Request for Quotation (RFQ)

VOLUME II – SCOPE OF WORK

SELECTION OF ENROLMENT AGENCIES FOR REMAINING FOUR REGIONS OF RAJASTHAN UID PROJECT

Department of Information Technology and Communication, Government of Rajasthan

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1. SCOPE OF WORK

The scope of work of the Enrolling Agency (EA) is defined below

1. Functional scope
2. Geographical scope

1.1 Functional scope

The functional scope of this engagement shall include all the steps from setting up an enrolment station/center for enrolment of all residents of Rajasthan for the UID Enrolment Project up to providing requisite MIS reports to District Registrar, Registrar and UIDAI on enrolments completed on a daily basis till the duration of the project. The functional scope shall also include the collection of demographic details as per the KYR+ data requirements of the registrar. The Enrolling Agency shall also be responsible for delivering additional services as required by the Registrar through this RFQ.

1.1.1 Procure Biometric Devices as per UIDAI Specifications

The enrolling agency should procure camera and biometric devices (for fingerprint and iris capture), used for capture of biometric data at the enrolling station, which conform to UIDAI specifications and certified by UIDAI appointed agencies.

1.1.2 Setting up of Enrolment Stations and Enrolment Centre

The Annexure III of this document provides minimum number of Enrolment Stations the Enrolment agency is expected to set up.

The work plan including enrolment plan, location of enrolment centre's and schedule for the enrolment centre shall be prepared by the Enrolment Agency and approved by District Registrar. The exact location of enrolment centre, catchment area of the enrolment centre and number of enrolment stations per enrolment centre shall be decided by the District Registrar in consultation with the Enrolment Agency. There may be more than one enrolment centre in a village to cater for large or dispersed (in hamlets) population.

A permanent enrolment station in this context would mean an enrolment station that shall be available for entire duration of project at a fixed location. A stationary enrolment station in this context would mean an enrolment station that shall be available at a particular location like school, panchayat office etc. for a period required to complete enrolment of the population in the catchment area assigned. A mobile enrolment station in this context would mean an enrolment station housed in a mobile vehicle with facilities as defined in this section and shall move around in the catchment area (locality) assigned until the enrolment of the target population in the locality is completed.

The process for setting up Enrolment centre, enrolment stations and the enrolment process flow is detailed out in Annexure I at the end of this document. The minimum facilities in the setup are as below.

a. **Setting up of Enrolment station**

Enrolment Station refers to an individual enrolment booth/enclosure inside the Enrolment Centre. The capture of Demographic and Biometric data is done in this Station.

i. An enrolment station including a mobile enrolment station shall be equipped with all the necessary machinery which include

Mandatory Requirements	
A	
A.1	Laptop/Desktop available(The minimum system , Windows Operating System requirement are defined in Aadhaar Installation Setup Manual ; 4 USB /USB hub for connecting biometric devices)
A.2	UIDAI software installed, tested, configured, registered with CIDR as per installation and configuration manual
A.3	List of Introducers loaded on laptop
A.4	UIDAI standards compliant Iris capture devices duly certified by STQC (make & model)
A.5	UIDAI standards compliant finger print capture devices duly certified by STQC (make & model)
A.6	UIDAI standards compliant digital camera as per UIDAI specifications.
A.7	White back ground screen, non reflecting, opaque, ~3ft wide, and with stand ,available for taking photographs
A.8	Extra monitor for residents to verify their data (15-16" with a resolution above 1024x768)
A.9	All devices as per UIDAI standards
A.10	Working of all equipment at every station tested

A.11	Memory Stick for data transfer (4 GB pen drive sufficient for 1 centre/day i.e. ~5 stations. Enrolment Centre should maintain a stock of 20 days)
A.12	Printer (A4 laser printer; must print photo with good quality receipt)
A.13	Printer Paper(Inventory for 5 stations for 10 days ~ 20 rims)
A.14	Anti Virus / Anti Spyware checks
A.15	Data Card /Internet connectivity for Enrolment Client to be online every 24-48 hrs
A.16	All Operators and Supervisors enrolled into AADHAAR and registered with CIDR
A.17	The pre-enrolment data from the Registrars, if used, is available for import on laptops
A.18	If Registrar has additional fields to be captured , then the KYR+ software for capturing the KYR+ fields is configured and tested
A.19	Sponge for wetting and hand-cleaning cloth available

b. Setting up of Enrolment Centre

Enrolment Centre refers to the premises located in the area where the enrolment is being carried out. The process for setting up Enrolment centre is defined in '**Set up Enrolment centre sub process flow'** in Annexure I, Volume II.

One Enrolment Centre can host a single or multiple Enrolment Stations. Following are the specifications for a permanent/stationary/mobile enrolment center.

	Mandatory Requirements
B	**Enrolment Centre**
B.1	Backup power supply (generator) of 2 KVA capacity for every five enrolment stations kept in a centre
B.2	Fuel to run the generators
B.3	Printed enrolment forms for filling data available in sufficient numbers
B.4	Bubble packed ,water resistant ,envelopes(CD mailer) for pen drive transfer to CIDR via India Post (2 Envelopes/day/centre. Enrolment Centre should maintain a minimum stock of 20 days)
B.5	Preprinted pre-addressed labels for envelopes(2 /day/centre. Enrolment Centre should maintain a minimum stock of 20 days)
B.6	Data Backup of each station at least twice a day on an external hard disk (backup should be maintained for a minimum period of 60 days).
B.7	Adequate lighting, fans & power points for plugging various biometric devices available
B.8	Local authorities informed of enrolment schedule
B.9	Introducers informed of enrolment schedule
B.10	Banner for the Enrolment Centre placed at entrance

B.11	Posters depicting enrolment process in English & the local language present in visible places
B.12	Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrolment centre
B.13	The User Manual of the software available for ready reference & operators aware of the same
B.14	Ink pad for taking thumb impressions on consent where resident/introducer is unable to sign
B.15	External Hard disk for taking backup
B.16	Manned Helpdesk
B.17	Sufficient number of tables and chairs for enrolment station operators
B.18	Chairs/benches available in shade for current enrolee
B.19	IEC tool Kit for Enrolment Centre (It is duty of EA to collect all IEC material required at enrolment centre (IEC Tool kit) from Registrar/District-Registrar. EA will further post all such IEC material in and around EC as per UIDAI guidelines and as required by Registrar / District Registrar before starting enrolments at a EC.)
B.20	Photocopier for xerox of resident's PoI,PoA and other documents

Other Requirements at Enrolment Centre are listed as below:

Desired	
C	**Other Logistics**
C.1	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc
C.2	Extension box for Power Cord
C.3	Water, soap and towel for cleaning hands
C.4	Drinking water facility available
C.5	Hall / room spacious & furniture organized to minimize movement of enrolee while capturing biometric information
C.6	At least one station is suitable for physically challenged, pregnant women, women with infants and elderly enrolees. This station is clearly marked with a visible banner.
C.7	Carry cases for all devices available
C.8	Material for cleaning biometric instruments and laptops as specified by device manufacturers
C.9	A separate enclosure to enrol "purdah-nasheen" women available
C.10	Sufficient no. of operators available for job rotation & preventing operator fatigue
C.11	Lady operators / volunteers to assist women enrolees
C.12	Security arrangement in place to stop enrolees from carrying bags / suitcases or any other material into the enrolment centres
C.13	A ramp is provided for disabled and old age people

C.14	First aid kit available	
C.15	ORS kit available for areas in extreme heat conditions	
C.16	GPS Receiver (USB/built in)	
C.17	Bar Coded Stickers (Optional as per Registrar's mandate)	
C.18	Bar Code Reader (Optional as per Registrar's mandate)	
C.19	Chairs/benches available in shade for waiting enrolees	
Enrolment Center - Health & Safety Considerations		
D.1	All the electrical equipment are properly earthed	
D.2	All wiring on the floor or along the walls properly insulated	
D.3	Wiring required for the generator backup and for connecting the various devices used for enrolment neatly organized	
D.4	Fuel for generator or any other inflammable material stored away from the enrolment area	
D.5	Fire safety equipment available handy	
D.6	Power generator kept sufficiently away from the enrolment stations	
D.7	Local Emergency Help numbers available at the center & operators aware of the same	

i. An enrolment center shall be manned by a supervisor and technical personnel in addition to the operators at the enrolling stations. A ratio of 5:1 operators to supervisors as well as operators to technical staff subject to a minimum of one supervisor per one enrolment centre should be maintained by the Enrolment Agency.

ii. **The premises of the enrolment center shall be provided by the District Registrar. Above premise should be a lockable premise with electric supply as far as possible (Electricity charges will be borne by District Registrar for above premises). Providing other infrastructure like tables, chair, electric fan etc. will be responsibility of EA only.**
However the enrolling agency shall ensure required infrastructure like power (if not already available) etc. with the help of the local body authorities. In cases where such facilities are not available, the enrolling agency shall be responsible for providing alternate arrangements like power generator including fuel etc. at their own cost.

iii. An area in the enrolment center shall be clearly demarcated for enrollees waiting to be enrolled and facilities for seating should be provided.

iv. **A helpdesk manned by operator** must be provided at each EC by the EA.

    v.   In case of mobile enrolment centers/stations also, the decision on frequency/period of availability shall be decided by the District Registrar based on density of population, geographical terrain etc.

   vi.   Key figures on the enrolment stations/centers are provided separately in Annexure III of Volume II.

  vii.   Safety and security of all equipments and EA's manpower will be responsibility of Enrolment Agency only. EA may opt for insuring his assets at his own cost. Any delay in enrolment due to theft/damage/crash etc. of equipments and other infrastructure will not be accepted and will be attributed to Enrolment Agency's performance.

1.1.3 Hire & Train Manpower for Enrolment

A. Manpower for Project Administration

The Enrollment Agency will deploy following managerial staff per district for the project execution.

    i.   Project Manager (at least 1 per district)

        a) He/she would be overall in charge for project implementation and have the overall responsibility for the project, supervision, monitoring and implementation.

        b) He/ she would be the single point contact for the District Registrar/ Registrar

        c) He/she Should be a post-graduate/MBA with minimum 8 years of work experience of which 4 years should be as a Project Manager.

   ii.   Assistant Project Manager (at least 1 per district)

        a) He/she should supporting the Project Manager in execution of the Project

        b) Should be a graduate with minimum 5 years of work experience of which 2 years should be as a Project Manager.

B. Manpower for Enrolment Station/Centre:

The Enrolling Agency shall hire manpower to operate the enrolment station/center as per the guidelines prescribed by UIDAI.

i.   Operator: The enrolling agency shall hire manpower (operator) to execute enrolment at the enrolment stations as per the criteria provided below

   1. The operator should have passed Matriculation
   2. The operator should have a basic understanding of operating a computer and should be comfortable using the computer.
   3. The operator should have undergone training on the various equipment and - devices to be used during enrolment.
   4. The operator should have passed the Operator test for UID enrolment and certified from a testing and certifying agency authorized by UIDAI.

ii.   Supervisor: The enrolling agency shall hire Supervisors to supervise enrolment at the enrolment centers as per the criteria provided below

   1. The supervisor shall preferably a graduate
   2. The supervisor shall have a good understanding and experience in using a computer.
   3. The supervisor should have undergone training on the various equipment and devices to be used during enrolment.
   4. The operator should have passed the Supervisor test and certified from a testing and certifying agency authorized by UIDAI.

iii.   Technical personnel : The enrolling agency shall hire Technical personnel to provide technical support during enrolment at the enrolment centers as per the criteria provided below

   1. The Technical personnel shall be a Graduate and have a certification/experience on hardware/software trouble shooting and maintenance
   2. The Technical personnel shall have a good understanding and experience in using a computer.
   3. The Technical personnel should have undergone training on the various equipment and -- devices to be used during enrolment.
   4. The Technical personnel should have passed the Technical personnel test and certified from a testing and certifying agency authorized by UIDAI.

iv. <u>Helpdesk Operator</u> : The enrolling agency shall hire manpower to man helpdesk at the enrolment centers as per the criteria provided below

1. The Helpdesk Operator should have passed Matriculation
2. The Helpdesk Operator should know English and Hindi.
3. The Helpdesk Operator should have a basic understanding of enrolment form
4. The Helpdesk Operator should have basic knowledge on enrolment and biometric capturing process.
5. The Helpdesk Operator should aid citizens in providing enrolment form, filling up enrolment forms, addressing queries on form filling etc.
6. The Helpdesk Operator should also receive any complaints or grievances of citizens with regards to the UID enrollment process. Where applicable, the helpdesk operator may call the central call centre/District Registrar (as per need), receive clarification on issues and notify the citizen of the same.
7. The Helpdesk Operator should help verify the POI and POA documents

v. <u>Induction training:</u> After hiring the personnel as described above, the Enrolment Agency should impart induction training on the various activities involved in the enrolment process to enable them to understand and adjust to the local situation. The induction training is to be given just before actual deployment of the personnel for enrolment operations and shall be compulsory. The period of induction training shall be from 10 to 15 days.

EA must submit Resume of project management manpower (Project manager and assistant project manager) with District Registrar within 2 weeks of issuance of work order. Also list of all its manpower must be shared with District Registrar prior of commencement of project.

Training of Manpower:

The EA shall identify resources to employ in the Enrolment operations, get them trained and certified and then deploy them on the enrolment stations. UIDAI shall empanel training institutes to impart training in UIDAI prescribed enrolment operations. EAs may opt for engaging specialized training agencies (only those who have been empanelled with UIDAI)

for providing training to its Enrolment personnel. However the enrolling agencies may also train their own manpower subject to certain conditions as prescribed below.

1. The training schedule and content shall be as prescribed by UIDAI on its website.
2. The Enrolment agency may prefer to have master trainers onboard. Master trainers shall be identified by the Enrolment agency from its pool of trainers and get them trained by UIDAI/ its representative as per its schedule. Master trainers shall train the trainers.
3. The Enrolment agency shall have the requisite number of trainers for training its personnel. Trainers have to be trained by the Master trainers and should have passed the certification exam.
4. The training and enrolment operations shall be separate activities.
5. Duration of the training will vary depending on the category/ level of the participant and shall be prescribed by UIDAI on its website.
6. The enrolling agency providing in-house training shall translate the training material into local language and hand it over to the course participants.
7. The Enrolment agency shall ensure the availability of the requisite infrastructure for imparting training which shall include
   a. Availability of at least two sets of the equipment and gadgets listed in 1.1.2.a above.
   b. Certified trainers
8. The size of a batch for training shall not exceed 40 per batch.
9. The training schedule and contents for training shall be defined by UIDAI/its representative.
10. The manpower trained by the Enrolling Agency/Empanelled training agency shall be considered qualified only after passing the Certifying test conducted by a Testing and Certifying Agency authorized by UIDAI. Therefore the agency shall coordinate with the testing agency for testing and certifying its trainees.
11. The agency shall be subject to process audits for training from time to time by UIDAI/ its representative.

Indicative training modules and duration is provided in Annexure III B of Volume II. Alternatively an individual can undergo self training based on the content provided on the UIDAI website and attend the certification test. Upon successful certification the individual is

deemed competent to perform in the role he is certified and can be hired by the Enrolment agencies for enrolment operations.

1.1.4 Conduct Enrolment Operations as per Standard Processes specified by UIDAI/Registrar

Prior to the commencement of the Enrolment operations the Enrolment Agency shall work closely with the local governing bodies, key introducers in publicizing the UID, its importance and schedule for UID registration in that location. During the enrolment operation also publicity and awareness shall be done in coordination with the local authorities to encourage UID registrations. All content and material for such publicity will be jointly worked by UIDAI/Registrar/District Registrar and shall conform to specifications laid down by UIDAI.

The Enrolment Agencies would use the software provided by the UIDAI/Registrar for the collection of demographic data and the biometric data. The software will be supported by a User Manual.

UIDAI has defined clear-cut standard processes for enrolment as mentioned hereunder.

Step 1a: Collect demographic data after due verification as prescribed by UIDAI

Please refer to Annexure I of Volume II for detailed standards and guidelines for demographic data collection. Registrar will facilitate the EA in providing pre-enrolment data available with state, if required by EA and agreed by the Registrar. Please refer to Resident Enrolment Process document for the detailed process flow and description of capturing Demographic and Biometric data capture. **Please note that the enrolment agency shall be responsible for printing of the enrolment forms, acknowledgement receipts etc. at their own cost. Format of enrolment form and acknowledgement receipts will be provided by Registrar/UIDAI.** Enrollees PoI, PoR, DoB and other documents as required by Registrar should be photocopied by EA at his own cost. It will be duty of EA to help resident in getting them verified by designated verifier. Verifier will be appointed and monetarily incentivized by District Registrar directly on the basis of number of successful UID generated for residents who were verified by particular verifier.

Step 1b: Collect demographic data after due verification as prescribed by Registrar

Enrolment agency will be required to capture less than or equal to Eight (<=8) KYR+ fields of each enrollee and also get his consent for the same. **Detailed information of KYR+ fields, guidelines for capture of the KYR+ data and mechanism to transfer data to Registrar shall be communicated to successful bidder by Registrar/District Registrar.** Software to capture KYR+ fields will be provided by Registrar/UIDAI to successful bidder.

Step 2: Collect Biometric data from the enrollees as prescribed by the UIDAI.

Please Refer to Annexure I of Volume II for detailed standards and guidelines for capture of Biometric data.

Step 3: Get consent letter and generate acknowledgement receipt.

After the demographic and biometric details are captured, the enrolment operator shall show the demographic data to the enrollee and get his consent. If needed any corrections are made to the data and signed off by the operator by providing his finger prints. All exceptions need to be signed off by the Supervisor. A consent letter has to be printed and the signature/ thumb impression of the enrollee obtained and the letter filed. An acknowledgement receipt is simultaneously printed which is provided to the enrollee as a reference.

Step 4: Data backup and transfer:

EA must ensure data backup at least twice a day on external media. The KYR demographic data along with biometric data thus collected would be transmitted to the UIDAI for a process of de-duplication and allotment of the AADHAAR Number. The KYR demographic data along with biometric data and KYR+ data must be submitted with Registrar.

Step 5: Index and Store PoI, PoR,DoB and other required documents of enrollees

Enrollees PoI, PoR, DoB and other documents as required by Registrar should be indexed and stored temporarily by EA. These documents must further be submitted by EA with District Registrar at a location required by District Registrar. Further guidelines regarding this process will be made available to successful bidder.

Please refer to the Guidelines for enrolment, available on www.uidai.gov.in, for detailed process flows of the various activities in the Enrolment process as prescribed by UIDAI. Process flow for Enrolment operations is as given below:
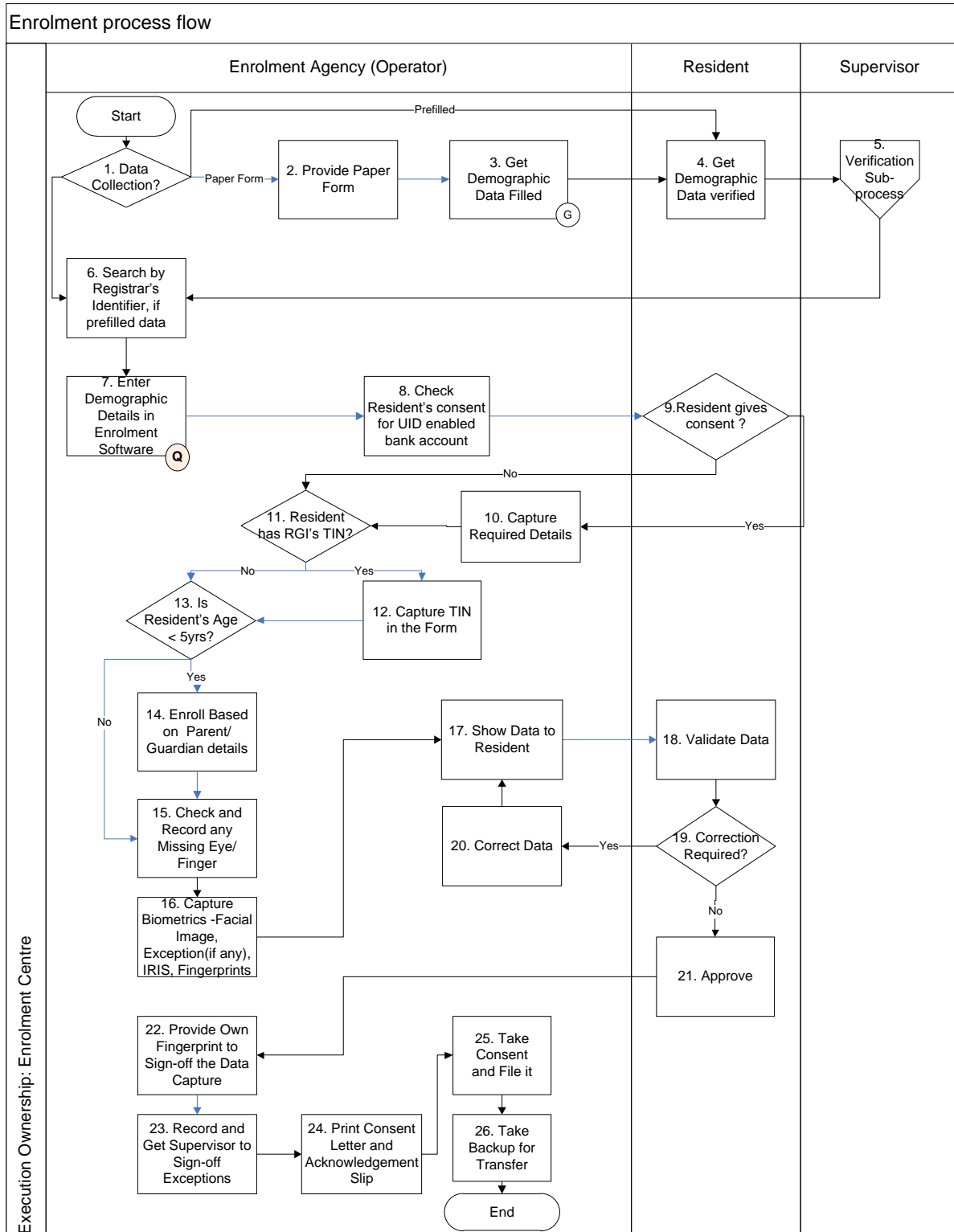
1.1.5 Send Enrolment Data to CIDR and Registrar

The UIDAI will separately prescribe the methods by which the data has to be transferred to the Authority for storage in Central Identities Data Repository (CIDR). The guidelines from UIDAI will relate to the transfer of data into specific memory devices and transporting them through a secure network or physically by the postal or courier services to the address which will be specified. The enrolling agencies are therefore advised to obtain these instructions before they proceed to collect the demographic and Biometric Data of the willing enrollees. The UIDAI will also issue separate instructions on the form of capture and storage for the PoI and PoA documents.

Registrar/District Registrar will make arrangements to store the enrolment data which includes demographic data for KYR along with biometric data and KYR+ demographic data. Verified copies of PoI, PoR and other KYR+ field verification documents will be stored by District Registrar. However till the time of handover of physical documents to District-Registar, it will be duty of EA to store safely the documents with him Instructions regarding data transfer, storage and backup of data, storage and transfer of physical documents will be issued by Registrar/District Registrar to successful bidder.

1.1.6 Additional Services to be provided by the Enrolment Agency

1. Photocopy, index and store PoI, PoA, KYR+ fields verification and other required documents
2. Provide a detailed learning report to Registrar and District Registrar at the end of three months from the date of Letter of Intent for districts or whenever required by District Registrar, end of Round I and end of Round II of enrolment.
3. Comply with audit activities by Registrar/District Registrar/UIDAI or other designated agencies
4. Comply with instructions regarding data transfer, storage and backup by Registrar/District Registrar.
5. Pre-enrolment activity **may be taken up** by Enrolment Agency in consultation with District Registrar.

Any other additional services related to project and within general scope of work will be communicated to successful bidder. No extra payment will be made for these services.

1.1.7 Privacy & Security

Enrolling agencies are responsible to make sure that the data is kept in a very secure and confidential manner and under no circumstances, shall they neither use the data themselves nor part with the data to any other agency other than the UIDAI/ Registrar/District Registrar. Mechanisms to ensure the same have to be put in place by the Enrolling agency and shall be subject to audit by UIDAI/Registrar/District Registrar/their representative from time to time. The EA shall design and implement the processes and procedures for effective asset management for IT infrastructure.

1.1.8 Provide Electronic MIS Reports on Enrolment Status Daily

Operator shall send Enrolment statistics on enrolment status to Registrar/District Registrar/UIDAI on a daily basis. The formats and contents of the MIS reports shall be decided by the UIDAI/Registrar/District Registrar. Cost for infrastructure, operations and communication for sending MIS report through internet/ mobile telephony will be borne by bidder.

1.2 Geographical Scope

The geographical scope of work for enrolment operations shall include the areas that shall be catered to by the Enrolment agency by setting up enrolment stations as specified in Annexure III of Volume II. The geographical locations/area and the population for that geographical location/area to be catered to by the Enrolment Agency is as mentioned in Volume I Section 4 (Data Sheet).

1.3 Service Levels

Sl. No.	Performance Indicator	Service Level Metric	Penalty on breach of service level (imposed monthly)
1	Availability of Minimum Number of Enrolment Station (ES) operational as elaborated in Annexure III (To be verified by CIDR reports). Note: ES should mandatorily connect to CIDR at least twice a week.	Actual number of days when a ES is not operational will be calculated. However days for transit and rest days (if any) as per agreed work plan will not be calculated for penalty. At least 25% of minimum specified ES should be operational within 4 weeks of issuance of work order. 100% of minimum specified ES should be operational within 8 weeks of issuance of letter of Award of Work	Rs. 300/- per Enrolment Station per calendar day for every instance of violation. Contract will be liable for termination if penalty imposed for such violation exceeds Rs 3.00 (three) lacs in particular month
2	Data Transfer to the Registrar/ agency nominated by Registrar	Within 7 days from the date of enrolment (excluding enrolment date)	INR 500 per calendar day per enrolment station for such default
3	Rejection of enrolment by UIDAI (Rejection attributed to EA which is normally due to following) 1. Data entry errors like mismatch of photo and gender, missing KYR fields etc.; 2. poor data quality like unrecognizable photo, fingerprint and iris scan 3. Due to unauthorized machine, operator, supervisor etc.	Actual number of rejections will be calculated	Rs 50 per rejection of enrolment by UIDAI/CIDR
4	Rejection of KYR+ demographic data or photocopied documents due to incompleteness or poor quality during inspection of a sample batch size by Registrar/District Registrar/Third	1.All required documents should be photocopied 2. No Mismatch between KYR+ fields in enrolment form and acknowledgement slip.	Rs 200 per rejection If rejection is greater than 5% of batch size , then NO payment will be made for that batch (i.e.10% of the

	party agency appointed by registrar/District Registrar		enrolment cost for that batch).
5	Failure to deploy administrative manpower i.e one project manager and one assistant project manager at district level for complete project duration	The manpower should be deployed within 14 days of issuance of work order.	Rs 200 per calendar day per resource for such default
6	Failure to deploy helpdesk operator	The manpower should be deployed before commencement of work.	Rs 100 per calendar day per resource for such default
7	Adherence to work plan as agreed with District Registrar	Total deviation of an ES actual location from agreed work plan location in number of days for every month will be calculated. e.g Say an ES is to be located at location A,B and C for 5,3 and 2 days respectively, however it is located for 4,3 and 3 days at location A,B and C respectively. Thus penalty would be imposed for 2 days i.e for 5th and 8th day which are deviation from workplan.	Rs 200 per calendar day per ES for deviation from work plan
8	Submission of daily electronic MIS reports as required by District Registrar/Registrar	Format of MIS report and application if required will be provided by Registrar/District Registrar	Rs 100 per calendar day per ES for non submission of MIS report

1.4 Roles and Responsibilities

The roles and responsibilities of the various parties involved in the Enrolment process are defined below:

Enrolment Agency	- Procure certified biometric devices - Procure other hardware and infrastructure for enrolments - Ensure enrolment software is installed on required laptops / desktops - Ensure pre enrolment data is loaded on enrolment stations laptop, where applicable. Ensure KYR+ software integration is done and tested. - Ensure UIDAI processes and standards are followed - Assist District Registrar /Registrar develop enrolment schedules - Work closely with the District Registrar in enrolment publicity and awareness at grass-root level - Ensure availability of certified operators and supervisors at enrolment centres - Ensure adequate stationary and other logistics available at centre - Ensure adequate backup arrangement at enrolment centre - Take remedial / corrective action in case of process / quality deviations and grievances addressal - Installation and configuration of Aadhaar Enrolment Client - Avail Enrolment auth user and auth code and Register Enrolment Client - Maintain credentials of Managers, Operators and Supervisors and share Operator ,Supervisor enrolment ID/UID with CIDR - Load pre-enrolment residents data on enrolment stations laptop, where applicable and test KYR+ application integration - Setup enrolment station - Supervise enrolment process - Handle issues and concerns of operators and residents - Ensure checklists are filled and signed - Ensure audit feedback, if any, incorporated in process

	• Manage data export to memory stick and data backup to external hard disk. Take enrolment data to a designated location for transfer to CIDR and Registrar • Ensure single point of contact for all data handling • File, back up and store enrolment data as per UIDAI guidelines • Ensure safe handling and storage of documents and transfer of same to Registrar. / UIDAI • Verify PoI, PoA, DoB documents in case of document based verification. • Capture demographic and biometric data • Photocopy, Index and store required documents • Handle exception cases during capture of data • Obtain consent for enrolment and make corrections in data recorded, if required • Provide acknowledgement slips to Residents • Store Consent Letter, PoI, PoA for Registrar/UIDAI if required

District Registrar in consultation with Registrar	- Audit of Enrolment Centres' readiness - Audit of enrolment agency processes and their effectiveness - Verify PoI, PoA, DoB and other documents in case of document based verification. Alternatively, if due to any constraints, the Registrar/District Registrar needs to appoint somebody else, they can do so even from amongst EA operators/supervisors. - Approve work plan including enrolment plan, location of enrolment centre's and schedule for the enrolment centre. The exact location of enrolment centre, catchment area of the enrolment centre and number of enrolment stations per enrolment centre shall be decided by the Purchaser in consultation with the Enrolment Agency. - Identify suitable locations for setting up enrolment centres - Setup mechanism for document verification either by Registrar's/District Registrar's own personnel or by EA Supervisor/Personnel. - Ensure pre-enrolment data, where applicable, is available to Enrolment Agency - Ensure list of Introducers (if applicable) is available with their demographic, biometric details and UID numbers - Ensure communication reaches the target beneficiaries / residents - Provide template for paper-based enrolment form containing KYR and KYR+ fields - Setup mechanism for periodic process and data quality audit
UIDAI	- Make Enrolment software available - Make process documents available - Empanel Enrolment Agencies to facilitate speedy onboarding of Enrolment Agencies by Registrars - Facilitate certification of biometric devices - Provide training content - Appoint a training and certification agency and provide testing content to this agency - Provide required standards and guidelines - Vet awareness and publicity content - Provide solution for document storage (Registrar/EA should store the documents safely till the time UIDAI makes arrangement for document storage)

1.5 Timelines

Project duration for each district will be of 17 months starting from date of issuance of work order to successful bidder. Project will be executed in two rounds.

Round 1 : It will be of 11 month duration starting from date of issuance of work order to successful bidder. Enrolment agency will be required to deploy required resources to complete the enrolment process with in this round.

Number of minimum total enrolment stations (which includes Permanent ES, Stationary ES and Mobile ES) to be deployed during Round 1 will be as detailed in Annexure III.

Registrar/District Registrar will adopt a sweep approach where EA will be required to cover each location three times maximum to achieve maximum enrolments. Further details regarding sweep process will be communicated to successful bidder.

District Registrar in consultation with Enrolment agency may deploy Mobile enrolment stations during this round. Number of such mobile enrolment stations in a district will be maximum 10% (rounded to nearest integer) of minimum total enrolment stations required for that district as per Annexure III.

Round 2 : **Only permanent enrolment stations will be deployed in this round. Total number of permanent enrolment stations (ES) to be deployed in this round for each district will be 15% (rounded to nearest integer) of minimum total enrolment stations (ES) for that district as per Annexure III. At least one EC containing at least one permanent ES will be deployed in each tehsil head quarter and district Head Quarter for this round.**

Round 2 will be of 6 month duration after end of Round I. This round may be extended for further period of upto 12 months on same terms and conditions. Such Extension will be solely decided by Registrar/District-Registrar.

1.6 Payment to the Enrolment Agency

Payments shall be made to the Enrolment Agency by the District Registrar on a monthly basis based on the number of enrolments completed successfully (successful UID generation) and coverage of the scope of work.

90% (NintyPercent) of the payment will be made based on the number of the successful enrolments (i.e. successful generation of UID). While remaining 10% (Ten Percent) payment will be made after verifying data submitted with Registrar for only those residents who have got UID. Verification mechanism for releasing above 10% payment will be decided by District Registrar in consultation with Registrar and successful bidders.

IMPORTANT : This payment shall be subject to adherence to the Service Level Agreements.

1.7 Deliverables

The Project deliverables includes but is not limited to:

A. Project Work Plan and schedule

- Detailed activity schedule
- PERT / Gantt Chart detailing all activities

B. Monthly Enrolment plan to be submitted with District Registrar
C. Biometric and demographic data (KYR and KYR+) to be submitted with Registrar
D. Verified copies of physical documents i.e PoI, PoA, other document required by registrar along with acknowledgement slip, filled enrolment form etc. to be submitted with District Registrar
E. Biometric and demographic data (KYR) to be submitted with UIDAI
F. Reports

- Electronic MIS report for enrolment statistics for each ES in district to Registrar/ District Registrar/UIDAI (Format will be provided to successful bidder).
- Weekly and Monthly consolidated enrolment statistics report for district (Format will be provided to successful bidder)
- Detailed learning report to Registrar and District Registrar at the benchmark of 2.5 lakh enrolments, end of Round I enrolment and end of Round II enrolment.
- Monthly report on number of grievance requests referred to help desk and resolution   status.
- Packet Disbursement report
- Status report on deployment of operators and Kits
- Enrolment Status report

Annexure I – Guidelines for Enrolment

1. Guidelines for Enrolment of Residents

The guideline document for the enrolment of residents covers the following:

a) Process Overview

b) Pre-Requisites for Enrolment

c) Roles and Responsibilities

d) Setup of Enrolment Centre

e) Resident Enrolment Process Flow and Description

f) Capture of Demographic and Biometric Data

g) Verification procedure

h) KYR Standards for collection demographic data

i) Documents for Verifying PoI, PoA and DoB

j) Guidelines for capturing Demographic data

k) Biometric Data Capture Standards

l) Detailed guidelines for collection of Biometric data

m) Handling of Exceptions

n) Enrolment Centre Beginning of Day(BOD) and End of Day(EOD) activities

o) Checklist for Setting up of Enrolment Centre

The latest version of the Resident Enrolment Process document titled "Resident Enrolment Process Ver <x.x.x>" is uploaded on the UIDAI website and the bidders may download the same from the following link http://uidai.gov.in/index.php?option=com_content&view=article&id=148&Itemid=169

under Registrar Onboarding Documents heading. For any other details enrolment agency is expected to go through relevant documents available on http://uidai.gov.in/ . Enrolment agency has to make sure that it is in sync with latest guidelines/process documents/client application etc. released by UIDAI and available on http://www.uidai.gov.in/ from time to time and Registrar/District Registrar/UIDAI will not be responsible for any delay/defect/error in enrolment process due to such negligence of EA.

Annexure II – Specifications and Formats for capture of KYR+ Information

Specifications and Formats for KYR+ information will be provided to successful bidder.

Annexure III –Minimum Number of Total Operational Enrolment Stations& Training Requirements

A. **Number of Minimum Total Enrolment Stations based on Population, Area, Geography and Demography of Regions to be covered.**

Region No	District	Minimum Total Operational Enrolment Stations
1	Sri Ganganagar	151
	Hanumangarh	129
7	Kota	133
	Baran	86
	Jhalawar	100
8	Sawai Madhopur	95
	Bundi	81
	Tonk	103
14	Dungarpur	94
	Banswara	127
	Pratapgarh	60
	Total	1159

Note:

1. **District Registrar in consultation with Enrolment agency may decide to increase minimum total enrolment stations for respective district/tehsil head quarter.**

2. **At least one EC containing at least one permanent ES will have to be made operational in each tehsil head quarter and district Head Quarter.**

3. **For Round 1, commitment of bidder regarding deployment of operational ES will be as per figures in table above (Annexure III). For Round 2, such commitment will be only for 15% of minimum total enrolment stations as per figure in table above (Annexure III) rounded to next higher whole number.**

B. Indicative Training Design Structure - details of training modules & their duration (in days)

Module Name & course Duration	Master Trainer	Enrolment Operator	Supervisor	Technical Support	Registrar Representative
UIDAI Overview	0.5	0.5	0.5	0.5	1
Introduction to UIDAI enrolment process	0.5	1	1	0.5	
Basics on Hardware devices (Biometric, camera, PC etc)	0.5	0.5	0.5	0.5	0.5
Working with the bio metric devices	0.5	1	1	0.5	
UID Client Application Software	1.5	2	2	2	0.5
Trouble Shooting on UID Client Application Software and Biometric devices	0.5	0.5	0.5	1	
Setting up an Enrollment center	0.5	---	1	1.5	
Enrollment Centre Management	0.5	---	0.5	0.5	0.5
Exception Handling	0.5	1	1	0.5	
Soft Skills - Interaction with Residents / Senior Residents, Grievance handling,, Crowd handling etc	1	1.5	1.5	0.5	0.5
Training Delivery Techniques	1.5	---	---	---	
Total	**8**	**8**	**9.5**	**8**	3