

INVITATION TO BID

**ONLINE REQUEST FOR PROPOSAL
FOR SELECTION OF SERVICE PROVIDER FOR
PRINTING OF
'AADHAAR STATUS/PIN LETTER'**

**Headquarters
Unique Identification Authority of India
Ministry of Electronics & Information Technology
Government of India
Bangla Sahib Road,
Behind Kali Mandir, Gole Market
New Delhi - 110001**

RFP No.11014/80/2016-Logistics

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SECTION-I

PART-I: INVITATION TO BID:

1. The Chief Executive Officer, Unique Identification Authority of India (UIDAI) invites online proposal from reputed and reliable firms for the “**Printing of Aadhaar Status/PIN Letters**”.
2. Bidders are advised to study the Bid document carefully. Online Submission of bid shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications. Bid offers prepared in accordance with the procedures enumerated in **Section II** should be submitted online only through Central Public Procurement Portal (CPPP) website: <https://eprocure.gov.in/eprocure/app> not later than the date and time laid down in Data Sheet in Part II of Section II of RFP. Bidders are advised to follow the instructions provided in the ‘Instructions to Bidders’ for the e-submission of the bids online through the CPPP for e-Procurement at <https://eprocure.gov.in/eprocure/app>. Bid documents may be scanned and uploaded.
3. **Manual bids shall not be accepted**
4. Bidder shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/ modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with UIDAI.
5. Not more than one tender shall be submitted by one bidder or bidders having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
6. Intending bidders are advised to visit again UIDAI website www.uidai.gov.in and CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum/addendum/amendment.
7. The Hard Copy of original instruments in respect of earnest money and original copy of affidavits must be delivered at the address as mentioned in the Data Sheet (Part II of Section-II of RFP) Bid will be rejected in case of non-receipt of original payment instrument like Demand Draft/any other accepted instrument etc. against the submitted bid.
8. Bids will be opened as per date/time as mentioned in the Data Sheet of Part II of Section II of the RFP. After online opening of Technical-Bid the results of their evaluation as well date of Price-Bid opening will be intimated later.
9. Bids shall be submitted online only at CPPP website: <http://eprocure.gov.in/eprocure/app>

10. The Purchaser shall not be responsible for non-receipt/non-delivery of the Bid documents due to any reason whatsoever
11. The Request for Proposal consists of 5 Sections as mentioned below:
 - Section I Invitation to Bid and Introduction
 - Section II Instructions to Bidders
 - Section III Scope of Work
 - Section IV General Conditions of Contract
 - Section V Annexures and Appendices
12. The response to the RFP should be uploaded on or before the date and time specified in the schedule for RFP in Data Sheet (Part II of Section-II).
13. The UIDAI reserves the right to reject any or all the Bids in whole or part without assigning any reasons.
14. This "Invitation to Bid" is non-transferable under any circumstances.
15. Address for Communication:
"Printing of Aadhaar Status/PIN Letters"
Assistant Director General- Logistics
Headquarters - Unique Identification Authority of India
6th Floor, Bangla Sahib Road,
Behind Kali Mandir, Gole Market
New Delhi – 110 001

PART-II: INTRODUCTION

1. The Unique Identification Authority of India (UIDAI) is a statutory authority established under Section 11 of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (“Aadhaar Act 2016”) on 12 July, 2016 by the Government of India, under the Ministry of Electronics and Information Technology (MeitY)
2. Prior to its establishment as a statutory authority, UIDAI was functioning as an attached office of the then Planning Commission (now NITI Aayog) vide its Gazette Notification No. A-43011/02/2009-Admn I) dated 28th January 2009. Later on 12 September 2015 the Government revised the Allocation of Business Rules to attach the UIDAI to the Department of Electronics and Information Technology (DeitY) of the then Ministry of Communications and Information Technology.
3. UIDAI was created with the objective to issue Unique Identification numbers (UID), named as "Aadhaar", to all residents of India that is (a) robust enough to eliminate duplicate and fake identities, and (b) can be verified and authenticated in an easy, cost-effective way. The first UID number was issued on 29 September 2010 to a resident of Nandurbar, Maharashtra. The Authority has so far issued more than 120 crore Aadhaar numbers to the residents of India.
4. Under the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016, UIDAI is responsible for Aadhaar enrolment and authentication, including operation and management of all stages of Aadhaar life cycle, developing the policy, procedure and system for issuing Aadhaar numbers to individuals and perform authentication and also required to ensure the security of identity information and authentication records of individuals
5. The Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 and rules and regulations made there under (available at the link <http://www.uidai.gov.in>) provide for good governance, efficient, transparent and targeted delivery of subsidies, benefits and services, the expenditure for which is incurred from the Consolidated Fund of India, to all residents of the country, through assigning unique identity numbers called Aadhaar numbers, thereby providing a legislative backing for Aadhaar.

As per Section 7 of Chapter III of the Aadhaar Act, 2016 the Central and State Governments may use Aadhaar for the purpose of establishing identity of an individual as a condition for receipt of a subsidy, benefit or service for which the expenditure is incurred from, or the receipt therefrom forms part of, the Consolidated Fund of India, require that such individual undergo authentication, or furnish proof of possession of Aadhaar number or in the case of an individual to whom no Aadhaar number has been assigned, such individual makes an application for enrolment. As per Section 57 of the Act, “nothing contained in this Act shall prevent the use of Aadhaar number for establishing the identity of an individual for any purpose, whether by the State or any body corporate or person,

pursuant to any law, for the time being in force, or any contract to this effect: Provided that the use of Aadhaar number under this section shall be subject to the procedure and obligations under section 8 and Chapter VI'. Accordingly, various Central government and state government ministries and department would be using Aadhaar to establish identity of individuals and hence demand for Aadhaar and its update is expected to rise.

6. This "Request for Proposal(RFP)" [RFP used interchangeably with Tender] document is therefore intended to invite bids from reputed and reliable companies for "**Printing of Aadhaar Status/PIN Letters**. Aadhaar Status Letter is intended to send Aadhaar Status communications to the residents in case of First Time/Repeat/Enrolment/Update Rejection, Suspension /Cancellation of UIDs through inland letter whereas Aadhaar PIN Letter is intended to send PIN through Speed Post to enable residents to update their Address in Aadhaar through SSUP. The aforesaid data for printing will be provided by the UIDAI in a secured electronic form to the Print Service Provider (PSP).
7. It is estimated that UIDAI would need to print and dispatch around 4.31 crore Aadhaar Status/PIN Letters (3.83 Aadhaar Status Letters + 0.48 Aadhaar PIN letters =4.31. crore) in two years.
8. The cost of Printing and dispatch of Aadhaar Status letters would be borne by UIDAI. The cost of Printing and Delivery of Aadhaar PIN letter would be borne by the respective resident who makes such request. UIDAI, however, would facilitate collection of fees for printing and dispatch cost from residents and release the cost of printing and dispatch to the PSP and India Post respectively from the fees collected by it from residents.

PART-III: GLOSSARY AND ACRONYMS:

1. Glossary of Terms

1. **The Aadhaar Act, 2016**-means Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016
2. **AADHAAR/AADHAAR Number** – "Aadhaar number" means an identification number issued to an individual under sub-section (3) of section 3 of Aadhaar Act, 2016
3. **Authority** – Unique Identification Authority of India (UIDAI).
4. **Resident** – as defined in Aadhaar Act, 2016 Resident means an individual who has resided in India for a period or periods amounting in all to one hundred and eighty two days or more in the twelve months immediately preceding the date of application for enrolment.
5. **Enrolment** – Refers to the exercise of collection of demographic data after verification, collection of biometrics, and the allocation of the UID number after de-duplication. Enrolment means the process, as may be specified by regulations, to

collect demographic and biometric information from individuals by the enrolling agencies for the purpose of issuing Aadhaar numbers to such individuals.

6. **Reject Enrolment** – The Authority may reject an enrolment due to there being duplicate enrolment by the resident, poor quality or any other technical reason. It refers to rejection of enrolment data packet after diligent quality check or other technical error/s.
7. **Biometric Information** – Refers to photograph, fingerprint, Iris scan or other such biological attributes of an individual (as may be specified by regulations) collected by the Registrar from the enrollees based on the standards prescribed by the UIDAI and by following the process laid down for the purpose.
8. **De-duplication** – The process of using the Demographic and Biometric data collected from an enrollee to check against existing Aadhaar data so as to avoid duplicate enrolments.
9. **Demographic Information** – Refers to the personal information collected or verified by the Registrar based on the data fields prescribed by the UIDAI and by following the process laid down for the purpose.
10. **Aadhaar Status Letter** – Aadhaar Status Letter means a printed form of communication for conveying (a) Rejection of Aadhaar enrolment/Update due to decryption failure of packets, duplicate enrolments and data process errors etc. to a resident. (b) Aadhaar Status like Suspension and Cancellations.
11. **Aadhaar PIN Letter** - Aadhaar PIN letter is intended to send PIN through Speed Post to enable residents to update their Address in Aadhaar through Self Service Updation Portal (SSUP)..
12. The term 'Tender' and 'RFP' has same meaning in the document

2. Acronyms

1. **CIDR** – Central Identities Data Repository
2. **DoP** – Department of Posts
3. **EID** – Enrolment Identification Number
4. **Gol** – Government of India
5. **PoD** – Proof of Dispatch
6. **PSP** – Print Service Provider
7. **SoW** – Scope of Work
8. **UID** – Unique Identification number.
9. **UIDAI** – Unique Identification Authority of India.
10. **SSUP**- Self Service Updation Portal

SECTION-II

INSTRUCTIONS TO BIDDERS

PART-I: GENERAL:

1. Definitions	<p>(a) “The Aadhaar Act 2016” shall mean the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 and the regulations made thereunder.</p> <p>(b) “Bid” means the Financial Proposal consisting of documents as stipulated in this RFP.</p> <p>(c) “Bidder” means any entity that may provide or provides the Services to the Purchaser under the Contract.</p> <p>(d) “Instructions to Bidders” (Section II of the RFP) means the document which provides interested Bidders with all information required to prepare their bids. This document also details out the eligibility criteria and process for the selection of the Service Provider.</p> <p>(e) “CPP Portal” means the Central Public Procurement Portal of Government of India which facilitates all the Central Government Organizations to publish their Tender Enquiries, Corrigendum and Award of Contract details and facilitate e-tendering.</p> <p>(f) “Service Provider” means the Bidder/s that has been selected by the Purchaser for execution of the services</p> <p>(g) “Purchaser” means, “Unique Identification Authority of India” (UIDAI) with which the selected Bidder signs the Contract for the Services.</p> <p>(h) “Scope of Work” (SoW) explains the objectives, scope of work, activities, tasks to be performed and the respective responsibilities of the Purchaser and the Service Provider. It also includes the Service Level Agreement (SLA). A complete elaboration is available in Section III of the RFP.</p> <p>(i) “Standard Contract” means the Annexure-III of the RFP which provides the standard contract agreement to be signed between the Purchaser and the selected Service Provider.</p> <p>(j) “Confidential Information” means any information disclosed to or by any Party to this Contract and includes any information in relation to the Parties, a third party including any such information that may come to the</p>
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	<p>knowledge of the Parties hereto/Bidder's team by virtue of this Contract that is by its nature confidential or by the circumstances in which it is disclosed confidential and/or is designated by the disclosing Party as confidential or identified in terms connoting its confidentiality; but does not include information which is or becomes public knowledge other than by a breach of this Contract.</p> <p>(k) "Sub-Contractor" means any person or persons or firm/company or their legal representatives, successors, assignees to which part of contract has been sublet by the successful bidder after necessary consent of UIDAI.</p>
<p>2. Procedure for Submission of online Bids on CPP Portal</p>	<p>i) The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificate. The instructions given below are meant to assist the bidders in registering on the CPP Portal, preparing their bids in accordance with the requirements and submitting their bids online on the CPP Portal.</p> <p>ii) More information useful for submitting online bids on the CPP Portal may be obtained at: https://eprocure.gov.in/eprocure/app</p> <p>1. Registration</p> <p>i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.</p> <p>ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.</p> <p>iii) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.</p> <p>iv) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by Controller of Certifying Authorities (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.</p> <p>v) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC to others which may lead to misuse.</p>

- vi) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

2. Searching for tender document

- i) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- ii) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- iii) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

3. Preparation of bids

- i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of packets in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- iii) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. However, bidder must ensure that the document submitted are legible.
- iv) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided

to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

4. Submission of bids

- i) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to any issues. The system will not permit submission of documents beyond the deadline.
- ii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- iii) Bidder has to select the payment option as “offline” to pay the EMD as applicable and enter details of the instrument.
- iv) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, so as to reach latest by the last date and time of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- v) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard Bill of Quantities (BoQ) format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- vi) The server time (which is displayed at the top of the tender site on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- vii) As per CPP Portal, all the documents being submitted by the bidders

would be encrypted using PKI encryption techniques to ensure secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the Secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers. These instructions are available CPPP website at link <https://eprocure.gov.in>

viii) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

ix) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

5. Assistance to bidders

i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

ii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Foreign bidder can get help at +91-7878007972, +91-7878007973.

3. General	<ul style="list-style-type: none"> i) All the provisions listed out in the Request for Proposal (RFP) issued by the UIDAI shall be binding upon the participating bidders of this RFP. ii) UIDAI will select Service Providers, in accordance with the method of selection as detailed in Part-IV of Section-II "Selection Process". iii) The detailed scope of the assignment/job has been described in the Scope of Work in Section III of RFP. iv) The date, time and address for submission of the bid have been given in Data Sheet at Part II of Section-II of RFP. v) Interested Bidders are invited to upload the documents for Pre-Qualification, Technical Bid and Financial Bid, strictly as per Part V of Section II – "Instructions on Bid Preparation and document Checklist". vi) The Purchaser is not bound to accept any or all the bids, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Bidders.
3.1 Only one Bid	A Bidder shall upload only one Financial Bid. If a Bidder submits or participates in more than one bid, such bids shall be disqualified.
3.2 Bid Validity	The Part II of Section-II 'Data Sheet' indicates the period for which the Bidders' Bid must remain valid after the submission date.
3.3 Consortium	Bids received from Consortiums will be rejected. Subcontracting of any work resulting from the tender is not allowed, except where the RFP explicitly allows for the bidder to enter into a contract with a third party.
3.4 Tenure of Contract	<ul style="list-style-type: none"> i) The tenure of the Contract shall be as specified in 'Data Sheet' at Part-II of Section-II. ii) Extension of the contract: The contract may be extended as specified in 'Data Sheet' at Part-II of Section-II. iii) Termination of the contract: Notwithstanding the allocation of the volume of work during the Contract period and/or tenure of Contract, the UIDAI reserves the right to terminate the contract without prejudice or liability after giving notice as stipulated in GCC and SC.
4. Clarification and Amendment of RFP Document	<ul style="list-style-type: none"> i. Bidders may request a clarification in the RFP document up to the number of days indicated in 'Data Sheet', before the bid submission date. Any request for clarification must be sent by standard electronic means to the Purchaser as indicated in the Data Sheet (Part-II, Section II). ii. At any time, before the submission of Bids, the Purchaser may amend the RFP by issuing an addendum/corrigendum in writing or by standard electronic means/News papers/UIDAI Website. The addendum/corrigendum issued shall be binding on all Bidders.

<p>5. Preparation of Financial bid</p>	<p>i) The preparation of the Financial Bid as well as all related correspondence exchanged by the Bidders and the Purchaser shall be in English.</p> <p>ii) The Financial Bid shall be prepared using the attached Standard Form as in BOQ (MS Excel format), Annexure-I and Annexure-II. It shall include all costs associated with the Service/Assignment. The financial bid shall not include any conditions attached to it. Any such conditional financial bid shall be summarily rejected.</p> <p>iii) The Financial Proposal/Commercial bid format as in Annexure-II of Section V is also provided as BOQ_XXXX.xls along with this tender document at https://eprocure.gov.in/eprocure/app Bidders are advised to download this BoQ_XXXX.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, bid will be rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with UIDAI. In case of discrepancy between the BOQ and Annexure-II of RFP, BOQ will prevail.</p>
<p>6. Taxes</p>	<p>i) The Bidder may be subject to taxes, such as, but not limited to GST, Service tax, duties, fees, levies etc. on amounts payable by the Purchaser under the Contract. Bidders shall mention all such taxes in quoted cost in the financial bid separately as per the format provided.</p> <p>ii) Bidders shall provide the price of their services in Indian Rupees and up to two decimal places only (for example: Rs 00.00) exclusive of taxes.</p> <p>iii) The PSP shall be entirely responsible for all taxes, duties, octroi, license fees, and demurrage charges etc., incurred on the contracted Services to the Purchaser. If there is any reduction or increase in duties and taxes due to any reason whatsoever after submission of Bid by the Bidder, the same shall be passed on to the Purchaser or PSP respectively. Bidder shall provide the cost of the services and all applicable taxes separately as per the format provided in the RFP</p>
<p>7. Earnest Money Deposit (EMD)</p>	<p>i) An EMD of the value as specified in the 'Data Sheet' may be deposited in the form of Demand Draft drawn in favour of "Unique Identification Authority of India" payable at New Delhi.</p> <p>ii) EMD in the form of Bank Guarantee will also be accepted from any of the commercial banks. The Bank Guarantee may be addressed to the 'Unique Identification Authority of India, Bangla Sahib Road, Behind Kali Mandir, Gole Market, New Delhi – 110 001. The Bank Guarantee should be valid for 45 days beyond bid validly period from the last date of</p>

submission of the online bids. **The hard copy of the original instrument in respect of EMD must be delivered at the address as mentioned in Data Sheet (Part II of Section-II of RFP) on or before bid opening date and time as specified. Bid will not be accepted if original payment instrument against the submitted bid are not reached by the specified date and time.**

- iii) The Micro and Small Enterprises (MSE) as defined in MSE Procurement Policy of Department of Micro, Small and Medium Enterprises or who are registered with the Central Purchase Organisation, or with the Ministry of Electronics and Information Technology (MeitY), or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) are exempted from submission of EMD. Such Bidders must furnish a valid certificate in this regard along with the bid.
- iv) Bids not accompanied by EMD shall be rejected as non-responsive.
- v) No interest shall be payable by the Purchaser for the sum deposited as Earnest Money Deposit.
- vi) The EMD of the unsuccessful bidders would be returned within 30 days of signing of the contract with the successful bidder.
- vii) Non compliance of given clauses by successful bidder shall constitute sufficient grounds for the annulment of award and forfeiture of EMD, in which event UIDAI may award contract to the next lowest evaluated bidder or invite fresh bids.

7.1 Forfeiture of EMD	<p>The entire EMD shall be forfeited by the Purchaser in the following events:</p> <ul style="list-style-type: none"> i) If Bidder withdraws its bid during the validity period or any extension agreed by the Bidder thereof. ii) If the Bidder varies or modifies its proposal in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof. iii) If the Bidder tries to influence the evaluation process. iv) If the Bidder/s selected as 'Service Provider/s' chose to withdraw the Bid before the finalization process (failure to arrive at consensus by both the parties shall not be construed as withdrawal of Bid by the Bidder).
8. Tender Fees	<p>Tender Fee is waived off as per GFR 2017 guidelines.</p>
9. Performance Bank Guarantee	<ul style="list-style-type: none"> i) The selected Bidder shall be required to furnish a Performance Bank Guarantee equivalent to 10% of the assessed project value of the contract for the bidder estimated on the basis of finalized rates in the form of an unconditional and irrevocable Bank Guarantee from a scheduled commercial bank in India in favour of 'Unique Identification Authority of India' for the entire period of contract with additional 90 days claim period. ii) Empanelled Service provider shall have to submit additional PBG @ 10 per cent of the cost of the additional allocated volume of work, in case such allocation is required and mutually agreed. iii) Performance Bank Guarantee shall be submitted by the successful bidder within 15 days of notification of Award of contract but before the signing of the contract. iv) The successful bidder has to renew the Bank Guarantee on same terms and conditions for the period of extension of contract including claim period. v) Performance Bank Guarantee would be returned after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable/payable from/by the Bidder on any account under the contract. vi) On submission of this Performance Bank Guarantee and after signing of the contract, the demand draft/bank guarantee submitted towards EMD would be returned in original.
10. Submission, Receipt and	<ul style="list-style-type: none"> i) An authorized representative of the Bidder shall initial/sign all pages of the original Financial Bid before uploading on CPPP website. The authorization shall be in the form of a written power of attorney or board

Opening of Bids	<p>resolution in the name of the authorized signatory accompanying the technical bid and Financial Bid demonstrating that the representative has been duly authorized to sign.</p> <p>ii) For instructions on bid preparation and checklist of documents required for bid submission please refer Part-V of Section-II.</p> <p>iii) Bids shall be submitted online only at CPPP website: http://eprocure.gov.in/eprocure/app not later than the time and the date indicated in the Data Sheet, or any extension to this date by the purchaser Any bid received by the Purchaser after the deadline for submission shall not be considered</p>
11. Right to Accept/ Reject the Bid	<p>The Purchaser reserves the right to accept or reject any Bid and to annul the RFP process and reject all such bids at any time prior to award of contract, without thereby incurring any liability to the affected applicant(s) or any obligation to inform the affected applicants(s) of the grounds for such decision. The purchaser reserves the right to reject incomplete or incorrect bids.</p>
12. Public Opening and Evaluation of Financial Bids	<p>i) Financial bids shall be opened on the date & time specified in the Schedule.</p> <p>ii) The Purchaser reserves the right to correct any computational errors. If there is a discrepancy between the unit cost and total cost(unit cost multiplied by volume), unit cost will be considered as final number and also in case of discrepancy between words and figures, words will be considered as final figure.</p> <p>iii) Award of contract to the qualified bidder will be done as per the process defined in Part-IV of section-II.</p>
13. Disqualification	<p>1. Purchaser has the sole discretion to disqualify any applicant and at any time during the evaluation of application, if the applicant:</p> <p>i) Submitted the application after the response deadline:</p> <p>ii) Made misleading or false representations in the forms, statements and attachments submitted as proof of the eligibility requirements;</p> <p>iii) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures etc. in any project in the preceding three years.</p> <p>iv) Submitted an application that is not accompanied by required documentation or is non-responsive;</p>

	<p>v) Failed to provide clarifications related thereto, when sought;</p> <p>vi) Submitted more than one application either as a Single Agency/ Prime Agency/ consortium member;</p>
14. Award of Contract	<p>i) The Purchaser shall issue a 'Letter of Award of contract' to the selected Bidder after acceptance of work plan</p> <p>ii) The Bidder will sign the contract within 15 days of notification of Award of contract.</p> <p>iii) The Bidder is expected to commence the services within 30 days of signing of Contract. In case the winning Bidder fails to start the services within 30 days of signing of contract, then the Purchaser may exercise the right to cancel the award of work to the selected bidder and award to the next lowest bidder or cancel the RFP, as the case may be. In exceptional cases UIDAI may grant extension if the delay is due to reason not in control of the Service Provider.</p>
15. Termination of Contract	Notwithstanding the duration of the contract/ allocation of volume of work, the termination of the Contract is subject to the conditions as stipulated in General Conditions of Contract.

PART-II: DATA SHEET:

Paragraph Reference	Details
3. iv	<p>Name and Details of Purchaser:</p> <p>The Chief Executive Officer, Headquarters - Unique Identification Authority of India 9th Floor, Bangla Sahib Road, Behind Kali Mandir, Gole Market New Delhi – 110 001</p>

3. iv	<p>The Bid submission address is:</p> <p>“Printing of Aadhaar Status/PIN Letters”</p> <p>Assistant Director General - Logistics 6th Floor, Headquarters - Unique Identification Authority of India Bangla Sahib Road, Behind Kali Mandir, Gole Market New Delhi – 110 001</p> <p>(The Hard Copy of original instruments in respect of tender document, earnest money must be delivered to the above address on or before bid opening date/time as per the procedure defined in Part-V of Section-II and as specified in Schedule provided in the Data Sheet.)</p>
3.2	Bids must remain valid for 180 days after the closing date of bid.
3.4	<p>Tenure of Contract:</p> <p>The contract shall be in force for two years or till the time the allocated volume of work is completed satisfactorily, whichever is earlier, subject to adherence to time lines/time frame and as per the terms and conditions of RFP.</p>
3.4	<p>Extension of Contract:</p> <p>The contract may be extended by a period of one year plus one year (up to Two years on ‘year on year’ basis or part thereof), subject to satisfactory performance by the Bidder.</p>
4.	<p>Clarifications may be requested not later than the date defined in the Schedule. Clarifications may be e-mailed (only) to the following address:</p> <p><u>letter@uidai.net.in</u></p> <p>(The clarification will be given on the CPPP website only).</p> <p>All email must have “Pre Bid queries: FOR PRINTING OF AADHAAR STATUS/PIN LETTERS”</p>
7.	Amount of EMD is Rs.14 Lakh (Rs Fourteen Lakh Only) .
8.	Tender Fee is not applicable as per GFR, 2017
9.	Performance Bank Guarantee will be 10% of the cost of estimated volume of work

	for each bidder
12.	Schedule for RFP

S. No.	Activity	Date
1.	Date of issue of the RFP	27 .07.2018
2.	Pre-Bid Conference (Venue: Conference Hall- 8 th Floor, UIDAI HQ, Bangla Sahib Road, Behind Kali Mandir, Gole Market, New Delhi- 110001 (at 1500 hrs)	02.08.2018 (1500 hrs)
3.	Last date for submission of written queries (Through email only) for clarification on Bid document (1700 hrs)	08.08.2018 (upto 1700 hrs)
4.	Date of issue of clarifications	16.08.2018
5.	Bid submission Start Date	30.08.2018
6.	Last Date of submission of Bids (upto 1100 hrs)	05.09.2018 (upto 1500 hrs.)
7.	Opening of pre-qualification sheets (1600 hrs)	06.09.2018 (at 1500 hrs.)
8.	Technical Evaluation	Shall be intimated later
9.	Opening of Financial Offers	Shall be intimated later

PART-III: ELIGIBILITY CRITERIA

Evaluation of Pre-qualification criteria will be as per the information/response provided by the bidders against Pre-qualification criteria along with the relevant supporting documents.

Important: Those service providers who do not qualify Pre-Qualification Criteria(S) will not be considered for any further processing and are liable to be rejected.

TABLE 1. CRITERIA FOR PRE-QUALIFICATION

1	Name of the Bidder	
2	Mailing address	
3	Telephone and Fax Number	
4	E-mail address	

5	Name and designation of the person authorized to make commitments to UIDAI (Certificate of Authority to be provided)	
6	Year of establishment of firm	
7	Other financial activities of the firm/ company	

S. No.	Pre-Qualification Criteria	Supporting Documents	Compliance (Yes/No)	Detailed Remarks
1	Company registered in India under the Companies Act 1956/Companies Act, 2013.	Certificate of Incorporation/Registration in the name of the bidder active as on the date of bidding		
2	The Bidder's Average annual turnover of at least Rs 20 crore (Rupees Twenty Crore only) from the core printing operation within India only, during the previous three financial years (2014-2015, 2015-2016 & 2016-17) Required Information to be provided in specified format given in ANNEXURE X	Certified copies of audited financial statements & annual report for the immediately preceding three financial years i.e. , 2014-2015, 2015-2016, 2016-17. In case revenues from printing activity are not separately mentioned in the financial statement, a Certificate to the effect from the statutory auditor (in original) of the company qualifying the revenue is also required to be furnished.		
3	Should have filed income tax returns for the three financial years, 2014-15, 2015-2016, & 2016-2017	Certified copies of the ITRs filed by the entity for the immediately preceding three financial years i.e., 2014-2015, 2015-2016 & 2016-17.		

S. No.	Pre-Qualification Criteria	Supporting Documents	Compliance (Yes/No)	Detailed Remarks
4	The bidder should not be blacklisted or debarred or banned from participating or carrying out business with the UIDAI or the Ministry of Electronics & IT or the entire Central Government at the time of the submission of the bid. An undertaking from the bidder, in this regard, should be submitted. A similar ban subsequent to the submission of the bid, but before the award of the contract shall also disqualify the bidder.	Certificate from the whole-time Company Secretary or Statutory Auditors of the bidder entity		
5	Should have an 'installed capacity' of not less than 0.72 lakh per day in printing, enveloping and handling of similar letters and delivery at the designated point(s).	Self-certification by authorized signatory		
6	The bidder must have successfully " completed " OR " completed part of the ongoing " variable data printing and barcode project(s) (at least in 6 Regional languages) during last five years awarded by Government/PSUs of the following values as on 30.04.2018 (a) one project costing not less than Rs 5.5 Crore Or (b)Two projects costing not less than Rs 3.4 Crore each Or (c) Three projects costing not less than Rs. 2.8 Crore each	"Satisfactory Work Completion "Certificate(s) with date from the client / CA / CS pertaining to the value of work done as on 30.04.2018 Also provide client reference(s) detailing Name, Designation, Phone and Email Ids.		
7	The bidder should have ISO 27001 certification of the	Copy of the certification		

S. No.	Pre-Qualification Criteria	Supporting Documents	Compliance (Yes/No)	Detailed Remarks
	suggested printing location at the time of bid submission.	valid on date of bidding		

Note: Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the CS/authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

TABLE 2. TECHNICAL EVALUATION CRITERIA

The bid will be evaluated based on the weightings and parameters as mentioned in Technical Evaluation Criteria. Bidder will have to score a minimum qualifying score of 70 marks to be considered for Commercial Evaluation.

Sl. No.	Criteria	Description	Weight-age
I.	Capability and profile	Evaluation of Infrastructure quality, quality of machines and Experience of personnel.	35
II.	Past experience of the firm	Review of Past experience in terms of Turnover, past projects and similar work done	40
III.	Proposed methodology and Implementation Plan	Evaluation of proposed methodology for overall implementation including Printing Solution, MIS and Data security	25
	Total weight-age		100

S. No.	Criteria	Max. Score	Marks	Documents submitted
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1	Capability and Profile	35		
1.1	Infrastructure Quality – 10 Marks	10		
	(i) Space available, free & utilized (Minimum free space required 200sq. meters)		3	
	(ii) Space connectivity (by road, rail and air)		2	
	(iii) Physical security etc a. Provision for Round the clock security. b. CCTV surveillance Cameras at all strategic locations (both inside and outside the premise) with 7 days recording and storage facilities. c. Entry only through biometric/Card punching system.		5	
1.2	Quality of Machines (How to meet the required output per day with working sheet) – 15 Marks (Specified format for Production volumes provided in Annexure VII)	15		
	(i) Automation,		3	
	(ii) Computerization		3	
	(iii) Production in volumes		6	
	(iv) Integration of processes		3	
1.3	Quality/experience of Technical personnel (preferably more than three years experience) – 10 Marks – (Specified format provided in Annexure VIII)	10		
	(i) Project Manager		4	
	(ii) IT team		2	
	(iii) Operation team		4	
2	Past experience of the Firm	40		

2.1	Turnover from similar work from operations within India – 15 Marks (Required specified format provided in Annexure IX)	15		
	(i) \geq Rs 5Cr < Rs 9 Cr		10	
	(ii) \geq Rs 9 Cr < Rs 18 Cr		12	
	(iii) > Rs 18Cr		15	
2.2	Number & Value of similar works executed – 10 Marks	10		
	No. of Similar works			
	3 –5		5	
	5 – 8		8	
	> 8		10	
2.3	Size in terms of value in INR of single largest domestic customer supported – 10 Marks	10		
	(i) Rs 2 Cr – Rs 5 Cr		5	
	(ii) >Rs 5Cr < Rs 15 Cr		8	
	(iii) > Rs 15 Cr		10	
2.4	One or more ongoing contracts in which letters are dispatched through DoP as franked articles and Speed post service – 5 marks		5	
3	Proposed Methodology	25		
3.1	Printing solution and article tracking availability		5	
3.2	Quality of proposed MIS		5	
3.3	Data Security		10	

3.4	Innovation and features beyond proposed requirements		5	
	Total Marks	100		

All bidders who meet the Pre-Qualification criteria may be invited to make a 30 minute Presentation. The presentation must contain the details on the subjects given above. The bidders may submit five samples of each type of letter (Status/PIN) during the presentation.

Note: Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the CS/authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

Important:

- i) Bidder must submit the presentation and video detailing the facilities (in-line with UIDAI requirements) of the proposed location(s) with the online bid.
- ii) UIDAI reserves the right to visit the Printer's premises and include the same for evaluation.
- iii) Discrepancy between stated capacity/capabilities and site verification shall result in immediate disqualification.

PART-IV: SELECTION PROCESS:

- 1. Evaluation of Proposals:** The evaluation of the proposal will be done in 3 parts:
 - 1.1 Preliminary Scrutiny:** Each proposal will be scrutinized by a Screening Committee of UIDAI to determine whether the documents have been properly signed by authorized representative of the bidder, all relevant papers submitted and the proposal are in order. Proposals not conforming to such requirements will be prima facie rejected.
 - 1.2 Pre-Qualification:** The minimum qualifying criteria mentioned in Table-1 at Part-III of Section-II will need to be met to be considered for technical evaluation.
 - 1.3 Technical Evaluation:**
 - (a)** The bid will be evaluated based on the weightings and parameters detailed in Table-2 at Part-III of Section-II. Based on the 'Evaluation Parameters', points shall be awarded and Total Technical Score (TS) computed for each bid.
 - (b)** All bidders who meet the Pre-Qualification criteria, may be invited to make a maximum of 30 minute Presentation, as part of the Technical Evaluation as indicated in Table-2 at Part-III of Section-II. The presentation must contain a video of the actual printing facilities available (as per the requirement of this RFP) at the proposed site/s. Presentation (PPT) should be uploaded online along with the bid.

(c) In order to qualify as defined hereunder as 'Technically Qualified Bidder' (TQB), the bidders should have scored a minimum of 70 marks. Only TQBs with minimum of 70 marks will be considered for Commercial Evaluation.

(d) UIDAI officials may visit the site/facility of the bidder for evaluation of Technical details submitted by the bidder. Misrepresentation/falsification of details submitted shall render the bidder disqualified.

2. SELECTION OF FIRMS:

- 2.1 The Financial Bids of only the 'Technically Qualified Bidders' will be opened.
- 2.2 The volume of the work as offered in RFP will be awarded to the L1 bidder **[total cost of Contract (Item 1 + Item 2) in Annexure II]**.
- 2.3 Bids received will be arranged from Lowest Cost (L1) to highest cost.
- 2.4 In case of a tie:
- (A) In case of a tie between 2 or more bidders, the Bidder which scored more marks in Technical Evaluation (out of 100) will be the selected bidder. In case of a further tie between bidders on the marks, the bidder which scored more marks in 'Proposed Methodology' will be selected.
- 2.5 The UIDAI reserves the right to call for a second bid process to select a firm for execution of the project.

PART-V: INSTRUCTIONS ON BID PREPARATION AND DOCUMENTS CHECKLIST:

1. Online Bids Submission Process

- 1.1 The bids (Complete in all respect) shall be submitted Online and must be uploaded on <https://eprocure.gov.in/eprocure/app> in two packets i.e. Two Bid system (technical bid and commercial bid), and bidder must follow the procedure as detailed in the Part-I (General) of Section II.
- 1.2 The bid shall be submitted online, the signed and scanned copy of all the required documents in –
- (A) Packet-1 having 2 parts, viz.
- Part I – Prequalification sheets (Checklist with Y/N as mentioned in the Table-1 of Part-III under Section II + Supporting Documents as per Annexure XII) + EMD
 - Part II - Technical Bid Submission (All the supporting documents as required in Table-2 of Part-III under Section II + copy of presentation+ video)
- (B) Packet-2 having
- Part I - Financial Bid Submission (Covering letter for financial bid as per Annexure-I of Section V)
 - Part II - Schedule of price bid in the form of BOQ_XXXX.xls

- 1.3 All the pages of bid being submitted must be signed by the authorized signatory and sequentially numbered by the bidder irrespective of nature of content of the documents and must contain the list of contents with page numbers before uploading. All the files mentioned above should be in .PDF format except for the BoQ which should be .xls format.
- 1.4 The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.
- 1.5 Original Instruments for EMD (as per Bank Guarantee Format in Appendix E) must be submitted on or before the last date and time of submission of Bids to the address, date and time as mentioned in the Data Sheet (Part II of Section-II of RFP).

2. FINANCIAL BID FORMS

1. The bidder shall quote the **per unit cost of a 'Letter'** for providing services as per the Scope of Work given in Section III which shall exclude all the statutory taxes, levies, duties etc. The **per unit cost of a 'Letter'** quoted shall be inclusive of all costs for providing other additional services specified in the 'Scope of Work'. The total cost quoted shall be inclusive of all incidental expenses. The 'Cost' should be exclusive of all taxes, such as, but not limited to GST, Service tax, duties, fees, levies etc. on amounts payable by the Purchaser under the Contract.
2. Bidder must quote only one cost. Cost shall be provided up to two decimal places.
3. Bidder shall also separately mention all the statutory taxes, levies, duties etc..

3. FINANCIAL BID COVERING LETTER

The Bidders shall submit online the Financial Bid Covering Letter as given in Annexure I of Section-V.

4. FINANCIAL BID FORM

The Bidders shall submit online the Financial Bid Form as given in Annexure-II along with covering letter as specified in Annexure-I. Financial Bids which are not submitted as per the Financial Bid Forms shall be summarily rejected. Any conditional bids shall also be summarily rejected during the evaluation of the financial bids.

CHECKLIST

S. No.	Category	Detailed description	Compliance (Yes/No)

1.	Pre-Qualification Criteria	Signed and scanned copy of List and Supporting Documents as per Table-1 of Part-III of Section II and Annexure XII Earnest Money Deposit	
2.	Technical Evaluation Criteria	Signed and scanned copy of List and Supporting Documents as per Table-2 of Part-III of Section II + copy of presentation + copy of video.	
3.	Commercial Bid	Commercial bid filled out in the formats as specified in Annexures II (schedule of price bid in the form of BOQ XXX.xls) & Annexure I of Section-V.	

SECTION-III

SCOPE OF WORK

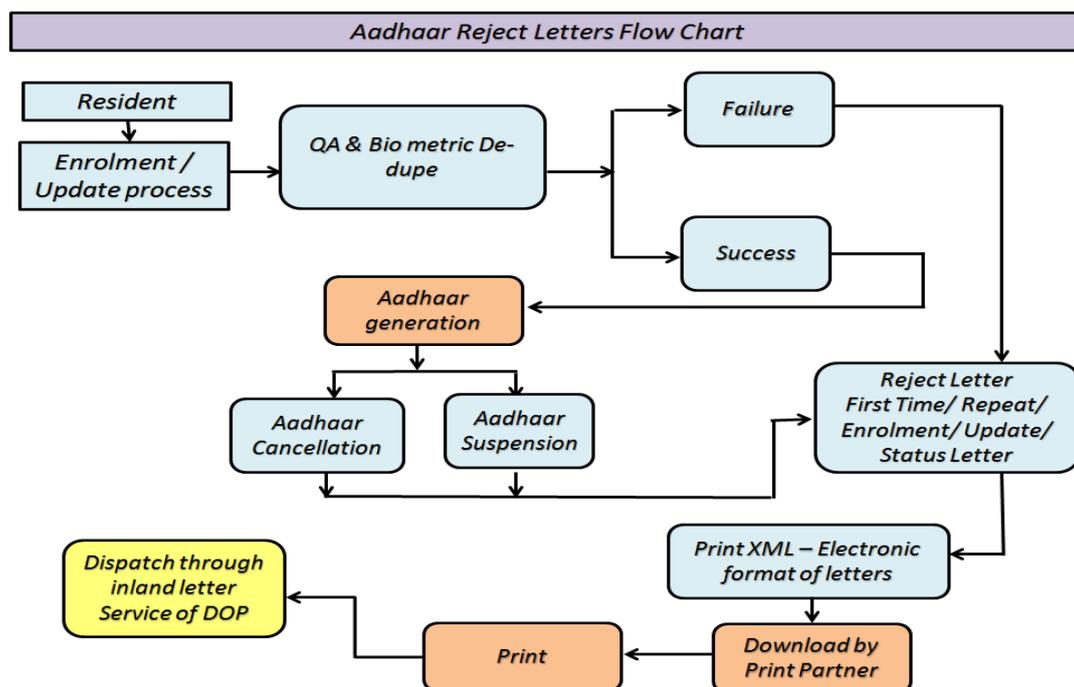
PART-I: DESCRIPTION OF SERVICES

1. GENERAL

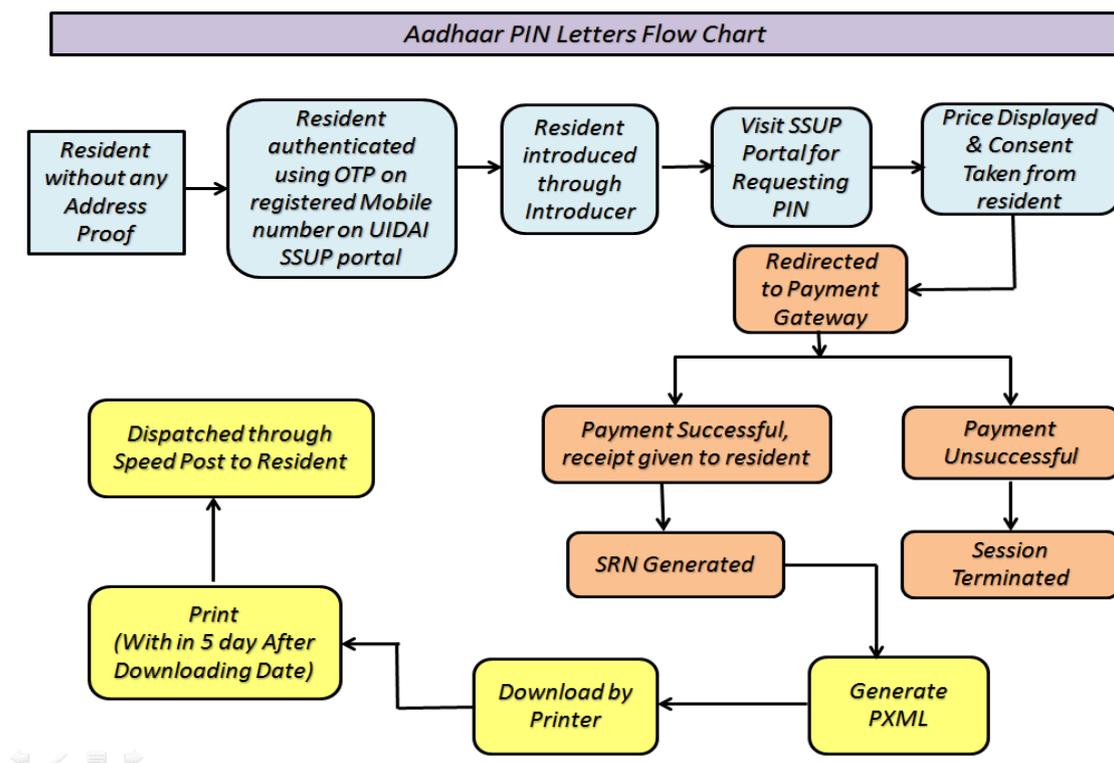
After selection of Service Provider through this RFP process, the new Service Provider will be required to deliver the services as per the requirements detailed in this section.

UIDAI estimates to print approximately **4.31 crore letters** during a period of two years at the rate of approximately **0.72 Lakh letters per day**. The Service Provider is expected to have the ability to ramp up to **25% and 40%** more per day printing capacity than the existing capacity within **4 weeks and 8 weeks respectively** on intimation of the same by UIDAI

2. Indicative Process Flow Diagram For Aadhaar Status Letter



3. Indicative Process Flow Diagram For Aadhaar PIN Letter



4. RECEIVING OF DATA FROM UIDAI

The data for printing shall be provided to the Service Provider in Unicode XML (Extensible Markup Language) file format or an equivalent electronic format as specified by UIDAI. The estimated size of each file is expected to be approximately 75 KB.

The Service Provider shall have to provision for a dedicated leased line between the print facility/facilities and the Data Center of UIDAI at Site, No-1, NTI Layout, Rajiv Gandhi Nagar, Tata Nagar Entrance, Kodigehalli, Bangalore – 560092. The bandwidth of the lease line should be capable of transferring electronic data, equivalent to the day's printing, in 10 to 15 hours.

The data transfer shall be on SFTP (Secure File Transfer Protocol). The SFTP download/upload client shall be provided or specified, as the case may be, by UIDAI to the Service Provider and the Service Provider shall install the same SFTP client at its printing premises and use it for download/upload of data from/to UIDAI. The installed SFTP client shall be used exclusively for UIDAI work.

5. SECURITY OF DATA

- a. Ensuring Security of electronic data provided by the UIDAI is of paramount importance. In addition to the standard guidelines of the Government of India on Data Security, the Security Guidelines issued by UIDAI on the subject and those under the Aadhaar (Targeted delivery of financial and other subsidies, benefits and services) Act, 2016 needs

to be followed. Any other instructions on Data Security issued by UIDAI from time to time will have to be adhered to strictly.

- b. The service provider has to comply with the existing Information Security Guidelines of UIDAI (Ref Para 7 of this Section) and those as relevant under Aadhaar Act 2016. These are updated periodically as per requirement and at all times.
- c. Secure Key management process shall be maintained for secure key generation, ownership, distribution, archival, storage and revocation by the PSP vendor to protect the keys throughout their lifecycle. HSM provisioned by the bidder, shall be used to manage the secret keys and HSM management shall be done as per OEM recommendation and Industry best practice.

6. PROCESSING OF DATA RECEIVED FROM UIDAI

The Service Provider shall be provided data of **Aadhaar Status/PIN Letters** for following categories viz:

1. Enrolment/ Update Rejection
 2. Aadhaar Cancellation
 3. Aadhaar Suspension
 4. PIN Communication
- Or any other as decided by UIDAI

The Service Provider shall deploy defensive check mechanisms for verifying the integrity of data received from UIDAI. The Service Provider is expected to validate the data file structure, verify the mandatory fields as specified by UIDAI and print only unique records, unless otherwise specified by UIDAI. The verified error records are assigned a reason, skipped (not processed for printing) and written to the skipped file thereby creating a MIS report for all the records skipped for printing. The list of reasons for skipping records shall be provided by UIDAI to the Service Provider. MIS for such **skipped file** is to be prepared in the format as specified in Appendix – B and submitted to UIDAI on daily basis.

7. Information Security Guidelines

Information security guidelines applicable to Service Provider/Print Service Provider (PSP) as outlined in the UIDAI Information Security Policy Document shall apply to MIS applications. The PSP shall ensure the confidentiality, integrity and availability of UIDAI related data and services. The Information Security directives applicable to these PSP has been categorised as below.

- i. Human Resources
- ii. Asset Management
- iii. Access Control
- iv. Password Policy

- v. Cryptography
- vi. Physical and Environmental Security
- vii. Operations Security
- viii. Communications Security
- ix. Information Security Incident Management
- x. Compliance
- xi. Change Management

The brief IS guidelines for each individual area/category have been provided in **Annexure XI** and detailed guidelines will be shared with the selected Service Provider

8. SORTING OF DATA

The Service Provider is expected to have in-place comprehensive 'Collating and Sorting software' which is capable of collating and sorting the electronic data to ensure high efficiencies in printing and dispatch of Aadhaar Status/PIN letters.

The Service Provider is also required to sort the received data Pincode-wise. This is to ensure grouping together of all the Aadhaar Status/PIN Letters meant for delivery to one Pincode. The other variables for sorting of data may be specified by UIDAI from time to time and the same needs to be complied by the Service Provider.

In-addition, a unique document tracking barcode shall be provided or specified, as the case may be, by UIDAI to the Service Provider and which needs to be printed on every individual Aadhaar Status/PIN Letter. The Service Provider shall be allotted a series of such barcodes and is expected to print the barcodes on the Aadhaar Status/PIN Letters from the allotted series only. For each Aadhaar Status/PIN Letter printed, corresponding to an EID/URN (Aadhaar Enrollment Identification/Update Request Number/Service Request Number) number, a unique Aadhaar Status/PIN Letter tracking barcode will be allocated by the Service Provider to the document. The Service Provider is to ensure the uniqueness of Aadhaar Status/PIN Letter-barcode relationship. Any non-unique relationships shall be treated as duplicate printing, unless otherwise specified/communicated/agreed by UIDAI, and shall be liable for deduction from invoice submitted to UIDAI for payment.

9. PRINTING OF AADHAAR STATUS/PIN LETTERS

For Aadhaar Status Letter, the Service Provider will be required to perform fabrication of the 'Aadhaar Inland Document' including perforation, folding and pasting. The Aadhaar Status Letter shall be printed in Black & White variable process with Aadhaar logo in colour [Annexure IV & appendix A(I)]. The PIN letter and Envelope of PIN Letter shall be printed with variable data in 4 colour print [Annexure V & VI & Appendix A(II)]. The variable data would include all official languages of India. **All printing work is to be done by using laser printing technology only.**

All the Aadhaar Status/PIN Letters needs to be scanned for generation of 'Dispatch Manifest' through high speed scanner. The process of scanning and 'Dispatch Manifest' generation needs to be completely automated.

10. MODE OF DISPATCH OF AADHAAR STATUS/PIN LETTERS

10.1 Dispatch of Aadhaar Status Letters –

The dispatch of Aadhaar Status letters will be through **First Class Franked Mail Service of Department of Posts.**

The dispatch of the Aadhaar Status Letters through the First Class Mail, duly franked, is done by the Department of Posts. The Service Provider will be required to do the Digital Franking, with required postage, of the printed Aadhaar Status Letters which are to be dispatched through the First Class Mail. The Service Provider shall have a valid commercial license issued to him, for undertaking digital franking, by the Department of Posts.

Each document will have to be franked on Digital Franking machine with applicable postage rate. **For undertaking the franking activity, the Service Provider shall be provided a flat fee of 3% of discovered rate for printing of Aadhaar Status Letters.** The postage charges will be borne by UIDAI including any incidental charges like handling, etc., as applicable.

Franking machines are to be pre-loaded with funds by the Department of Posts. For issuance of funds to the Department of Posts, the Service Provider is to intimate UIDAI (by email/letter) 15 working days in advance and is to ensure avoidance of stoppages in franking/dispatch process. The Service Provider will sort and bundle and bag, the documents on Pincode basis after Digital Franking of the printed Aadhaar Status Letters. The Service provider will also be required to print the bag tag/sticker & attach/paste to the bags to be dispatched. The bundled and bagged Documents will be presented by Service Provider for dispatch to the Department of Posts.

For each Aadhaar Status Letter printed, corresponding to an EID (Aadhaar Enrollment Identification) number, a unique document tracking barcode will be printed by the Service Provider on every individual document. For the Aadhaar documents dispatched through the process of franking, UIDAI may install applications at the printing machines/premises for monitoring and auditing the franking process. The Service Provider is expected to facilitate such installation/s.

The proof of hand over of Aadhaar documents to the Department of Posts by the Service Provider for dispatch will be receipt of signed / acknowledged 'Franking Docket' from the Department of Posts.

For each completed job of franking, dockets/manifest is generated which accompanies each consignment of franked documents given for dispatch to the Department of Posts and is signed by the Department of Posts on receipt of the materials at their premises. These dockets

must be submitted to UIDAI on daily basis along with docket details and fund summary. The same must also accompany the invoices being submitted towards printing charges for the documents dispatched through the process of franking.

10.2 DISPATCH OF AADHAAR PIN LETTERS

The dispatch of the Aadhaar PIN letters will be by Speed Post through Department of Posts. The documents are booked for Speed Post dispatch under the BNPL (Book Now Pay Later) scheme of the Department of Posts.

The Service Provider will be required to register itself/printing premises with the Department of Posts for BNPL facility and issuance of unique EMS (Express Mail Service) barcode series. UIDAI shall facilitate such registration of the Service Provider with the Department of Posts and issuance of EMS barcode.

For each Aadhaar PIN letter printed, corresponding to an EID/URN/SRN number, a unique document tracking barcode will be printed by the Service Provider on every individual document. In addition to the unique document tracking barcode, an EMS/Speed Post barcode will also be printed on Aadhaar PIN letters which are to be dispatched through the Speed Post mode. As such, all the Aadhaar PIN letters which will be dispatched through the Speed Post mode shall be printed with 2 (two) barcodes, one unique document tracking barcode and the other EMS/Speed Post barcode.

Such Pincode-wise grouped and printed documents will be bundled and bagged together and presented by Service Provider for dispatch to the Department of Posts for booking and dispatch by Speed Post.

Documents presented for dispatch to particular Branch Office of the Department of Posts needs to include a 'Manifest', in three (3) copies, which records the EMS/Speed Post barcode printed on Aadhaar document, Bag details and the corresponding Pincode details. This manifest also serves as a reference list for acknowledging the dispatch receipts of documents. Format for such manifest/s will be specified by UIDAI / Department of Posts and shall be binding on the Service Provider. The Service Provider shall also be required to print the Bag Tag/sticker and attach/paste along with the bags to be dispatched.

An electronic file, uniquely mapping an EID/URN/SRN number to its EMS/Speed Post barcode number, will need to be generated by the Service Provider. This file called the 'Booking File' will be shared with the Department of Posts on a daily basis for booking and dispatch of Aadhaar documents.

The proof of hand over of Aadhaar PIN letters to the Department of Posts by the Service Provider for dispatch will be receipt of signed / acknowledged 'Manifest' from the Department of Posts.

If the Service Provider provides the required space, the Department of Posts may establish its collection facility within the Service Provider's (printing) premises.

The proof of dispatch of documents will be 'uploading' of dispatch information on the SpeedNet server of the Department of Posts. The upload on SpeedNet is to be enabled from the nearest speed post location. The processes mentioned above is to be adapted to suit DoP & UIDAI Standard Operative Procedure (SOP).

10.3 PRIVATE COURIER SERVICE

UIDAI may also use private Courier Service for sending any of these letters. The dispatch of these letters through the courier mode will be done by the 'Delivery Partner' approved by UIDAI.

The Pincode-wise grouped documents will be bundled and bagged together and presented by the Service Provider for dispatch to the UIDAI approved courier service.

Documents printed for delivery at particular Pincode needs to include a 'Dispatch Manifest', in three copies, which records the unique document tracking barcode printed on Aadhaar documents. This manifest also serves as a reference list for acknowledging the dispatch receipts of documents. Format for such manifest/s will be specified by UIDAI and shall be binding on the Service Provider.

In additional to the unique document tracking barcode; a courier service barcode will also be printed on Aadhaar documents which are to be dispatched through the courier mode. As such, all the Aadhaar documents which will be dispatched through the courier mode shall be printed with 2 (two) barcodes, one unique document tracking barcode and the other courier service barcode.

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

The proof of hand over of Aadhaar documents to the courier service provider by the Service Provider for dispatch will be receipt of signed / acknowledged 'Dispatch Manifest' from the Courier Service Provider.

The proof of booking and dispatch of documents shall be the upload of booking information on the 'Booking Portal' of the courier service thereby indicating that the documents have been received by courier service for delivery. If any document is not present on the 'Booking Portal' of the courier service, the same shall be deemed as not printed.

If the Service Provider provides the required space, the courier service provider may establish its collection facility within the Service Provider's (printing) premises.

11. MIS REPORTS AND PORTAL INTEGRATION

- a. The Service Provider is required to provide real time MIS to UIDAI on a web based portal for viewing the stage- wise progress of data download, printing, franking, bagging and handover of the Aadhaar Status/PIN Letters to the delivery partner. Capability to track every single Aadhaar document at every stage must reflect on a Real Time MIS based monitoring system/shared with UIDAI through API. Suitable periodic reports would also need to be made available to UIDAI at the portal and customized report generation on parameters like date range, language, region, activity stage and other parameters should be possible online. Formats of such report shall be specified by UIDAI. The Service Provider shall provide the Web access of this facility to UIDAI.
- b. The Service Provider shall also provide a consolidated report for daily printing and dispatch activity over electronic mail. Formats of such reports shall be specified by UIDAI.
- c. Apart from online portal, the Service Provider shall also provide a daily 'Printing MIS'. An indicative format is placed at Appendix- C.
- d. Any integration with existing database/s of UIDAI would need to be carried out by the Service Provider.
- e. The MIS Portal needs to be integrated with UIDAI Portal/information exchange vide APIs to be facilitated by the Service Provider.

12. PURGING

The data for printing shall be provided to the Service Provider in Unicode XML (Extensible Markup Language) file format or an equivalent electronic format as specified by UIDAI. After successful printing and dispatching, the Service Provider shall install systems that automatically purge the databases containing resident data in an automated and systematic mechanism in a periodic manner to be decided by UIDAI. After completion of purging activity, UIDAI may undertake physical inspection for verification of completion of purging process and ensuring compliance of procedure prescribed by UIDAI. The printing service provider and its printing premises and computing environment shall be subjected to the guidelines under the information security policy of UIDAI. The detailed guidelines in Information Security Policy will be shared with the selected bidders for compliance

PART-II: SERVICE LEVEL AGREEMENT

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

2. The benefits of this SLA are to:
 - (i) Trigger a process that draws the Purchaser and Service Provider management's attention to certain aspect of performance when that aspect drops below an agreed upon threshold or target.
 - (ii) Makes explicit the expectations that Purchaser has for performance from the selected Service Provider.
 - (iii) Helps Purchaser control the levels and performance of Service Provider's services.
3. The Purchaser may initiate an interim review to check the performance and the obligations of the Service Provider 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 also reserves the right to waive or relax part or whole of SLA applicable for the duration or to the specific Service Provider.
4. The Purchaser or its designated officials or designated third party shall have the right to conduct quality and process audit of the Service Provider, at any point of time, in respect of SLA or any other parameters at any time without prior notice.
5. The Service Provider 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 Service Provider to provide clarifications on these reports as well as the measurement tools and processes utilized by the Service Provider for reporting. The Purchaser should have full access to check the status/report at any time. The Service Provider shall extend full cooperation for conducting such audits.
6. UIDAI shall define the SLA measurement methodology based on which the Service Provider shall submit reports on the SLA defined in this section to the Purchaser in the specified formats within 15 days of completion of each SLA period along with invoice of the SLA due month. The Purchaser may ask the Service Provider to provide clarifications on these reports as well as the measurement tools and processes utilized by the Service Provider for reporting. The Purchaser should have full access to check the status/report at any time. The Service Provider shall extend full cooperation for conducting such audits. If Service provider fails to submit the SLA reports in time then UIDAI reserve the right to generate the same, which would be binding on the Service Provider.
7. All SLAs are defined with reference to the daily printing output for selected Service Provider. The current tracking assumes a total daily quantity of **0.72 lakh Aadhaar Status/PIN Letters per day.**
8. The Service Provider is expected to have the ability to ramp up **to 25%and 40% more per day printing capacity than the existing capacity within 4 weeks and 8 weeks respectively on intimation of the same by UIDAI. After the expiry of 4 weeks/8 weeks of intimation,** the SLA shall be enhanced / calculated on the basis of increased daily printing output/capacity.
9. Non-availability of sufficient data from the UIDAI will be treated as an exception. Sufficient data will be made available to the Service Provider by UIDAI. However, at times, there

may be occasions when UIDAI is unable to provide sufficient data. In such cases the applicable penalty shall be calculated on pro-rata basis of the data provided by UIDAI for the duration of applicable SLA.

SERVICE LEVEL AGREEMENT(SLA) PARAMETERS

The Selected Service Provider shall agree to the following service level agreement (SLA) parameters while providing Printing services to UIDAI's stakeholders. These SLAs shall be tracked on a periodic basis and are envisaged to have penalty and or liquidation damage clauses on non-adherence to any of them.

The SLA parameters are divided into 2 (two) types: -

1. One-Time SLA Parameters
2. Operational SLA Parameters

A. One Time SLA on Commencement of Service

Sl. No.	Deliverable	Definition	Measurement Criteria	Timeline	Penalty
1.	Commencement of services	Commence the service as per the scope of work of RFP	Within 30 days from the date of signing the contract between the Purchaser and the Service Provider	Within 30 days (including 30 th Day) from the date of signing the contract between the Purchaser and the Service Provider	Nil
				Delay of every 1 day from 31 st day from the date of signing the	Rupees 5,000 per day of delay. Capped at maximum

				contract between the Purchaser and the Service Provider	of Rupees 2.5 Lakh.
				Delay beyond 50 days starting from 30 th day from the date of signing the contract between the Purchaser and the Service Provider	UIDAI may choose to terminate the contract and PBG can be forfeited

B. Operational SLAs

For the purpose of SLA measurement turn-around-time shall be reviewed on a quarterly basis. The penalty imposition on non-compliance shall be done on a quarterly basis. The Service Provider shall provide detailed MIS of requests received and processed for printing, dispatch and delivery in the format to be shared by UIDAI with the selected PSP.

1. Minimum Quarterly Output

UIDAI needs the Service Provider to handover daily printing output of Aadhaar Status/PIN Letters for the selected Service Provider to the delivery partner per day; as such the Service Provider shall be required to give a minimum Quarterly output **calculated on the basis of 25 working days per month (Minimum daily output X 75 days)**, as under:

TABLE-1

SN	Activity	Benchmark
1.0	Electronic data download, printing, franking, bagging and handover of daily printing output of Aadhaar Status/PIN Letters to the delivery	Minimum Quarterly output: <u>54 Lakh</u>

Formula for Calculating SLA : Value of Penalty applicable = No. of deficit documents* X Discovered printing price per document X SLA Penalty slab**

* *Deficit Document*:- Number of documents remaining undispached out of the output quantity assigned for the quarter.

** SLA Penalty Slab:- Number of Deficit documents divided by (Total number of Documents available to be printed)

A. Penalty for variation from benchmark:

Penalty will be imposed on negative deviation from minimum required output per quarter. The penalty table based on low output from benchmark is indicated below:

TABLE-2

Sr. No.	% Deviation from Benchmark	Percent Penalty Slab
1	From 0% to 5%	0 %
2	From 5.01% to 10%	2%
3	From 10.01% to 20%	3%
4	More than 20 %	5 %

Example

Total Volume allocated = 50 lakh
 Volume printed = 42 Lakh
 Deficit Documents = 8 lakh
 Deviation from Benchmark = 16.0 %
 Percent penalty slab = 3%

B. SLA for Turnaround Time of Aadhaar Status/PIN letter printing and dispatch

The printing service partner is required to process the cases according to the following turn-around-times (as per table below):-

TABLE-1

S No.	Activity	Benchmark Period	Clause
1.0	Printing & Dispatch of Aadhaar Status/PIN letter.	5 Days from the date of receipt of data from UIDAI. (Excluding 3 national Holiday)	<p>1. If performed within 5 days*, no penalty will be applicable.</p> <p>2. If performed within 3 Days* after benchmark period – 5% of payment applicable for the default services, shall be charged as penalty. (Excluding postal charges)</p> <p>3. If performed after 3 Days* from the benchmark period– 10% of payment applicable for the default services shall be charged as penalty. (Excluding postal charges)</p> <p>4. If not printed and dispatched within 10 Days* from the benchmark period then 100% of payment applicable for the default services shall be charged as penalty. (Excluding postal charges)</p> <p>5. UIDAI may provide relaxation on Turn around Time in exceptional case.</p> <p>* <i>excluding three national holidays</i></p>

C. Critical Errors:

- i. Poor printing quality of document.
- ii. Production damage to document.
- iii. Any other error directly attributed to Production or Printing flaws, as per the specification or implicit requirements.
- iv. Duplicate Document printing.

Penalties for Critical Errors: Such errors shall, in the normal course, never occur. However, on occurrence of such an error, the Service Provider will be required to:

- a) Re-print the entire document print batch, the cost of which shall be borne by the Service Provider.
- b) Delivery cost of all the documents in the print batch shall be borne by the Service Provider.
- c) Send an apology document to the Resident, as per the specifications of the IEC

material or as specified / approved by UIDAI, the cost of which shall be borne by the Service Provider.

- d) In addition, there shall be a penalty of 25 times of the discovered printing price per document for every document reported with critical error.
- e) The Service Provider shall also analyze the root cause of error(s) occurred and implement Corrective Measures within 10 days of report. Objective evidence of corrective measures needs to be provided to the Purchaser.
- f) The penalties for variation from benchmark & turnaround times (A&B) and for critical errors (C) are mutually exclusive and shall apply independent of each other.

D. SLA on Third party Audit of quality of minimum 5 samples

UIDAI intends to ensure that the letter is within the provided size and quality limits. UIDAI authorized personnel can pick minimum 5 samples at random every quarter for validation. The validation will be on checking the required specifications of Aadhaar Status/PIN Letters. Following SLA will be implied on the monthly bill for corresponding dates of sample testing above:

Sr. No.	% Variation from Benchmark	Percent Penalty Slab
1	From 0% to 10%	0 %
2	From 10% to 20%	2%
3	From 20 % to 25%	5 %
4	More than 25%	UIDAI may decide to terminate the contract after 3 consecutive warnings given to the Service

Required specifications for Aadhaar Status/PIN letter is given in Appendix A[(I) & (II)]

Above SLA is also mutually exclusive to other SLAs and will be applied separately.

Important: Total penalty applicable shall be capped at **10%** of the contract value. In case, the penalty levied on any service provider exceeds **10%** of the invoice value for 3 consecutive months, UIDAI shall have the discretion of terminating the contract and getting the work done by any other agency.

SECTION-IV**GENERAL AND SPECIAL CONDITIONS OF CONTRACT****PART-I****1. GENERAL CONDITIONS OF CONTRACT**

1.1 Definitions	<p>Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:</p> <p>(a) “Applicable Law” means the laws and any other instruments having the force of law in India.</p> <p>(b) “Purchaser” means the entity purchasing the services under this Contract</p> <p>(c) “Contract” means the Agreement entered into between the Purchaser and the Service Provider, together with the contract documents referred to therein, including all the attachments, appendices, annexure, and all documents incorporated by reference therein</p> <p>(d) “GC” means these General Conditions of Contract (Part-I of Section IV).</p> <p>(e) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 6 of GC, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract</p> <p>(f) “Effective Date” means the date on which this Contract comes into force and effect pursuant to Clause 2.1 of GC.</p> <p>(g) “Government” means the Government of India.</p> <p>(h) “Service Provider” means any private or public entity that will provide the Services to the Purchaser under the Contract. The Service Provider is the entity, whose bid to</p>
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	<p>perform the Contract has been accepted by the Purchaser and is named as such in the Agreement.</p> <p>(i) "Party" means the Purchaser or the Service Provider, as the case may be, and "Parties" means both of them.</p> <p>(j) "Personnel" means persons hired by the Bidder and assigned to the performance of the Services or any part thereof.</p> <p>(k) "SC" means the Special Conditions of Contract (Part-II of Section IV) by which the GC may be amended or supplemented.</p> <p>(l) "Services" means the work to be performed by the Service Provider pursuant to this Contract, as described in Scope of Work at Section-III of RFP hereto.</p> <p>(m) "Bidder" means the entity bidding for the services under the Contract.</p> <p>(n) "Resident" means resident of India.</p> <p>(o) "UIDAI" means Unique Identification Authority of India.</p> <p>(p) "PSP" means the Print Service Provider</p> <p>(q) "In writing" means communication in written form with proof of receipt.</p>
<p>1.2 Relationship Between the Parties</p>	<p>Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Purchaser and the Service Provider. The Service Provider, subject to this Contract, has complete charge of Personnel performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.</p>

<p>1.3 Law Governing Contract</p>	<p>“This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the applicable Laws of India. The bidder and the vendor in the provision of its services under the contract shall be governed at all times by the provisions of Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 and the regulations framed there under as amended from time to time. Notwithstanding anything contained therein, if the bidder/vendor contravenes any provisions of Aadhaar Act, 2016 and the regulations framed there under, as applicable to the services rendered under this RFP/Contract, the bidder/vendor shall be liable to applicable penal provisions prescribed therein, in addition to, the penalties/provisions provided in this RFP/contract.”</p>
<p>1.4 Language</p>	<p>This Contract has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.</p>
<p>1.5 Notices</p>	<p>a) Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the <u>SC</u>.</p> <p>b) A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the <u>SC</u>.</p>
<p>1.6 Location</p>	<p>The Services of printing of Aadhaar Status/PIN Letters shall be performed at such locations, as the Purchaser may approve.</p>
<p>1.7 Authorized Representatives</p>	<p>Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Purchaser or the Bidder may be taken or executed by the officials specified in the <u>SC</u>.</p>

<p>1.8 Taxes and Duties</p>	<p>(a) The Service Provider and their Personnel shall pay all such direct and indirect taxes, duties, fees and other impositions levied under the Applicable Laws of India.</p> <p>(b) The Bidder may be subject to taxes, such as, but not limited to GST, Service tax, duties, fees, levies etc. on amounts payable by the Purchaser under the Contract. The quoted cost in the financial bid shall be exclusive of all such taxes. Such taxes shall be quoted separately.</p> <p>(c) If there is any reduction or increase in duties and taxes due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser/Service Provider as the case may be.</p>
<p>1.9 Fraud and Corruption</p>	
<p>1.9.1 Definitions</p>	<p>It is the Purchaser's policy to require that the Purchaser as well as Service Provider observe the highest standard of ethics during the selection and execution of such contracts. The Purchaser also requires that the Service Provider does not demand any service charges from the Resident unless the same is agreed with the Purchaser in advance. In pursuance of this policy, the Purchaser defines, for the purpose of this provision, the terms set forth below as follows:</p> <p>(i) "corrupt practice" means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;</p> <p>(ii) "fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract to the Purchaser;</p> <p>(iii) "collusive practices" mean a scheme or arrangement between two or more bidders, with or without the knowledge of the Purchaser, designed to establish prices at artificial, non-competitive levels;</p>

	<p>(iv) “coercive practices” mean harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract;</p> <p>(v) “unfair trade practices” mean supply of services different from what is ordered on, or change in the Scope of Work which was agreed to;</p>
1.9.2 Measures to be taken by the Purchaser	<p>(a) The Purchaser may terminate the contract if it determines at any time that representatives of the Service Provider were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract, without the Service Provider having taken timely and appropriate action satisfactory to the Purchaser to remedy the situation;</p> <p>(b) The Purchaser may also apply sanction against the Service Provider, including declaring the Service Provider ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Service Provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Purchaser-financed contract.</p>
1.9.3 Commissions and Fees	<p>Purchaser will require the successful Service Provider to disclose any commissions or fees that may have been paid or are to be paid to agents, representatives, or commission agents with respect to the selection process or execution of the contract. The information disclosed must include at least the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.</p>
1.10 Interpretation	<p>In this Contract unless a contrary intention is evident:</p> <p>(a) the clause headings are for convenient reference only and do not form part of this Contract;</p> <p>(b) unless otherwise specified, a reference to a clause number is a reference to all of its sub-clauses;</p> <p>(c) unless otherwise specified, a reference to a clause, sub-</p>

	<p>clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;</p> <p>(d) a word in the singular includes the plural and a word in the plural includes the singular;</p> <p>(e) a word importing a gender includes any other gender;</p> <p>(f) a reference to a person includes a partnership and a body corporate;</p> <p>(g) a reference to legislation includes legislation repealing, replacing or amending that legislation;</p> <p>(h) where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;</p> <p>(i) Words/terms not defined in this Contract shall have the meaning assigned to it under the Aadhaar Act 2016. In the event of an inconsistency between the terms of this Contract and the Bid document and the Proposal, the terms of this Contract hereof shall prevail.</p>
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<p>2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT</p> <p>2.1 Effectiveness of Contract</p>	<p>This Contract shall come into effect on the date the Contract is signed by both Parties or such other later date as may be stated in the SC. The date, the Contract comes into effect is defined as the Effective Date.</p>
<p>2.2 Termination of Contract</p>	
<p>2.2 (a) Termination of Contract for Failure to Become Effective</p>	<p>If this Contract does not become effective within such time period as defined in the SC, Purchaser through a written notice to the other Party, declare the offer to sign the contract to be null and void. Purchaser may ask next ranked bidder to sign the contract or may publish new RFP.</p>
<p>2.2 (b) Termination of Contract subject to necessary approvals</p>	<p>Notwithstanding the duration of the contract stated in GC 2.4, UIDAI, reserves the right to terminate the contract at any time without prejudice or liability.</p>
<p>2.3 Commencement of Services</p>	<p>The Service Provider shall begin carrying out the Services within 30 days from the Effective Date specified in the SC.</p>
<p>2.4 Expiration of Contract</p>	<p>Unless terminated earlier pursuant to Clause GC 2.2 hereof, this Contract shall expire at the end of such time period, after the Effective Date or after the agreed volume/quantity has been delivered, as specified in the SC. The Contract may be extended by a period of one year plus one year (up to Two years on 'year on year' basis or a part thereof) subject to satisfactory performance by the Bidder.</p>
<p>2.5 Entire Agreement</p>	<p>This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any other statement, representation, promise or agreement not set forth herein.</p>
<p>2.6 Modifications or Variations</p>	<p>a) Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.</p>

	b) In cases of substantial modifications or variations, required by the Service Provider, the prior written consent of the Purchaser is required.
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2.7 Force Majeure	
2.7.1 Definition	<p>a) For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.</p> <p>(b) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.</p> <p>c) Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.</p>
2.7.2 No Breach of Contract	<p>The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.</p>
2.7.3 Measures to be Taken	<p>(a) A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all</p>

	<p>reasonable measures to minimize the consequences of any event of Force Majeure.</p> <p>(b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.</p> <p>(c) Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.</p> <p>d) During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider, upon instructions by the Purchaser, shall either:</p> <ul style="list-style-type: none">(i) immobilize,; or(ii) Continue with the Services to the extent possible, in which case the Service Provider shall continue to be paid proportionately and on pro-rata basis, under the terms of this Contract. <p>e) In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause GC 8.</p>
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<p>2.8 Suspension</p>	<p>The Purchaser may, by written notice of suspension to the Service Provider, suspend all payments to the Service Provider hereunder if the Service Provider fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the Service Provider to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the Service Provider of such notice of suspension.</p>
<p>2.9 Termination</p>	
<p>2.9.1 Termination</p>	<p>A. The Purchaser may, without prejudice to any other remedy for breach of Contract, by 30 days prior written notice of default sent to the empanelled firm, terminate the Contract in whole or in part in case of the occurrence of any of the events specified in paragraphs (a) to (k) of this Clause GC 2.9.1.</p> <p>(a) i. If the empanelled firm fails to deliver Services within the time period(s) specified in the Contract, or any extension thereof granted by the Purchaser; OR</p> <p>ii. If the empanelled firm fails to perform any other obligation(s) under the contract."</p> <p>(b) If the Service Provider becomes (or, if the Service Provider consists of more than one entity, if any of its Members becomes and which has substantial bearing on providing Services under this contract) insolvent or go into liquidation or receivership whether compulsory or voluntary.</p> <p>(c) If the Service Provider, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.</p> <p>(d) If, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days.</p> <p>(e) If the Service Provider submits to the Purchaser a false statement which has a material effect on the rights, obligations or interests of the Purchaser.</p>

- (f) If the Service Provider places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Purchaser.
- (g) If the Service Provider fails to provide the quality services as envisaged under this Contract. The Purchaser may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The UIDAI may decide to give one chance to the Service Provider to improve the quality of the services.
- (h) If the Service Provider has been blacklisted by the UIDAI or disqualified for any reason.
- (i) If the Service Provider fails to fulfill its obligations under Clause **G.C 3** hereof.
- (j) If the Service Provider fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause **GC 8** hereof.
- (k) In the event of Service Provider found :
- (i) Sub-contracting of work/services
 - (ii) Provided incorrect information to UIDAI.
 - (iii) Non co-operative during audits conducted by UIDAI/ UIDAI Regional Office or auditing agencies appointed for the purpose.
- (l) "If the empanelled firm discloses any confidential information during its engagement with UIDAI, UIDAI may terminate this Contract, forthwith."
- (m) In the event the Purchaser, in its sole discretion and for any reason whatsoever, decides to terminate the Contract in whole or in part, pursuant to Clause 2.9.1 of GC, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not performed, and the Service Provider shall be liable to the Purchaser for any additional costs for such similar services. However, the Service

	<p>Provider shall continue performance of the Contract to the extent not terminated.</p> <p>(n) Non co-operative during audits conducted by UIDAI/ UIDAI Regional Office or auditing agencies appointed for the purpose.</p> <p>(o) If the empanelled firm discloses any confidential information during its engagement with UIDAI, UIDAI may terminate this contract, forthwith.</p>
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<p>2.9.2 Cessation of Rights</p>	<p>Upon termination of this Contract pursuant to Clauses GC 2.2 or GC 2.9 hereof, or upon expiration of this Contract pursuant to Clause GC 2.4 hereof, all rights and obligations of the Parties hereunder shall cease, except:</p> <ul style="list-style-type: none"> (i) such rights and obligations as may have accrued on the date of termination or expiration; (ii) the obligation of confidentiality set forth in Clause GC 3.4 hereof; (iii) the Service Provider's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GC 3.6 hereof; and (iv) any right which a Party may have under the Law.
<p>2.9.3 Cessation of Services</p>	<p>Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GC 2.9.1 or GC 2.9.2 hereof, the Service Provider shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents, data, and/or any other material prepared by the Service Provider and equipment and materials furnished by the Purchaser, the Service Provider shall proceed as provided, respectively, by Clauses GC 3.9 or GC 3.10 hereof.</p>
<p>2.9.4 Payment upon Termination</p>	<p>Upon termination of this Contract pursuant to Clauses GC 2.9.1, the Service Provider shall be entitled /not entitled to payments as per the following:</p> <ul style="list-style-type: none"> (a) If the Contract is terminated pursuant to Clause GC 2.9.1 (d), (g), k(i) to k(iii) and remuneration pursuant to Clause GC 6.3 hereof for Services satisfactorily performed prior to the effective date of termination; (b) If the agreement is terminated pursuant of Clause GC 2.9.1 (a) to (c), (e), (f), (h), (j) and (m) the Service Provider shall not be entitled to receive any agreed payments upon termination of the contract. However, the

	<p>Purchaser may consider making payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to the Purchaser. Applicable under such circumstances, upon termination, the Purchaser may also impose liquidated damages as per the provisions of Clause GC 9 of this agreement. The Service Provider will be required to pay any such liquidated damages to Purchaser within 30 days of termination date.</p>
<p>2.9.5 Disputes about Events of Termination:</p>	<p>If either Party disputes whether an event specified in Clause GC 2.9.1 hereof has occurred, such Party may, within thirty (30) days after receipt of notice of termination from the other Party, refer the matter to Clause GC 8 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.</p>
<p>2.10 Extension of Contract</p>	<p>The contract may be extended by a period of one year plus one year (up to Two years on 'year on year' basis or part thereof), subject to satisfactory performance by the Bidder and acceptance of both the parties.</p>
<p>2.11 Options Clause</p>	<p>The purchaser can exercise an option to procure an additional quantity not exceeding 40% of the original contracted quantity on the same terms and conditions. This option will be applicable within the currency of the contract. The bidder is to confirm the acceptance of this clause. It will be entirely at the discretion of the purchaser to exercise this option.</p>

3. OBLIGATIONS OF THE SERVICE PROVIDER

<p>3.1. Standard of Performance</p>	<p>The Service Provider shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology with safe and effective equipment, men, machinery, materials and methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Purchaser, and shall at all times support and safeguard the Purchaser's legitimate interests in any dealings with third Parties.</p>
<p>3.2 Service Provider Not to Benefit from Commissions, Discounts, etc.</p>	<p>The payment of the Service Provider pursuant to Clause GC 6 shall constitute the Service Provider's only payment in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the Personnel and agents of either of them similarly shall not receive any such additional payment.</p>
<p>3.3 Prohibition of Conflicting Activities</p>	<p>The Service Provider and their Personnel shall not engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.</p>
	<p>a) The Service Provider shall protect from unauthorized access, loss or damage and also keep safe, secure and confidential all demographic information, all documents, data and information of any nature provided to the Service Provider for the discharge of services.</p>
	<p>b) The Service Provider shall not store, copy, publish, print, interfere, tamper with or manipulate the information/data received from UIDAI, other than required for discharge of services.</p>
	<p>c) The Service Provider shall not give access to the information or data collected and received from UIDAI in the course of discharge of services, to any person who is not authorized to handle the information or data. Information should only be given to authorized personnel and only used in the manner prescribed by UIDAI.</p>

<p>3.4 General Confidentiality</p>	<p>“Except with the prior written consent of the Purchaser, the Bidder and its personnel shall not at any time communicate to any person or entity, any confidential information acquired in the course of discharge of Services, nor shall the Bidder and the personnel make public the recommendations formulated in the course of or as a result of discharging the Services.</p> <p>Bidder should comply with the Aadhaar (Targeted Delivery of financial and Other Subsidies, Benefits and Services) Act, 2016; IT Act, 2000 and other related Laws/Acts/Policies/Guidelines/Regulations, etc. Including the amendments thereof particularly with respect to data confidentiality and privacy. The Bidder shall furnish a Non-Disclosure Agreements, as per format provided in Appendix ‘F’ of Section V as part of its proposal.”</p>
<p>3.5 Insurance to be Taken Out by the Service Provider</p>	<p>The Service Provider (a) shall take and maintain insurance against risks and coverage at their own cost but on terms and conditions approved by the Purchaser, as shall be specified in the SC; and (b) at the Purchaser’s request, shall provide evidence to the Purchaser showing that such insurance has been taken and maintained and the current premiums have been paid.</p>
<p>3.6 Accounting, Inspection and Auditing</p>	<p>(a) The Service Provider</p> <ul style="list-style-type: none"> (i) shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and (ii) shall periodically permit the Purchaser or its designated representative and/or the Purchaser, and up to five years from expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Purchaser or the Purchaser, if so required by the Purchaser. The Audit expenses shall be borne by the Service Provider. <p>(b) The Purchaser shall have the right to carry out inspection checks, audits of the Service Provider’s premises and/ or locations, facilities, or point of delivery of services performed under this contract.</p>

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| | <p>(c) The Purchaser shall have the right to carry out scheduled/ un-scheduled visits to any of the locations, premises & facilities and oversee the processes and operations of the Service Provider.</p> <p>(d) If a third party audit is conducted at the instance of PSP, the cost of audit will be borne by the PSP</p> |
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3.7 Sub- contracting	The Service Provider shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract.
3.8 Reporting Obligations	The Service Provider shall submit to the Purchaser the reports and documents specified in Appendix C hereto, in the form, in the numbers and within the time periods set forth in the said Appendix. The booking files shall be uploaded immediately after printing and dispatch of Aadhaar Status/PIN Letters, on the SFTP download/upload client provided by UIDAI.
3.9 Rights of Use	All rights of use of any process, product, service, or data developed, generated, or collected, received from UIDAI or any other task performed by the Service Provider under the execution of the contract, would lie exclusively with the Purchaser or its nominated agencies in perpetuity free from all liens, encumbrances, and other third party rights and the Service Provider shall, wherever required, take all steps that may be necessary to ensure the transfer of such rights in favour of the Purchaser or its nominated agencies.
3.10 Safety & Security of Data, Premises, Location/ site	<p>(a) The Data provided by the Purchaser to the Service Provider, for printing of letters, is the property of the Purchaser. The Service Provider shall display due diligence in the handling of the said data and be responsible for the Data, thus provided.</p> <p>(b) The Service Provider shall not use the information, the name or the logo of the Purchaser and or Government of India except for the purposes of providing the services as specified under this contract.</p> <p>(c) The Service Provider shall not use and/or transmit any information, data, layouts, designs, diagrams, storage media (hard disk/tapes) or any other goods/material in physical or electronic form, which are proprietary to or owned by the Purchaser, without prior written permission from the Purchaser.</p> <p>(d) The Service Provider shall follow the Security Guidelines issued by UIDAI.</p>

	<p>(e) Data Retention period shall be defined and reviewed for adequacy at least every three months jointly by the Purchaser and the Service Provider.</p> <p>(f) Certificate of 'Data deletion' to be provided by the Service Provider, at the time of raising periodic bills.</p> <p>(g) The Service Provider would be governed by the provisions of the Law of the Land, including but not limited to the IT Act, the Aadhaar Act and other relevant Acts.</p> <p>(h) The Purchaser reserves the right to carry out third party Audits of the Service Provider to ensure compliance of stated and implicit requirements.</p> <p>(i) The rogue behavior of the employees of Service Provider shall fall under the 'Unlimited liability' to the Service Provider.</p> <p>(j) The service provider shall at all times be governed by the provisions of the Aadhaar Act 2016 and the regulations framed thereunder.</p>
<p>3.11 Equipment & Materials Provided by the Service Provider</p>	<p>Equipment or materials brought into India by the Service Provider and the Personnel and used either for the Project or personal use shall remain the property of the Service Provider or the Personnel concerned, as applicable.</p>
<p>3.12 Intellectual Property Rights (IPR)</p>	<p>The intellectual property rights to all the outputs, deliverables, data, reports developed during the execution of this Contract shall remain sole property of the Purchaser.</p>
<p>3.13 Assignment</p>	<p>The Service Provider shall not assign, in whole or in part, any of their obligations under this Contract.</p>

4 SERVICE PROVIDER'S PERSONNEL

4.1 General	<p>The Service Provider shall employ and provide such qualified and experienced Personnel as are required to carry out the Services.</p>
4.2 Project Manager	<p>If required by the Purchaser, the Service Provider shall ensure that at all times during the Service Provider's performance of the Services a Project Manager, acceptable to the Purchaser, shall take charge of the performance of such Services.</p>

5 OBLIGATIONS OF THE PURCHASER

5.1 Assistance and exemptions	<p>Unless otherwise specified in the SC, the Purchaser shall use its best efforts to ensure that the Government shall:</p> <p>(a) Issue to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate in its opinion for the prompt and effective implementation of the Services.</p> <p>(b) Provide to the Service Provider and Personnel any such other assistance as may be required in its opinion specified in the SC.</p>
5.2 Change in the applicable Law Related to Taxes and Duties	<p>a) The Service Provider and their Personnel shall pay taxes, duties, fees, and other impositions levied under the Applicable Laws of India.</p> <p>b) The Service Provider shall be entirely responsible for all taxes, duties, octroi, license fees, and demurrage charges etc., incurred of the contracted Services to the Purchaser. If there is any reduction or increase in duties and taxes due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser/ Service Provider.</p>
5.3 Services, Facilities and Property of the Purchaser	<p>The Purchaser shall make available to the Service Provider and its Personnel, for the purposes of the Services and free of any charge, the services, facilities and property as deemed necessary in its opinion.</p>
5.4 Payment	<p>In consideration of the Services performed by Service Provider under this Contract, the Purchaser shall make to the Service Provider such payments and in such manner</p>

	as is provided by Clause GC 6 of this Contract.
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6 PAYMENTS TO THE SERVICE PROVIDER

6.1 Payment for Services	<p>(a) The Proof of Booking and Dispatch of Aadhaar Status/PIN Letter shall be the upload of booking information on the 'Booking Portal' of the 'Delivery Partner'.</p> <p>(b) The Purchaser shall take into account the Proof of Dispatch (PoD) as base. The payment will be calculated after multiplying such number of Articles with the discovered rate (No. of Articles as per PoD in a particular month X Discovered rate).</p> <p>(c) The amount payable shall be finalized after taking into account the Penalties and Exemptions, if any applicable.</p> <p>(d) The Purchaser shall make the payment within 45 days of receiving the invoice from the Service Provider, subject to reconciliation process of Printing & Dispatch of Aadhaar Status/PIN Letters.</p>
6.2 Currency of Payment	<p>All payments shall be made in Indian Rupees</p>
6.3 Terms of Payment	<p>The payments in respect of the Services shall be made as follows :</p> <p>(a) The Service Provider shall submit invoice for payment when the payment is due as per agreed terms on 'Calendar month basis'. The payment shall be released as per the work related milestones achieved".</p> <p>(b) The invoices submitted by the Service Provider and the respective SLAs to be imposed thereon, if any, will be processed and verified by UIDAI and/or any of its agencies, so authorized by it from time to time, including its MSP.</p> <p>(c) All payments under this Contract shall be made to the accounts of the Service Provider specified in the SC.</p> <p>(d) In the event of any wrong payment to Service Provider, the difference shall be adjusted in the subsequent payments.(e) In case of early termination of the contract, the payment shall be made to the Service Provider as mentioned here with:</p> <p>(i) Assessment should be made about work done from</p>

	<p>the previous payment period, for which the payment is made or to be made till the date of the termination.</p> <p>(ii) The Service Provider shall provide the details of the output/services performed during this period with supporting documents. Based on such details, the payment shall be calculated based on the rate as specified.</p>
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7 GOOD FAITH

7.1 Good Faith	The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.
7.2 Operation of the Contract	The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but failure to agree on any action pursuant to this Clause shall not give rise to a dispute, subject to arbitration in accordance with Clause GC 8 hereof.

8 SETTLEMENT OF DISPUTES

8.1 Amicable Settlement	Performance of the contract is governed by the terms & conditions of the contract. In case of dispute arises between the parties regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, clause GC 8.2 shall become applicable.
8.2 Arbitration	(a) Any dispute between the Parties arising out or in connection with this contract or in respect of any defined legal

	<p>relationship associated therewith or derived there from, the Parties agree to submit that dispute to arbitration as per the Arbitration & Conciliation Act, 1996, to be decided by a sole arbitrator. The authority to appoint the arbitrator shall be the Unique Identification Authority of India.</p> <p>(b) The arbitration proceedings shall be held at New Delhi, India and language used in this proceedings shall be English.</p> <p>(c) The decision Arbitrator appointed to deal with such matters shall be accepted by the parties as final and binding on parties.</p> <p>(d) The decision to continue of performance of their respective remaining obligation under this contract or to rescind the contract shall be decided mutually, despite the continuation of arbitration proceedings.</p> <p>(e) The parties shall use their best endeavors to procure that the decision of the arbitrator is given within a period of six months or as after as is possible after it has been demanded.</p> <p>(f) The courts in New Delhi, India shall have exclusive jurisdiction in relation to this contract including this clause.</p> <p>(g) All fees for pertaining to arbitration proceedings shall be borne by the parties equally.</p> <p>(h) All other costs incurred by the parties shall be borne by the respective parties.</p>
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9 LIQUIDATED DAMAGES

<p>9.1 Definition</p>	<p>If the services supplied do not meet the minimum specifications and standards as per the Contract, and the same is not corrected/modified to meet the requirements within 14 days of being informed by the Purchaser, the Purchaser shall be free to impose penalty as specified in this contract agreement. In addition, the Purchaser reserve the right to terminate the contract and recover the liquidated damages by forfeiting the performance guarantee submitted by the Service Provider.</p>
<p>9.2 Limitation</p>	<p>The Service Provider is liable to the Purchaser for payment of penalty as specified in the SLA.</p>

10 ADHERENCE TO RULES & REGULATIONS

<p>10.1 Adherence to Safety Procedures, Rules, Regulations, & Restrictions</p>	<p>(a) The Service Provider shall comply with the provisions of Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016; IT Act 2000 and other related Laws/Acts/Policies/Guidelines/Regulation, etc. including the amendments thereof particularly with respect to data confidentiality and privacy.</p> <p>(b) The Service Provider shall also comply with provisions of all laws including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by Purchaser shall be applicable in the performance of this Contract and the Service Provider shall abide by these laws.</p> <p>(c) Access to the data centre/ data processing sites and Purchaser's locations shall be restricted to only essential personnel belonging to the Service Provider who are genuinely required for execution of work or for carrying out management/maintenance who have been explicitly authorized by the Purchaser. The Service Provider shall maintain a log of all activities carried out by each of its personnel.</p> <p>(d) The Service Provider shall take all measures necessary or proper to protect the personnel and facilities and shall observe all reasonable safety rules and instructions. The Service Provider shall adhere to all security requirement/regulations of the Purchaser during the execution of the work.</p> <p>(e) The Service Provider shall take all measures to ensure compliance with all applicable laws and shall ensure that the Personnel are aware of consequences of non compliance or violation of laws including Information Technology Act, 2000 (and amendments thereof) and Aadhaar Act, 2016.(f) The Service Provider shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.</p> <p>(g) The Service Provider shall at all times indemnify and keep indemnified the Purchaser for any situation arising out of this</p>
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	clause while providing its services under the Project.
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11 LIMITATION OF LIABILITY

<p>11.1 Limitation of Liability</p>	<p>Except in case of gross negligence or willful misconduct:</p> <p>(a) Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Service Provider to pay liquidated damages to the Purchaser; and</p> <p>(b) The aggregate liability of the Service Provider to the Purchaser whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Service Provider to indemnify the Purchaser with respect to patent infringement or any third party claims.</p> <p>(c) The Purchaser shall not be liable to the Service Provider in case of any loss or profits or additional costs incurred etc. subsequent to termination of contract as per Clause 2.2(b) of GC of this contract.</p>
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12 MISCELLANEOUS PROVISIONS

<p>12.1 Miscellaneous Provisions</p>	<p>(i) Any failure or delay on part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.</p> <p>(ii) The Service Provider shall notify the Purchaser of any material change in their status, in particular, where such change would impact on performance of obligations under</p>
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	<p>this Contract.</p> <p>(iii) The Service Provider shall at all times indemnify and keep indemnified the Purchaser against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under this Contract.</p> <p>(iv) The Service Provider shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the Service Provider</p> <p>(v) The Service Provider shall at all times indemnify and keep indemnified the Purchaser against any and all claims by Employees, agent(s), employed engaged or otherwise working for the Service Provider, in respect of wages, salaries, remuneration, compensation or the like.</p> <p>(vi) All claims regarding indemnity shall survive the termination or expiry of the Contract.</p> <p>(vii) All materials provided to the Purchaser by bidder are subject to Country and STATE public disclosure laws such as RTI etc.</p> <p>(viii) The Service Provider shall not make or permit to be made a public announcement or media release about any aspect of the Contract or any activity related to UIDAI without a written consent from the Purchaser.</p>
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PART-II**SPECIAL CONDITIONS OF CONTRACT**

The following Special Conditions of Contract (SC) shall supplement the General Conditions of Contract (GC). Whenever there is a conflict, the provisions herein shall prevail over those in the GC.

(Clauses in brackets { } are optional; all notes should be Deleted in final text)

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.5	<p>The addresses are:</p> <p>Purchaser: Chief Executive Officer</p> <p>Attention: Assistant Director General- Logistics</p> <p>Headquarters - Unique Identification Authority of India</p> <p>6th Floor, Bangla Sahib Road, Behind Kali Mandir,</p> <p>Gole Market, New Delhi – 110 001</p> <p>Facsimile: _____</p> <p>E-mail: _____</p> <p>Service Provider:</p> <p>Attention:_____ Facsimile:_____ E-mail:_____</p>
1.6	<p>The Services shall be carried out at the site/s as agreed to and approved by the Purchaser.</p>

1.7	<p>The Authorized Representatives are:</p> <p>For the Purchaser: Assistant Director General- Logistics</p> <p style="text-align: center;">Headquarters - Unique Identification Authority of India 6th Floor, Bangla Sahib Road, Behind Kali Mandir, Gole Market, New Delhi – 110 001</p> <p>For the Service Provider: _____</p>
2.1	<p>The effective date of the Contract: Date of Signing of the contract by both parties which is 15 days from Notification of award</p>
2.3	<p>The date for the commencement of Services: Within 30 days from the signing of the contract between the Purchaser and the Service Provider.</p>
2.4	<p>The tenure of the contract shall be: 24 months w.e.f the effective Date of the contract</p>
3.5	<p>The risks and the coverage shall be as follows:</p> <ul style="list-style-type: none"> (a) Third Party motor vehicle liability insurance in respect of motor vehicles operated in India by the Service Provider or its Personnel, with a minimum coverage as per Motor Vehicles Act 1988; (b) Third Party liability insurance, with a minimum coverage of the value of the contract (c) Professional liability insurance, with a minimum coverage of the value of the contract (d) Purchaser's liability and workers' compensation insurance in respect of the Personnel of the Service Provider and in accordance with the

	<p>relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and</p> <p>(e) Insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Service Provider's property used in the performance of the Services, and (iii) any outputs prepared by the Service Provider in the performance of the Services.</p>
6.2	The amount is in Indian Rupees (INR)
6.3	<p>General terms and conditions of Payment Schedule</p> <ol style="list-style-type: none"> 1) All undisputed and eligible payments shall be made by the Purchaser in favour of the PSP. 2) The release of payments will be Performance (output) based, where the payments are made for measured deliverables and outputs. 3) Service Provider shall obtain sign-off for each milestone completed from the Purchaser and raise invoice against the same. 4) Eligible Payments against invoice submitted (accompanied with all requisite documents) shall be released within 45 days of submission of invoice and subject to reconciliation of Printing & Dispatch of number of Aadhaar Status Letters claimed in invoice. 5) Power to withhold: Notwithstanding anything contained in the payment schedule, if in the opinion of the Purchaser, any work done or supply made or service rendered by PSP is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to withhold a reasonable portion of the payments due to the PSP, till such work/ supply/ service is made conforming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of the purchaser under this contract. 6) All payments under this Contract shall be made to the account of the PSP with (Bank & A/c No.):
8.2	The Arbitration proceedings shall take place in New Delhi in India and cost of Arbitrator / Arbitration to be borne by parties themselves.

SECTION-V**ANNEXURES AND APPENDICES****ANNEXURES:**

- I. Financial Bid Covering Letter
- II. Financial Bid Form
- III. Standard Contract Form
- IV. Indicative copy of Aadhaar Status Letter
- V. Indicative Aadhaar PIN letter
- VI. Indicative Sample of envelope
- VII. Quality of Machines – Production in Volumes
- VIII. Quality and Experience of Technical Personnel
- IX. Past Experience of Firm in terms Turnover from Similar Work
- X. Past Experience of Firm in Terms of Annual Turnover
- XI. Information Security Guidelines
- XII. List of documents Submitted

APPENDICES:

- A. I. Specification of Aadhaar Status letter
II. Specification of Aadhaar PIN Letter and Envelope
- B. Skipped file MIS format.
- C. Printing file MIS format.
- D. Form of Performance Bank Guarantee Bond
- E. Form of Bank Guarantee for EMD
- F. Non-Disclosure Agreement

ANNEXURE I**FINANCIAL BID COVERING LETTER**

(To be submitted on the Letter head of the applicant)

To,
(Address)

Ref: Request for Proposal (RFP) Notification No. _____ dated _____

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP Notified vide F.No.11014/80/2016-Logistics_ dated _____ for UIDAI, in full conformity with the said RFP document.
2. We, the undersigned, offer to provide services to UIDAI in accordance with your RFP.
3. We have read the provisions of the RFP document, confirm our acceptance for the same and we are hereby submitting our Financial Bid.
4. We agree to abide by this RFP, consisting of this letter, financial bid and all requisite supporting documents, for a period of 180 days from the closing date fixed for submission of bid as stipulated in the RFP document.
5. .
6. We hereby declare that we have not been charged with any fraudulent activities by any Central/State/UT Government.
7. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.
8. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988" and its amendments.
9. We understand that UIDAI is not bound to accept any bid received in response to this RFP.
10. In case we are engaged by UIDAI for executing the services, we shall provide any assistance/cooperation required by UIDAI/auditing agencies appointed by it/UIDAI officials for performing auditing and inspection functions. We understand that our non-cooperation for the same shall be grounds for termination of service.
11. In case we are engaged as a Service Provider, we agree to abide by all the terms & conditions of the Contract that will be issued by UIDAI.
12. The financial bid includes the cost of setting up and operating the services for printing of Aadhaar Status/PIN Letters, cost of providing additional services and performing all functions as per the 'Scope of Work' and 'SLAs' defined in this RFP.
13. We already have the technical and financial capability in India for printing and dispatch of Aadhaar Status/PIN Letters in the manner detailed in the 'Scope of Work', as per the volume given below:

Number of Letters per day	
---------------------------	--

15. Our correspondence details with regard to this RFP are:

No.	Information	Detail
1.	Name of the Contact Person	
2.	Address of the Contact Person	
3.	Name, designation and contact address of the person to whom all references shall be made regarding this	
4.	Telephone number of the Contact	
5.	Mobile number of the Contact Person	
6.	Fax number of the Contact Person	
7.	Email ID of the Contact Person	
8.	Corporate website URL	

Yours sincerely,

Signature of Authorized Signatory[*In full as well as initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

ANNEXURE II:**Financial Bid Form For Aadhaar Status/PIN letter**

Reference: RFP document F.No. 11014/80/2016-Logistics Dated _____

1. Financial Bid for the total per unit cost of the Aadhaar Status/PIN Letter (exclusive of all statutory taxes and duties etc.) for the services required by the UIDAI is given in Table below. All taxes GST, Service tax, duties, fees, levies etc has also been quoted separately as per the format provided.

Item	Item Description	Unit Cost (in Rs) upto two decimal places as per the specifications given in the RFP exclusive of all taxes	Taxes (in %)	Total Unit cost (Inclusive of taxes)	Total Quantity (in Crore)	Total Cost (in Rs upto two decimal exclusive of all taxes)	Total Cost (in Rs upto two decimal inclusive of all taxes)
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1.	Aadhaar Status Letter Printing as per requirement detailed out in Annexure IV and Appendix A(I) of the RFP	C1=(Unit cost)			3.83		
2.	Printing of Aadhaar PIN letter and Envelope as per requirement detailed in Annexure V & VI and Appendix A(II) of the RFP and all	C2=(Unit cost)			0.48		

	incidental cost thereof.						
3.	Total Unit cost Value (in Rupees) of item 1&2	Unit cost =C1+C2	Total=X X	Unit Cost with taxes =XXX	Total 4.31	Total Cost =XX	

Total cost exclusive of all Taxes (as per column G above) in words:_____

Signature of Authorized Signatory:

Name and Title of Signatory :

Name of Firm :

Note: Bidder needs to furnish the price BOQ Excel sheet as well as Annexure-II.

ANNEXURE III**STANDARD CONTRACT FORM****Contract for Printing and Dispatch of Aadhaar Status/PIN Letters**

THIS PRINTING AND DISPATCH OF AADHAAR STATUS/PIN LETTERS AGREEMENT is made at New Delhi on this _____ day of _____ 2018:

BETWEEN

Unique Identification Authority of India (UIDAI) a statutory body of Government of India, , having its office at Bangla Sahib Road, Behind Kali Mandir, Gole Market, New Delhi – 110001 (hereinafter called "**the Purchaser/ UIDAI**") which expression shall unless repugnant to the context thereof include his successors, heirs, representatives, administrators and permitted assigns, represented by its Assistant Director General who is duly authorized to execute this Contract being the Party of the FIRST PART;

AND

_____ having its registered office at _____ (hereinafter called "**the Service Provider**") which expression shall unless repugnant to the context thereof include his successors, heirs, assigns, of the OTHER PART.

Purchaser and **Service Provider** are collectively referred to as the "**Parties**" or individually referred to as a "**Party**" as the context may require.

WHEREAS, the Purchaser had invited bids for certain Services, viz., "RFP for Printing of Aadhaar Status/PIN Letters" vide their bid document number F.No.11014/80/2016-Logistics dated _____.

AND WHEREAS, various applications were received pursuant to the said bid.

AND WHEREAS, the Purchaser has accepted the said Bid by the Service Provider for the supply of those Services as per the following rates exclusive of all statutory taxes (hereinafter "**the Contract Price**").

AND WHEREAS, vide a Letter of Intent dated _____, the Purchaser agreed to place order for 'Printing and Dispatch of Aadhaar Status/PIN Letters' as per the rates given below:

Item	Rate in INR (in figures)	Rate in INR (in words)
Aadhaar Status Letter printing & Dispatch		
Aadhaar PIN Letter printing & Dispatch		

And in pursuance of having accepted the said bid, the Parties have agreed to enter into this Agreement. The Parties understand that all the conditions of the RFP, its amendments and clarifications issued, including those on allocation of volume, will be binding on both the parties.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the RFP.

2. The following documents (collectively referred to as "Contract Documents") shall be deemed to form and be read and construed as part of this Agreement, viz.:

- a) Section-III Scope of Work
- b) Section –IV General and Special Conditions of Contract; and
- c) Performance Bank Guarantee Bond
- d) Acceptance letter of the bidder dated _____
- e) Duly signed Letter of Intent dated _____
- f) Amendments and clarifications issued

3. The following Appendices: *[Note: If any of these Appendices are not used, the words "Not Used" should be inserted below next to the title of the Appendix,]:*

- Appendix A: Specification of Aadhaar Status/PIN Letter
Appendix B: Skipped file MIS format
Appendix C: Printing file MIS format
Appendix D: Form of Performance Bank Guarantee Bond
Appendix E: Form of Bank Guarantee for EMD
Appendix F: Non-Disclosure Agreement

4. The mutual rights and obligations of the Purchaser and the Service Provider shall be as set forth in the Contract, in particular:

- a) The Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
- b) The Purchaser shall make payments to the Service Provider in accordance with the

provisions of the Contract.

5. The total quantity of Volume Allocation of Printing of Aadhaar Status/PIN Letters as per the RFP is _____ (in words).

6. The Service Provider has already submitted a Contract Performance Guarantee amounting to Rs. _____/- (Rupees in words) which would be valid for 90 days beyond the two years' period of contract.

7. The services shall be carried out at the site / premises at _____ India as agreed by the Parties.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For/on behalf of (name of Purchaser)

Assistant Director General
Unique Identification Authority of India (UIDAI),
Ministry of Electronics & IT

Government of India (Gol)

[Authorized Representative]

For/ on behalf of *[name of Service Provider]*

M/s

[Name & position]

Authorized Representative]

ANNEXURE IV

Indicative copy of Aadhaar Status Letter

← 1 CM अंतर्देशीय पत्र →

To Open Tear Here

Inland Letter → 1 CM

To Open Tear Here



Unique Identification Authority of India

To,
The Resident
His Complete Address

Please Do Not Tear Here



मेरा आधार, मेरी पहचान

If undelivered, Please return to :
P.O. Box No 1947, Bengaluru – 560001

ANNEXURE V

Indicative Aadhaar PIN letter



Government of India
UNIQUE IDENTIFICATION AUTHORITY OF INDIA (UIDAI)
Bangla Sahib Road, Behind Kali Mandir,
Gole Market, New Delhi - 110001



To,

xxxxxx xxxxxxxxxxxx
xxx, xxxxxx, xxxxx
xxxxxxxx, xxxxxxxxxxxx,
Pin Code: xxxxxx
(RO Address)

Date : Date of generation of PIN - DD/MM/YYYY

Sub : Address verification PIN.

Dear Resident,

This is in reference to your request for Address verification PIN against Aadhaar no. xxxxxxxx6778 submitted on <https://ssup.uidai.gov.in/ssuppinmanagement> on DD/MM/YYYY, with Ref. No. xxxxxxxxxx. Your Address PIN has been successfully generated.

Your PIN is xxxxxx, valid upto DD/MM/YYYY, which can be used to proceed further to update your address in Aadhaar database on <https://ssup.uidai.gov.in>.

Thanking you,

Unique Identification Authority of India

1



uidai.gov.in



help@uidai.gov.in



1947(Toll Free)



@AadhaarOfficial



@AadhaarUIDAI



@UIDAI



@AadhaarUID

BACK SIDE PRINT

ANNEXURE VI

Indicative Envelope for Aadhaar PIN letter

<p><input checked="" type="checkbox"/> Tick mark the reason in case of "Returned to Sender":</p> <p><input type="checkbox"/> 1. Item refused by addressee.</p> <p><input type="checkbox"/> 2. Deceased.</p> <p><input type="checkbox"/> 3. Insufficient address.</p> <p><input type="checkbox"/> 4. Addressee cannot be located.</p> <p><input type="checkbox"/> 5. Unclaimed.</p>	<p>“प्रेषक को वापस” करने के कारण पर <input checked="" type="checkbox"/> सही का निशान लगायें:</p> <p><input type="checkbox"/> 1. प्राप्तकर्ता ने स्वीकार करने से मना कर ि</p> <p><input type="checkbox"/> 2. मृत।</p> <p><input type="checkbox"/> 3. पता पूरा नहीं है।</p> <p><input type="checkbox"/> 4. प्राप्तकर्ता नहीं पाया गया।</p> <p><input type="checkbox"/> 5. कोई दवेधार नहीं।</p>
Do not fold मोड़ें मत	
If undelivered please return to ↓	
<p>Unique Identification Authority of India Government of India</p> <p>भारत सरकार</p> <p>भारतीय विशिष्ट पहचान प्राधिकरण</p>	 <p>भारत सरकार</p>
<p>मेरा आधार, मेरी पहचान</p>	
	

ANNEXURE VII**Quality of Machines – Production in Volumes**

Sr. No.	Activity	Location	Make/model of machine	Output Speed per hr	No. of machines	Total Capacity for Printing Aadhaar Status and PIN letter per day	Capacity per day allocated for this job	If hired, the date from which hired and from whom

ANNEXURE VIII**Quality and Experience of Technical Personnel**

Sr no.	Name	Post/Designation	Qualification	Experience

ANNEXURE IX**Past Experience of the Firm in terms of Turnover from Similar work**

Customer Name	Year of Execution	Job Volume	Turnover	Remarks

ANNEXURE X**Past Experience of the Firm in terms of Annual Turnover**

Sr no	Financial Year	Annual Turnover	Annual Turnover from core printing operations	Remarks

ANNEXURE XI:**Information Security Guidelines****Information Security Requirements for Printing service provider**

Printing service providers handle sensitive data of Aadhaar holders while printing the Aadhaar letters. It is important that such data is secured during the entire lifecycle of processing within Printing service provider including download of XML files, creating the print format, printing at the printers, dispatching etc. Following are the minimum information security requirements that shall be followed by the service provider while processing data as per the RFP:

1. PSP agency shall provide declaration or no objection certificate regarding the background such as education, criminal record, employment history etc. of its employees. UIDAI or agency appointed by UIDAI may validate this information during or after the employment of the respective agency.
2. All PSP employees handling UIDAI information assets shall sign a confidentiality (non-disclosure) agreement in addition to the contractual requirements
3. Information security policy, processes, roles and responsibilities for Information security shall be maintained by PSP for governance of Information security.
4. Periodic Information security training shall be provided to all the staff members. This must cover various security requirements of UIDAI including those in the Aadhaar Act 2016.
5. All assets used by PSP (business applications such as SFTP download client, operating systems, databases, network etc.) for the purpose of delivering services to UIDAI shall be identified, labelled and classified.
6. PSP shall ensure reconciliation of assets is performed on a periodic basis
7. List of authorized personnel having access to UIDAI resources shall be maintained, updated and shared with UIDAI on a quarterly basis
8. Only authorized individuals shall be provided access to information assets processing UIDAI information such as SFTP client, desktops, laptops, printers etc.
9. PSP facility or area used for Aadhaar printing shall be restricted with electronic access control and access shall be provided on need basis and least privilege based on approval.
10. PSP shall ensure that printers are placed in secured areas and access to the printers is restricted to authorized personnel only.
11. Logical access to printers shall be restricted using smart cards, PIN authentication, LDAP authentication, biometric solutions and other solutions
12. Access to print from the printers should also be logically controlled through individual IDs such as respective electronic access control cards, password etc.
13. PSP shall ensure that physical media when transferred (e.g., movement of hard disk from one location to another) is carried out in a secure manner. This may include, but not limited to:
 - I) Before sending any equipment out for repair, the equipment shall be sanitised to ensure that it does not contain any UIDAI sensitive data.
 - II) Media transfer shall be done by authorized individual / agency
 - III) Log register shall be maintained for all incoming and outgoing media
 - IV) All activities associated with the transport of information system media shall be restricted to authorized personnel
 - V) Authorized personnel shall be accountable for information system media during transport outside of controlled areas

14. Information systems containing UIDAI information shall be disposed-off securely only after obtaining approval from UIDAI authorized personnel
15. Periodic reconciliation of various access (logical and physical) shall be performed by PSP
16. Printer shall be disabled from performing non printing functionalities such as copy, fax and scan etc.
17. PSP shall document and maintain network diagram that includes all network components such as firewall, routers etc. as well as their connections
18. Printing of Aadhaar Status/PIN letter shall be physically and logically segregated from other networks of PSP.
19. The network for printing Aadhaar letter shall be protected through firewall and rules shall be enabled only on need basis and approval.
20. PSP shall deny communications with (or limit data flow to) known malicious IP addresses (black lists) or limit access only to trusted sites (whitelists).
21. PSP shall ensure that network devices such as firewalls, routers etc. installed in the premise are configured as per Minimum baseline security standards. PSP shall perform configuration review of the network devices on an annual basis.
22. Secure connectivity shall be established between PSP provider and CIDR
23. All systems including desktops, laptops, servers, network devices etc. used for providing services to Aadhaar shall hardened as per the industry best practices such as CIS Benchmarks.
24. PSP shall ensure that latest patches are installed on all the information assets. The patch management process shall be defined and documented by service provider.
25. Anti-virus software shall be installed on all systems used to provide services to AADHAAR. Virus definitions shall be updated on a daily basis from the Anti-virus server and daily scans shall be run on the systems.
26. Security policies such as strong password, password history, password expiry, system login timeout, no admin access, screensaver etc. shall be applied as per UIDAI policy and specifications issued from time to time. Active Directory or similar system shall be used to automatically enforce security policy on all systems.
27. Network, operating system, database, application, configuration reviews and other information security assessment shall be carried out annually and/or during a significant change in the PSP ecosystem by an independent third party and results will be shared with UIDAI;
28. Firewall shall be deployed to block public internet access to the printer
29. All unsecure ports such as telnet, FTP etc. and unwanted network services such as RDP, NetBIOS null sessions etc. shall be disabled on all the systems as applicable.
30. All XML files containing resident identity information (biometric (photo), demographic, Aadhaar number etc.) information shall be encrypted before transferring the data from CIDR to PSP for the purpose of printing Aadhaar Status/PIN Letter. The encryption shall be done using the public key provided by the PSP vendor which should not be less than 2048 bits in length and shall comply with latest UIDAI specifications and policy.
31. The PSP shall delete the XML files containing resident information from all the systems used during printing process once the corresponding Aadhaar Status/PIN letter is printed and dispatched. All invoices raised by the PSP shall be accompanied by a certificate stating that the PSP has permanently deleted from its systems the data pertaining to all residents whose Aadhaar Status/PIN letters have been printed. In no case PSP shall store the resident information in the server/systems for more than 7 days after the dispatch of printed documents.
32. All XML files containing resident identity information (biometric, demographic data, Aadhaar number etc.) shall stay in encrypted format while in storage within PSP systems.

33. Secure Key management process shall be maintained for secure key generation, ownership, distribution, archival, storage and revocation by the PSP vendor to protect the keys throughout their lifecycle. HSM shall be used to manage the secret keys and HSM management shall be done as per OEM recommendation and Industry best practice.
34. End to end security testing of the Aadhaar related applications used by the PSP shall be provisioned by PSP. The testing results shall be shared with UIDAI annually or on need basis.
35. Any changes to the information processing facilities and systems shall be first approved by appropriate authority within PSP and shall be logged. These changes can be:
 - I) Configuration changes
 - II) Change of OS
 - III) Use of new technology
 - IV) etc.
36. A record of all changes shall be maintained along with the appropriate artefacts
37. The PSP shall get its operations audited by an information systems auditor certified by a recognised body under the Information Technology Act, 2000 and furnish certified audit reports to the Authority, upon request or at time periods specified by the Authority.
38. UIDAI shall reserve right to audit systems and processes of the PSP on an annual basis and /or need basis to ensure compliance with stipulated security policy published time to time, but not limited to this document. The audit plan shall include information security and technical testing controls required to protect UIDAI information assets. UIDAI shall share the findings of the audit with the PSP;
39. If any non-compliance is found as a result of the audit, the PSP shall:
 - a) Determine the causes of the non-compliance;
 - b) Evaluate the need for actions to avoid recurrence of the same;
 - c) Determine and implement corrective action;
 - d) Review the corrective action taken.
40. PSP and their partners shall ensure compliance to all the relevant laws, rules and regulations, including, but not limited to, Aadhaar Act 2016, Aadhaar Regulations 2016, Information Technology Act 2000 and 2008 amendments and other prevailing laws.
41. The PSP shall ensure compliance to the information security policy of UIDAI.
42. PSP shall remediate critical and high security gaps within 7 days of being reported to UIDAI or within 7 days of being reported by UIDAI and share a compliance report.

ANNEXURE XII :**List of Documents Submitted**

Date :

Bid No.:

To

The Assistant Director General (Logistics)**Unique Identification Authority of India (UIDAI)****6th Floor, Bangla Sahib Road, Behind Kali Mandir,****Gole Market, New Delhi-110001.**

We, the undersigned, declare that:

The following documents listed herein have been submitted –

Sr. No.	Document Type	Fulfilling Clause No.	Page No. (Attached in the document)	Remarks

(Signature)

Authorized Signatory

Name : _____

Designation : _____

Office Seal: _____

Place: _____

Date: _____

APPENDIX A (I)**I. SPECIFICATION OF AADHAAR STATUS LETTER**

1. Printing of Aadhaar Status Letter shall be as per the specifications of design and colour scheme indicated by UIDAI.
2. Specifications of Aadhaar Status Letter:

1.	Letter Paper	70 GSM (Perforated self mailer)
2.	Dimensions	<u>Unfolded</u> Maximum Size : 30 cm x 21 cm Minimum Size : 28.2 cm x 18.2 cm <u>Folded</u> Maximum Size : 21 cm x 10 cm Minimum Size : 15.2 cm x 9 cm
3	Weight	<u>Maximum 5 grams</u>
3.	Flaps	Three flaps, one each on the left and right side not exceeding 1.5 cm x 10 cm and another on the top side not exceeding 1.5 cm x 21 cm. Flaps are not required if the Inland Letter Card can be closed by any other effective process.
4.	Colour	Both sides Black & White variable printing Aadhaar logo in colour on both sides
5.	Lamination	Not required
6.	Variable data	As per design, printing matter will be provided to selected PSP
<i>Note: Indicative copy of Aadhaar Status Letter is available at Annexure-IV.</i>		

APPENDIX A(II)**II. SPECIFICATION OF AADHAAR PIN LETTER**

1. Printing of Aadhaar PIN letter and envelop shall be as per the specifications of design and colour scheme indicated by UIDAI.

a) **Specifications of Aadhaar PIN letter:**

S No	Item	Specifications
1.	Aadhaar PIN letter	The material/paper should be 80 GSM Maplitho paper. Variable data to be printed on the letter along with Auto Folding.
2.	Dimensions	210mm x 297mm
3.	Colour	4 colour printing
<i>Note: Indicative copy of Aadhaar PIN Letter is available at Annexure-V</i>		

b) **Specifications of Aadhaar PIN letters envelope:**

S No	Item	Specifications
1.	Envelope type	<ul style="list-style-type: none"> • Secured, protected window type for address & tracking barcode visibility. • Window Film – 25 microns with proper stiffness, high tensile strength, excellent optics and good water barrier properties. • 22.6 x 28.4cm open - 10.7 x 24 cm close size • 4 color with window on 100 GSM Maplitho paper • Die cut with Re moisture glue pasting on flap
2.	Dimensions	To accommodate one Aadhaar PIN letter. Should support automatic insertion/enveloping.
3.	Colour	4 color printing.
<i>Note: Indicative copy of envelope for Aadhaar PIN Letter is available at Annexure-VI.</i>		

APPENDIX B**SKIPPED FILE MIS FORMAT**

FIELD NAME	SAMPLE DATA	REMARKS
EID		Enrolment ID number
PRINT_XML_NAME		XML File Name
ERROR_CODE		Error Code Number
ERROR_TYPE		Error Type Description
REMARKS		Additional Details about error type.
Date		Date of generation

The Reason for skipping records shall be specified by UIDAI

APPENDIX C**PRINTING FILE MIS FORMAT**

FIELD NAME	SAMPLE DATA	REMARKS
EID		Enrolment ID number
EY_NO		Unique Document Tracking Barcode
PRINT_XML_NAME		XML File Name
PRINT_DATE		Date of Print of Document
BAG_NO		Bag Number Provided
BAG_DELIVERY_DATE_INPOST		Date of Bag Delivery to Delivery Partner
DISPATCH_DATE_PRINTER		Date of Dispatch of document by Printer

APPENDIX D
FORM OF PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

The non-judicial stamp paper should be in the name of issuing Bank

Ref.....

Bank Guarantee No.....

Date.....

To

Headquarters - Unique Identification Authority of India
Ministry of Electronics & IT,
6th Floor, Bangla Sahib Road, Behind Kali Mandir,
Gole Market, New Delhi-110001

Dear Sirs,

1. In consideration of the Unique Identification Authority of India, Ministry of Electronics & IT , Government of India, (hereinafter referred to as the 'Purchaser' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s..... with its Registered/Head office at (hereinafter referred to as the "Service Provider" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Notification of award No..... dated and the same having been acknowledged by the Service Provider, resulting in a Contract, bearing No..... dated.....valued at.....for..... (scope of Contract) and the Service Provider having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract not exceeding Rs. (in words & figures).
2. We.....(Name & Address of Bank Branch) having its Head office at (hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the amounts due and payable under this guarantee without any demur, reservation, context, recourse or protest and/or without any reference to the Service Provider merely on a demand from the Purchaser. The amount claimed may be due by way of inconvenience caused to or would be caused to or suffered by the Purchaser by reason of breach by the said Service Provider(s) of any of the terms or conditions contained in the said Agreement or by reason of the Service Provider(s)' failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive and binding notwithstanding any difference between the Purchaser and the Service Provider or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Purchaser discharges this guarantee.

- 3. The Purchaser shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, from time to time to extend the time for performance of the Contract by the Service Provider. The Purchaser shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Service Provider, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Purchaser and the Service Provider or any other course or remedy or security available to the Purchaser. The Bank shall not be released of its obligations under these presents by any exercise by the Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Purchaser or any other indulgences shown by the Purchaser or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.
- 4. The Bank also agrees that the Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Service Provider and notwithstanding any security or other guarantee the Purchaser may have in relation to the Service Provider's liabilities.
- 5. This guarantee will not be discharged due to the change in the constitution of the Bank or the Service Provider(s)/Service Provider(s).
- 6. Notwithstanding anything contained hereinabove:
 - (1) Our liability under this guarantee is restricted to Rs. (in words & figures).
 - (2) This Bank Guarantee will be valid upto; and
 - (3) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before

In witness whereof the Bank, through its authorised officer, has set its hand and stamp on this.....day of.....2018 at.....

WITNESS

..... (Signature) (Signature)
..... (Name) (Name)
..... (Official Address) (Designation with Bank Stamp)

Attorney as per Power of Attorney No.....
Dated.....

APPENDIX E**BANK GUARANTEE FOR EMD****(To be Stamped in accordance with Stamp Act)****The non-judicial stamp paper should be in the name of issuing Bank**

Ref.....

Bank Guarantee No.....

Date.....

To

Headquarters - Unique Identification Authority of India
 Ministry of Electronics & IT,
 6th Floor, Bangla Sahib Road, Behind Kali Mandir,
 Gole Market, New Delhi-110001

Dear Sirs,

1. In accordance with Invitation to Bid under your Specification No.....
 M/s..... having its Registered/Head Office at..... (hereinafter
 called the 'Bidder') wish to participate in the said Bid or..... and you, as a
 special favour have agreed to accept an irrevocable and unconditional Bank Guarantee for an
 amount of..... valid upto on behalf of Bidder in lieu of the Bid
 deposit required to be made by the Bidder, as a condition precedent for participation in the said
 Bid.
2. We, the Bank at (local address) having our Head office at
 guarantee and undertake to pay immediately on demand by Unique
 Identification Authority of India, of India, the amount of
 (in words & figures) without any reservation,
 protest, demur and recourse. Any such demand made by said 'Owner' shall be conclusive and
 binding on us irrespective of any dispute or difference raised by the Bidder.
3. This guarantee will not be discharged due to the change in the constitution of the Bank or the
 Service Provider(s)/Service Provider(s).
4. Notwithstanding anything contained hereinabove:
 - (1) Our liability under this guarantee is restricted to Rs. (in words & figures).
 - (2) This Bank Guarantee will be valid upto; and
 - (3) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee
 only upon service of a written claim or demand by you on or before

In witness whereof the Bank, through its authorised officer, has set its hand and stamp on
 this.....day of.....20.....at.....

WITNESS

.....
 (Signature)

.....
 (Signature)

.....
(Name)

.....
(Official Address)
Attorney as per Power of Attorney No.....

.....
(Name)

.....
(Designation with Bank Stamp)
Dated.....

APPENDIX F**Non-Disclosure Agreement**

This Non-Disclosure Agreement (“Agreement”) is executed on ___ day of ____ 2018 (“Effective Date”), by and between:

Unique Identification Authority of India or UIDAI, through its Chief Executive Officer, having its office at 9th Floor, Bangla Sahib Road, Behind Kali Mandir, Gole Market, New Delhi – 110001, (hereinafter referred to as the “**Authority**” which expression shall, unless repugnant to the context and meaning include its successors, administrators and assigns) of the ONE PART;

AND

_____, a Company duly registered under the Companies Act 1956 / 2013, through its authorized representative [Name] holding the designation [Designation], having its registered office at [address], (hereinafter referred to as the “**Bidder**” which expression shall, unless repugnant to the context and meaning, include its successors, administrators, executors, attorneys, agents and assigns) of the OTHER PART.

WHEREAS:

- A. The Bidder is desirous of bidding for Bid No..... covering “[RFP FOR SELECTION OF SERVICE PROVIDER FOR PRINTING OF AADHAAR STATU/PIN LETTER]” (hereinafter called the said 'RFP') issued by the Authority.
- B. The Bidder is aware and confirms that the Authority’s business/ operations, information, Application/software, hardware, business data, architecture schematics, designs, storage media and other information / documents made available by the Authority in the RFP documents during the bidding process and thereafter, or otherwise (confidential information for short) is privileged and strictly confidential and/or proprietary to the Authority.

NOW THEREFORE,

In consideration of disclosure of confidential information, and in order to ensure the Authority’s grant to the Bidder of specific access to Authority’s confidential information, property, information systems, network, databases and other data, the Bidder agrees to all of the following conditions.

It is hereby agreed as under:

- 1** The confidential information to be disclosed by the Authority shall include without limitation, any and all information in written, representational, electronic, verbal or other form, whether or not

expressly marked as "Confidential", relating directly or indirectly to inventions, processes, products, methodologies, algorithms, risk matrices, thresholds, parameters, reports, data, models, deliverables, work products, specifications, architecture, project information, money laundering typologies, related computer programs, systems, trend analysis, risk plans, strategies, operating techniques, source codes, object codes, "know how", drawings, designs, patents, copyright, trademarks, trade secrets, unpublished records and information communicated or obtained through meetings, documents, correspondence or inspection of tangible items, facilities or inspection at any site to which access is permitted by the Authority.

2 Subject to clause 11 of this Agreement, it is hereby agreed by the Bidder that this Agreement shall apply in perpetuity and shall survive the termination of any other contract, agreement, arrangement or understanding entered into by or executed between the Authority and the Bidder.

3 Confidential Information does not include information which:

- a) the Bidder knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
- b) information in the public domain as a matter of law;
- c) is obtained by the Bidder from a third party without any obligation of confidentiality;
- d) the Bidder is required to disclose by order of a competent court or regulatory authority;
- e) is released from confidentiality with the written consent of the Authority.

The Bidder shall have the burden of proving hereinabove are applicable to the information in the possession of the Bidder.

4 The Bidder agrees to hold in trust any Confidential Information received by the Bidder, as part of the Tendering process or otherwise, and the Bidder shall maintain strict confidentiality in respect of such Confidential Information, and in no event the degree of confidentiality shall be less than the Bidder uses to protect its own confidential and proprietary information. The Bidder also agrees:

- a) to maintain and use the Confidential Information only for the purposes of bidding for this RFP and thereafter only as expressly permitted herein;
- b) to only make copies as specifically authorized by the prior written consent of the Authority and with the same confidential or proprietary notices as may be printed or displayed on the original;
- c) to restrict access and disclosure of Confidential Information to their employees, agents, and representatives strictly on a "need to know" basis, provided such employees, agents and

- representatives have duly executed a Non-Disclosure Agreement with the Bidder, to maintain confidentiality of the Confidential Information disclosed to them; and
- d) to treat Confidential Information as confidential unless and until Authority expressly notifies the Bidder of release of its obligations in relation to the said Confidential Information.
- 5 The Bidder agrees to indemnify the Authority against any and all losses, damages, claims, or expenses incurred or suffered by the Authority as a result of the Bidder's breach of this Agreement.
 - 6 Notwithstanding the foregoing, the Bidder acknowledges that the nature of activities to be performed as part of the Tendering process or thereafter may require the Bidder's personnel to be present on premises of the Authority or may require the Bidder's personnel to have access to software, hardware, computer networks, databases, documents and storage media of the Authority while on or off premises of the Authority. It is understood that it would be impractical for the Authority to monitor all information made available to the Bidder's personnel under such circumstances and to provide notice to the Bidder of the confidentiality of all such information. Therefore, the Bidder undertakes that it shall be liable for any and all unauthorized access to and disclosure of Confidential Information by any of its employees, agents and / or representatives.
 - 7 The Bidder shall establish and maintain appropriate security measures to provide for the safe custody of the Confidential Information and to prevent unauthorised access to it.
 - 8 The Bidder agrees that upon termination/expiry of this Agreement or at any time during its term, at the request of the Authority, the Bidder shall promptly deliver to the Authority the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.
 - 9 Confidential Information shall at all times remain the sole and exclusive property of the Authority. Upon completion of the Tendering process and/or termination of the contract or at any time during its term, at the request of the Authority, the Bidder shall promptly deliver to the Authority the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information within a period of sixty days from the date of receipt of notice, or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of the Authority. Without prejudice to the above the Bidder shall

promptly certify to the Authority, due and complete destruction and return. Nothing contained herein shall in any manner impair rights of the Authority in respect of the Confidential Information.

- 10** In the event that the Bidder hereto becomes legally compelled to disclose any Confidential Information, the Bidder shall notify the Authority within 24 hours and render best effort assistance to the Authority to enable the Authority to prevent or minimize to the extent possible, such disclosure. Bidder shall not disclose to a third party any Confidential Information or the contents of this RFP without the prior written consent of the Authority. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the Bidder applies to its own similar Confidential Information but in no event less than reasonable care.
- 11** The Bidder covenants and agrees that, during the term of its engagement with the Authority and for twelve (12) months after the termination thereof, regardless of the reason for the termination, the Bidder shall not, directly or indirectly, represent any entity or authority engaged in same or substantially similar nature of work as that of the Authority, anywhere in the world, for any work which is similar to the Bidder's scope of work as provided by the Authority.
- 12** This Agreement, its meaning and interpretation, and the relation between the Parties shall be governed by the applicable laws of India. The Recipient in the provision of its services under the contract shall be governed at all times by the provisions of Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 and the regulations framed there under as amended from time to time. Notwithstanding anything contained therein, if the Recipient contravenes any provisions of Aadhaar Act, 2016 and the Regulations framed thereunder, as applicable to the services rendered under the RFP and / or this Agreement, the Recipient shall be liable to applicable penal provisions prescribed therein, in addition to, the penalties/provisions provided in this Agreement.
- 13** The Bidder understands and acknowledges that any disclosure or misappropriation of any of the Confidential Information in violation of this Agreement may cause the Authority irreparable damage, the amount of which may be difficult to ascertain and, therefore, agrees that the Authority shall have the right to apply to a court of competent jurisdiction for an order restraining any such further disclosure or misappropriation and for such other relief as the Authority shall deem appropriate. Such right of the Authority shall be in addition to Remedies otherwise available to the Authority at law or in equity.

For and on behalf of:

For Authority

For Bidder

(Authorised Signatory Office Seal:)

(Authorised Signatory Office Seal:)

Name:

Name:

Designation: Chief Executive Officer

Designation:

Date:

Date:

Place:

Place:

