, take over system ownership after roll-out.

4. Scope of Work:

Over the past years, knowledge management has become increasingly important not only in the business world but also in the Govt sector. This is a reflection of the growing recognition that the assets of Govt departments extend beyond human, financial and physical assets to encompass also knowledge resources.

After evaluating various solutions at the EOI stage, UIDAI has drafted a detailed scope of work for the UIDAI Intranet & Knowledge Management portal. UIDAI's corporate commitment to knowledge management is essential for enhancing the organization's development effectiveness and in fostering improved collaboration across the UIDAI ecosystem. UIDAI seeks to systematize and institutionalize knowledge sharing by putting in place a coherent set of tools, approaches and methodologies supported by the requisite business processes, structures, technology and culture. The development and implementation of a corporate knowledge sharing strategy represents an opportunity to elevate the work of UIDAI and its partners in the ecosystem, to develop an evidence base of work, spaces for innovation and collaboration, and intelligence for planning and decision-making. Moreover, through communities, it will enable richer cross-fertilization and linkages to be made and relationships and networks of influence to be built.

A robust intranet and collaborative platform is key to achieving UIDAI's KM goals. At present, however, UIDAI is limited by its current technology, silos of information and knowledge, and lack of corporate networking abilities – barriers and needs that were identified during our recent assessment. Therefore, through this RFP, UIDAI seeks to build a coherent and integrated system to leverage knowledge and enhance business Performance. There is a critical need for the enhancement of our content management and a collaborative platform that brings together key resources, communication, and collaboration functionality, as well as supports other business processes and needs.

The scope of work for the selected bidder/consortium shall comprise of the following:

4.1 Business Process Management:

The BPM Module shall be used as a platform for automating typical processes and online workflows of the departments. Online workflows for document approval must be easy to design/modify at every stage of document creation with an option of *the digital signature* to ensure authorization. Flexible and easy to design Document workflow process for approvals at every stage of the document creation. Access Control, version control, comments, tracking changes etc should be editable and maintained in the whole document approval process. The system should empower user with a tool to graphically design the workflows. It should also contain the inbuilt

Form Designer to design basic forms for capturing workflow related data. There should be a provision for Ad-Hoc, sequential and parallel routing.

The checklist for various functionalities is tabulated below:

| S.No | BUSINESS PROCESS MANAGEMENT SYSTEM |
|------|--|
| | The system shall facilitate re-engineering of processes and act as a platform for building specific application and have a workflow engine to support different types of document routing mechanism including: |
| 1 | Sequential routing –Tasks are to be performed one after the other in a sequence |
| 2 | Parallel routing – Tasks can be performed in parallel by splitting the tasks among multiple users and then merging as single composite work item. |
| 3 | Rule based routing - One or another task is to be performed, depending on predefined rules |
| 4 | Ad-hoc routing: Changing the routing sequence by authorized personnel. |
| | Process Designing |
| | Graphical Route Designer |
| 1 | The workflow management system shall support Inbuilt Graphical workflow designer for modeling complex Business Processes using drag and drop facilities. |
| 2 | The Process designer shall provide intuitive interface for designing complex rules and conditions for workflow routing. |
| 3 | The interface shall be easy to use so that Process owners can change the business process as and when required without any programming knowledge. |
| 4 | The system shall enable process designers to design multiple sub-processes. This includes mapping of the existing process instance to the newly created process instance as per mapping defined in the route. |
| 5 | Facility to copy and paste workstages along with all its properties. |
| 6 | Facility to define documents viewed and to be attached at individual stages. |
| 7 | Facility to define multiple archive stages for archive selected documents and indexes in underlying Document management system at any stage of workflow process. |
| 8 | The system shall allow process designers to design properties for each workstage like default document view, form view or Exception view etc. |
| 9 | The system shall allow users to define entry-level settings like Increase of priority or sending an email trigger on the basis of pre-defined conditions or setting up particular variable or property etc. |

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| 10 | The workflow management system shall support the definition of roles and allow many-to-many relationships between users and roles to be defined. |
| | <i>Inbuilt Form Designer</i> |
| 1 | The system shall provide inbuilt facility to design Custom forms that can be attached at one or more stages of workflow. |
| 2 | The Form designer interface shall support facility to define text boxes, Combo boxes, radio buttons, Drop down etc. |
| 3 | The system shall support field level calculations at form level |
| 4 | Facility to use scripts for defining field level validations |
| | <i>Automatic Escalations</i> |
| 1 | The system shall provide facility to define multi level escalation procedures |
| 2 | The system shall provide facility to define deadlines to individual workstages and escalation to respective or group of individuals, if the instance is not processed in specified time frame. |
| 3 | The system shall provide facility to define multi level escalations on the basis of deadlines i.e Level 1 escalation after specified time and Level 2 escalation after specified time. |
| 4 | Facility to raise custom triggers like Email, fax, SMS etc. for escalations. |
| 5 | The system shall support inbuilt calendar for defining Holidays and Working hours and the escalations and reminders shall be raised on the basis of this i.e if the escalation time is set for 2 days and there is Sunday in between then it shall not be included |
| | <i>Task Management</i> |
| 1 | The system shall provide facility to define tasks for individual or group of users with deadlines. |
| 2 | The system shall provide facility to define check lists for individual stage with option to make particular checklist items as mandatory. |
| 3 | Facility to raise triggers on the basis of checklist. |
| 4 | The workflow management system shall have email and SMS notification to user when the user is not logged on to the workflow management system. |
| 5 | Automatic reminders to concerned users for delegated tasks. |
| 6 | The system shall allow definition of audit stages to audit work of new users. The users shall be able to define percentage of work to be audited on the basis of which, random instances shall be picked up and sent to auditing supervisor. |
| 7 | The workflow management system shall allow the users to route/re-route the jobs to one or more other users by job and by users (e.g. on long leave, resignation). |

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| 8 | The workflow management system shall allow automatic temporary re-routing of jobs to one or more other users (e.g. temporary covering of duties). |
| | Multiple Initiation Methodologies |
| 1 | The Workflow management system shall support multiple Initiation methodologies for different user groups or document types. |
| 2 | The Workflow management system shall support automatic initiation of incoming faxes as separate instance with the fax document as an attachment. |
| 3 | The system shall support automatic initiation on the basis of incoming emails with email as an attachment. |
| 4 | The system shall support facility to host online forms in PDF or JSP format, which can be filled online by the users and on submission a process instance is initiated. |
| | Architecture and Technology |
| 1 | The workflow management system shall be based on an N-tier, open, scalable architecture. |
| 2 | The workflow management system shall support Web based interfaces. |
| 3 | The workflow management system shall have the ability to integrate through messaging. |
| 4 | The workflow management system shall have the ability to integrate through APIs. |
| 5 | The workflow management system architecture must be scalable and can support increasing number of users and concurrent transactions. |
| 6 | The workflow management system shall run in a clustered environment. |
| 7 | The Workflow management system must be Unicode compliant and shall also support customizing the interface in Local languages. |
| | Process Management |
| 1 | The workflow management system shall be able to support complete administration through a web browser interface. |
| 2 | The workflow management system shall allow administrators to manage users, groups, Roles and other document management operations. |
| 3 | The workflow management system shall allow administrators to suspend, resume and control various processes from the same interface |
| 4 | The workflow management system shall have audit trail to maintain history of all transactions performed on the system. |
| 5 | The workflow system shall give a facility to define Turnaround time for the complete process and also for the individual work stages for efficient monitoring |
| 6 | The workflow system shall give a facility to set Audit percentage for multiple users at different stages, so that the specified percentage of work randomly goes for work audit. |
| 7 | The workflow system shall give a facility to review the audit done by different auditors. |
| | Application Access Control |

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| 1 | The workflow management system shall provide comprehensive access control mechanism. |
| 2 | All users of the workflow management system shall be able to access to their own work areas and other work areas with access granted by the workflow administrator. They shall not be able to delete assigned tasks from the work areas. |
| 3 | The application shall log all the actions done by individual users with user name, date and time and the administrator shall be able to generate detailed audit logs and history of the process instance. |
| 4 | The workflow management system shall allow process owners to track task status, types of action required (approval, acknowledgement, etc), task in progress/completed task, etc) |
| Process Monitoring and Reporting | |
| 1 | The workflow management system shall be able to keep track of the workitem status, the date/time the jobs are started and ended, the creation and archival date of the documents. |
| 2 | The workflow management system shall provide graphical and tabular tools to view progress of each individual process |
| 3 | System shall provide a facility to configure dashboard for individuals e.g. dashboard for Chairman, dashboard for DDGs, dash board for ADGs, etc |
| 4 | Dashboard should provide real time monitoring of various activities, file movement, DAK movement etc |
| 5 | No customization should be required to create dashboard, User should be able to configure dashboard without any coding. |
| 6 | There should not be any limit on the number of reports that can be created |
| 7 | User shall be able to drill down in a report for specific information analysis |
| 8 | The workflow management system shall support the generation of statistical and management reports like: |
| | |
| | Number of pending files |
| | Number of cases completed |
| | Time taken to complete each task |
| | Process History Report |
| | User Performance Report |
| | Average Process Time Report |
| | Participant Report |
| | Participant Processing Time Report |
| | Process Definition Summary Report |
| | Exception Details Report |
| | Expired Workitem Report |
| 9 | The workflow management system shall support statistical reports like Total turnaround time and delay report for complete process or specific work stages |

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| 10 | The workflow management system shall support definition of new customized reports based on exposed data points. |
| User Management and Security | |
| 1 | The workflow management system shall support integration with Lightweight Directory Access Protocol (LDAP) for domain level authentication and single sign on. |
| 2 | The workflow management system shall support integration with database-based authentication. |
| 3 | The workflow management system shall support extensive password validations i.e locking of user account after specified number of unsuccessful login attempts, password history, password expiry, passwords must be alphanumeric and of minimum character length etc. |
| 4 | The workflow management system shall support SSL, HTTPS and session timeouts. |



4.2 File Management System/Office Automation:

Any Indian Government office is almost entirely dependent on paper and files and any process workflow within the organization is typically associated with paper either in the form of an application, correspondence or file. A comprehensive web-enabled File Management System would be the ideal solution for any Government Office. The File Management is made up of functions that will cater to the file processing requirements and that is common to all sections and encompasses the standard features and actions on all Files. It shall ensure that files dealing with any subject in any department are processed in a similar manner. This includes creating e-File and moving it, Monitoring File and Tracking, Generating Order and Maintaining record room for Files and Correspondences. This will facilitate the tracking of physical files in case file move physically and not kept in digitized format in DMS. It should also auto generate and maintain file registers, file movement register / slip etc

It should be built using robust Enterprise Document Management and Business Process Management as a platform and should comply to the Manual of Office Procedure (MOP), issued by the Department of Administrative Reforms and Public Grievances (DARPG)

The features of File Management system/Office Automation are tabulated below:

| S.No | OFFICE AUTOMATION SYSTEM |
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| | Archival of Files |
| 1 | The system shall have a facility to create/open a new electronic file. |
| 2 | System shall support creation of both general subject file as well as specific business files |
| 3 | Subject File creation shall take at least File Number and File Subject as inputs. |
| 4 | The system shall have a facility to create both main as well as part file. |
| 5 | The system shall have a facility to save the file in the desired folder in the system. |
| 6 | The system shall have facility to add documents in the File. |
| 7 | The system should have a facility to search a file on File number, file subject, any related keyword. |
| 8 | The system should have a index table of all created files in the form of a "File Register" as per the Manual of Office procedure |
| 9 | The system should support creation of any types of specific business files such as project files, employee files, vendor file, contract file etc |
| 10 | The system should have a provision to define searching attributes for each type of special file |

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| | <i>File creation & Movement tracking</i> |
| 1 | Electronic files shall give the same look and feel as that of Physical file with documents appears on one side and Green Note Sheet on other side of the screen. |
| 2 | The system shall provide facility to users to append their notes, which shall be automatically stamped with user name, date and time |
| 3 | The system shall provide facility to secure notes in File View |
| 4 | The system shall provide facility to users to link the notes to any document, file and previous notes, so that corresponding objects can be directly opened from the note view |
| 5 | Note sheet should also have provision to link a note even to a particular page of a image document |
| 6 | The system shall provide facility to users to append notes in the same paragraph |
| 7 | The system shall provide security on notes so that Noting/comments once written, signed and forwarded shall not be amendable by any user including originator, however if a new note has not been forwarded, the user shall be able to modify the latest note, which he is writing. |
| 8 | There should be a provision to integrate digital signature with Note sheet |
| 9 | The system shall provide facility to take print out of the noting for filing in paper folder as record |
| 10 | The system shall provide a facility to add new documents in the file by calling native application like Word, Excel etc. from the same interface. |
| 11 | The system shall provide facility to open multiple documents simultaneously in different window |
| 12 | Using workflow feature of a system, user shall be able to route the file. |
| 13 | The system shall provide a feature to recall a File from other user |
| 14 | The system shall provide an interface to search the status of a file in a workflow. |
| 15 | The system shall provide a facility to track a department where a File is pending. |
| 16 | The system shall support the case file management |
| 17 | File view shall provide facility to view all documents inside file, Noting / commenting, Edit file properties |
| 18 | System should automatically create and update File Register |
| 19 | System should automatically generate and update "File Movement Slip" as per the Manual of Office procedure by Government of India |
| | |
| | <i>Correspondence (PUC / DAK) movement & tracking</i> |
| 1 | The system shall have a repository or predefined folder / area where all new PUC are received after scanning |

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| 2 | The system shall have a facility to create Paper profile of a PUC in the repository, in case it is not scanned. |
| 3 | The system shall have a facility to add PUC in electronic format from local computer drive. |
| 4 | The system shall provide a facility to view PUC on RHS and indexing fields on LHS. |
| 5 | The system shall have a facility to add a Note with a PUC |
| 6 | The system shall have a facility to save the PUC in an existing file. |
| 7 | The system shall have a facility to route the PUC using workflow feature of a system. |
| 8 | The system shall support ad-hoc routing of a document |
| 9 | The system shall provide an interface to track & search the status of a PUC in a workflow |
| 10 | The system shall have a facility to send the reminders. |
| 11 | The system shall have a facility to generate various reports w.r.t PUC workflow such as pending with users, pending since, elapsed time, initiated by, completed by etc |
| 12 | The system shall have a facility to track a department where a PUC is pending. |
| 13 | The system shall provide a advanced search interface for tracing & searching a PUC based on dates, subject, pending with, completed by, pending since etc |
| 14 | The system shall have a feature to recall a PUC from other user |
| 15 | System should automatically create and update "PUC / DAK Register" as per the Guidelines of Office procedure by Government of India |
| 16 | PUC / DAK register should also indicate the File in which PUC has been saved, present status, action taken etc |
| | Office Note creation & Approval workflow |
| 1 | The system shall have an In-built Web based Text Editor with basic functionalities such as bold, alignment, font, color etc |
| 2 | Editor shall have provision for templates for ready content |
| 3 | The system shall have a draft folder to save Office Notes that are created through in-built text editor. |
| 4 | Office Note in draft folder shall be available to the user for editing. |
| 5 | Using workflow feature of a system, user shall be able to route the Office Note for approval |
| 6 | The system shall provide a facility to Add / Edit comment to a Note in a workflow. |
| 7 | The system shall provide a facility to attach reference / supporting documents with Office Note in a workflow |

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| 8 | All the comments shall be appended to the main content of the Note. |
| 9 | The system shall automatically capture the signature of user working on a Note |
| 10 | The system shall have a facility to 'approve' a Note through some actionable control for eg. "Approve" button on the Note Sheet itself |
| 11 | The system shall provide an interface to search and check the status of a Note in workflow |
| 12 | The system shall have a facility to securely archive the Note on approval / completion. |

4.3 Document Management System:

Document Management System enables organizations to store, manage, and deploy most of the documents, including HTML and XML, graphics, multimedia, and traditional documents created with desktop applications.

The Document Management System consists of a repository for documents and a set of applications & interfaces to manipulate the documents. It stores and manages the documents that are created and processed during file movement across various levels and other incoming & outgoing correspondences

Document Management System will act central repository for all files, documents, Notes, contents etc The Document Management shall have provision to track life cycle of business objects, Creation of Logical Folders, organization of the documents into these folders viz., Acts, Government Orders, Statutes, Files, PUC, Indexing of the Documents – by date, by subject, by sub subject codes, Association of Keywords to the files – GO Content, Act Codes, Subject Codes. User Management, defining the access control list, security features, version control functionality shall also come from the Document Management System.

The features of Document Management System are tabulated below:

| S.No | DOCUMENT MANAGEMENT SYSTEM |
|------|--|
| | |
| | Document Scanning Features |
| 1 | The System shall support the scanned documents to be temporarily archived before uploading to the central server |
| 2 | The system shall support Quick scanning and indexing of bulk documents. The stages of scanning, quality check and Indexing shall be preferably mapped as stages in scanning solution. Scanning through browser plug-in |
| 3 | Automatic categorization of scanned images as different documents like DAK, Office file document, Supporting documents, Field report etc. |
| 4 | The System shall support Image Editing operations such as page insertion, deletion merge/split pages, etc. |
| 5 | Support all the special image enhancement functionality offered by the scanner through the driver interface. |
| 6 | Web based scanning facility should be available. |
| 7 | System shall have document image quality analyzer for auto correcting the scanned image without manual intervention |
| 8 | System shall automatically grade scanned documents based on configurable quality parameters |
| 9 | Capture solution shall have Document Quality Analyzer & Correction facility |
| | |
| | Document Acquisition Features |
| 1 | The system shall support Bulk Import of image and electronic documents through an integrated functionality |
| 2 | The system shall support Automatic archival of In-coming Fax as images through an integrated functionality and shall also automatically index on required parameters |
| 3 | The system shall support Direct upload from MS-Word applications |
| 4 | The system shall support Integration with Mail server for direct Uploading of Emails for corresponding users and indexing on user defined parameters |
| | |
| | Multiple Initiation Methodologies |
| 1 | The system shall support remote scanning of multiple documents and initiating them in the approval route/workflow. |
| 2 | The System shall support automatic initiation of incoming faxes as separate instance with the fax document as an attachment |
| 3 | The system shall support automatic initiation on the basis of incoming emails with email as an attachment |
| | |
| | Archival of electronic documents |
| 1 | The System shall support categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder |
| 2 | The System shall provide facility to link cross-related documents. |
| 3 | The system shall provide search facility to in the same interface, so that users are able to search the documents to be linked |
| 4 | The system shall support versioning of documents with facility to write version comments |
| 5 | The system shall allow Locking of documents for editing and importing it |

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| | back into the system through check-in/Check-out features |
| | |
| | Document View |
| 1 | The System shall support Applet for viewing Image documents- No third party viewers should be there for viewing of scanned images. Please specify if third party applets are used and the licensing terms together with cost implication |
| 2 | Even for multi page document. The download and view should be page by page. |
| 3 | The system shall facilitate zoom-in/zoom-out, zoom percentage and Zoom lens to zoom in on a part of image and other image operations like Invert, rotate etc. |
| 4 | Document view shall have the provision to draw a line, insert arrows etc over image document. |
| 5 | Document view shall have the provision to insert text over image document |
| 6 | The system shall provide facility of putting text, graphic and image annotations on document pages |
| | |
| | Annotations |
| 1 | The Image applet shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. |
| 2 | The system shall support automatic stamping of annotations with user name, date and time of putting annotations |
| 3 | The system shall provide facility for securing annotations for selective users |
| 4 | The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations |
| | |
| | Indexing |
| 1 | The System shall provide facility to index folders, files and documents on user-defined indexes like department, ministry, file number, year etc. |
| 2 | The system shall provide facility to set particular fields as mandatory or unique |
| 3 | The system shall facilitate manual and automatic indexing |
| 4 | The System shall support Automatic full text indexing for Text search |
| | |
| | Search and Retrieval |
| 1 | The system shall provide extensive search facility to retrieve documents or Folders/Files |
| 2 | The system shall support saving of search queries and search results |
| 3 | The system shall be able to handle Tera-bytes of data with search time less than 6 seconds |
| 4 | The system shall support combined search on Profile, Indexed and Full Text Search |
| 5 | The system shall support search for documents or folders on document or folder on profile information such as name, created, modified or accessed times, keywords, owner etc. |

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| 6 | The system shall support search for documents/Folders using user-defined indexes and document classes i.e. file number, name, ministry, department, date etc. |
| 7 | The system shall support Full Text Search on image and electronic documents |
| 8 | The system shall support advanced search using Boolean and logical operators like and, or, greater than etc. for example searching application form on the basis of customer type and city |
| 9 | The system shall support facility to export results in excel format |
| 10 | The system should provide support for configuring and saving search criteria's |
| 11 | Check-In and Checkout support for collaborative working on documents |
| | |
| | Security and User Management |
| 1 | The Document management system shall support definition of Users, Groups and Roles relation in the system |
| 2 | The system shall support access permissions on Folders, documents and object level |
| 3 | The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download). |
| 4 | System shall support for application based rights |
| 5 | The system shall support system privileges like Create/Delete Users, Define indexes etc. |
| 6 | The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database |
| 7 | The system shall have a facility to define password policy with extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after three un-successful attempts, password expiry, password history so that passwords are not same as previous passwords etc. |
| 8 | The system shall support Disaster recovery by replicating the data at remote locations |
| 9 | The system shall support provide support for HTTPs/SSL for secured data transfer and session timeouts. |
| 10 | The system shall provide LDAP support for integrating with directory services and shall support single sign on |
| 11 | The system shall support Extensive Audit-trails at document, Folder and for highest levels for each action done by particular user with user name, date and time |
| 12 | The System shall support integration with database-based authentication. |
| | |
| | Administration |
| 1 | The system shall support web-based administration module for the complete management of system. |
| 2 | The Admin module shall support Users/Groups/Role definition and granting Access Rights to them and set password expiries |

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| 3 | The Admin module shall provide easy to use interface for Index structure definition, that can be used by different users |
| 4 | The Admin module shall provide interface for purging old audit trail and do selective logging i.e. select the system or application features for, which the audit trails have to be generated. |
| 5 | The Admin module shall provide facility to take complete and incremental backups and shall be able to integrate with third party backup solutions. |
| | |
| | Document Delivery and Distribution |
| 1 | The system shall allow users to download documents through HTTP depending upon the access rights |
| 2 | The system shall support for Print/Mail/Fax of documents |
| | |
| | Reports and Audit Trails Features |
| 1 | The System shall support extensive Reports and audit trails and shall also provide data points and facility to design new reports |
| 2 | The system shall support Extensive Audit-trails at all levels |
| 3 | The system shall provide facility to generate Audit trails on separate actions, and between specific date/times |
| 4 | The system shall support extensive reporting facility at document, folder and user level. Please specify all inbuilt reports available in the system and also provide effort estimates for new Custom reports to be designed |
| 5 | The System shall have audit trail to maintain history of all transactions performed on the system. |
| 6 | The system shall give flexibility to administrator to do selective logging i.e. suspend and resume audit trail generation for specific system and user activities. |
| 7 | The application shall log all the actions done by individual users with user name, date and time and the administrator shall be able to generate detailed audit logs and history of the process instance. |
| | |
| | Reminders and Alarms |
| 1 | The system should have the capability to set automatic reminders and alarms to concerned users (via e-mail and SMS). |
| | |
| | Monitoring and Tracking |
| 1 | The System shall be able to keep track of the status, the date/time the jobs are started and ended, the creation and archival date of the documents. |
| 2 | The system should have inbuilt monitoring and diagnostic tool for monitoring of logs, versions and important services |
| | System shall have a support for Hindi language GUI |
| | Support for other regional languages |
| | |
| | Integration and Web Services |
| 1 | Should be based on open standards and have API support for data import & export |

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| 2 | The System shall support integration with Email Servers. |
| 3 | The System shall support email-steps to be fully integrated, not just for notification but also to initiate or complete a work step. |
| 4 | The System shall provide fully functional APIs for Integration. |

4.4 Human Resource Management (HRM) Module:

Majority of officers and employees in UIDAI are working on deputation. HRM Module will be used for/by employees throughout their service/deputation period for their personal matters. HR related processing is done by particular section of the employee who has raised the request. The suites of applications should be applicable to all the government employees' despite their parent department / offices / locations. This may include all the process required from Appointment/deputation till end of deputation/retirement – like generating service record of a particular employee. These applications mainly comprises of processing of requests.

The required features in the HRM Module are tabulated below:

| S.No | HUMAN RESOURCE MANAGEMENT MODULE |
|------|---|
| 1 | Employee Attendance System |
| 2 | Leave Management System: Application, templates for different types of admissible leave, recommendation of competent auth, approval, communication to applicant, joining report, entry in service book, MIS reports, repository of leave record, CCS leave Rules, All India Service Leave rules, manifest of competent authority for each type of leave and relevant rule in drop down menu. (As per the Manual of Office Procedures) |
| 3 | Employee Database: Details of employees' appointment/deputation, terms, bio data, entitlements, pay & allowances drawn |
| 4 | Service book: Entries as per office procedure, alerts for updating entries |
| 5 | Personal Files: Refer p.980 (original and authenticated docs to be filed as specified.) in Manual of Office Procedures. |
| 6 | Application for CGHS |
| 7 | Application for passport |
| 8 | Application for membership of library: Template, Verification, Copy of communication to be retained in service book. |
| 9 | Application for LTC |
| 10 | Joining Report: Letter from individual relieving order from parent department, to link with DoP&T's order/ UIDAI's order of appt. |

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| 11 | Automation of Recruitment system: From Application processing to the selection. Application, Resume', connected documents, eligibility criteria, template for note for approval, grading assessments, terms and conditions of appointment, prescribed rules for appointment on deputation, reference to levels in the channel, communication of decision, offer of appointment, formal appointment order |
| 12 | Issue of notification/order: To be issued for publication (Template), to parent department & others concerned, alert for opening of personal file for individual |
| 13 | Joining Time & Joining Time Pay: To be processed in Personal file, template for note, Order as per prescribed format |
| 14 | Pay Fixation: To be processed in personal file. Template / std. Sheet for calculation of pay , relevant rules |
| 15 | Appointment (Central Staffing Scheme): The system should ensure that the workflow Note for approval of DoP&T's panel, approval of competent authority through specified levels, communication to Planning Commission/ DoP&T, entry of appointment by DoP&T, alerts for reminders to DoP&T, templates of reminders to DoP&T/ Cadre Controlling authorities after issue of appointment order by DoP&T. Appointment file for each category of appointment. |
| 16 | Appointment of Contractual staff |
| 17 | The system should ensure Verification of entries from service book for eligibility for allowances, advances, accommodation, LTC ((Approval Forms/Templates), leave encashment order, entry in service book for availment of LTC and leave encashment). |
| 18 | The system should manage extension of deputation for officers. |

4.5 Finance Module:

UIDAI is presently using a tool “CompDDO” in the Delhi HQs as well as in all the regional centers (8) developed by National Informatics Centre (NIC). The selected vendor is either expected to integrate the said Finance Module with the other module of the Intranet & KM portal or either ensures the integration in such a manner to pull the relevant respective data in the user's inbox to have a real time view of the relevant current status of the individual finances.

4.6 Asset Management Tool:

Asset Management module should help lowering IT costs, manage compliance, and improve Organization's return on capital with an operational approach to life cycle, inventory, contract, and cost controls of Administrative facilities (like buildings, transportation etc) as well as IT assets — across UIDAI. The module would help maximize the performance and lifetime value of complex assets in the UIDAI and closely align them with the overall business strategy. The outcomes of the solution will be:

- Improve return on assets.
- Decrease costs and risk.
- Increase productivity.
- Improve asset-related decision making.
- Increase asset service delivery responsiveness and revenue.
- Facilitate regulatory compliance efforts.
- Lower total cost of ownership.



4.7 E-procurement Module: (Optional)

UIDAI desires to set up an e-Procurement Platform, where the UIDAI can perform procurement transactions with its vendors. The e-procurement Platform needs to enable UIDAI to procure a wide variety of goods and services. The e-procurement module should be either built on the proposed BPM tool or a separate applications altogether. The Platform should include the following core capabilities:

- Catalogue based procurement
- Content management
- Electronic Request for Quotation (eRFQ)
- Electronic tendering (Tender processing and management)
- Dynamic pricing engine (Auction, Reverse Auctions, Negotiations, etc)
- Self service zones for vendors
- Search Engines, Yellow pages, Advertisements, Announcements and Business News
- Integration with electronic Payment Gateway for all bid related payments, Online RTIs and other financial transactions (Asset purchase, etc) carried out in all the UIDAI offices in India. (Optional)

The marketplace should have the capability to be accessed through multiple delivery channels like internet, intranet, kiosks, hand held devices, etc for its internal and external stakeholders. The users should have the capability to perform analysis of the procurement data. The solution should also interface with the legacy systems of the buying department, wherever procurement applications exist.

The e-procurement Platform should also have the capabilities to interact with external third party service providers such as logistics service providers, electronic payment gateways, etc. The marketplace also should be scalable enough to provide interface with other national and global marketplaces.

The rates for the e-procurement Module as well as the electronic payment gateway feature should be quoted in the price schedule as optional features. UIDAI reserves the right to include or exclude the features/modules mentioned as an optional, after evaluating the price schedule quoted by the bidders.

4.8 Other Integrations:

The vendor will be expected to integrate the Intranet & KM Portal with other applications of UIDAI below:

4.8.1 Project Management Module:

The agency is expected to integrate *Microsoft EPM 2010* with the Intranet & KM Portal. The scope of the integration is limited to call the data from the EPM tool on real time basis to individual workspaces (My Site) based on their roles and the respective tasks mentioned in various projects in the EPM 2010 tool. The agency will be expected to work closely with the Microsoft EPM 2010 implementation agency (Finalised by UIDAI) to map the tasks (Specified in the Projects) with the individual dashboards.

4.8.2 Contact centre Application:

The agency is expected to integrate the Intranet & KM Portal with UIDAI contact Centre application. The scope of the integration is limited to call the selective information (Public grievances) to resolve the issues (If any) if escalated by the contact centre to UIDAI. The workflow should be defined after doing the requirement analysis. Also, the agency has to work closely with the contact centre to pull out some reports from the Contact Centre Application to the KM Repository for further reference. The details of the contact centre application will be shared with the agency at the requirement analysis phase.

4.8.3 Contract Management Application:

The agency is expected to integrate the intranet & KM Portal with the contract management application, which is presently in the procurement stage. The details of the application will be shared with the agency at the time of the requirement analysis phase.

5 Business definition requirements

The following section will describe the general business definition requirements for the workflows and policies to be developed in context of the proposed Intranet & Knowledge Management Portal.

5.1 Document and File Management System Governance Framework

Based on the “Manual of Office Procedures” for electronic document management and records management, the bidder is expected to develop a Document Management governance framework which will define the following policies and associated workflows and answers the respective questions for each workflow:

5.2 Roles and responsibilities of users, content manager/s and portal administrators

The framework will describe in detail the roles and responsibilities of all users and managers and other officials for contributing and managing documents and content as well as of all individuals involved in overall management and administration of the platform. Important questions to answer are (list not exhaustive):

- I. Who will be allowed to contribute, modify and remove what type of content (after receiving input from whom), such as:
 - a) Uploading, editing, moving or deleting personal, team-related or corporate files in different workspaces
 - b) Initiating and approving publishing of documents from private into shared or public libraries
 - c) Assigning and editing metadata and taxonomy attributes
 - d) Adding, updating or deleting announcements, tasks or entries for calendar, discussion board, blogs and wikis
- II. Who will be focal points and what additional information or workflows are required for handling the different administrative tasks related to the content management and portal administration, such as:
 - a) Handling user registrations and access requests, including retiring users after they left the organization
 - b) Assigning and removing users from groups and workspaces and granting user rights according to their roles (readers, users, owners of workspaces) and team memberships
 - c) Creating and adjusting new workspaces for teams on request and degree this should be decentralized
 - d) Updating menu structure and layout of the Platform
 - e) Adding, updating and removing static content in workspaces and public pages
 - f) Providing helpdesk support to users in matters regarding registration, login and usage

5.3 Policies and definitions for documents formats and types of documents

The framework will specify a comprehensive list of document types used in UIDAI together with clear definitions, purpose of their use and standardized format templates to be rolled-out along with the platform. Important questions to answer are (list indicative):

- I. Which are the standardized types of documents to be dealt with in UIDAI?
- II. What templates should be used to develop these documents?
- III. What are the workflows for development, approval and publishing for various document types?
- IV. What is the document life cycle for each document types until they will be retired?
- V. Which documents are mandatory to upload into specific online libraries?
- VI. Which documents are mandatory to update online periodically?
- VII. Which paper files need to be digitized and stored online?
- VIII. What is the archival procedure for which document type?
- IX. How will emails be managed, stored and archived?
- X. How the documents will be signed electronically?

5.4 Ownership over specific document types

Apart from the question of who is allowed to contribute and update files and content within the technical document management system, the Document and Content Management governance framework also needs to specify who is in charge of capturing, creating, maintaining, retaining and disposing specific documents in the first place. This applies to specific types of documents of corporate interest which are created in context of core activities in UIDAI or which are regularly updated in course of existing business processes. The initial workflows piloted would be:

- I. Project Documents
- II. Certain Files
- III. HR, Procurement and Finance related documents

5.5 Development of UIDAI-wide taxonomy and metadata specifications

In order to be able to easily categorize and retrieve documents within UIDAI, a business taxonomy and metadata structure for UIDAI will need to be developed. The taxonomy will be multi-layered so that menu navigation and document search can be conducted by applying various layers of taxonomy categories at the same time. Among the possible taxonomy categories to be introduced are document type, file type, etc. Important questions to answer are (list not exhaustive):

- I. What will the detailed business taxonomy for content in UIDAI look like?
- II. Which and how many taxonomy layers will be introduced?
- III. Which taxonomy entries are dependent on taxonomy entries of a higher level?
- IV. Which additional metadata should be manually or automatically captured with each document?

- V. Which taxonomy and metadata values are exclusive?
- VI. Which values are mandatory and which are optional?

5.6 Document security and role-based access management

The governance framework will define who has what level of access to which component of the platform. Document security policies and specification of user groups and permissions will be developed considering the following security levels for four general types of audiences.

I. UIDAI staff

Access to all portal information, except for information in protected workspaces (e.g. workspace for senior staff, PMU, Sabbaticals, Volunteers, etc.) or protected libraries within public workspaces

II. External partners (including staff from other Govt Agencies)

Access to information and spaces which can be shared with select or all audiences (based on permissions granted)

In addition, users will be granted special access permissions for different workspaces and documents based on their membership in organizational UIDAI units, working groups or events. The right to creation of workspaces is defined in the governance framework. *The Aadhaar enabled authentication will be a pre-requisite for the all the users of the portal.*

Functional details of these access levels and implications for their application in the technical system are described in the functional requirements.

5.7 Workspace collaboration

Unlike the general document management, collaboration in workspaces will be more free flowing and not as strictly defined by workflows. However, putting the workspace in place without a concept on how users should/could engage with each other will not be sufficient to make full use of the workspaces. The UIDAI Functional Group is expected to give inputs on a concept (including workflows and policies if necessary) describing what online collaboration of a unit or specific team in a workspace could look like. The concept should respond to clear needs of different kind of units and working groups, thus proposing ways how different workspace features can directly respond to day-to-day business challenges of these teams or communities.

5.8 Monitoring of user behavior and compliance

Finally the governance framework will specify adequate mechanisms and workflows to ensure that user behavior and compliance with “Manual of Office Procedures” are monitored starting from the first day of the roll-out. These mechanisms will include technical monitoring and evaluation tools to integrate into the Intranet & KM Portal (adequate tools to be suggested by the vendor), but will also specify workflows and formats for periodic reporting, regular user surveys and feedback sessions with teams or core user groups.

6 System concept and design

The bidder is expected to develop in close consultation with the project teams, a comprehensive design, navigation and usability concept for the Intranet & Knowledge Management Portal. The bidder will provide an effective and detailed solution to respond to UIDAI business requirements and will further thoroughly assess and specify together with project teams the specific requirements for content sections and navigation for different audiences and develop design, menu navigation and site structure. A set of draft templates and prototypes will be provided in order to further guide the discussion.

Based on these requirements the out-of-the-box navigation of Solution will need to be reviewed and adjusted as necessary to UIDAI's needs. The final concept will need to propose design and usability solutions for the following general design requirements of the Intranet & KM Portal.

6.1 Start page

The system will provide a clearly structured start page – “my site” - which will make efficient use of space and present a large amount of information in an intuitive way. The page will be designed to include corporate information (Central and regional), other mandatory components (role and/or location based) as well as optional elements selected by the end user. Necessary elements would include (not exhaustive):

- a) Dynamic overview of groups and workspaces relevant to the individual users (based on the user's group membership and preferences)
- b) Dynamic news feed of activities in the portal (adjusted to each individual user's group memberships and preferences)
- c) Centrally administered announcements
- d) Upcoming events/calendar entries
- e) Overview on available collaborative team workspaces and feeds of discussions or new content
- f) Highlighted documents (selected by content manager)
- g) Overview on available operational information service sections (HR, procurement, admin, PMU, Capacity Building, etc)
- h) Links to own programme/projects pages.
- i) List of most important links and applications in UIDAI.
- j) Links to non-Solution (Selected Product) applications used in UIDAI (e.g. Application portal), as well as related websites like UIDAI internet website and other portals, etc.
- k) RSS feeds of critical external sources of information or knowledge
- l) Search facility
- m) Link to update own profile
- n) Manage my networks and memberships
- o) User defined dashboards.

Additional elements might be added after discussion of the design concept with the bidder who is encouraged to make proposals for additional features and information which might be relevant or helpful to be displayed on the start page.

There should be a separate interface for the “Vigilance Officer” for review the performance of organization (UIDAI) as a whole from vigilance angle (Ability to search any document pertaining to any section as defined by UIDAI).

6.2 Organizational Service Spaces and Communities of Practice

The system will allow for UIDAI corporate units and other communities to create a presence on the intranet which will serve as an official information and/or “service” space. Features to be included:

- a) Link to profiles of unit or community members
- b) Filter of relevant projects
- c) Links to relevant sub-groups or spaces
- d) Calendar
- e) Discussion boards (with integration through email) and access to archives
- f) Announcements and news
- g) Whiteboard or wiki to develop content collaboratively
- h) Ability to manage memberships and community events,
- i) Private document library for community members to share internal material
- j) Public document library to share selected community material with wider audience
- k) Blog

6.3 Unit and team productivity workspaces

The system will allow management of workspaces for organizational units, cross-sectional working groups and other formal/informal teams to collaborate and manage their own files and activities, including:

- a) Link to profiles of team members
- b) Private document library only for team members to share draft documents and internal material
- c) Public document library to share team documents with other units and wider audience
- d) Team calendar as a subset of the Corporate Calendar.
- e) Discussion boards (with integration through email)
- f) Team task lists synchronized with Outlook
- g) Agenda for meetings
- h) Whiteboard or wiki to develop content collaboratively
- i) Management of custom lists for different purposes, e.g. work plans, management plans, etc

6.4 Operational reference document library

The content management function of the Intranet & KM Portal will provide an information service section for authoritative operational or management-related documents and information (Corporate Management, Project Management, Evaluation, HR, Administration, Procurement, Finance, PMU, TDU) in which important documents, plans, lists, forms and templates are provided by an authoritative instance (mostly a specific responsible unit).

Document libraries should not necessarily be structured by organizational units and the intention of this space is not for units to “present themselves” and show what they do (this can be done under the respective unit or service spaces. Rather, this space should be designed as an administered service site which is organized around business processes and where users will easily find reference documents, information, forms and tools they need in context of a specific business process. These will be linked to from unit service, productivity or collaborative spaces.

Content management workflows of this space will be more strictly organized and only specific focal points, teams or units responsible for a business process are entitled and accountable to publish and update content in this section.

A taxonomy framework to structure this space, based on identified business processes, will be developed by the vendor in collaboration with UIDAI Functional Group.

6.5 Knowledge Base

Apart from an operations-oriented information service section, the INTRANET & KM PORTAL will provide a space to organize resources around all issues which are not reference documents for UIDAI’s day-to-day business, but which provide substantive input into UIDAI’s programming or advocacy work, or are an output or product of this work. These will be linked to from unit service spaces, productivity and collaborative spaces.

A thematic taxonomy to structure this space will be developed by the vendor in collaboration with UIDAI Intranet functional group.

6.6 Contact management

Centralized contact management will be a core element of the INTRANET & KM PORTAL to provide consistent user management and Who-Is-Who functionality. The system should support a view of each unit’s/office’s contacts and staff information through a master corporate directory.

6.7 Corporate calendar

The project teams will develop a concept for a corporate calendar in which all dates relevant for a corporate audience will be tracked, such as staff meetings, retreats, public holidays, regular team meetings, staff travel, trainings, external visits, special announcements, corporate deadlines or events, etc.

The bidder is expected to propose adequate workflows to ensure this corporate calendar is always fed just-in-time with current information updates by all units - with

some governance so as not to overwhelm. The bidder is also asked to propose a workflow which allows for staff to handle non-corporate meetings within and between staff members or organizational units in Microsoft Outlook, while at the same time enable them to follow up and be reminded on corporate events from the Corporate Calendar through selective synchronization of the individual Outlook and the shared Solution calendar.

7 Implementation process requirements

The following section specifies the expectations towards the vendor of the technical system regarding development; testing, roll-out, and post go roll-out support, documentation and testing.

7.1 Development process

Based on the functional specifications, system development and coding tasks will be carried by the vendor. In this regard, the bidder is required to submit the system development methodology that they will follow and a detailed project plan indicating the milestones, resources. Relevant professional experience of the task manager and team members is essential during the proposal review.

7.2 Testing

Development and initial testing will be done using the vendor's resources and the User Acceptance Testing will take place at the UIDAI. UIDAI will provide the infrastructure for a testing environment, where all required tools and customizations are to be installed and configured by the vendor - in close collaboration with UIDAI IT team.

The vendor is expected to develop a testing plan for User Acceptance Testing and undertake comprehensive and analysis testing with various audiences in UIDAI at selected stages of the development process. User Acceptance Testing will be performed by the selected users from UIDAI HQs and field offices. It is expected that user feedback is documented and respective system design or workflow adjustments are discussed with the UIDAI project team.

7.3 Data conversion and content migration

As a one-time effort, relevant documents currently residing in the UIDAI temporary KM Portal and individual content owners need to be migrated into the new system and old content needs to be retired. The vendor will develop a detailed roadmap as well as guidelines and work with the relevant content owners to migrate and data-cleanse the contents of respective sections so it can be managed and further retrieved within the document management system in compliance with the established Content and Document Management governance framework. This will include recommendations for treatment of legacy documents and definition of criteria for either their retirement or migration into the new system, the introduction of guidelines and mechanisms to assign metadata to migrated content and the implementation of an import software application to support the migration process (see also reference on the use of auto-tagging software for migration and future content management).

7.4 Document Archival

The archival of all the documents in the portal should be as per the process mentioned in the “Manual of office Procedures”. The workflow should be defined with timelines and the respective owners of the documents with alerts and action points directed to the respective owners for the final disposal of the documents.

7.5 Roll-out

Before roll-out, the vendor will install and configure the respective environment on the UIDAI production server and ensure successful transfer of the INTRANET & KM PORTAL solution from the testing environment to production environment where final sign off of the project will be done by UIDAI. The vendor will prepare a roll-out and communications plan including support to drafting of corporate announcements and invitation messages preparing the roll-out.

7.6 Helpdesk support and guarantee

Helpdesk support for a period of 4 years starting from the production date must be provided by the vendor. During this period, the contractor will be responsible for providing immediate email helpdesk support and resolving any user requests and technical issues that arise with the implemented INTRANET & KM PORTAL solution. 80% of requests should be responded to and resolved in 4 hours and 100% of requests responded to and resolved within 2 days.

The vendor will in addition propose a concept and make recommendations on adequate workflows and staffing which will enable UIDAI to maintain this Helpdesk and support function beyond the initial support period. This will include the specification of workflows for tracking user requests regarding technical bugs, design flaws and feature recommendations. The helpdesk concept will describe roles and responsibilities of content managers, portal administrators and IT staff in documenting, responding to and resolving user queries and technical issues and maintaining communication with different stakeholders on the status of user requests and ongoing developments.

In addition to this, the vendor will also make recommendations on the ongoing maintenance of the portal in terms of regular content management of the portal, various modes of maintenance (recruitment of staff/outsourcing to third party). The vendor has to draft a complete strategy for the ongoing support and maintenance of the portal so that the portal gets populated with updated information 24/7.

Finally, we expect from the vendor the provision of an additional guarantee period in which technical issues with the INTRANET & KM PORTAL need to be resolved within a reasonable time frame.

7.7 Training

The vendor will be responsible to review training needs related to the INTRANET & KM PORTAL, develop a training plan and provide several trainings to different UIDAI audiences at different stages of the project.

- **Train-the-Trainers**

Before roll-out the vendor will review training needs, design a training plan and develop material for end users and content manager/administrator training. The vendor will then provide a TOT training to the project team so it will be able to offer training to INTRANET & KM PORTAL users and content managers/administrators in the future. The training will be provided to all the employees (Govt Officers/Officials, PMU, TDU, Volunteers, etc) of UIDAI (HQ, Regional Centres and Technology Centre)

8 Overall Functional requirements

This section defines the functional requirements for delivering the proposed Intranet & Knowledge Management Platform and specifies its overall features. It is expected that the bidders will focus their proposed solution and cost estimates on the requirements defined below. However, they are encouraged to include in their proposal any features that might be of added value.

The following specification is divided into essential features implementation of which are required, and optional features which may be implemented depending on estimated costs and perceived benefits. For the optional features, the bidder is expected to highlight individual costs for each requirement so UIDAI can compose a final package based on its needs and available funds.

Please note that UIDAI final decision on selection of a vendor will be solely based on the offers on Packages mandatory features while decisions on optional features will be taken after the selection of a vendor.

8.1 Mandatory features

This section defines the essential features for the proposed solution.

8.1.1 Single Sign-On and user management

The INTRANET & KM PORTAL will provide for a one-stop entry point which requires a login by the user to get access to all applications in UIDAI. Users can decide to keep a cookie of their login so they stay logged in if they visit the start page from the same computer within a short enough period.

In case the user is opening the start page from within the UIDAI Windows domain environment at UIDAI HQ in New Delhi, authentication is retrieved from the existing Windows account and a login for the Intranet & KM Portal and therefore all other UIDAI applications is not required.

The Solution interface in connection with the currently developed UIDAI user management will enable all UIDAI staff to log into the system via web browser with their user name and password. All UIDAI staff will be proactively provided with user accounts and passwords which they will receive upon their arrival on duty. External users – upon invitation - can visit the platform and sign up for a new user account (via extranet) which will be confirmed by an administrator.

8.1.2 Centralized document repository

The system will provide a centralized document repository for all files, documents, etc and web content stored in UIDAI and this repository will replace the various current documents repositories such as the network share drives, personal computers/laptops and the current KM portal.

Systems in which other documents are stored should be connected. With the centralized document repository, a document that is once uploaded into any of these systems will appear in DMS repository and will be searchable and accessible from any systems, with only one copy being stored centrally in DMS system. This will require modification of the document storage functions of these applications and a technical connection between these custom applications and the centralized document repository. These modifications and connections will be established by the IT team of UIDAI, but advice and substantive support by the vendor is required, including as updates are issued, new released implemented, etc.

The document management system will feature a comprehensive user access control and security framework which determines who is allowed to see what in the portal.

System should have a separate document image server for storing and archiving of documents and should not archive the documents in the database. Repository should be well in integrated with the capture solution for direct upload of the scanned documents to the DMS repository.

8.1.3 Integrated search across all repositories

The system will provide a comprehensive search facility through which documents, user information and other web content will be retrieved. Every page in the portal will feature an easy search option on top, as well as a link to an advanced search. The advanced search will offer additional search criteria along available metadata and a layered taxonomy.

The out-of-the-box search engine of Solution will be adjusted and enhanced so that it includes search results from other repositories, such as the UIDAI website and other portals Through adequate adjustment, search results will be presented in a user-friendly manner, distinguishing between different types of results (documents, people, announcements, events, video, blog entries, wiki entries, etc.) and highlighting how many results were found in each category.

Found documents will be presented with a select set of data (e.g. document type, document name, title, author, date and system of origin). Results can be further narrowed down by selecting only results from a certain origin (e.g. only from the people database, or only from a specific workspace).

The search engine will also be optimized, so that specific key documents or sections, which are most often demanded, are highlighted and featured on top of the search results.

Conceptual Search Facility:

The KM portal should show capabilities to connect data to other relevant data in the file management system, DMS and also connect data to other related users/teams by

using logical and contextual relationships. A Single common search mechanism showing results of relevant and conceptually connected data and users in similar contexts respectively is highly desired. The search feature should be capable of identifying from documents, bookmarked web pages, forum threads, blogs and other Web 2.0 functionalities. Auto tagging on data is preferred over manual tagging, though manual tagging should be provided as an option. The tags may be used to categorise the documents.

Users should have the capability to view information in the form of a personalised dashboard which allows users to view preferred documents, forums threads, to bookmark or add new content, follow other users and share selected information with other users subject to their assigned access rights. The shared content should be accessible to the search feature. Selective and relevant content should be recommended to the users as a result of push strategy by the portal based on the individual's user profile or using the individual's role/sphere of duty in the organization. Manual profile setting should also be possible by the individual or configurable by the admin. Facility to auto-connect users with similar individual profiles to promote collaboration and knowledge sharing. Individual configuration of user recommendations should be possible by the user or the admin respectively by providing options to set triggers or the option to view daily digests

8.1.4 Layered taxonomy and metadata

The document management component will feature a multi-layered taxonomy in which users can assign metadata to documents. This will be developed during the definition of business requirements phase but might include, for example:

- Document type (single-select drop-down list, e.g. Project Document, Evaluation Report, etc)
- Regional Centres (Multi-select list)
- Business Unit

Along with the predefined taxonomy, the up loader or content manager is asked to provide the following metadata if known/applicable:

- Document date (Date)
- Author (single line free text)
- Title (single line free text)
- Abstract / description text (multi-line free text)

In addition, when users upload new documents, the following metadata is automatically tracked:

- File type (Word, Excel, PowerPoint, Access, PDF, image, video, audio, etc)
- Up loader
- Date of upload
- Date of last change
- User who last modified the file
- Workspace/library the file is uploaded into

The layered taxonomy system will enable users to apply several or all taxonomy layers

at once to narrow down the scope of matching documents when searching for documents in the advanced search.

According to the defined roles and responsibilities around content management, workflow may be build whereby a specified unit receives an alert when new content is uploaded in order to provide quality assurance around the tagging.

Apart from providing layered taxonomy search in the advanced search function, special document libraries (e.g. the list of project documents or evaluation reports) will also be supported by a menu which will allow the user to filter and narrow down the scope of listed documents according to the taxonomy layer entries selected among the above list.

Finally, the content manager/uploader will be able to specify permissions, or who is able to view the content in question according to different layers (team, unit, all UIDAI, public, etc). The security level of a document should always be visible and easily updatable within the system. For example, after working on a document within a protected team space for a while, a user can easily make a document visible to a larger audience after its finalization.

Optional:

- a) Integration of intelligent taxonomy software that automatically adds tags based on the content of the document and specified rules.
- b) Ability for either content marked as vetted (e.g. by an advisor) or according to user ratings if this feature is implemented and both to appear in searches at the top of return.

8.1.5 Security and role-based user access levels (Aadhaar enabled)

The system will offer extensive access controls (Biometrics based authentication) to define security levels for different audiences, based on the centralized user management system. The vendor is expected to accurately implement document security and access levels according as defined in the Document and Content Management governance framework:

- **UIDAI staff**
Access to all portal information, except for information restricted to senior staff, information in protected workspaces or protected libraries within public workspaces
- **External partners**
Access to non-sensitive information which can be shared with all audiences

In addition, there will be limited access to different workspaces based on membership in these workspaces. For example:

- a) Every organizational UIDAI unit will have its own workspace to which only the members of this unit/team will have write access. The unit/team workspaces will have a public component readable to UIDAI staff from other units and a protected private component visible only to unit members where they can share internal material and information with each other.

- b) Event workspaces around specific events will be readable to all UIDAI staff. Only users participating in the event will be able to update material and information. Event facilitators will in addition have access to a protected space within the workspace to share information and material in course of organizing the event.
- c) Any user with limited access (e.g. external users) can be added to specific workspaces by workspace owners, by which these users will get full access to all content of this specific workspace for the time they are a member of this workspace.
- d) Any UIDAI Staff should have modifying rights to Start Page (workspace) to which the user can reorganize tasks, update user profiles, for example link to Internal Pages, access list of available contacts and calendars, workspace to which the user belong to, links to applications, access to documents etc

The search engine will only return search results according to the access level of the respective user. In addition, administrators will be able to see in a user-friendly overview for each user which access level the user has in the different modules and workspaces of the portal.

8.1.6 Version control

By default, version control of Solution will be activated. Before editing a document, users need to “check out” the file. When saving the document, it is automatically “checked in” and a new version is created. The version history of a file is easily accessible and old version of documents can easily be restored by the user.

Optional: Enabling simultaneous editing of a document if this is not out of the box.

8.1.7 Workspace templates for different purposes

The vendor is expected to develop templates for different kind of workspaces which can be easily set up and adjusted to specific needs of a particular team. Standard templates will include:

- Organizational Unit “Productivity Space” (project, region)
- Special regular team meetings (e.g. Senior Management Team)
- Event/Workshop
- Workspace for collaborative content development
- My site start pages based on user profile (Chairman, DDGs, ADGs, PMU, etc)

Additional workspace templates might be developed based on discussions between the project team and the vendor. Each workspace template will offer a different set and combination of tools and webparts available in Solution to facilitate collaboration, exchange and dissemination of information within the workspace, such as:

- Document libraries
- Calendars
- Tasks
- Announcements

- Links
- Blogs
- Wikis
- Discussion forums
- Mailing lists
- RSS feeds
- Photos
- Audio/Video
- Survey/poll
- Linkages to associated personal profile pages
- Linkages to related projects
- Linkages to corporate calendar
- Linkages to corporate business applications
- Display parameters of groups (e.g. public/private)

8.1.8 Contact Management and Who-Is-Who

As a central knowledge management component, the INTRANET & KM PORTAL will integrate a comprehensive contact management component. The centre piece of the contact management is the Windows Active Directory for the Single Sign-On through which user access to the Windows network, as well as to the INTRANET & KM PORTAL, is managed based on the Active Directory user management set up by UIDAI IT unit, the vendor is expected to explore options and further establish a central contact management interface within Solution which will allow all portal users to search for all contacts in UIDAI. On the other hand, every portal user will have the opportunity to update selected parts of their data through the same centralized contact management facility. The contact database of this facility which will contain all core information about the UIDAI staff members. The information will be centrally managed and updated by staff responsible for this workflow. In addition, users have the opportunity to add more detailed information about themselves on a voluntary basis.

The system will provide a mechanism for automatic reminders to users with the request to validate up-to-date description of duties. User will have the opportunity to follow a link in the reminder message and update their profile or confirm that it is already up to date. Administrators will be able to monitor which profiles have been validated within a certain time frame and send follow-up messages to those who haven't responded yet.

8.1.9 Corporate Calendar

The portal will feature a corporate calendar, in which all dates relevant for a corporate audience will be tracked. An easy-to-use but comprehensive filter mechanism will enable users to make only those types of calendar entries visible which are of their particular interest. Types of information to be shared in the calendar and highlighted in different colors might include:

- a) Corporate events (staff meeting, retreats, public holidays)

- b) Workshops and formal briefings (e.g. briefing for new Project Managers)
- c) Staff movement (mission, training, leave) of all staff (to be filtered by selecting one or multiple individual staff members or organizational units)
- d) Visits of high-level guests.
- e) External events; staff are invited to or involved in.
- f) Special announcements and events (e.g. new senior staff member joining, campaigns, inter-agency meetings, etc)

The continuous update of the calendar and its collaboration/synchronization with Outlook needs to be supported by adequate mechanisms and workflows to be proposed and specified by the bidder.

8.1.10 RSS feeds and alerts on activities in the portal

The start page of the portal will feature news feed on recent activity in the portal, presented as one-sentence statements and focused on users. The presented information feed will be contextual to the individual user, so that only information is displayed which is of interest to the particular user, in addition to some prescribed corporate feeds. Activities to be featured in the news feed might include:

- a) What happened in the user's groups/workspaces/communities (new members, new documents, blog entries, links, wiki pages, photos, etc)
- b) What new events are coming up
- c) To which new groups/workspaces/communities and events the user has been invited to
- d) Status of the tasks in the respective projects.

All information in the activity entries will be directly hyperlinked to the respective entities mentioned in the statement, such as people, documents, workspaces, comments.

The system will enable users to choose to receive keyword email alerts on new activities or changes in:

- Workspaces
- Files movement
- Events
- Document libraries
- Calendar
- Discussion Forums
- Blogs
- Wikis
- Individual documents
- Project tasks

An alert overview will enable users to keep track of current alert subscriptions and unsubscribe individual alerts.

8.1.11 Email Management

The system will support basic email management in two ways:

- a) Email attachments sent through Outlook will be filed in the Solution centralized document repository. The bidder is expected to propose adequate mechanisms to organize email attachments within the document management system which allow for easy browsing, sorting and retrieval of the stored files.
- b) Integration with Solution should allow attachments send via email to be attached and retrieved as links to documents existing in Solution document repository
- c) The system will support integration with MS Office products which enables users to drag & drop emails and attachments from MS Outlook to Solution folders. The vendor is expected to propose adequate mechanisms to organize emails and attachments in such drag & drop folders within the document management system which allow for easy browsing, sorting and retrieval of past messages.

In addition, the vendor will explore and recommend future options for a comprehensive management of all emails of staff with Solution and Outlook.

Discussions forums should also support contributions by email, as well as within the portal itself.

8.1.12 Discussion Forums

As discussions and networking are a fundamental aspect of the collaboration component of the portal, and given the KM and technical literacy within UIDAI, it is critical that the portal support:

- Interaction with the discussion forums through email (both sending and receiving)
- Moderation capabilities
- Threaded archives
- Ability to download email addresses in comma delineated format
- Ability to receive messages individually or through digest format

8.1.13 Statistics and audit trail

The system will maintain an audit trail of all relevant events and actions performed by all users, including

- Documents or records accessed by users
- Documents or records contributed by users
- Unauthorized access
- Actions taken and approval decisions in a workflow
- Contributions to discussion forums

- Feedback provided

Based on these audit trails, the system is expected to provide extensive options to retrieve statistics and generate charts and reports on the usage of the portal, such as:

- a) How often specific menu sections, workspaces or individual documents were accessed by which user in a given time frame
- b) How many documents, links, announcements, comments etc. were posted by which user in which menu section or workspace
- c) How often users visited the portal
- d) How long on average users remained on which pages and menu sections
- e) How many pages on average users clicked during one site visit
- f) How many documents on average users opened during one site visit
- g) From which countries and regions users visit the portal and which menu sections and documents are opened by them

The system will prevent audit trail records from being modified or deleted by any person and users will have full access to their own audit trail. It will be clearly communicated to all users who have access to the audit trails of all users and under which circumstances these trails are viewed and used. Access to an audit trail will require approval and password authentication by a senior management personnel. The database tables which contain the audit trails need to be encrypted so the direct retrieval of audit trail data from the database outside of the Solution system is not possible.

8.1.14 Information Security Management

In addition to connecting staff member accounts to the Active Directory, the vendor is expected to explore solutions for securing and safeguarding data and information stored in the repository database against threats, the capability automatic archiving, retaining or retiring information based on document aging and the ability to manage sensitive and confidential documents (Please go the “Manual of Office Procedures” for details).

8.1.15 Programme and Operations Manual

The system should additionally make accessible and easy to navigate the corporate Programme and Operations Manual and enable linkages to related content within the platform.

8.1.16 Compliance to open standards

System should comply to various open standards such as WFMC, BPMN, BPEL, ODMA and WebDAV

8.1.17 Optional features

In addition to the few options listed above, the following features are desirable for UIDAI to have, but their implementation will depend on their estimated costs compared to their expected benefits. In any case, the vendor is expected to make an offer for these requirements.

8.1.18 Mailing list integration with searchable archive

The system will provide a facility to manage mailing lists for the maintenance of Communities of Practice. The mailing list facility will feature all basic standard functionality of common mailing list systems like Lyris or Yahoo Groups, including addressing all members through one email address, adding or removing members, enabling moderators to edit portions of message (subject, body, etc), options for users to subscribe/unsubscribe as well as a searchable web-based archive of past threads integrated in Solution.

If the proposed Solution doesn't provide this functionality out-of-the-box, the vendor is expected to suggest and implement a reliable and sustainable third-party solution to integrate this feature.

8.1.19 Feedback and Comment opportunity

In order to monitor and evaluate the value of the portal for users and identify possible flaws and room for improvement, every page within the portal will offer a mechanism for user feedback. On every page, the user will be given the opportunity to provide a yes/no answer to the question "Was this page useful for you?", as well as a more comprehensive feedback in a free text form field.

In addition, the system would allow the user to comment on select documents, announcements, tasks, etc. Other users can then directly respond to these comments. The full thread of all comments is visible when browsing to the respective item commented on, and on the workspace in which the comment occurred (through an overview of recent comments on its start page).

8.1.20 Multilingual & Transliteration

The system will feature the option to manage portal content, including navigation, messages and custom applications in multiple languages. The initial bid should cover the implementation of the two languages English & Hindi, but should enable UIDAI to expand the system to the additional major Indian languages in the future if desired. The vendor is also expected to develop a workflow which defines how the non-English language versions of custom content (menus, labels, HTML-text, etc) can be continuously monitored for inconsistencies and updated on an ad-hoc basis. System should be UNICODE compliant. The portal should have the transliteration.

8.1.21 Project database

In line with the various workflows mentioned in the requirements above, a project database should be developed into which past (migrating from existing depositories) and future projects are placed and made available – and in a filtered manner - within

project and other profile or workspaces, and maintain a respective project list in Solution. The vendor will therefore develop together with the KM Team as well as other respective focal points in UIDAI a workflow which will enable UIDAI to maintain a project list with basic project data within the INTRANET & KM PORTAL.

8.1.22 FAQ and issue tracking system

The portal will contain a help section with frequently asked questions on portal issues and problem solving. Users will be able to comment on questions in order to ask follow-up questions, resulting in discussion threads which will directly be visible below the question.

In addition, the system will feature an issue tracking list where users can post issues they discovered while using the portal, such as technical bugs, design flaws or suggestions for feature improvements. The list will show the status of the issue, its priority, date of entry, category (bug, design flaw, feature request) and user who submitted the issue. Helpdesk staff will be notified on new issues submitted and users will be notified if an issue they have submitted is updated by the helpdesk.

Apart from that, an FAQ section for the questions escalated via the Customer care (external queries) is maintained with the respective answers for future references.

8.1.23 RTI Knowledgebase

A separate knowledge base that contains all the RTI questions and answers with full details like date of receive and delivery, details of the person seeking the information, etc. Apart from that, a workflow has to be designed to ensure the RTI queries to be routed to the concerned department within the defined timelines and the alert system should be maintained in the system to ensure the overdue of the RTI application response. A separate intelligent database for the RTI queries should be maintained for future reference.

9 Technical Requirements

This section defines additional technical requirements for delivering the proposed Intranet & Knowledge Management Portal. These requirements are a mandatory part of the overall project implementation.

9.1 Customization and upward compatibility

The vendor is expected to use and configure the existing Solution functionality to meet UIDAI's needs as specified above. Custom programming of web parts or plug-ins should be kept to a minimum in order to ensure compatibility with future version to the highest extent possible.

Where specified needs can only be met through custom web parts, external plugins or custom applications, the vendor is requested to develop these customizations in a modular way, specify interfaces clearly and keep code adjustments on the part of the Solution standard system to an absolute minimum. It is a requirement that any of the customized web parts, plug-ins or applications will not limit any of the out-of-the box functionality of the original Solution package and can be removed any time without affecting stability or functionality of other applications (with the exception of

applications which are directly linked to each other). It is also a requirement that by removing the modular customizations the Solution application will be able to be migrated to the next Solution version thus ensuring further availability of all core contents and functioning of all out-of-the-box components within the next Solution version.

Where specified needs can only be met through external plug-ins, bidders are expected to recommend the most suitable solutions that accommodate the requirements outlined above.

9.2 Ease of maintenance

In order to prolong the useful life of the system, graphical user interfaces or tools should be used to modify existing program code and upgrade business rules. Coding standards should be established early on in the project that would provide ease of maintenance to make changes in the coding.

9.3 Performance

Users with special access needs and/or low-bandwidth connection to internet are among the target audience of the proposed system. It is therefore required that the new system is designed and implemented in a way that it best accommodates their needs. This will require significant optimization of Solution master pages and site templates to review or remove unnecessary code and reduce the file size of downloaded pages as much as possible. The vendor is expected to have expertise in Performance optimization of Solution and provide extensive Performance testing and tuning so that fast download times from low-bandwidth duty stations are ensured. Balance of text and graphics is recommended, targeting to an average page load time of 15 seconds or less (on 56K modem connection). Responses to queries shall take no longer than 5 seconds to load onto the screen after the user submits the query. The system shall display confirmation messages to users within 5 seconds after the user submits information to the system.

For Performance testing, the vendor will be able to draw on UIDAI staff in various regional centres.

9.4 Expandability

The project development described in these Terms of Reference will be limited to features as specified above. However, there are a range of additional features which UIDAI envisions to implement in a future phases. While the vendor is not expected to realize these features in this first phase, it is mandatory that the delivered system in phase 1 provides the foundation and prepares the necessary conditions under which these features can be implemented in the future. Among the features future implementation of which the system will need to support are:

- Advanced professional peer-to-peer networking among staff and external partners with individual contact lists and notifications on each other's activities
- Rating feature on documents and pages
- Automatic associations between people, documents, contributions, groups and activities

- Wiki plug-in
- Comprehensive email management for all emails of staff
- Instant messaging
- Rollout of system in other Indian languages.

9.5 Cross-system interface linkages

9.5.1 Integration with existing UIDAI applications

At various points the INTRANET & KM PORTAL will need to access data from other system used in UIDAI, such as

- Application Portal, CIDR, CRM, finance and project management
- UIDAI Web portal

Linkages, data export, retrieval or synchronization with these systems will be necessary for Single Sign-On and user management, centralized contact management as well as for accessing project information. While some of these connections will be established by the IT as described in the various functional specifications, the vendor is expected to provide substantive support to the UIDAI IT team in integrating data exchange and cross-system linkages between Solution and these system where necessary and provide recommendations for optimization of cross-system data exchange where connection are already established.

9.6 Documentation

The proposed system should be self-explanatory and intuitive for both end users and administrators. However, the vendor is expected to provide an easy-to-understand yet comprehensive user and administrator's manual for the various functional components of the INTRANET & KM PORTAL prior to the system launch.

In addition, the vendor will provide an encompassing technical documentation regarding technical customizations undertaken by the vendor. Documentation requirements include complete functional specifications, application design specifications, quality assurance plan and detailed implementation schedule. This documentation must be updated to accurately reflect the project design, as required. An electronic file with all final deliverables (documentation, source code, database design, etc.) must be created and delivered to UIDAI at project completion.

9.7 Hosting & Portal Maintenance

The proposed system will be hosted at the UIDAI Data Centre. However, UIDAI might host the application in the NIC (National Informatics Centre) data centre. *However, in that case, the hardware required to support the application would not be required. Furthermore, the vendor has to specify the hardware required to host the application in both the cases mentioned above.*

As described above, the vendor has to submit a roadmap for the ongoing maintenance of content in the portal which would include best practices for the ongoing support and maintenance of the Intranet portal. The vendor has to recommend the number of

resources required for the ongoing support of the portal with their responsibilities and the areas of their expertise.



Section IV

CONDITIONS OF THE CONTRACT

1. Definitions

In this Contract, the following terms shall be interpreted as indicated:

- a. **“The Contract”** means the agreement entered into between the Tendering Authority and the agency, as recorded in the Contract Form Signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- b. **“Bidder”** means any vendor that is participating in the tender process.
- c. **“Agency”** means any agency that is a successful Bidder and to whom the contract will be awarded.
- d. **“Contract Price”** means the price payable to the agency under the Contract for the full and proper Performance of its contractual obligations.
- e. **“The Software”** means the Web based Application Software, all of the related modules, utilities and documentation and/or other material which the Bidder is required to supply to UIDAI under the Contract;

2. Application

These Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

3. Use of Contract Documents and Information

- a. The agency shall not, without the Tendering Authority's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Tendering Authority in connection therewith, to any person other than a person employed by the agency in Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such Performance.
- b. Any document, other than the Contract itself, shall remain the property of the Tendering Authority and shall be returned (in all copies) to the Tendering Authority on completion of the agency's Performance under the Contract if so required by the Tendering Authority.

- c. The agency shall permit the Tendering Authority to inspect the agency's accounts and records relating to the Performance of the agency and to have them audited.
4. The agency will arrange for all the travel for their deployed staff to any of the UIDAI locations related to this project. The travel may be required to visit other UIDAI office locations in India (Bangalore, Hyderabad, Chandigarh, Lucknow, Ranchi, Guwahati, Mumbai, etc)

5. Patent Rights

The agency shall indemnify the Tendering Authority against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Supplied Solution or any part thereof in India.

6. Incidental Services

The agency is required to provide the following services, including additional services, if any:

- a. Performance or supervision of the on-site assembly and/or start-up of the supplied solution;
- b. Furnishing of tools required for assembly and/or maintenance of the supplied Solution;
- c. Furnishing of detailed operations and maintenance manual for each appropriate unit of supplied Solution;
- d. Performance or supervision or maintenance of the supplied solution, for the period of time mentioned in the Tender notification.

7. Change Orders

The Tendering Authority may at any time, by written order given to the agency, make changes within the general scope of the Contract in any one or more of the following:

- The place of delivery; and/or
- The Services to be provided by the agency.
- The Quality of the Developed Solution & or the Deployment of the solution.
- Change in per unit cost in case of future upgrade as per the change order if any.

If any such change causes an increase or decrease in the cost of, or the time required for, the agency's Performance of any provisions under the Contract, an equitable adjustments shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the agency for adjustment under this clause must be asserted within thirty (30)

days from the date of the agency's receipt of the Tendering Authority's change order.

8. Delays in the Bidder's Performance

- a. Performance of the Contract shall be made by the Bidder in accordance with the time schedule specified by UIDAI as indicated in tender document.
- b. An unexcused delay by the Bidder in the Performance of its contract obligations shall render the Bidder liable to any or all of the following sanctions:
 - I. Forfeiture of its Performance security;
 - II. Imposition of liquidated damages; and/or
 - III. Termination of the Contract for default.
- c. If at any time during Performance of the Contract, the Bidder or its should encounter conditions impeding timely completion of the services under the contract and Performance of services, the Bidder shall promptly notify UIDAI in writing of the fact of the delay, its likely duration and its causes.
- d. As soon as practicable, after receipt of the Bidder's notice, UIDAI shall evaluate the situation and may at its discretion extend the Bidder's time for Performance, in which case the extension shall be ratified by the parties by amendment of the Contract.

9. Acceptance

The Acceptance Tests, which shall involve testing of each module of each Application System with live and test data, shall be conducted by the Bidder in the presence of a core Group of experts nominated by UIDAI. The Acceptance Test of each Application System, as a complete System with all relevant Sub-System, must be completed by the Bidder to the satisfaction of the Core Group within a period of thirty (30) days after the pilot Implementation.

10. Liquidated Damages

In the event of failure of the agency to secure acceptance of the Software by UIDAI, within ninety (90) days after implementation, UIDAI reserves the option to recover from the agency as liquidated damages and not by way of penalty for the period after the said ninety (90) days, until acceptance a sum equivalent to two percent (2%) of the contract value for each month of the failure of agency up to a maximum deduction of Ten (10) percent, to secure acceptance or part thereof, without prejudice to UIDAI's other remedies under the Contract.

11. Penalty Clause

If the agency is not executing the contract to the satisfaction of the tendering authority then he may invoke any or all of the following clauses.

- i. Forfeit the Performance Guarantee Amount or
- ii. Terminate the contract without giving any notice.

12. Termination for Default

The Tendering Authority may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Agency, terminate the Contract in whole or part:

- i. If the agency fails to deliver any or all of the Software within the period(s) specified in the Contract.
- ii. If the agency fails to perform as per the Performance standards.
- iii. If the agency, in the judgment of The Tendering Authority has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

13. Force Majeure

- a. For purposes of this clause, “Force Majeure” means an event beyond the control of the agency and not involving the Agency’s fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchase either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- b. If a force Majeure situation arises, the Agency shall promptly notify the Tendering Authority in writing of such conditions and the cause thereof. Unless otherwise directed by the Tendering Authority in writing, the Agency shall continue to perform its obligations under the Contract as far as it reasonably practical, and shall seek all reasonable alternative means for Performance not prevented by the Force Majeure.

14. Termination for Insolvency

The Tendering Authority may at any time terminate the Contract by giving written notice to the Agency. If the Agency becomes bankrupt or otherwise insolvent, in this event, termination will be without compensation to the agency, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Tendering Authority.

15. Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Delhi courts only.

16. Taxes and Duties

The rates quoted should be in Indian Rupees and should be exclusive of taxes and duties. Taxes and duties should be mentioned as separate component. Commercial evaluation will be done including the Tax component.

17. Binding Clause

All decisions taken by The Tendering Authority regarding the processing of this tender and award of contract shall be final and binding on all concerned parties.

18. Agency's Integrity

The Agency is responsible for and obliged to conduct all contracted activities as defined in the scope of work in accordance with the Contract.

19. Agency's Obligations

- a. The Agency is obliged to work closely with the Tendering Authority's staff, act within its own authority and abide by directives issued by the Tendering Authority.
- b. The Agency will abide by the job safety measures prevalent in India and will free the Tendering Authority from all demands or responsibilities arising from accidents or loss of life the cause of which is the Agency's negligence. The Agency will pay all indemnities arising from such incidents and will not hold the Tendering Authority responsible or obligated.
- c. The Agency is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanor.
- d. The Agency will treat as confidential all data and information about The Tendering Authority, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Tendering Authority.

20. The Intellectual Property Right (IPR) of the source code and documentation and design will be with the Tendering Authority. The agency will have to submit source code and required documentation to the Tendering Authority. And the Tendering Authority will have full right over the source code and the agency will not possess any rights. Any modification in the source code or documentation will be provided time to time to UIDAI.

21. The Tendering Authority, reserves the right :

To verify, modify, revise, amend or change any of the terms and conditions mentioned above or to reject any or all the tender/s without assigning any reason whatsoever thereof or may terminate the tender process midway without assigning any reason.

22. Notwithstanding anything to the contrary contained in the conditions of the contract , in no event will the agency be liable to the Tendering Authority, whether a claim be in tort, contract or otherwise; for any amount in excess of 100% of the total fees payable under the Project.

23. In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, the Tendering Authority's interpretation of the clauses shall be final and binding on all parties.

24. Conditional tenders shall be summarily rejected.

25. The Tendering Authority is free to phase out the work if it feels it is necessary.

26. In future Operation and Maintenance of Intranet & KM Portal may be taken over by Managed Service Provider to be engaged by UIDAI. In such a case, the selected bidder will have to make all assets created for Intranet & KM Portal and its Operation and Maintenance to Managed Service Provider. The selected bidder will properly coordinate with MSP vendor to ensure that the Passover happens without any service disruption(excluding planned shutdowns).

SECTION-V

BID FORMATS

Form 1 - Bid Proposal Sheet

Bidders Proposal Reference No. and Date :

Bidders Name and Address :

Person to be contacted :

Designation :

Telephone No(s) :

Telex No. :

Fax No. :

Subject : Proposal for UIDAI Intranet & Knowledge Management Portal

Sir,

1. We, the undersigned Bidders, having read and examined in detail the Specifications and all the bidding documents in respect of Design, Development, maintenance and support for UIDAI Intranet & Knowledge Management Portal as specified in the Bidding documents No. _< _____>.
2. **PRICE AND VALIDITY**
All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of the Bids.
We are an Indian firm and do hereby confirm that our Bid prices include all taxes including Income Tax and Professional Tax.
We have studied the Clause relating to Service Tax and hereby declare that if any Income Tax, Surcharge on Income Tax, Professional Tax and other Corporate Tax is altered under law, we shall pay the same.
3. **Unit Rates**
We have indicated in the relevant schedules enclosed the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to/decrease from the Scope of Work under the contract.
4. **EMD**
We have enclosed a Demand Draft in favor of “**PAO, UIDAI, New Delhi**” and payable at New Delhi, Rs **2,50,000/-**). This **EMD** is liable to be forfeited in accordance with the provisions of Bid documents.
We declare that all the Services/Works shall be performed strictly in accordance with the Scope of Work.
5. **Bid Pricing**

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders included in Bidding documents.

6. **Bid Price**

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated as per format mentioned in Form-8, Section V; attached with our proposal as part of the Commercial Bid.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation

Seal

Date:

Place :

Business Address :

AADHAAR

Form 2 - Bidder's Authorization Certificate

To,

The ADG,
UIDAI, New Delhi

<Bidder's Name> _____, <Designation>
_____ is hereby authorised to sign relevant documents
on behalf of the company in dealing with Tender of reference <Tender No. & Date>
_____. He is also authorised to attend meetings &
submit technical & commercial information as may be required by you in the
course of processing above said tender.

Thanking you,

Authorised Signatory.

<Company Name>

Seal

Form 3 - Work Experience Certificate

Name of the firm : _____

Period : From - _____ **to -** _____

| Order No. & Date | Order Placed by (full contact address of such agencies) | Solution provided (Agency) | Value of order in Rupees | Date of completion | | Remarks indicating reasons for delay , if any | Other Remarks |
|------------------|---|----------------------------|--------------------------|--------------------|--------|---|---------------|
| | | | | As per contract | Actual | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

Date : _____

Place : _____

Signature of the bidder : _____

NOTE: Please provide copies of valid Work Order or Certificate of Completion (for completed projects) from authorized client officials.

Form 4 - Self Declaration

Ref: _____

Date: _____

To,
The ADG,
UIDAI, New Delhi

In response to the tender No. _____ dated _____
of Ref. _____ as a owner/partner/Director of
_____ I / We hereby declare that our Agency
_____ is having unblemished past record and was not declared ineligible
for corrupt & fraudulent practices either indefinitely or for a particular period of time.

Name of the Bidder: _____**Signature:** _____**Seal of the Company:** _____A large, faint watermark of the AADHAAR logo is centered on the page. It features a stylized fingerprint icon above the word "AADHAAR" in a bold, sans-serif font.

Form 5 - Certificate of Conformity

Date: _____

To,
The ADG,
UIDAI, New Delhi

CERTIFICATE

This is to certify that, the service for system analysis and design, development, implementation, maintenance and Support of UIDAI Intranet & Knowledge Management Portal which I shall provide, if I am awarded with the work, are in conformity with the Scope of Work in the Tender document.

I also certify that the price I have quoted per unit cost basis is inclusive of all the cost factors involved in the execution of the project, to meet the desired standards set out in the Conditions of the contract.

Name: _____

Designation: _____

Seal: _____

Form 6 - Financial Details as per Audited Accounts

| Years | FY 2007-08 | | FY 2008-09 | | FY 2009-10 | | Average Turnover | |
|--------------------|------------|------------------------|------------|------------------------|------------|------------------------|------------------|------------------------|
| Particulars | Total | From relevant services | Total | From relevant services | Total | From relevant services | Total | From relevant services |
| Turnover (Rs.'000) | | | | | | | | |
| Profit (Rs.'000) | | | | | | | | |



Form 7 - Format for Resumes

| 1 | Proposed Position | | | | | | | | | | | | | | | | | | | | | | |
|--|---|--|----------|--|--|----------------|---------|-----------------|----------|----------------------|--|----------------|--|-----------------|--|----------------------|--|----------------|--|-----------------|--|----------------------|--|
| 2 | Name of the Firm | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Name of the Staff | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Date of Birth | | | | | | | | | | | | | | | | | | | | | | |
| 5 | Education Details | | | | | | | | | | | | | | | | | | | | | | |
| 7 | Summary of Key Training and Certifications | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Languages | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 25%;">Language</th> <th style="width: 25%;">Reading</th> <th style="width: 25%;">Writing</th> <th style="width: 25%;">Speaking</th> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table> | | | | Language | Reading | Writing | Speaking | | | | | | | | | | | | | | |
| Language | Reading | Writing | Speaking | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | Employment Record | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">From/To</td> <td> </td> </tr> <tr> <td>Employer</td> <td> </td> </tr> <tr> <td>Position held</td> <td> </td> </tr> <tr> <td>From/To</td> <td> </td> </tr> <tr> <td>Employer</td> <td> </td> </tr> <tr> <td>Position held</td> <td> </td> </tr> <tr> <td>From/To</td> <td> </td> </tr> <tr> <td>Employer</td> <td> </td> </tr> <tr> <td>Position held</td> <td> </td> </tr> </table> | | | | From/To | | Employer | | Position held | | From/To | | Employer | | Position held | | From/To | | Employer | | Position held | |
| From/To | | | | | | | | | | | | | | | | | | | | | | | |
| Employer | | | | | | | | | | | | | | | | | | | | | | | |
| Position held | | | | | | | | | | | | | | | | | | | | | | | |
| From/To | | | | | | | | | | | | | | | | | | | | | | | |
| Employer | | | | | | | | | | | | | | | | | | | | | | | |
| Position held | | | | | | | | | | | | | | | | | | | | | | | |
| From/To | | | | | | | | | | | | | | | | | | | | | | | |
| Employer | | | | | | | | | | | | | | | | | | | | | | | |
| Position held | | | | | | | | | | | | | | | | | | | | | | | |
| Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned | | | | | | | | | | | | | | | | | | | | | | | |
| Name of assignment or project: | | | | | | | | | | | | | | | | | | | | | | | |
| Year: | | | | | | | | | | | | | | | | | | | | | | | |
| Location: | | | | | | | | | | | | | | | | | | | | | | | |
| Client: | | | | | | | | | | | | | | | | | | | | | | | |
| Main project features: | | | | | | | | | | | | | | | | | | | | | | | |
| Positions held: | | | | | | | | | | | | | | | | | | | | | | | |
| Activities performed: | | | | | | | | | | | | | | | | | | | | | | | |
| Name of assignment or project: | | | | | | | | | | | | | | | | | | | | | | | |
| Year: | | | | | | | | | | | | | | | | | | | | | | | |
| Location: | | | | | | | | | | | | | | | | | | | | | | | |
| Client: | | | | | | | | | | | | | | | | | | | | | | | |
| Main project | | | | | | | | | | | | | | | | | | | | | | | |

| | | |
|--|---------------------------------------|--|
| | features: | |
| | Positions held: | |
| | Activities performed: | |
| | Name of assignment or project: | |
| | Year: | |
| | Location: | |
| | Client: | |
| | Main project features: | |
| | Positions held: | |
| | Activities performed: | |



Form 8 - Commercial Bid Format

Part-1

I. Details of the cost of Software, Hardware and associated Peripherals, etc – non-recurring Cost

a) Software Details

| S.No | Deliverable Description | Quantity | Basic Unit Price (In Rs) | Sales Tax/VAT (In Rs) | Any other Tax/duties | Total Unit Cost (In Rs) | Total Cost (In Rs) |
|------|---|------------------------------------|--------------------------|-----------------------|----------------------|-------------------------|--------------------|
| 1 | Document Management System | 1000 Users (250 concurrent users) | | | | | |
| 2 | Document Scanning / Capture software | Unlimited | | | | | |
| 3 | File Management System | 1000 Users (200 Concurrent users) | | | | | |
| 4 | Business Process Management System (Highlights specific component pricing – Process Designer, Business Activity Monitoring tool, Simulator etc) | 1000 Users (250 concurrent users) | | | | | |
| 5 | Human Resource Management Tool | 1000 Users (100 Concurrent users) | | | | | |
| 6 | e- procurement module (Optional) | 100 users 30 concurrent users | | | | | |
| 7 | Knowledge Management, web 2.0, Redesigning, Operation and Maintenance of UIDAI Website and integration with Intranet Portal | 1000 Users (250 concurrent users) | | | | | |
| 8 | Digital signature Licenses | 100 Users | | | | | |
| 9 | VPN Licenses for | 500 users | | | | | |

| | | | | | | | |
|----|---------------|--|--|--|--|--|--|
| | remote access | | | | | | |
| 10 | Any Other | | | | | | |

- * Separate quote should be submitted for per user license upgrade (upgrade in the slab of 10/50/100 users) for any change order to be executed in future if any.

b) Hardware Details

| S.No | Item Description and specifications | Quantity | Basic Unit Price (In Rs) | Custom/Excise Duty (In Rs) | Sales Tax/VAT (In Rs) | Any Other Tax/Duty | Total Unit Cost (In Rs) | Total Cost (In Rs) |
|------|--------------------------------------|----------|--------------------------|----------------------------|-----------------------|--------------------|-------------------------|--------------------|
| 1 | Application Server (with OS) | | | | | | | |
| 2 | Database Server (with OS) | | | | | | | |
| 3 | Storage Capacity | | | | | | | |
| 4 | DR (Application & DB Server) with OS | | | | | | | |
| 5 | LDAP Server (with OS) | | | | | | | |

c) Manpower Cost

| S.No | Deliverable Description | Basic Unit Price (In Rs) | Service Tax (In Rs) | Any other Tax/Duty | Total Unit Cost (In Rs) | Total Cost (In Rs) |
|------|--|--------------------------|---------------------|--------------------|-------------------------|--------------------|
| 1 | Design, development & Implementation and support of UIDAI Intranet & KM Portal | | | | | |

Part—2**II. Cost of operations, maintenance, support, modification of any part of the Intranet & KM Portal for four years:**

| S.No | Item Description | Charges (In Rs) | Service Tax (In Rs) | Any Other Taxes/Duties | Total Charges including service tax (In Rs) |
|------|------------------|-----------------|---------------------|------------------------|---|
| 1 | For year1 | | | | |
| 2 | For year 2 | | | | |
| 3 | For year 3 | | | | |
| 4 | For year 4 | | | | |

Total Amount (In Rs) (In Figures).....

(In words).....

AADHAAR

Form 9 – Performance Guarantee Bond Proforma

Ref: _____

Date_____

Bank Guarantee No_____

To,
The ADG, UIDAI
New Delhi

Against Contract vide Advance Acceptance of the Tender No. _____ Dated _____ of UIDAI covering the services for UIDAI Intranet & Knowledge Management Portal to be implemented in the said locations (Hereinafter called " The Said Contract") entered into between UIDAI and the _____ (Hereinafter called the "The Bidder"), this is to certify that at the request of the Bidder we _____ Bank _____ are holding in trust in favour of the client, the amount _____ (write the sum here in words) to indemnify and keep indemnified UIDAI against any loss or damage that may be caused to or suffered by UIDAI by reason of the said Contract and / or in the Performance thereof. We agree that the decision of UIDAI, whether any breach of any of the terms and conditions of the said contract and / or in the Performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by UIDAI shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to UIDAI.

We _____ Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that could be taken for satisfactory Performance and fulfillment in all respects of the said Contract by the Bidder i.e. till _____ (viz. The date upto 24 months after the date of closure of the contract) hereinafter

called the said date and that if any claim accrues or arises against us _____ Bank by virtue of this guarantee before the said date, the same shall be enforceable against us _____ Bank notwithstanding the fact that the same is enforced within six months after the said date, provided that the notice of any such claim has been given to us _____ Bank by the purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from UIDAI.

It is fully understood that this guarantee is effective from the date of the said Contract and that we _____ Bank undertake not to revoke this guarantee during its currency without the consent in writing of UIDAI.

We undertake to pay UIDAI any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceedings pending before any Court or Tribunal relation thereto our liability under this present bond being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.

We _____ Bank further agree that UIDAI shall have the fullest liberty, without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said Contract or to extend time of Performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by UIDAI against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said Contract and we, _____ Bank shall not be released from our liability under these guarantee by reason of any such variations or extension being granted to the said forbearance and / or omission on the part of UIDAI or any other matter or thing whatsoever, which under the law relating to sureties, would but for this provisions have the effect of so releasing us from our liability under this guarantee.



The guarantee is for an amount of Rs. _____ (In figures Rs. _____).

This guarantee shall not be discharged due to the change in the constitution of the Bank or the Bidder.

DATE: -

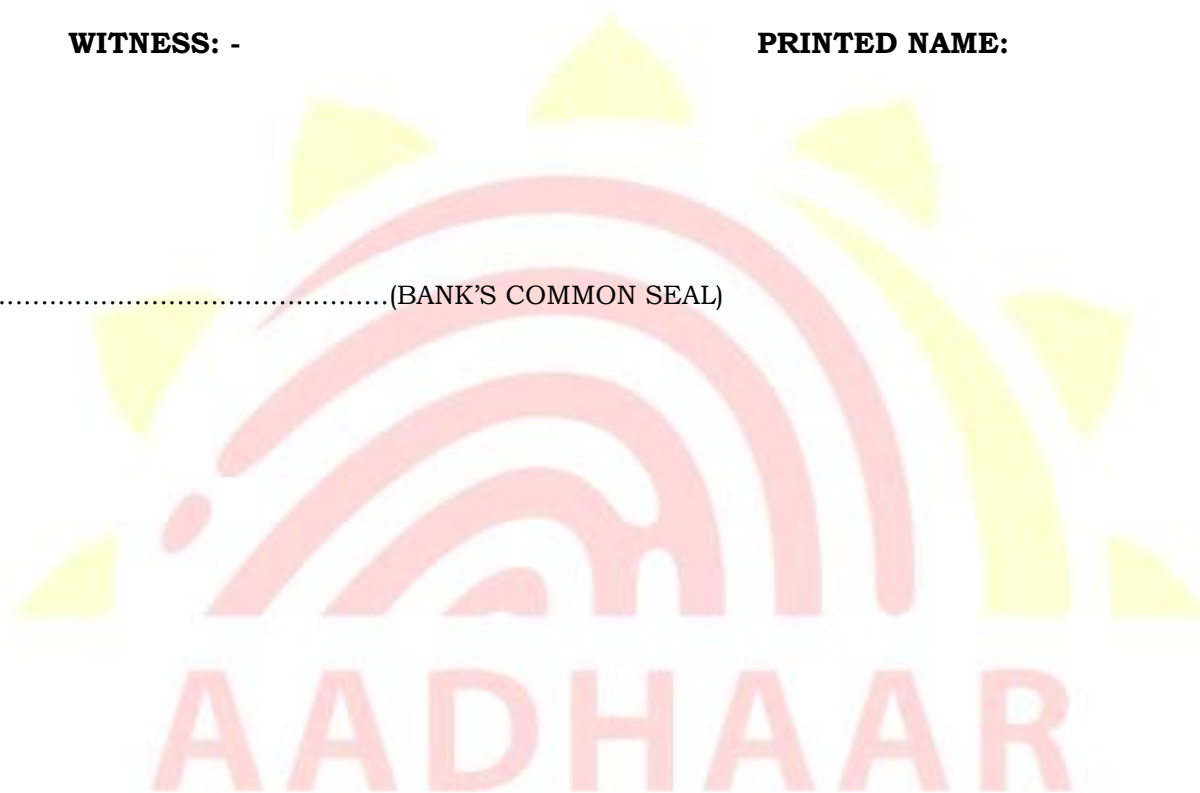
PLACE:

SIGNATURE: -

WITNESS: -

PRINTED NAME:

.....(BANK'S COMMON SEAL)



SECTION-VI

ANNEXURE-I: SERVICE LEVEL REQUIREMENTS

| A) SLAs wrt Resolution of Application Problems reported by UIDAI | | | |
|---|---|---|---|
| SNo | Severity Category | Service level | Penalty |
| 1 | Level-1 Severity Such cases that can be addressed without modifications to the code. E.g.: User not able to login – a change required in the configuration of the application | Agency to resolve such problems <u>within 4 hours</u> from the time of reporting by UIDAI | A penalty of 0.25% of the cost of quarterly payment shall be charged per hour of delay. The penalty shall be charged to a maximum of 10% of the contract price. Once the maximum is reached UIDAI may at its discretion take an action to terminate the contract and forfeit Performance Security. |
| 2 | Level-2 Severity Such case where there is minor problem in the workflow/navigation of pages such as reports, forms, in the Application etc <u>OR</u> When there is a minor deviation in the application outcome that is not as per feature requirement. | Agency to resolve such problems <u>within 2 working days</u> from the date and time of reporting by UIDAI | A penalty of 0.5% of the cost of quarterly payment shall be charged per day of delay. The penalty shall be charged to a maximum of 10% of the contract price. Once the maximum is reached UIDAI may at its discretion take an action to terminate the contract and forfeit Performance Security. |
| 3 | Level-3 Severity Such case where there is major problem in the workflow/ navigation of pages such as reports, forms, in the Application <u>OR</u> When there is a Major deviation in the application outcome and is not as per feature requirement <u>OR</u> When there is an unwarranted event such as Application crash etc | Agency to resolve such problems <u>within 7 working days</u> from the date and time of reporting by UIDAI | A penalty of 0.5% of the cost of quarterly payment shall be charged per day of delay. The penalty shall be charged to a maximum of 10% of the contract price. Once the maximum is reached UIDAI may at its discretion take an action to terminate the contract and forfeit Performance Security. |

NOTE:

1) It may be noted that one or more penalties may be imposed concurrently subject to maximum of 10% of contract price. Once the maximum has reached, UIDAI at its discretion may consider termination of the contract and forfeit Performance Security.



2) In addition to the penalties as above, UIDAI may at its discretion get the fault rectified from any other source at the risk & cost of the agency. In such case the cost of such work outsourced shall be borne by the bidder and penalty shall be imposed at the rates applicable as above for the actual period of fault.

| B) SLAs wrt Attendance of Personnel provided by Agency | | | |
|--|---|---|---|
| SNo | Service level | Service Breach Severity | Penalty |
| 1 | Attendance of personnel on all working days | A resource absent up to 3 working days in a calendar month as above | The deduction will be made on prorata basis that is man days cost of that resource multiplied by number of days of absence. |
| | | A resource absent more than 3 working days in a calendar month | In such a case the penalty shall be 110% of the pro-rata rate of that resource. That means 1.10 times the man days cost of that resource multiplied by number of days of absence. |
| | | A resource is continuously absent for more than 30 days. | In such a case the penalty shall be 120% of the pro-rata rate of that resource. That means 1.20 times the man days cost of that resource multiplied by number of days of absence. |

NOTE:

- a) Penalties as mentioned above shall be applicable from the date of start of services.
- b) Any delay in deploying full resources at the start of service shall attract these penalty clauses.
- c) In case if UIDAI calls for replacement of a resource then the agency shall be allowed 7 days time to provide alternate resource. For this period no penalty shall be imposed except pro-rata reduction of that resource.
- d) In case if UIDAI does not require a certain resource / all resources for a certain period then no penalty shall be imposed except pro-rata reduction of that resource.

ANNEXURE-II : Completion of Knowledge Transfer – Self Declaration

To,

Date:

Subject: Successful Completion of Knowledge Transfer Process

Subsequent to the award of work, We _____ had undertaken the task of transition of Knowledge from the current service provider on _____ date.

We hereby declare that the Knowledge transfer process is successfully completed in collaboration with the current service provider _____ and that we are ready to meet the desired service levels and requirements set out in the conditions of the contract.

Thanking you,

Yours faithfully,

(Signature)

Name and Designation:

Agency:

Seal:

Date:

Place :

Business Address :