

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

Request for Empanelment (RFE)  
as  
Aadhaar Biometric Attendance  
System Provider Agencies  
with  
UIDAI HQ, New Delhi

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Government of India  
Unique Identification Authority of India  
3rd Floor, Tower II, Jeevan Bharati Building,  
Connaught Circus, New Delhi 110001

## **REQUEST FOR EMPANELMENT (RFE) AS AADHAAR BIOMETRIC ATTENDANCE SYSTEM PROVIDER AGENCIES**

1. The Unique Identification Authority of India, Headquarter, New Delhi invites applications in the prescribed proforma for empanelment as Aadhaar biometric attendance service provider agency (hereinafter referred to as “Agency”)
2. Proposal must be submitted at the UIDAI Headquarters, New Delhi office in one sealed envelope marked as ‘Proposal for Empanelling as Aadhaar Biometric Attendance Service Provider Agency’ containing the ‘Technical bid’ along with the documents that are required to be submitted as explained in 3.3.1 of the RFE document and Annexure I, II and III of the RFE. The name and contact details of the firm should be on all the envelopes.
3. The agency will be selected as per the evaluation mechanism of this RFE.
4. The sealed envelope should reach by **JULY 31, 2014 before 1500 hours** addressed to

**ADG (Authentication)**  
**Unique Identification Authority of India (UIDAI)**  
**9<sup>th</sup> Floor, Tower I, Jeevan Bharati Building**  
**Connaught Circus**  
**New Delhi 110001**

5. The Technical bid must contain Demand Draft(s) of Rs.250/- (Rupees Two hundred and fifty only) as cost of tender document, drawn in favour of ‘PAO, UIDAI, New Delhi’ payable at New Delhi as cost of tender, if downloaded from UIDAI website, failing which the bids shall declared as non-responsive and rejected.
6. The applicants shall be required to furnish a refundable Earnest Money Deposit of Rs.10,000/- (Rupees ten thousand only), in the form of a demand draft, from a scheduled commercial bank in India valid till the finalization of empanelment

process. The EMD shall be drawn in favour of PAO, UIDAI, New Delhi. The following conditions will be applicable to the EMD

- a. The EMD should be submitted along with the bid
  - b. In case of withdrawal from the empanelment process, during the course of empanelment, the EMD will be forfeited
  - c. In case of submission of false document and/or certificates the EMD will be also be forfeited
  - d. UIDAI will not pay any interest on the EMD amount for any period.
7. Firms may send one representative on their behalf to be present on JULY 31, 2014 at 15.30 Hrs. when the sealed envelope covers for technical bid are opened.
  8. Firms may contact ADG (Authentication) at Unique Identification Authority of India (UIDAI), 9<sup>th</sup> Floor, Tower I, Jeevan Bharati Building, Connaught Circus, New Delhi 110001, for any clarification on the RFE before JULY 07, 2014.
  9. UIDAI reserves the right to reject any or all of the responses to this RFE without assigning any reason. UIDAI takes no responsibility for delay, loss or non-receipt of response to RFE.
  10. On the basis of scores given by the committee, it is envisaged to empanel firms as Aadhaar Biometric Attendance System Provider for the scope of work indicated under “2.4” of this RFE.

**Important dates:**

| <b>S No.</b> | <b>Activity</b>  | <b>Date*</b>   |
|--------------|--|--|
| 1            | Last date for submission of queries                                | JUL 07, 2014 17:00 hours through email at <a href="mailto:yashwant.kumar@uidai.net.in">yashwant.kumar@uidai.net.in</a> and <a href="mailto:hari.aggarwal@uidai.net.in">hari.aggarwal@uidai.net.in</a>  |
| 2            | Last date of registration to participate in the Pre-Bid Conference | JUL 07, 2014, 17:00 hours through email at <a href="mailto:yashwant.kumar@uidai.net.in">yashwant.kumar@uidai.net.in</a> and <a href="mailto:hari.aggarwal@uidai.net.in">hari.aggarwal@uidai.net.in</a> |
| 3            | Date and Venue of the Pre Bid Conference                           | JUL 09, 2014, 14:30 hrs at Conference Room 3 <sup>rd</sup> Floor, UIDAI HQ, Tower II, Jeevan Bharati Building, Connaught Circus, New Delhi – 110001  |
| 4            | Last date for submission of response to RFE                        | JUL 31, 2014 by 1500 hours at office of ADG(Auth), UIDAI, 9th Floor, Tower I, Jeevan Bharati Building, Connaught Circus, New Delhi 110001  |
| 5            | Date and time for opening of technical bid envelope covers         | JUL 31, 2014 at 1530 hours   |

\*In case if, due to any circumstances, the above published dates are declared holiday then the next working date shall be applicable for the activity.

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## SECTION I: BACKGROUND

### Unique Identification Authority of India

Unique Identification Authority of India (UIDAI) has been set up with the mandate of providing a unique identity number (Aadhaar) to all residents of India and defining usages and applicability of Aadhaar for delivery of various services. The Unique identification number (Aadhaar), issued by UIDAI to all residents in the country, is:

- a) Verifiable in an online, cost-effective manner
- b) Based on biometrics
- c) Secure and Robust enough to eliminate duplicate and fake identities in databases

The timing of the initiative coincides with the increased focus on GOI on social / financial inclusion and development through massive investments in various social sector programs, and transformation in public services delivery through e-governance programs. The impact of the UIDAI initiative will be wide-ranging. For residents across the country, Aadhaar will be a transformational number which will improve the delivery of welfare programs, by online verifiable identity, and will provide residents, particularly the poor, greater access to resources and services. The purpose of Aadhaar Authentication, online identity verification platform, is to enable residents to prove their identity and for service providers to confirm that the residents are 'who they say they are' in order to supply services and give access to benefits.

Aadhaar authentication refers to the sequence of events during which the personal identity information / data of an Aadhaar-holder is matched with their personal identity information / data that is stored in the UIDAI's Central Identities Data Repository. An Aadhaar holder's Personal Identity Data (henceforth referred to as PID) includes his or her demographic details, one-time password (OTP) sent to the Aadhaar holder's cell phone (stored in the CIDR) and the Aadhaar holder's biometric information (fingerprint and iris scan).

The scale of Unique ID initiative is unprecedented and its implementation will involve active participation of Central and State governments, as well as Public and Private sector agencies across the country. UIDAI foresees a large scale adoption of Aadhaar online authentication based services (use-cases) in various domains. One such service (use-case) common across various domains would be ***Aadhaar Biometric Authentication based Attendance***.

Through this Request for Empanelment (RFE), ***UIDAI intends to empanel agencies for the work of Aadhaar Biometric Attendance System Provider*** as highlighted in the subsequent sections, for the Entities desirous to use Aadhaar biometric Authentication based attendance.

## **SECTION II: AADHAAR BIOMETRIC ATTENDANCE SYSTEM REQUIREMENT**

### **2.1 Purpose**

As mentioned in the preceding section UIDAI foresees a large scale adoption of Aadhaar online authentication based services in various domains. It is envisaged that Aadhaar biometric attendance would be one such service common across various domains. The entities desirous of using such a service will benefit from ubiquitous nature of online authentication and, hence, attendance service across locations without the need to issue a separate identity token or implement secure captive biometric attendance solution.

A significant number of entities across industries or domains be it government (Central / State) department, public sector undertaking or private organization etc (***hereinafter referred to as “Entity” or “Entities”***) today have presence across locations. A key requirement likely to be faced by such entities’ human resources department is to enable and manage workforce’s attendance across locations while keeping the Total Cost of Ownership (TCO) low. In current scenario, the entities may have deployed captive heterogeneous solutions across different work locations requiring additional workforce to install and manage.

The very nature of Aadhaar and Aadhaar authentication service and when packaged appropriately for the purpose of attendance solution would ensure low TCO and faster time to market. The attendance solution creates transparency and accountability at different levels of the Entity so as to make the processes more efficient. The Agencies can provide ***Aadhaar Biometric Attendance System*** (either as a service, or as a complete end-to-end software and/or hardware solution, or any specific module and/or component thereof) and the Entities derive the benefits akin to such a comprehensive offering.

Hence, in an effort to encourage adoption of attendance revolution for obvious benefits to the various entities, UIDAI would encourage a large number of players to develop ***Aadhaar Biometric Attendance System (hereinafter referred to as “Service”)***.

In this context, UIDAI plans to offer a scheme of empanelment of Agencies (***hereinafter referred to as “Agency” or “Agencies”***) across the country for carrying out the Service as specified above. The Request for Empanelment (RFE) document is intended to invite applications for empanelment from eligible organisations based in India. The document describes the Objective, Scope of Work, Eligibility Criteria, Evaluation and Empanelment Procedure, General Conditions, General / Specific Terms and Conditions for Empanelment.

The Annexure sections provide details about Declaration, Qualification Criteria, Checklist and Detailed Strategy Document for Submission.

## 2.2 Target Audience

Agencies willing to offer Aadhaar Biometric Attendance System **Service**

## 2.3 Objectives

The main objectives of RFE for Aadhaar biometric Attendance System Service are as follows:

- To create a framework for identifying the Agencies that provides / intends to provide Aadhaar biometric Attendance System and reduce the time-to-market.
- To provide a benchmark for selection of the service provider Agencies through this scheme of empanelment i.e. Identification, Evaluation and Ranking of Agencies who possess the required experience and capabilities as it enables UIDAI to certify these Agencies.
- To enable the Entities to quickly address the outsourcing of services relating to biometric attendance through a limited tender and reduce the TCO
- To increase Agency's chances of being awarded the work relating to Aadhaar based biometric attendance and reduce the time delays for obtaining approvals, agreement etc.

## 2.4 Scope of Work

The Entities are expected to use services of Agencies for the purpose of recording and tracking attendance of its human resources. The services rendered by Agencies under Aadhaar Biometric Attendance System are likely to bring further transparency and accountability in attendance tracking and to make the entire process efficient and effective.

The Entity may require Agency to provide Aadhaar Biometric Attendance System ***either as a service, or as complete end-to-end software and/or hardware solution, or any specific software and/or hardware module and/or component thereof.***

***The indicative scope for attendance system is described in this section.***

At a high level the overall solution would have two main components

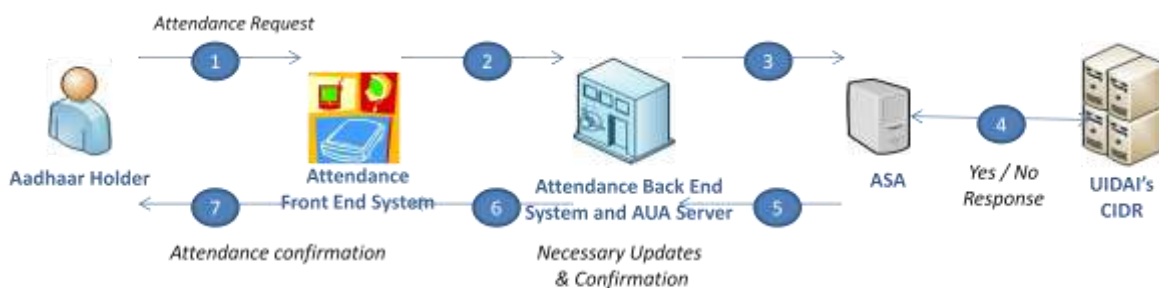
- (i) Front End System
- (ii) Back End System



The **Front End System** or the attendance system would be a device having hardware and client application. The client application would have the attendance module and attendance system registration module. The client attendance module in the idle state would wait for user interaction for manual data entry (such as through touch screen or keypad etc.) and/or using NFC tag through its NFC tag reader. Once the user ID or number is captured through screen input or NFC reader the application would prompt user to provide the biometric data (fingerprint or iris scan) required for Aadhaar online authentication. It would then create the request in accordance with the Aadhaar authentication API requirements (Refer to Aadhaar Authentication section below) and send the request to the backend application. Additionally the attendance system registration module would be used when the front end system is put to use at a location to register itself to the backend application.

The **Back End System** or attendance server would have functionalities to create Aadhaar authentication request, submit the request to UIDAI through intermediary Authentication User Agency (AUA)/Authentication Service Agency (ASA) and receive the response in accordance with Aadhaar authentication API requirements, mark the attendance at clock in/out, attendance system activation/de-activation, report generation, electronic data transfer etc. Detailed functions are enumerated later.

The picture below represents a high level schematic diagram of the Aadhaar Biometric Attendance System. For details of AUA and ASA refer to section 2.5.1.



Schematic diagram of Aadhaar Biometric Attendance System

The Aadhaar Biometric Attendance System may have the following broad scope of work:-

- Design, development, implementation and maintenance of the front end system and back end system
- Supply, installation, commissioning & maintenance of robust equipment/ device hardware, which are resistant to damages from heat, dust, moisture, rough handling and poor storage conditions, and STQC certified biometric scanners (fingerprint and/or Iris) and front end software and hardware at various locations for capturing attendance
- Establishment and maintenance of network connectivity at all project locations

- Collection of human resources information like Aadhaar number, Employee ID and entry of records
- MIS generation at district, zonal and/or central head offices level
- Training including capacity building
- Coordination of various stakeholders
- Deployment of manpower for operations & maintenance

### Front End System Hardware Requirements

The attendance systems at the location(s) may be deployed in the following manner:

A self contained, integrated unit with built-in display, provision for user input, STQC certified biometric scanner device to capture fingerprint or Iris etc.

It is envisaged that this would be a system with following capabilities

- (i) A provision for display & taking minimum user input such as user id or Aadhaar number through manual data entry mode (such as using keypad or touch screen) or identify the user inputs through Near Field Communications (NFC) reader
- (ii) Capturing biometric input data through a biometric scanner device (fingerprint and / or Iris), as applicable
- (iii) Should submit the authentication request for recording the attendance and then display an appropriate message for registration of attendance along with IN/OUT time and photograph
- (iv) Provision for display of appropriate user readable message in case of errors / issues such as no connectivity etc.
- (v) Should have the provision in the front end system that allows to register the system level details to the back end system
- (vi) Should support both EDGE and CDMA, 3G, LAN and Wi-Fi Connectivity
- (vii) Provision for internal power backup to support Operations when there is no external power

An Entity may also choose to request only a biometric sensor (STQC certified) be deployed along with front end software, by the Agency, on their existing computer/laptop in case of specific scenarios.

### Front End System Software Requirements

| Component         | Requirement   |
|-------------------|---|
| Attendance client | This module should perform following functions <ol style="list-style-type: none"> <li>1. The attendance module in idle state would wait for user interaction, i.e., input of user id or number, either using touch screen or Keypad and/or NFC tag through NFC tag reader</li> <li>2. Prompt user to provide the biometric input (fingerprint or</li> </ol> |

|   |  |
|---|--|
|   | <p>Iris) required for Aadhaar online authentication</p> <ol style="list-style-type: none"> <li>3. Create the request in accordance with the Aadhaar authentication API requirements (as mentioned in the Authentication component below) and for marking the attendance</li> <li>4. Send the request to the attendance server.</li> <li>5. Receive response from attendance server and display appropriate message for registration of attendance etc.</li> <li>6. Display connectivity or handshake status with attendance server.</li> <li>7. Display appropriate user readable messages in case of any errors or issues such as no connectivity to the attendance server etc.</li> <li>8. Contains provision to perform Best finger detection as per the Best Finger Detection client component</li> <li>9. Provision to securely store attendance request in offline mode for buffered authentication and synchronize with attendance server as soon as connectivity is restored.</li> </ol> |
| Attendance system registration module       | <p>This module should perform following functions</p> <ol style="list-style-type: none"> <li>1. Allow an instance of the attendance client to be registered to the server to enable unique identification of the attendance system</li> <li>2. Allow parameters, for the attendance system to the attendance server, to be configured. Various parameters could be connectivity details, backend server web service url &amp; security details etc</li> <li>3. Synchronize the client clock with the attendance server</li> <li>4. Register the client software version with the attendance server</li> <li>5. Access control to the module should be user &amp; role based access control</li> </ol>  |
| Attendance system OTA update and monitoring | <p>This module should perform following functions</p> <ol style="list-style-type: none"> <li>1. Receive and process over the air updates from the attendance server.</li> <li>2. Capture attendance system monitoring events and send to the attendance server for processing.</li> </ol>  |
| Authentication                              | <p>Authentication client application conforming to UIDAI's <a href="#">Aadhaar Authentication API 1.6</a> . Authentication client should support all the authentication factors as prescribed in <a href="#">Aadhaar Authentication API 1.6</a>.</p> <p>Application should support single finger and 2-finger fusion authentication</p> <p>Application should capture and display quality checking parameters for fingerprint and/or Iris for feedback of the capture quality.</p>   |
| Best Finger Detection client                | <p>BFD client application conforming to <a href="#">Aadhaar Best Finger Detection (BFD) API 1.6</a></p>  |

## Back End System Hardware Requirements

| Component                  | Minimum Requirement   |
|----------------------------|---|
| Attendance Server hardware | The Agency will have to work out the necessary hardware specifications as per the load / transaction requirements of the Entity |

### Back End System Software Requirements

| Component                        | Minimum Requirement   |
|----------------------------------|---|
| Attendance processing            | <p>This module should perform following functions</p> <ol style="list-style-type: none"> <li>1. Create the authentication request in accordance with the Aadhaar authentication API requirements for the Authentication server (as mentioned in the Authentication component above)</li> <li>2. Create request audit trail for Authentication server (as mentioned in the Authentication component above)</li> <li>3. Send the request to the Authentication Server Agency (ASA) server.</li> <li>4. Receive response from ASA server and process the response for necessary error codes if any.</li> <li>5. Mark attendance in/out as per applicable business rule(s).</li> <li>6. Create and process the Best finger detection request/response as per the Best Finger Detection client component mentioned above</li> <li>7. Process buffered authentication / attendance request and update attendance as per applicable business rules.</li> </ol> |
| Registration module              | <p>This module should perform following functions</p> <ol style="list-style-type: none"> <li>1. Unique registration of each and every instance of attendance client</li> <li>2. Activation and deactivation of each and every instance of attendance client by a web based interface</li> <li>3. Allow parameters, for the attendance server to the ASA server, to be configured. Various parameters could be connectivity details, ASA server web service url &amp; security details, OTA update/upgrade details, etc by a web based interface</li> <li>4. Master data management for users, devices etc by a web based interface</li> <li>5. Access control to the module should be user &amp; role based access control by a web based interface</li> <li>6. Capture and maintain the attendance system (client) software application version</li> </ol>   |
| OTA update and monitoring module | <p>This module should perform following functions</p> <ol style="list-style-type: none"> <li>1. Push the applicable OTA to the attendance system (client) based on the client registration information and maintain the same</li> <li>2. Process monitoring events based on configured business rules. Various parts to monitor may include – Success/failed update of OTA, device malfunction,</li> </ol>  |

|                             |  |
|-----------------------------|--|
|                             | biometric scanner malfunction (if supported by the scanner), low / critical power situation, display malfunction, no attendance on a working day at the expected time etc etc  |
| Reporting module            | <p>This module should perform following functions</p> <ol style="list-style-type: none"> <li>1. A web based interface, to access the reports, based on user / role based access control</li> <li>2. Daily attendance report details and summary grouped by location</li> <li>3. Monthly attendance report details and summary group by location</li> <li>4. User attendance report details and summary</li> <li>5. All report to be downloaded in pdf and excel format</li> <li>6. Continuous exception (late marking in/out) reporting based on user and/or location</li> <li>7. Continuous buffered authentication reporting based on user and/or location</li> <li>8. Online record inquiry</li> <li>9. SMS based short reporting to selected users</li> <li>10. Uptime reporting of attendance client systems</li> </ol>   |
| Non Functional Requirements | <ol style="list-style-type: none"> <li>1. Data archival and restoration</li> <li>2. Audit trail of MDM and transaction</li> <li>3. SMS and e-mail alerts of system monitoring</li> <li>4. High performance and scalability to cater to about 2000-3000 concurrent users (assuming 2-3 devices per location) and total server processing time of maximum 2 second per attendance transaction. Note- It is the maximum allowed processing time for an attendance transaction at the server and does not include the time taken by ASA, UIDAI for authentication.</li> <li>5. Designed to ensure that full round trip service time (initiation of attendance request from attendance client to display of response at the attendance client) should be under 10 seconds</li> <li>6. Designed to support availability of more than 99.9%</li> <li>7. User response for reporting and other functions such as MDM, device registration etc should be under 3 seconds at the server</li> </ol> |

**Note:** As mentioned earlier, the Entity at its discretion may procure part of the scope mentioned above or may have additional scope to fulfil their specific requirements. Some such examples are given below

- (i) Integration requirements with any other existing or upcoming system such as HRMS etc
- (ii) Usage of back end attendance system provisioned by its other partners such as NIC or C-DAC etc in case of Government departments

- (iii) Customization of front end software by Agency to work with backend application APIs published by Entity's partners

Hence, the final scope of work shall be determined by the respective tender or RFP of the Entity.

Additionally, some other requirements may need to be fulfilled by the Entity. Some of such requirements are mentioned hereunder:

- i. The Agency is expected to handle the collection of information regarding the Entity like Service Beneficiary ID, entry of records along with Aadhaar Number, handle data entry and validation for the Entity.
- ii. Implementation of the necessary solution component at the premise of a site / location viz. city/state/national level
- iii. Ensure inclusive authentication and to allow the users to mark their attendance in any unforeseen failure of any system
- iv. Ensure the activities to create, update or manage necessary master data or service database of the Entity, as applicable
- v. Assist in tasks related to seeding / linking of Aadhaar numbers for the Entity
- vi. Testing and acceptance of the Application Software
- vii. Plan and implement a trial run for the proposed attendance system and can be part of the witness of the trial run. The witness of the trial run is left to the discretion of Entity.
- viii. Periodical generation and sharing of Project Status Reports and Field Visits
- ix. Provide the necessary user training and capacity building
- x. Deploy human resources to monitor and support the site installation of the solution component(s)
- xi. Conduct periodical auditing of the application and share the corresponding reports as required by the Entity
- xii. Provide establishment and maintenance of network connectivity at all project locations and run the service
- xiii. Offer services with mutually agreed SLA
- xiv. Provide the deployment of manpower for Operations, Management & Maintenance of the system
- xv. Handle the co-ordination of relevant stake holders from the Entity, as required

- xvi. Offer professional services for customization of requirements to the attendance solution for functionality or reporting

**2.5 Other Information**

**2.5.1** The Agency has to ensure to take necessary Authentication User Agency (AUA) services or Authentication Service Agency (ASA) services from UIDAI approved AUA/ASA unless the Agency or Entity is itself an AUA/ASA.

More details of Authentication operating model may be taken from <http://www.uidai.gov.in> (<http://uidai.gov.in/authentication-2/more.html>)

**2.5.2.** The Agency will establish a direct relationship with the Entity, AUA and ASA (as necessary) and UIDAI would have no role in the Service except providing Authentication services to the AUA/ASA as per its contracts with AUA/ASA

**2.5.3** The Agency will be free to decide the SLA and charges of offering the service at competitive rates and Entity will be free to choose between the various Agencies

**2.5.4** The Entity may have specific requirement and hence may desire that cost of project for hiring the Service may be based on following *indicative* scenarios from the Agency. It may also be noted that the taxes for supply, installation and/or maintenance and/or service may be as per applicable tax laws.

| S.No | Scenario/Type of Service   |
|------|--|
| 1.   | Entity may hire attendance as a service on a per user per period basis (monthly/quarterly etc)   |
| 2.   | Entity may procure the complete end-to-end system on a fixed cost and AMC basis  |
| 3.   | Entity may procure only front end system (software and/or hardware) along with other services such as customizations etc on a fixed cost and AMC basis. The back end system may be provisioned by Entity's partners such as NIC or C-DAC etc in case of Government departments |

**2.5.5** The empanelment shall be initially for a period of three (3) years from the date of execution of the empanelment agreement by the empanelled agencies. Thereafter UIDAI reserves the right to extend the same on bi-yearly basis based on periodic reviews to assess the adherence to the terms and conditions of the agreement by the Agency. UIDAI shall be free to curtail the empanelment at any time after the expiry of initial three years of empanelment or earlier in case of violation of any terms and conditions, without assigning any reason.

**2.5.6** Any existing AUA may also offer such a Service but would not be an Agency for this purpose unless empanelled.

## SECTION III: ELIGIBILITY CRITERIA

### 3.1 General Eligibility

The RFE can be responded to only by business entities in India. **No consortia/joint ventures shall be allowed to apply for empanelment.**

Respondent has to satisfy the following qualification criteria for empanelment.

### 3.2 Qualification Criteria\*

| Criteria   | Minimum requirement at the time of filing response to RFE  |
|--|--|
| Certificate of Registration / business   | The business entities should provide copies the PAN and Service Tax or Sales Tax or VAT registration certificate.  |
| <b>Financial Turnover</b><br>A Certified Annual Turnover of minimum Rs. 50 Lakhs every year for the last 3 financial years (ending FY 2013-14)   | i)      >= Rs. 50 lakhs and < Rs 2 Crore per annum for Silver Category<br><br>ii)     >= Rs. 2 Crore and < Rs 5 Crore per annum for Gold Category<br><br>iii)    >= Rs. 5 Crore per annum for Platinum Category  |
| <b>Past Work</b>   | Technical and Financial details of 3 best successful projects undertaken (involving combination of hardware and software) in last 3 years ending FY 2013-14, in area of system integration. The business entity should provide proof of work order of the project and completion certificate or certificate on the letter head of the organization in case of ongoing project. |
| <b>Credentials of Servicing Delivery Team</b>  | Should have adequately skilled personnel to offer the Service. Submit matrix of number of personnel and CVs of the team intended to be deployed  |
| Should not be blacklisted/debarred/suspended/banned from business dealings by Ministry of Planning (Planning Commission), Gol or by Ministry of Commerce, Gol that is current as on the last date of filing of responses to this RFE | A Declaration stating to this effect is required to be signed by authorised signatory of the agency  |



**\*Please refer Annexure II for details**

### **3.3 Instructions to Applicants**

#### **3.3.1 List of documents to be submitted as part of response to RFE**

- 1 Covering letter on agency's letter
- 2 Declaration in the format given in **Annexure I**
- 3 Details of Qualification criteria as given in **Annexure II**
- 4 Checklist in the format given at **Annexure III**
- 5 Detailed strategy document in the format given in **Annexure IV**
- 6 Any other supporting information that is relevant to proposal

**Note:** All documents must be properly marked. The response to RFE should be submitted in one hard copy (***signed on every page by the authorised signatory***) and one soft copy on a CD. In case of any discrepancy, the signed hard copy version will prevail.

### **3.4 Disqualification**

UIDAI may at its sole discretion and at any time during the evaluation of application, disqualify any applicant, if the applicant has:

- (i) Submitted the application after the response deadline;
- (ii) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- (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;
- (iv) Submitted an application that is not accompanied by required documentation or is non-responsive;
- (v) Failed to provide clarifications related thereto, when sought;
- (vi) Submitted more than one application on its own;
- (vii) Was declared ineligible/blacklisted by the Government of India/State/UT Government;
- (viii) Is in litigation with Government of India/State/UT;

### 3.5 Important Dates:

| <b>S No.</b> | <b>Activity</b>  | <b>Date*</b>   |
|--------------|--|--|
| 1            | Last date for submission of queries                                | JUL 07, 2014 17:00 hours through email at <a href="mailto:yashwant.kumar@uidai.net.in">yashwant.kumar@uidai.net.in</a> and <a href="mailto:hari.aggarwal@uidai.net.in">hari.aggarwal@uidai.net.in</a>  |
| 2            | Last date of registration to participate in the Pre-Bid Conference | JUL 07, 2014, 17:00 hours through email at <a href="mailto:yashwant.kumar@uidai.net.in">yashwant.kumar@uidai.net.in</a> and <a href="mailto:hari.aggarwal@uidai.net.in">hari.aggarwal@uidai.net.in</a> |
| 3            | Date and Venue of the Pre Bid Conference                           | JUL 09, 2014, 14:30 hrs at Conference Room 3 <sup>rd</sup> Floor, UIDAI HQ, Tower II, Jeevan Bharati Building, Connaught Circus, New Delhi – 110001  |
| 4            | Last date for submission of response to RFE                        | JUL 31, 2014 by 1500 hours at office of ADG(Auth), UIDAI, 9th Floor, Tower I, Jeevan Bharati Building, Connaught Circus, New Delhi 110001  |
| 5            | Date and time for opening of technical bid envelope covers         | JUL 31, 2014 at 1530 hours   |

\*In case if, due to any circumstances, the above published dates are declared holiday then the next working date shall be applicable for the activity.

## SECTION IV- EVALUATION AND EMPANELMENT PROCEDURE

In order to empanel agencies, the UIDAI Headquarter will constitute an Evaluation Committee to evaluate the proposals submitted for detailed scrutiny. During evaluation of proposals, UIDAI, may, at its discretion, ask the bidders for clarification on their applications. The process for empanelment is as given below-

### 4.1 Evaluation process:

Scrutiny of eligibility criteria mentioned in 3.2 for responsiveness to the RFE will be done by the Evaluation Committee to determine whether the documents have been properly signed, qualification criteria fulfilled and all relevant papers submitted and whether the response to RFE is generally in order. The evaluation committee can seek additional information from the applicants, if needed. The response to the RFE not conforming to requirements viz., financial turnover requirement and past work record will be rejected.

4.1.1 The selection of agencies will be based on the evaluation of the technical bids and financial strength by the Evaluation Committee.

4.1.2. **Technical Evaluation:** The technical evaluation will be done on the basis of the strategy document, technically skilled man power, verifiable past work record and the security design and deployment/operations capabilities.

4.1.3. The qualifying score will be 70 marks out of 100. Firms who qualify in the technical evaluation will be ranked on the basis of merit and will be selected for empanelment as explained in section 4.2.

| S.No | Type   | Marks | Minimum Marks |
|------|--|-------|---------------|
| i.   | Verifiable past work record with description on the execution of similar projects (Not more than 4 pages, A4 size per project)   | 30    | 22            |
| ii.  | Strategy document (Not more than 6 pages, A4 size)   | 25    | 18            |
| iii  | Proven Man Power Capabilities – Demonstrating technical capabilities through the availability of skilled professionals ( CVs covering technical calibre and skills required for executing similar projects ) | 25    | 18            |
| iv   | Security Design & Deployment and Operations Capability – Gauging   | 20    | 12            |

|  |  |  |  |
|--|--|--|--|
|  | the capabilities of the Agency with respect to security features in the various relevant products viz. Biometrics / software / hardware (relevant copy of Purchase order/ completion or Successful Deployment Certificate) |  |  |
|--|--|--|--|

## 4.2 Empanelment

4.2.1 Agencies shortlisted for empanelment will be required to sign an agreement with UIDAI, accepting the terms and conditions lay down by UIDAI. After signing of the agreement, no variation or modification of the terms of the agreement shall be made except by written amendment signed by both parties.

4.2.2 Based on the financial statement and technical evaluation score, UIDAI will empanel the Agencies as Platinum, Gold and Silver Agency for the Service. Platinum agencies will offer service pan India. Gold agencies will offer service in one or multiple states and Silver in one or more Cities.

| S.No | Category | Financial Strength (Turnover)   | Geography        |
|------|----------|---|------------------|
| i.   | Platinum | > INR 5 crores per annum ending FY 2013-14                                      | Pan India        |
| ii.  | Gold     | Between INR 2 Crores and not exceeding INR 5 Crores per annum ending FY 2013-14 | List of State(s) |
| iii. | Silver   | Between INR 50 Lakhs and not exceeding INR 2 Crores per annum ending FY 2013-14 | List of City(s)  |

## 4.3 Allocation of Work

4.3.1 Mere empanelment with UIDAI does not guarantee allocation of work by an Entity. The Agency may have to participate in the RFP process or other processes of the Entity for award of the work.

4.3.2 The Entities may choose to identify prospective Agencies through this empanelled list based on the classification, and invite a limited tender for Request for Quotation (RFQ) calling for commercial quotes to undertake the Aadhaar based biometric attendance system as a service in specified locations or for part of the

scope for which the Agency has been empanelled. Entities may also choose to modify the scope of work for the Agency, based on specific biometric attendance requirements.

4.3.3 Alternatively, Entities may also opt for issuing a Request For Proposal (RFP), based on the model RFP template provided by UIDAI and invite fresh bids from the interested parties. The RFP in such cases may not be limited to empanelled Agencies.

4.3.4 In either of the above cases, the selected Agency(s) will be required to sign a contract agreement with the Entity for undertaking necessary services.

4.3.5 Empanelled Agencies shall increase their chances of being awarded the biometric attendance system as a service or as an end-to-end solution by achieving higher levels of technical capability.

4.3.6 UIDAI will issue a certificate of empanelment to the empanelled agencies.

## **SECTION V: GENERAL CONDITIONS**

### **5.1 Cost of Tender Document**

The application complete in all respects, should be submitted along with a demand draft of Rs.250/- (Rupees Two hundred fifty only) (non-refundable), drawn in favour of 'PAO, UIDAI, New Delhi' payable at New Delhi as cost of tender document.

### **5.2 Termination of Empanelled Agency**

5.2.1 In case of violation of contract terms and conditions between Agency and UIDAI or in case of violation of contract terms and conditions between Entity and Agency for the Service and a due notification in this regards to UIDAI by the Entity,

5.2.2 UIDAI may invoke necessary procedures to debar and blacklist the Agencies for applying in its future empanelment also.

## **SECTION VI: GENERAL TERMS AND CONDITIONS OF AGREEMENT**

The following indicative terms and conditions are of a general nature, and are given here only for the information of the prospective Agencies. Every project and assignment shall be awarded subject to the specific terms and conditions applicable specifically to that project which will be imposed through the specific contracts and assignments to be signed for that project. UIDAI will not sign any contract directly with the empanelled Agencies.

### **6.1 Nativity**

The organization must be authorized to carry out business in India as per Indian laws and as per details given under 3.1.

### **6.2 Relationship**

- a) Nothing mentioned herein shall be construed as relationship of master and servant or of principal and agent as between the 'UIDAI and 'the applicant. No partnership shall be constituted between UIDAI and the applicant by virtue of this empanelment nor shall either party have powers to make, vary or release agreement obligations on behalf of the other party or represent that by virtue of this or any other empanelment a partnership has been constituted, or that it has any such power. The applicants shall be fully responsible for the services performed by them or on their behalf.
- b) Neither party shall use the other parties name or any service or proprietary name, mark or logo of the other party for advertising or promotional purpose without first having obtained the other party's prior written approval.

### **6.3 Right to rejection and Right to annulment**

UIDAI reserves the right to reject any request for empanelment and to annul the empanelment process and reject all such requests at any time prior to empanelment, without thereby incurring any liability to the affected applicant(s) or any obligation to inform the affected applicant(s) of the grounds for such decision.

#### **6.4 No obligation**

Empanelment with UIDAI does not guarantee that any or all applicants shall be invited to bid for, or be awarded any project / assignment as a result of this empanelment.

#### **6.5 Fraud and Corruption**

UIDAI requires that the applicant engaged through this process must observe the highest standards of ethics during the performance and execution of the awarded project(s). The following terms apply in this context:

UIDAI will reject the application for empanelment, if the applicant recommended for empanelment, has been determined by UIDAI to having been engaged in corrupt, fraudulent, unfair trade practices, coercive or collusive.

These terms are defined as follows:

- (a) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of UIDAI or any personnel in during the tenure of empanelment.
- (b) "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to UIDAI, and includes collusive practice among applicants (prior to or after Proposal submission) designed to establish proposal prices at artificially high or non-competitive levels and to deprive UIDAI of the benefits of free and open competition.
- (c) "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which was agreed to.
- (d) "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation during the period of empanelment.
- (e) "Collusive practices" means a scheme or arrangement between two or more applicants with or without the knowledge of the UIDAI, designed to establish prices at artificial, non-competitive levels;

#### **6.6 Confidentiality**

Information relating to evaluation of application and recommendations concerning awards shall not be disclosed to the applicants who submitted the applications or to other persons not officially concerned with the process. The undue use by any applicant of confidential information related to the empanelment process may result in the rejection of his/her application.



## **6.7 Governing Language**

All documents relating to agreement shall be written in English Language.

## **6.8 Applicable Law**

Applicable Law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time.

## **6.9 Jurisdiction of Courts**

All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in New Delhi only.

## **6.10 Duration of Empanelment**

UIDAI shall empanel agencies for an initial period of three (3) years. Thereafter UIDAI reserves the right to extend the same on bi-yearly basis based on the sole discretion of UIDAI. UIDAI shall be free to curtail the empanelment at any time after the expiry of initial three years of empanelment or earlier in case of violation of any terms and conditions, no adherence to UIDAI processes, poor performance or without assigning any reason.

## **6.11 Frequency of Empanelment Process**

UIDAI shall open the empanelment as and when needed by UIDAI so as to include new players and exclude those whose performance is not satisfactory. The performance shall be based on the periodic audit process to be done by UIDAI authorized audit agencies

## **6.12 Indemnity**

The applicants will indemnify UIDAI against any misuse of UIDAI Name, Brand Name - AADHAAR and Logo. For any misuse of UIDAI name and logo, the applicant themselves will be held responsible. UIDAI will take necessary legal and other actions for such cases. UIDAI will not be responsible for any miscommunication or harm caused to any party because of any misrepresentation of its name and logo by the applicant.

## **6.13 Termination / Withdrawal**

- a. Without prejudice to any other right or remedy it may have, either party may terminate this Agreement at any time by giving one month advance notice in writing to the other party.

- b. UIDAI reserves the right to withdraw/ terminate empanelment of applicant in any of following circumstances:
  - i Applicant becomes insolvent, bankrupt, resolution is passed for the winding up of the applicant's organization
  - ii Information provided to UIDAI is found to be incorrect;
  - iii Empanelment conditions are not met within the specified time period;
  - iv Misleading claims about the empanelment status are made;
  - v Clear evidence is received that empanelled agency has breached copyright laws/ plagiarised from another source;
- c. In case of violation of contract terms and conditions between Agency and UIDAI or in case of violation of contract terms and conditions between Entity and Agency for the Service and a due notification in this regards to UIDAI by the Entity, then the UIDAI may invoke any or all of the following clauses.
  - (i) Debar from the empanelment
  - (ii) Blacklist the Agencies for applying in its future empanelment(s)

#### **6.14 Only one application**

An applicant may only submit one proposal on its own. If an applicant submits more than one proposal on its own, both proposals shall be disqualified.

#### **6.15 Amendment**

At any time prior to deadline for submission of applications, UIDAI may for any reason, modify this document. The amendment document shall be notified through website and such amendments shall be binding on all applicants.

#### **6.16 Disclaimer**

- (i) This RFE is not an offer by the UIDAI, but an invitation to receive responses from eligible interested applicants. UIDAI will empanel limited applicants who fulfil the eligibility criteria. No contractual obligation whatsoever shall arise from this process.
- (ii) The User Entities shall be free to prescribe the conditions for EMD, PBG etc as per their respective rules and regulations.
- (iii) The evaluation shall be strictly based on the information and supporting documents provided by the applicants in the application submitted by them. It is the responsibility of the applicants to provide all supporting documents necessary to fulfil the mandatory eligibility criteria. In case, information required by UIDAI is not provided by applicant, UIDAI may choose to proceed with evaluation based on information provided and

shall not request the applicant for further information. Hence, responsibility for providing information as required in this form lies solely with applicant.

#### **6.17 Binding Clause**

All decisions taken by the UIDAI regarding this contract shall be final and binding on all concerned parties.

#### **6.18 Agency's Integrity**

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

#### **6.19 Agency's Obligations**

- a. The Agency is obliged to abide by requirements and directives issued by the UIDAI for use of Authentication services.
- b. The Agency will abide by the job safety measures prevalent in India and will free the UIDAI from all demands or responsibilities arising from accidents or loss of life the cause of which is the Agency's negligence. The Agency will pay all indemnities arising from such incidents and will not hold the UIDAI responsible or obligated.
- c. The Agency is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanour.

## **SECTION VII: SPECIFIC TERMS AND CONDITIONS**

**7.1** UIDAI will have right to drop any agency without assigning any reason whatsoever. UIDAI also reserves the right to modify the term and conditions for empanelment.

**7.2** The agency is expected to maintain high level of professional ethics and will not act in any manner, which is detrimental to UIDAI's interest.

**7.3** Agency should provide necessary proof of readiness, to UIDAI, to offer the Service with-in 90 days of execution of agreement with UIDAI; otherwise the empanelment will be deemed null and void.

**7.4** UIDAI reserves the right for rejection of any/all applications without assigning any reason whatsoever. All decisions taken by UIDAI would be final and no further representation in this regard will be entertained.

**7.5** UIDAI also reserves the right to allow existing AUAs to offer the Service

## **ANNEXURE I: DECLARATION (ON THE RESPONDENT'S LETTER HEAD)**

### **DECLARATION**

- i. I, \_\_\_\_\_ (Name & Designation) solemnly affirm that the facts stated above are correct and nothing has been withheld. If any information submitted above, is found to be false or fabricated, I may be liable to be debarred from empanelment.
- ii. I permit UIDAI to inspect my records to ascertain the above facts.
- iii. I permit UIDAI to cross check the above facts from any other source.
- iv. I or my authorized representative, if required by UIDAI, would make a presentation before the duly constituted Committee at my own cost.
- v. I will abide by the decision of UIDAI regarding empanelment.
- vi. I have read & understood the RFE and agree to all the terms & conditions stated therein.

### **SIGNATURE**

Full name and designation:

Date:

(Seal of organisation)

## ANNEXURE II: Qualification Criteria

| S No. | Description   | Detail   |            |            |  |
|-------|---|--|------------|------------|--|
| 1     | Certificate of Registration/Business  | The business entity should submit copies of the PAN and Service Tax or Sales Tax or VAT registration certificate |            |            |  |
| 2     | Financial Turnover as per audited balance sheet duly certified by Chartered Accountant/Statutory Auditors   | FY 2011-12   | FY 2012-13 | FY 2013-14 |  |
|       |   |  |            |            |  |
|       |   | Submit the audited balance sheet   |            |            |  |
| 3     | CVs of Key functionaries (excluding support & admin staff)  | Submit matrix of number of personnel and CVs of the team to be deployed to offer and manage the Service          |            |            |  |
| 4     | Has the agency been blacklisted/debarred/suspended/banned from the business dealings by Ministry of Planning (Planning Commission), Gol or by Ministry of Commerce, Gol that is current as on the last date of filing responses to this RFE | Submit the declaration duly signed by authorised signatory   |            |            |  |

**ANNEXURE II: contd...**

6. Technical and Financial details of 3 best successful projects undertaken in

| S No. | Name of the Client * | Sector | Year of award | Year of completion | Value of work |
|-------|----------------------|--------|---------------|--------------------|---------------|
| 1     |                      |        |               |                    |               |
| 2     |                      |        |               |                    |               |
| 3     |                      |        |               |                    |               |

last 3 years ending FY 2013-14, in the area of system integration

(Please submit the relevant technical details as a case study in any format including but not limited to the detail of the project/service, number of resources and skill matrix)

7. Registered Corporate office and other office locations

|   | Metro City & Other Tier cities | Address |
|---|--------------------------------|---------|
| 1 |                                |         |
| 2 |                                |         |
| 3 |                                |         |
| 4 |                                |         |
|   |                                |         |

Signature.....

Certified By, in the capacity of.....

Duly authorized to sign Proposal for

And on behalf  
of.....

Date.....

Place.....

### ANNEXURE III: CHECKLIST FOR SUBMISSION OF RESPONSE TO RFE

| Description           | Detail   | Y/N | Comments   |
|-----------------------|--|-----|--|
| Eligibility Documents | Certificate of Registration/Business. PAN and Service Tax or Sales Tax or VAT registration certificate   |     |  |
|                       | Certified Annual Turnover over Rs. 50 Lakhs per year for last 3 three years ending FY 2013-14  |     | FY 2011-12:<br>Rs __ Crore<br>FY 2012-13:<br>Rs __ Crore<br>FY 2013-14:<br>Rs __ Crore |
|                       | Credentials of Servicing Delivery Team   |     |  |
|                       | Technical and Financial details of 3 best successful projects undertaken (involving combination of hardware and software) in last 3 years ending FY 2013-14, in area of system integration. The business entity should provide proof of work order of the project and completion certificate or certificate on the letter head of the organization in case of ongoing project. |     |  |
|                       | A declaration stating that agency has not been blacklisted/debarred/suspended/banned from business dealings by Ministry of Planning (Planning Commission), Gol or by Ministry of Commerce, Gol that is current as on the last date of filing of responses to this RFE  |     |  |
|                       | Duly signed Annexure I   |     |  |
|                       | Detailed strategy document as per Annexure IV  |     |  |
| Bid documents         | Covering letter on agency's letter head  |     |  |

**Note:** All documents including annexure must be properly marked and sealed. The response to RFE should be submitted in one hard copy (signed on every page by the authorised signatory) and one soft copy on a CD. In case of any discrepancy, the signed hard copy version will prevail.

Signature.....  
 Certified By, in the capacity of.....  
 Duly authorized to sign Proposal for  
 And on behalf of.....  
 Date.....



Place.....

## **ANNEXURE IV: DETAILED STRATEGY DOCUMENT**

(To be submitted on the letter head of the company duly signed by the authorised signatory)

### Section 1: Executive Summary

<<The Executive Summary of your strategic plan to offer the Service>>

### Section 2: About the company

<<A brief about the current operations and/or services offered by the Agency>>

### Section 3: Goals

<<The planned goals of the Agency in the area of Service offering>>

### Section 4: Industry analysis and Target Customers

<<Industry analysis, by the agency, of the proposed Service, proposed target customers and requirements of the target customers>>

### Section 5: Proposed solution, Competitive Analysis and Advantage

<<Agencies' proposed end-to-end solution of the Service with schematic diagram(s), the competitive analysis and advantage offered by Agency to the target customers>>

### Section 6: Proposed area of operations

Pan India / State {with number and list of state(s)} / City {with number and list of cities(s)}

\*\*\*\*\*