SECTION-III

SCOPE OF WORK

PART-I: DESCRIPTION OF SERVICES

1. GENERAL

The UIDAI estimates to deliver approximately a total of 08 Crore Aadhaar Documents, at approximately 05 Lakh Documents printed per day per printing location, in the States of Maharashtra and Andhra Pradesh. The documents printed in the given State shall require to be delivered within the Pincodes covered in the State. The volume of deliveries to be done between the two States will be as follows:-

- Maharashtra – 05 Crore approximately.
- Andhra Pradesh – 03 Crore approximately.

The printing work is distributed across two printing firms located at Hyderabad (Andhra Pradesh) and Mumbai (Maharashtra). The Aadhaar Document DDSP (DDSP) shall provide total delivery solution to UIDAI including **pick up/collection, sorting, booking, dispatch, transmission, track and trace and door delivery of the Aadhaar Documents to the Addressee Resident.**

2. SPECIFICATIONS OF AADHAAR DOCUMENT

Size / Dimensions: 90 X 230 MM – Approximately per Document.

Weight: Document weighing upto 10 Grams, 11Grams to 30 Grams and 31 Grams to 50 Grams

3. RECEIVING OF PRINTED DOCUMENTS FROM PRINTERS

The DDSP is expected to pick-up, on a daily basis, 100% the printed documents, offered by the printer for dispatch, from the designated print locations or from any other location/s (pick up point) as decided by the UIDAI after duly acknowledging the receipt by submitting a copy of the 'Dispatch Manifest'.

4. SORTING AND STUFFING OF DOCUMENTS

The sorting of Aadhaar Document will be done on Pin-Code basis by the printer and then these sorted documents (in bundles) shall be given to the Document Delivery Service Provider for booking, dispatch and delivery on daily basis. The DDSP may further sort the printed documents as per his delivery requirements

however such sorting mechanism needs to be intimated and approved by UIDAI. The DDSP shall arrange at his own cost the customized boxes, bags, stationary, etc. for bagging/stuffing, booking and dispatch of Aadhaar Documents.

5. BOOKING OF DOCUMENTS

The booking of documents will be done by the DDSP. For Booking, the DDSP shall generate a unique bar code. The bar code date structure will be approved by UIDAI to ensure compatibility with all DDSPs in UIDAI eco system. This unique bar code shall be the identifier for the individual consignment and shall be used in all communication regarding a particular consignment. For convenience, the DDSP may share the series of unique bar codes with the printer so that the same are pre-printed on the Aadhaar Document and the booking of Aadhaar Document is done on its basis. The booking shall be done on the same day on receipt from printer. If on a day; the minimum required number of documents per delivery location is not accumulated the DDSP may hold the dispatch of documents belonging to the such delivery location and accumulate the documents for a maximum period of 10 days starting from the day the first document for the delivery location was received by him from the printer. All instances of such Bookings hold should be intimated, electronically or otherwise, to UIDAI on daily basis. At the expiry of the 10th day all the documents belonging to the delivery location have to be mandatorily dispatched. The minimum required number of documents per delivery location shall be 500 documents.

6. DISPATCH MANIFEST

For each document which is mapped to an Enrollment ID number, a unique document tracking barcode number will be allocated. An electronic file, uniquely mapping each Enrollment ID to its tracking number will need to be generated by the DDSP. This file called the 'Dispatch Manifest' is to be shared on a daily basis with UIDAI. The DDSP also needs to comply with the data structure and file format of the 'Dispatch Manifest' prescribed by UIDAI. The same is provided in the Annexure - V

7. TRANSPORTATION MODE

The consignments/Documents booked by the UIDAI may be transported by Air and/or Surface as required to ensure quick delivery of Aadhaar Document. The DDSP shall deliver all the consignments booked by the UIDAI in time frame as mentioned below (Para – Delivery Time Lines).

8. SECURITY OF AADHAAR DOCUMENTS

Ensuring Security of Aadhaar documents provided by the UIDAI for delivery is of paramount importance. In addition to the standard guidelines of the Govt. of India on transportation of secure documents the service provider is to adhere to the guidelines prescribed by UIDAI from time-to-time. Loss of document, if any will be treated as a critical error and invite penalty.

9. CONSIGNMENT TRACKING

The DDSP shall provide Real Time online tracking of the consignments. For this purpose, the DDSP may use the Track and Trace software and ensure pick-up, booking, transmission and delivery information is uploaded in the system. This would also require integration with the UIDAI systems and databases. Any integration with existing database would need to be carried out by the DDSP at their cost. The DDSP shall also provide the Web access of the Track and Trace software to UIDAI.

10. DELIVERY OF DOCUMENTS

All the Aadhaar documents received at the delivery location shall be delivered as per below mentioned process / procedure:-

Delivery

- Delivery of the Aadhaar document is Address specific i.e. an Aadhaar document is to be delivered either to the Addressee or any other person who takes the delivery of the Aadhaar document at the address provided on the Aadhaar document.
- Signature and full name in block letters and the mobile / telephone number of the Addressee or the person taking the delivery of the Aadhaar document is to be recorded in the Delivery Slip.
- In case the delivery of the Aadhaar document is taken by the representative of the Addressee, the delivery official should specify the relationship of the representative with the Addressee.
- Date and time of delivery shall be recorded on the delivery slip by the delivery official.

Attempted Delivery

- In case of the address/delivery premises being locked at the time of delivery, the delivery official shall leave 'Intimation' during the first

attempt of the delivery itself. The DDSP shall also send the SMS and/or e-mail where ever mentioned in Aadhaar Document for attempted delivery. The text of SMS or e-mail shall be as specified or approved by UIDAI.

- The format for delivery intimation will be as per Annexure – VI. The purpose of serving the intimation is to make the addressee aware that :-
  - o An attempt to deliver Aadhaar document was made,
  - o When the next attempt will be made, and:
  - o How to obtain the delivery of the document.
- The intimation to be left at the address will include the following information:-
  - o Date and time of the Delivery attempted.
  - o Date and time for the next scheduled delivery.
  - o Address, Telephone No. and the business hours of the delivery centre where the addressee can contact the delivery centre and where the Aadhaar document will be kept after the second delivery attempt.
  - o The date until when the Aadhaar document will be retained at that delivery centre for collection by Addressee or his/her representative.
  - o Name and signature of the delivery official.
- The delivery official, in such cases, will record the time of leaving the intimation at the delivery address along with his signature in the delivery slip.
- In respect of all such documents, which could not be delivered in the first attempt and delivery intimation was left at the delivery address; the next attempt for delivery shall be made within 5 days of the first delivery attempt.
- In case the Aadhaar document could not be delivered even on the second attempt the Delivery centre shall contact the addressee, in case, where the addressee's telephone number is mentioned on the Aadhaar document and shall fix an appointment with the addressee for the third attempt for delivery of the Aadhaar document. If no telephone number of the addressee is mentioned on the Aadhaar document, the third attempt for delivery shall be made within 5 days of the second delivery attempt.

If the Addressee notifies a change in delivery address to the delivery centre, prior to or at the time of attempted delivery of Aadhaar document and if such notified address change falls within the ambit of State of DDSP, then the Aadhaar document have to be delivered by delivery centre to the new address

notified by the addressee. An MIS of all such change-in-address request are to be shared with UIDAI.

11.   RETENTION OF AADHAAR DOCUMENT AT DELIVERY CENTRE

If the Aadhaar document could not be delivered even on the third attempt, the document would be retained in the delivery centre for a period of 10 days following the date of third attempt of the delivery. The addressee is notified of this retention through the intimation served during the earlier attempts for delivery. The Aadhaar document may be delivered to the addressee when he presents himself at the delivery centre for the collection of his Aadhaar document after due verification. The Aadhaar documents which could not be delivered even after the expiry of the retention period shall be marked / identified as undelivered Aadhaar documents.

12.   DELIVERY CONFIRMATION

The DDSP shall provide to UIDAI the confirmation of delivery of Aadhaar document to the resident in an electronic format as per Dispatch Manifest. The hard copy proofs of the delivery will be retained and stored by the DDSP for the duration of 6 Months from the date of delivery of Aadhaar document to the resident and thereafter the delivery records are to be digitized and the data-dump submitted to UIDAI and hard-copies destroyed. The DDSP shall obtain prior permission to destroy such hard copies. Biometrically Authenticated deliveries of Aadhaar documents to Addressee Resident, on the basis of the Aadhaar authentication process, shall be an added advantage. The proof of delivery of such Biometrically Authenticated deliveries are not required to be generated.

13.   RETURNED DOCUMENTS

The undelivered Aadhaar documents will be returned only to the 'RETURN ADDRESS' mentioned on the Aadhaar document.

At the time of Aadhaar documents being returned to the 'RETURN ADDRESS', the 'REASON FOR RETURN' is to be clearly marked at the designated space on the Aadhaar document. Whenever an Aadhaar document is not delivered due to the reasons mentioned below, the delivery official / delivery centre shall record the reason for non-delivery on the Aadhaar document as well as on the delivery slip for the corresponding Aadhaar document.

The 'REASON FOR RETURN' must be one of the reasons mentioned below. No other remarks should be mentioned on the document.

Following are the reasons for return

1. **ITEM REFUSED BY ADDRESSEE.**
2. **DECEASED.**
3. **INSUFFICIENT ADDRESS.**
4. **ADDRESSEE CANNOT BE LOCATED.**
5. **UNCLAIMED.**

The cost of returning the document to the 'RETURN ADDRESS' should be included by the DDSP in the bid price. The DDSP maybe allowed accumulating the returned documents for a period of 30 days to facilitate the bulk delivery of the returned documents at return address every 30 days. However the DDSP should make available the return documents MIS on Real Time basis that is as and when a document is marked for return to UIDAI.

The DDSP shall make available to UIDAI a Real Time online MIS report with regard to the details of the returned documents including but not limited to the count of returned documents Pincode wise, reason for return for individual documents, etc.

14.   DAILY MIS REPORT

The DDSP is expected to provide an online non temper able MIS for viewing the stage-wise delivery progress of the Aadhaar documents. Any integration with existing UIDAI database would need to be carried out by the DDSP at his own cost. Daily reports as defined by UIDAI need to be generated from this MIS. Given the volumes on a daily basis, the DDSP is to ensure 'tracking of individual document'. Capability to track every single document at every stage must reflect on a Real Time non temper able MIS based monitoring system. The DDSP is expected to provide the Web access of this facility to UIDAI and all the necessary connectors (in form of API's, etc.) and support for integration with UIDAI databases and systems.

15.   DELIVERY TIMELINES

The DDSP will be required to deliver the Aadhaar documents within the following stipulated timelines after acceptance of Aadhaar documents from the pickup point / print location.

Accordingly, the DDSP will submit the Standard Operating Procedure (SOP) for handling the aforesaid Aadhaar documents.

TABLE – 1

SL. No	LOCATION	STIPULATED TIME FOR DELIVERY
1	All Locations	WITHIN 15 DAYS FROM BOOKING (EXCLUDING THE DAY OF BOOKING)

PART-II: SERVICE LEVEL AGREEMENT

The purpose of this Service Level Agreement (SLA) is to clearly define the levels of service which shall be provided by the Supplier to the Purchaser for the duration of this Contract.

The benefits of this SLA are to:

(i) Trigger a process that applies the Purchaser and Supplier management attention to some aspect of performance when that aspect drops below an agreed upon threshold or target.

(ii) Makes explicit the expectations that Purchaser has for performance.

(iii) Helps Purchaser control the levels and performance of Supplier's services.

The Purchaser may initiate an interim review to check the performance and the obligations of the supplier and, in case desired, review and revise the SLA. The Purchaser reserves the right to revisit the SLAs at a later date based on the learning from past experience and stabilization of operations. The Purchaser reserves the right to review, waive off or reduce or relax the SLA or penalty for any period or for any bidder.

The Purchaser or its designated officials shall have the right to conduct quality and process audit of the Supplier, at any point of time, in respect of SLA or any other parameters at any time without prior notice.

The Supplier shall submit reports on the SLA and key parameter defined in this Section to the Purchaser in accordance with the specified formats and reporting periods. The Purchaser may ask the Supplier to provide clarifications on these reports as well as the measurement tools and processes utilized by the Supplier for reporting. The Purchaser should have full access to check the

status/report at any time. The Supplier shall extend full cooperation for conducting such audits.

All SLAs are defined with reference to the pick-up of Aadhaar documents from print locations and delivery to the resident (as specified in the Table – 2).

A. SERVICE LEVEL AGREEMENT

1. Measurement unit   : Per Aadhaar document

2. Reporting unit : Per Aadhaar document

3. SLA review period   : 30 Days

 4. Penalty imposition method: Slab based, as a % of the invoiced amount of deficit number of documents.

B. KEY PERFORMANCE INDICATOR

The Supplier shall be required to give a performance output as under:

TABLE – 2

SL. NO.	ACTIVITY	BENCHMARK
1	Delivery of Aadhaar documents within agreed Delivery Timelines	As mentioned in Table No. 1

C. PENALTY FOR VARIATION FROM BENCHMARK

Penalty will be imposed on negative deviation from benchmark specified in Table – 2.

The penalty liable to be imposed based on performance deviation from benchmark is as indicated below:

        The Day (Date) when the DDSP is scheduled to deliver the document as per agreed timeline specified in Table – 1 is designated as D, in the table below. A week is a period of 7 Calendar Days.

TABLE-3

SL. NO.	DAY OF DELIVERY	PERCENTAGE PENALTY ON BILLED AMOUNT FOR THE PARTICULAR DOCUMENT
1.0	D	0%
2.0	D+1 Week	5%
3.0	D+2 Week	10%
4.0	D+3 Week	15%
5.0	D+4 / 5 Week	25%
6.0	D+6 Week	150% + Cost of printing and delivery (will be treated as lost, even if delivered)

D. Critical Errors:

- Wrong Delivery of Aadhaar document.
- Loss of Aadhaar document in-transit.
- Incorrect reporting of delivery of Aadhaar document.
- Any other act of omission or commission directly attributed to delivery errors, as per the specification or implicit requirements.

E. Penalties for Critical Errors

Such errors shall, in the normal course, never occur. However, on occurrence of such an error, there shall be a penalty of 5 times of the discovered delivery price of the Aadhaar Document. In addition, the cost of re-printing and re-delivery of the Aadhaar document shall be borne by the DDSP. The decision to declare or define a critical error shall be taken by UIDAI and binding upon the DDSP.

- Additionally the DDSP shall send an unconditional apology letter to the Resident, as per the specifications approved by UIDAI, the cost of which shall be borne by the DDSP.
- The DDSP shall also analyse the root cause of error(s) occurred and implement Corrective Measures within 10 days of report. Objective evidence of corrective measures needs to be submitted to the UIDAI.