



REQUEST FOR QUOTATION [RFQ]

FOR

**ENGAGING ENROLMENT AGENCIES FOR SETTINGUP OF AADHAAR
ENROLMENT CENTERS AT IDENTIFIED BANK BRANCH PREMISES**

**HO/PCFIW FID/01/2017-18
23.08.2017**

Issued By:

Canara Bank
Financial Inclusion Division
PC & FI Wing
Head Office,
112 JC Road
Bengaluru -560002

BID DETAILS IN BRIEF

Sl. No.	Description	Details
1.	RFQ No. and date	RFQ 01/2017-18 dated 23.08.2017
2.	Brief Description of the RFQ	Setting up 1027 aadhaar enrolment centres at identified branch premises including our sponsored RRBs, for Aadhaar enrolment and updation facilities for bank customers and residents.
3.	Bank's Address for Communication and Submission of Tender	The Deputy General Manager Canara Bank Financial Inclusion Division Priority Credit & Financial Inclusion Wing Head Office 112 J C Road Bengaluru -560002 Karnataka
4.	Date of Issue	23.08.2017
5.	Last Date of Submission of Queries for pre bid Meeting	28.08.2017, 1.00 PM
6.	Date of Pre Bid Meeting	29.08.2017, 2.00 PM
7.	Last Date of Submission of Bids	31.08.2017, 3.00 PM
8.	Date and time of Opening of Part A- Conformity to Eligibility Criteria.	31.08.2017, 4.00 PM
9.	Date and time of Opening of Part-B- Technical proposal	31.08.2017, 4.30 PM
10.	Date and time opening of price / commercial bid	31.08.2017, 4.30 PM
11.	Application Fees (Not Refundable)	Rs.5000/-
<p>This document can be downloaded from Bank's website http://www.canarabank.com/English/Scripts/Tenders.aspx. In that event, the bidders should pay the Application Fee for tender document by means of DD, drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Bangalore and submit the same along with the Bid document.</p>		

DISCLAIMER

The information contained in this Request for Quotation (“RFQ”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this RFQ document and all other terms and conditions subject to which such information is provided. This RFQ document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this RFQ is to provide the Bidders with information to assist the formulation of their proposals. This RFQ does not claim to contain all the information each Bidder require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFQ. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFQ. The information contained in the RFQ document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFQ document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFQ and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website and it will become part and parcel of RFQ.

Canara Bank in its absolute discretion, but without being under any obligation to update, amend or supplement the information in this RFQ. Canara Bank reserves the right to reject any or all the expression of interest / proposals received in response to this RFQ document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.

ABBREVIATIONS USED IN THIS DOCUMENT:

1	UIDAI	Unique Identification Authority of India
2	BG	Bank Guarantee
3	EA	Enrolment Agency
4	DD	Demand Draft
5	DIT	Department of Information Technology
6	EMD	Earnest Money Deposit
7	HO	Head Office
8	LD	Liquidated Damage
9	NEFT	National Electronic Funds Transfer
10	OS	Operating System
11	RFQ	Request for Quotation
12	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
13	RTGS	Real Time Gross Settlement
14	GST	Goods and Service tax

INTRODUCTION

1. About Canara Bank

CANARA BANK is a body Corporate and a premier Public Sector Bank, established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bangalore-560002. The Bank is having PAN India presence of more than 6096 branches and 21 Circle offices situated across the States. The Bank is working on Core Banking System using Flex cube solutions. The Bank is a forerunner in implementation of IT related products and services and continuously making efforts to provide the state of art technological products to its customers.

2. About RFQ

This Request for Quotation is being issued by Canara Bank inviting proposals from eligible Enrolment Agencies, for a period up to 31st March 2018 for providing various services related to Aadhaar i.e. carrying out the enrolment of residents for the Unique Identification (UID) and updating the demographic and biometric details. The tenor may be extendable for further period/s at the discretion of the Bank as per the requirement/ direction from UIDAI/ Government of India, as per the terms and conditions, technical specifications and scope of work described elsewhere in this document.

The RFQ document is not a recommendation, offer or invitation to enter into a contract agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate Agreement being executed between the Bank and successful bidder as identified by the Bank after completion of the selection process.

Particulars	Details
Last date for seeking clarifications	30 th August, 2017
Last date of receipt of the Quotation	31 st August, 2017, 3.00 PM
Date of opening of Bids	31 st August, 2017, 4.30 PM
Address for communication	The General Manager, Canara Bank, Financial Inclusion Division, P C & FI Wing, 112, J C Road, BANGALORE - 560 002 Phone: 080-22236069 Mail :pcfiw@canarabank.com

3. Objective

Bank intends to select vendor/s for setting up 1027 aadhaar enrolment centres at identified branch premises of Canara bank and our sponsored RRBs, on pan India basis, for Aadhaar enrolment and updation facilities for bank customers and residents for a period from 01.09.2017 to 31.03.2018, which is extendable for further period/s at the discretion of the bank as per the requirement/ direction from UIDAI/ Government of India.

4. Eligibility Criteria:

- ✓ This invitation of bids is open to enrolment agencies empanelled by UIDAI and have done satisfactory enrolment/ updation works & having presence in India. The enrolment agency should have an active enrolment code for carrying out enrolment work under UIDAI enrolment framework. Bidder has to renew EA code before expiry during the contract period.
- ✓ A single company/organization (e.g. Govt /Semi-Govt./Private / PSU/ NGO/Not - for -profit/ Micro Financial Institutions) or consortium of companies / organizations (maximum of 4 members) registered in India are eligible to submit proposals for carrying out the enrolment work as per this RFQ. In case of a consortium, one of the members of a consortium should act as the prime agency and shall be solely responsible to the Bank for executing the enrolment activities and contractual obligations, if selected for carrying out enrolment activities. The prime agency should submit the bid on behalf of the consortium.
- ✓ The bidder (Single agency/all consortium members) must be incorporated or registered in India under the Indian Companies Act, 1956 (Including section 25 of the act), The Partnership Act 1932, Societies Registration Act 1860, Indian Companies Act, 2013, the Indian Trusts Act 1882 / It's equivalent in the respective states OR proprietorship entities having a PAN number.
- ✓ The bidder should be on the panel of UIDAI.
- ✓ The bidder (single agency /consortium members) should not have been blacklisted by central, or any State/UT Government or their undertakings.
- ✓ The services of the bidder should not have been terminated for unsatisfactory work or fraudulent activity by Central, or any State/UT Government or their undertakings.
- ✓ The bidder shall strictly adhere to the eligibility criteria mentioned above and shall submit a copy of the letter of empanelment along with the bid.

Only those bidders who meet the eligibility criteria specified above will be eligible to respond to this RFQ. The bidder's proposal shall contain the relevant information and

supporting documents (as specified below) to substantiate the eligibility of the bidder vis-à-vis the technical criteria.

5. The list of supporting documents to be submitted:

The list of mandatory supporting documents to be submitted is:

1. Certificate of Information from Bank of Companies (ROC) or certificate of Registration / Evidence of legal status of Bidder (Single Agency/all Consortium members)
2. Letter of Association in case of Consortium /certified true copy of the consortium agreement between the Prime Bidder and the other members of the consortium, describing the respective roles and responsibilities of all the members, in meeting the overall scope and requirements of the proposed project.
3. Company Auditor Certified Financial Statements (of Single Agency/Prime Agency in case of consortium) for the financial years 2016-17, 2015-16 and 2014-15 (please include the sections on P& L , turnover, Assets and Balance Sheet) should be provided by all types of bidder.
4. Declaration from the Senior Management citing that the organization has not been blacklisted by Central/State/UT Government/UIDAI or their undertakings and has not been charged for any fraudulent activity.
5. Declaration from Senior Management citing that the service of the organization has not been terminated for unsatisfactory work or fraudulent activity by any Central/State/UT Government or their undertakings.
6. In case of NGO/ Not-for-profit organizations, declaration from the Senior management citing that the organization is a non-political and non-denominational organization with no affiliation to any political party or religion.
7. Proof for organization PAN number , GST
8. Profile of the Organization giving relevant details of nature of work, experience, infrastructure, resources etc.
9. Letter of empanelment of UIDAI
10. Letter of Authority/the Power of Attorney duly attested by the bidder demonstrating that the representative has been duly authorized to sign.

6. Instructions to Bidder: Standard

PART 1 - STANDARD

<p>1</p>	<p>Definitions</p>	<p>a. “Bank” means the ‘Bank’ as defined in the agreement with UIDAI with which the selected Bidder signs the Contract for the Services. In this project, the ‘Bank’ is the Canara Bank.</p> <p>b. “Bidder” means any Enrolment Agency that may provide or provides the Services to the bank under the Contract.</p> <p>c. “Instructions to Bidders” means the document which provides interested Bidders with all information needed to prepare their bids. This document also details out the process for the selection of the enrolment agency.</p> <p>d. “Scope of Work” (SoW) which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Bank and the Bidder.</p> <p>e. “Standard Contract” is the one which provides the standard contract agreement to be signed between the Bank and the selected Enrolment Agency.</p> <p>f. “Schedule” means the financial bid for each geographical area as specified by the Bank. Bank will accept bid for each schedule separately or multiple schedule. The schedule details is furnished in annexure - II</p>
<p>2</p>	<p>Introduction</p>	<p>This RFQ (Request For Quotation) is being issued only to the EA empanelled by UIDAI for undertaking the Demographic and Biometric data collection of Residents in the 30 States/Union Territories..</p> <p>All the provisions listed out in the Request for Empanelment (RFE) issued by the UIDAI and Terms & Conditions of Empanelment shall be binding upon the participating bidders of this RFQ.</p> <p>The Bank will select a firm, in accordance with the method of selection specified in the Data Sheet.</p> <p>The name of the assignment/job has been</p>

		<p>mentioned in Part II Data Sheet. Detailed scope of the assignment/ job have been described in the Scope of Work.</p> <p>The date, time and address for submission of the bid has been given in Part II Data Sheet.</p> <p>Interested Bidders are invited to submit a Financial Bid for providing services required for the assignment named in the Data Sheet.</p> <p>The Bank is not bound to accept any 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.</p>
3	Only one Bid	A Bidder shall submit only one financial bid. (Can contain multiple schedules). If a bidder (single/consortium partner) submits or participates in more than one bid, all such bids submitted by that bidder shall be disqualified.
4	Bid Validity	The bid submitted by the vendors shall be valid for a period of 6 months from the date of submission.
5	Tenor of Contract	The tenor of contract is up to 31.03.2018, which is extendable for further period/s at the discretion of the bank or as required/ direction from UIDAI/ Government of India.
6	Clarification and Amendment of RFQ Document	<p>Bidders may request a clarification in the RFQ document up to the number of days indicated in the Data Sheet before the bid submission date. Any request for clarification must be sent in writing, or by standard electronic means to the Bank's address indicated in the Data Sheet.</p> <p>At any time before the submission of Bids, the Bank may amend the RFQ by issuing an addendum/corrigendum in writing or by electronic means. The addendum/corrigendum shall be sent to all bidders & will be binding on them.</p>
7	Preparation of Financial Bid	The preparation of the Financial Bid as well as all related correspondence exchanged by the Bidders and the Bank shall be in English.
8	Submission of Bid	i. The Financial Bid shall be prepared as per Annexure II by using the attached forms (annexure 1 & 2) it shall list all costs associated with each schedule corresponding to the geographical scope of work. Each schedule corresponds to a particular geographical area and financial bid for each schedule shall be treated separately at the time of evaluation.

		<p>The geographical areas for each schedule are given in the data sheet . The financial bid shall not include any conditions attached to it and any such conditional financial bid shall be summarily rejected.</p> <p>ii. The Bidders shall submit a copy of the Letter of Empanelment / Registration number issued by UIDAI duly indicating the level and tier as well as the list of States the Bidder is eligible to work in. Letter of Empanelment submitted should be valid at least upto 31.03.2018. Non-submission of the letter of empanelment / Registration no. will render the bidder disqualified.</p> <p>iii. The bank shall verify the contents of the ‘Letter of Empanelment’ with the list of empanelled agencies provided by UIDAI to check the eligibility of the Bidders for various schedules the bidder has evinced interest in working in.</p> <p>iv. Bidders should provide the price of their services in Indian Rupees only.</p>
9	Taxes	<p>The Bidder may be subject to local taxes (such as TDS, GST, fees, levies etc.,) on amounts payable by the bank under the Contract. Bidder shall include such taxes in the financial bid. Any upward revision in taxes shall be borne by the bidder during contract period, benefit of reduction of tax shall be passed on to the Bank,</p>
10	Payment to Enrolment Agencies	<p>Payment terms quotationd for the RFQ is as under:</p> <p>a. Bank will be sharing 75% of the financial assistance (Including applicable GST & other taxes) received from UIDAI for each successful new enrolment done by EAs.</p> <p>b. Bank will permit EAs to collect the updation / correction charges as per UIDAI terms from the residents (Presently Rs.25/- exclusive of GST).</p> <p>c. Fixed rentals if any on a per centre basis, will also be paid subject to the outcome of the RFQ.</p>
11	Bid document, cost & Pre-Bid Queries	<p>The RFQ document can be downloaded from Bank’s website http://www.canarabank.com/English/Scripts/Tenders.aspx. Bidders are required to pay Rs.5000/- + 18% GST towards Tender Application Fee in the form of Demand Draft drawn on any schedule commercial Bank, in favour of Canara Bank payable at Bangalore along with applications. The Tender application Fee is Non-Refundable. Bids without tender fee will be rejected summarily.</p>

		<p>The bidder should carefully examine and understand the specifications, terms and conditions of the RFQ and may seek clarifications, if required. The bidders in all such cases shall seek clarification in writing in the same serial order of that of the RFQ by mentioning the relevant page number and clause number of the RFQ.</p> <p>All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, Financial Inclusion Division, PC & FI Wing, Canara Bank, Head Office, 112 JC Road, Bengaluru -560002.</p> <p>No oral or individual consultation shall be entertained.</p>
12	<p>Earnest Money Deposit (EMD),</p>	<p>An EMD of Rs. 2 lakh, in the form of DD drawn in favour of CANARA BANK payable at Bangalore, must be submitted along with the Bid.</p> <p>Bid not accompanied by EMD shall be rejected as non-responsive.</p> <p>No interest shall be payable by the Bank for the sum deposited as earnest money deposit.</p> <p>No bank guarantee will be accepted in lieu of the earnest money deposit.</p> <p>The EMD of the bidders would be returned back within one month of signing of the contract by the successful bidder.</p> <p>The EMD shall be forfeited by the Bank in the following events:</p> <p>If Bid is withdrawn during the validity period or any extension agreed by the Bidder thereof.</p> <p>If the Bid is varied or modified in a manner not acceptable to the Bank after opening of Bid during the validity period or any extension thereof.</p> <p>If the Bidder tries to influence the evaluation process.</p> <p>If the Bidder withdraws his Bid during finalization (failure to arrive at consensus by both the parties shall not be construed as withdrawal of Bid by the Bidder).</p> <p>On submission of performance guarantee and after signing of the contract, demand draft submitted towards EMD would be returned.</p>

13	Performance Guarantee	<p>The selected Bidder shall be required to furnish a Performance Bank Guarantee of 10% of the contract value (Total fixed cost awarded as per RFQ) or Rs.5 lakhs whichever is lower, in the form of an unconditional and irrevocable bank guarantee from a scheduled commercial bank in India in favour of Canara Bank for the entire period of contract with additional 90 days claim period.</p> <p>The bank guarantee must be submitted after award of contract but before signing of the contract.</p> <p>The successful bidder has to renew the bank guarantee on same terms and conditions, if the contract period is extended, for the extended period with additional 90 days claim period.</p> <p>Performance Bank Guarantee would be returned only 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.</p>
14	Submission, Receipt and Opening of Bids	<p>i. The original Financial Bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidders themselves. The person who signed the Bid must initial such corrections.</p> <p>ii. An authorized representative of the Bidders shall initial all pages of the original Financial Bid. The authorization shall be in the form of a written power of attorney accompanying the Financial Bid or in any other form demonstrating that the representative has been duly authorized to sign. The signed Financial Bid shall be marked "ORIGINAL".</p> <p>iii. The original Financial Bid shall be placed in a separate envelope, sealed and clearly marked "FINANCIAL BID.</p> <p>iv. The envelopes containing the Financial Bid and Tender Fee shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and be clearly marked " FINANCIAL BID DO NOT OPEN, EXCEPT IN PRESENCE OF THE OFFICIAL APPOINTED BY THE BANK BEFORE 1500 hrs on 31-08-2017". The 31/08/2017 is the date of bid opening as provided in the data sheet or any extension to this date in accordance with para 5. The Bank shall not be responsible for misplacement, loss or premature opening if the outer envelope is</p>

		<p>not sealed and/or marked as stipulated. This circumstance may be a case for Bid rejection. If the Financial Bid is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Bid non-responsive.</p> <p>The Bids must be sent to the address/addresses indicated in the Data Sheet and received by the bank not later than the time and the date indicated above, or any extension to this date as decided by the Bank. Any bid received by the Bank after the deadline for submission shall be returned unopened.</p> <p>If the last day of submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of RFQ, the next working day will be deemed to be the last day for submission of the RFQ. The Bid/s which is/are deposited after the said date and time shall not be considered.</p>
15	Right to Accept/ Reject the Bid	<p>Bank reserves the right to accept or reject any Bid and to annul the RFQ 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 applicant(s) of the grounds for such decision.</p>
16	Tender Opening and Evaluation of Financial Bids	<p>Financial bids for each Schedule shall be opened on the date & time specified in the Data sheet, in the presence of the Bidders'/authorized representatives who choose to attend.</p> <p>The name of the Bidders and their financial bid for each Schedule shall be read aloud.</p> <p>The Bank will correct any computational errors for each Schedule. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the formers will prevail.</p> <p>The Contract shall be awarded to the lowest bidder (L1) for each Schedule. If there are more than one L1 bidders then the Bank may decide the allotment of the centres at its discretion.</p>

17	Disqualification	<p>Bank may at its sole discretion and at any time during the evaluation of application, disqualify any applicant, if the applicant:</p> <ol style="list-style-type: none"> 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 either as a Single Agency/ Prime Agency/ consortium member; vii. Was declared ineligible/blacklisted by the Government of India/State/UT Government; viii. Is in litigation with any State/Central Government or PSU organizations in India;
18	Award of Contract	<ol style="list-style-type: none"> i. The L1 bidder for each schedule will be allocated with the centres as per the respective schedules. Bank may at its sole discretion allocate the remaining, if any to L2, L3 etc subject to their agreeing to match the L1 price. Allocation shall be entirely at the discretion of the Bank. The bidders will have no option to reject the locations so allocated to them based on the bids made. ii. The successful bidder for each schedule shall submit a detailed work plan making operational the centres allotted. iii. The bank shall issue a letter of intent to the selected bidder/s after mutual acceptance of the work plan. iv. The Bidders will sign the contract as per the Service Level Agreement within 3 days of issuance of the letter of intent. v. The bidder/s should commence the work at the allotted centres within one week from date of letter of Intent issued by the bank.

19	Termination of Contract subject to necessary approvals	Notwithstanding the duration of the contract stated, the Bank without prejudice or liability, reserves the right to terminate the contract at any point of time during the tenure of contract at the sole discretion of the bank.
20	Confidentiality	Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Bidders who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Bidder of confidential information related to the process may result in the rejection of its Proposal.
21	Assumptions/Presumptions/ Modifications:	The Bank would like to expressly state that any assumption, modifications, terms, conditions, deviation etc., which the bidder includes in any part of the Bidder's response to this RFQ, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, modifications, terms, conditions deviations etc., have been accepted by the Bank and communicated to the bidder in writing. The bidder at a later date cannot make any plea of having specified any assumption, modifications, terms, conditions, deviation etc in the bidder's response to this RFQ. No offer can be modified or withdrawn by the bidder after submission of Bid/s.
22	Right to Alter Scope	In the event of changes in the regulatory guidelines, bank reserves the right to change/alter the Scope of work.
23	Modification/Cancellation of RFQ	The banks reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such modification/cancellation. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the above.
24	Jurisdiction of the court	All disputes and controversies between Bank and Bidder shall be subject to exclusive jurisdiction of the courts in Bangalore and the parties agree to submit themselves to the jurisdiction of such court. This RFQ/contract agreement shall be governed by the laws of India.

7. Additional details regarding the RFQ:

The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
Divisional Manager Canara Bank, Financial Inclusion Division PC & FI Wing Head office 112 JC Road Bengaluru -560002 Karnataka. Phone: 080-22130072 Email : hofid@canarabank.com	Assistant General Manager Canara Bank, Financial Inclusion Division PC & FI Wing Head office 112 JC Road Bengaluru -560002 Karnataka. Phone: 080-22533861 / 080- 22115596 Email: hofid@canarabank.com

A. Bid Opening:

1. The Part A- Conformity to Eligibility Criteria shall be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per following schedule.

Date	Day	Time	Venue
31.08.2017	Thursday	4.30 PM	Canara Bank, Financial Inclusion Division PC & FI Wing Head office 112 JC Road Bengaluru-560002

Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this RFQ, as per the format (ANNEXURE-II) enclosed.

Note: Authorisation letter should be carried in person and shall not be placed inside any of the bid covers.

2. Attendance of all the representatives of the bidders who are present at bid opening will be taken in a register against Name, Name of the Company and with full signature.
3. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or declared as a holiday then the bid will be accepted up to 3.00 PM on the next working day and bids will be opened at 4:30 PM at the same venue on the same day.
4. The following details will be announced at the time of bid opening.
 - Bidders name

- Presence or absence of cost of the bidding document and Bid security(In case of Technical bid opening)
 - Such other details as the Bank at its discretion may consider appropriate.
5. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time and venue of opening it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the Part A - Conformity to Eligibility Criteria in their absence.
 6. The **Part A- Conformity to Eligibility Criteria** submitted by the bidder will be evaluated based on the eligibility criteria stipulated. The Part B- Technical Proposal of only those bidders who qualified in **Part A- Conformity to Eligibility Criteria** will be opened with due communication by the bank.
 7. The Commercial Bid of only those bidders who qualify in Part B-Technical Proposal will be reckoned for opening.

B. Scope of work

AS PER ANNEXURE

C. Force Majeure

1. The bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the bidder, i.e. Force Majeure.
2. For the purpose of this clause, “Force Majeure” shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.
3. In the event of any such intervening Force Majeure, the Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
4. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.

D. Corrupt And Fraudulent Practices

1. As per Central Vigilance Commission (CVC) directives, it is required that Bidders /Suppliers / Contractors observe the highest standard of ethics during the execution of such contracts in pursuance of this policy:
2. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND
3. "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
4. The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
5. The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
6. The decision of the Bank in determining the above aspects will be final and binding on all the Bidders.
7. No Bidder shall contact through any means of communication the Bank or any of its employees on any matter relating to its bid, from the time the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Bank, it may do so in writing. An effort/attempt by a Bidder to influence the Bank in its decision on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid and/or blacklisting the Bidder.
8. The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on case-to-case basis.

E. Indemnity:

The EA hereby indemnifies Bank and shall always keep indemnified and hold Bank and its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against Bank as a result of:

1. an act or omission of the EA, operators, supervisor, identifiers in the performance of the obligations of the EA under this RFQ;

2. breach of any of the term of this RFQ or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the EA under this RFQ;
3. claims made by operators or supervisors, who are deployed by the EA, against Bank and/or breach of any of the term of this RFQ or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the EA under this RFQ;
4. breach of confidentiality obligations of the EA contained in this RFQ;
5. Willful negligence or gross misconduct solely attributable to the EA or its employees.

F. Confidentiality and Non-disclosure:

The EA agrees to receive in confidence all Confidential Information and agrees not to reveal the same to any other person under any circumstances, except to the extent provided for in this RFQ. The Recipient shall also ensure that the Confidential Information is not used for any of its business or other purposes or such purposes of any other person

The EA shall ensure that the Confidential Information is revealed only to such persons within their organizations as would be necessary to perform its obligations to Bank. The parties shall be bound not to disclose under any circumstances any Confidential Information to any other person.

The EA shall execute a separate Non-disclosure agreement with the Bank as per the requirement of the Bank.

G. Liability of the selected bidder:

1. Bank shall hold the selected bidder, its Successors, Assignees and Administrators fully liable against loss or liability, claims, actions or proceedings, arising out of non-fulfillment of any obligations under the Contract.
2. Selected Bidder shall be the principal employer of the employees, agents, operators, supervisors etc. engaged by Selected Bidder and shall be vicariously liable for all the acts, deeds or things done by its employees, operators, supervisors, agents etc., whether the same is within the scope of power or outside the scope of power, vested or instructions issued by the Bank under the Contract to be issued for this tender.

However, the selected bidder would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.

H. Negligence:

In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank , in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder as liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank is to be compensated for good the failure at the risk and cost of the selected bidder.

I. Compliance with laws:

1. Compliance with all applicable laws: The bidder shall undertake to observe, adhere to, abide by, comply with all laws at present and laws made applicable if any in future and also notify the Bank about all such laws at present or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.
2. Compliance in obtaining approvals/permissions/licenses: The bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder.
3. The EA shall be solely liable & responsible for compliance of applicable Labour Laws in respect of its employees, agents and representatives and in

particular Laws relating to terminal benefits such as minimum wages, Pension, Gratuity, Provident Fund, Bonus or other benefits to which they may be entitled and the Bank shall have no liability in this regard.

8. General Terms and conditions:

- Submit a letter of empanelment with UIDAI
- Sub-Contracting of Enrolment Work is not allowed
- The man power deployed at enrolment centers should be certified by UIDAI.
- Confirm that you have not been blacklisted by central or state/UT Government.
- Confirm that you have not been terminated for unsatisfactory work or fraudulent activity by Central, or any State/UT Government.
- The Operator/supervisor shall not deny enrolment/update facilities to all eligible residents without express consent of the Bank.
- The Bank will provide the space, power, furniture and connectivity for setting up of enrolment centres.
- Bank is at liberty to close or shift the location from one location to another location by giving 15 days notice.

GENERAL MANAGER

INSTRUCTION TO BIDDERS

PART II - DATA SHEET

Sl.No	Details	
1.	Name and Details of Bank:	<p>The General Manager, Canara Bank Financial Inclusion Division Priority Credit & Financial Inclusion Wing, Head office, Bengaluru 560 002 Phone Number : 080 -22236069 Email ID:pcfiv@canarabank.com Website: www.canarabank.com</p>
2	Name of the Assignment	Engaging Enrolment Agencies for setting up of Aadhaar Enrolment Centers at identified bank branch premises
3.	Bid submission Address is	<p>The General Manager, Canara Bank Financial Inclusion Division Priority Credit & Financial Inclusion Wing, Head office, 112 JC Road Bengaluru 560 002 Karnataka. Phone Number : 080 -22236069</p> <p>Financial Bid in sealed envelopes including EMD, and Tender Fee must be submitted not later than the following date and time: Date:31.08.2017 Time: 03:00 PM</p>
4.	Bids Validity	Bids must remain valid for 180 days after the submission.
5.	Tenure of Contract	The tenor of contract is up to 31.03.2018, which is extendable for further period/s as required by the Bank/ direction from UIDAI/ Government of India
6.	Clarifications	Clarifications may be requested not later than 30th August 2017. The address for requesting clarifications is:

		The General Manager, Canara Bank Financial Inclusion Division Priority Credit & Financial Inclusion Wing, Head Office, Bengaluru 560 002 Phone Number : 0808 -22236069 Email ID:pcfiw@canarabank.com
7	The Schedules and corresponding Geographical areas	As per Annexure II:
8	Bidder must submit the following:	Only the Original of the Financial Bid. The Financial Bid shall contain one/ multiple Schedules based on the geographical areas where the bidder is interested in working.
9.	Bids Opening	The Bid opening Date and Time is Date : 31.08.2017 Time :4.00 Pm
10.	Expected date for commencement of services	Within one week from the date of execution of agreement.

FINANCIAL BID FORMS

The Financial Bid consists of one Schedule or multiple schedules for geographical area/state outlined in Annexure II. The bidder shall be responsible for doing the necessary background research to understand each geographical area, terrain, population density, urban-rural percentage as well as the infrastructure requirements.

The bidder shall quotation the total cost for providing services as per the Scope of Work, which shall include the cost for collection of demographic and biometric details of residents as per the requirements of the CANARA Bank and UIDAI and the cost for providing other additional services specified in the Scope of Work. The total cost quotationd shall be inclusive of all expenses like travel and lodging, cost of setting up enrolment centers and mobile units, cost of transferring data to the CIDR/ State data centre, handling and handover of resident documents to document management agency of UIDAI, taxes and duties etc.,

Financial Bid Covering Letter

The Bidders shall submit the Financial Bid Covering Letter as given in Annexure I

Financial Bid Form

The Bidders shall submit the Financial Bid Form as given in Annexure II . Financial Bids which are not submitted as per the Financial Bid Form shall be summarily rejected. Any conditional bids shall also be summarily rejected during the evaluation of the financial bids.

Annexure I - Financial Bid Covering Letter (Illustrative)

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

To,

**The General Manager,
Canara Bank
Financial Inclusion Division
Priority Credit & Financial Inclusion
Wing,
Head Office,
Bengaluru 560 002**

Dear Sir,

Ref: Request for Quotation (RFQ) Notification dated 23-Aug-2017

Having examined the RFQ document, we, the undersigned, herewith submit our response to your RFQ Notification dated 23/08/2017 for “ **Engaging Enrolment Agencies for setting up of Aadhaar Enrolment Centers at identified bank branch premises** “ in full conformity with the said RFQ document (in case of consortium, the names of the consortium partners shall be provided here).

We, the undersigned, offer to provide services to CANARA BANK for carrying out the enrolment functions for the “Engaging Enrolment Agencies for setting up of Aadhaar Enrolment Centers at identified bank branch premises” of CANARA BANK in accordance with your RFQ.

We have read the provisions of the RFQ document and confirm that these are acceptable to us. Hence, we are hereby submitting our Financial Bid.

We agree to abide by this RFQ, consisting of this letter, financial bid and all attachments, for a period till 31.03.2018 from the closing date fixed for submission of bid as stipulated in the RFQ document.

We hereby declare that we are interested in participating in the following Schedules and have submitted the financial bids for each Schedule specified below:

Schedule - 1
Schedule - 2
.....
Schedule - 32

We would like to declare that we are not involved in any litigation with any Government in India and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

We hereby declare that we have not been blacklisted by any Central/ State/ UT Government or their organizations.

We hereby declare that we have not been charged with any fraudulent activities by any Central/ State/ UT Government or their organizations..

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.

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".

We understand that the Canara Bank is not bound to accept any bid received in response to this RFQ.

In case we are engaged by the Canara Bank as an EA, we shall provide any assistance/cooperation required by CANARA BANK, UIDAI appointed auditing agencies/ UIDAI officials for performing their auditing and inspection functions. We understand that our non-cooperation for the same shall be grounds for termination of service.

In case we are engaged as an EA, we agree to abide by all the terms & conditions of the Contract that will be issued by CANARA BANK .

1. The financial bid includes the cost of setting up and operating of enrolment centres, cost of providing additional services and performing all functions as per the scope of work defined in Data sheet of the RFQ.
2. The details of the work award by other Banks for UID enrolments to our firm/consortium are as under :

Name of Banks	Period of Contract	No. of Enrolments awarded

Our correspondence details with regard to this RFQ are:

No.	Information	Details
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 RFQ	
4	Telephone number of the Contact Person	
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	

We remain,

Yours

sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Annexure II - Financial Bid Form (Illustrative)**SCHEDULE - 1 to 32 (separate sheet for each schedule shall be enclosed)**

Geographical areas proposed to be covered under Schedule - 1

SI No.	State / Schedule	Tentative number of branches for setting up Enrolment update centres	Bidder quotation for each schedule / state per centre
1	Andaman & Nicobar	1	
2	Andhra Pradesh	32	
3	Arunachal pradesh	6	
4	Bihar	45	
5	Chandigarh	1	
6	Chattisgarh	25	
7	DAMAN	1	
8	Delhi	26	
9	Dadra & Nagar Haveli	1	
10	Goa	7	
11	Gujarat	36	
12	Haryana	28	
13	Himachal Pradesh	13	
14	Jharkhand	30	
15	Karnataka	142	
16	Kerala	104	
17	Madhyapradesh	54	
18	Maharashtra	60	
19	Manipur	4	
20	Mizoram	5	
21	Nagaland	3	
22	Odisha	33	
23	Puducherry	2	
24	Punjab	28	
25	Rajasthan	35	
26	Sikkim	4	
27	Tamilnadu	93	
28	Telangana	36	
29	Tripura	8	
30	Uttarakhand	14	
31	Uttarpradesh	105	
32	West Bengal	45	
	Total	1027	

Note:

1. Bid should be quotationd per centre basis and mentioned separately for each schedule/ state.
2. The Contract Value shall be computed as per Financial Bid for fixed charges quotationd per centre for each schedule/state.

SCOPE OF WORK

The scope of work of the Enrolment Agency (EA) is defined as follows:

1. Functional scope

The functional scope of this engagement shall include all the steps from setting up an enrolment centre (EC) for enrolment of residents and updation of Aadhaar data in various states of the country up to providing requisite MIS reports to Bank and UIDAI on enrolments completed till the whole enrolment operation for the targeted population is completed. The functional scope shall also include the collection of demographic details as per the *KYR+ data requirements of Canara Bank if any*. The EA shall also be responsible for delivering additional services as required by the Bank through this RFQ.

- a) The scope of work of the EA includes the following:
 - i. Procure enrolment hardware, software including Biometric Devices as per UIDAI specifications; Upgrade to latest requirements as per process/technology changes from time to time
 - ii. Hire & Train Manpower for Enrolment; supervise the enrolment process at the field level to ensure that the enrolments are in accordance with prescribed processes and guidelines of UIDAI
 - iii. Enrol Operator/Supervisors; Certify, Register and Activate them at UIDAI
 - iv. Software Installation, Configuration and Registration
 - v. Setting up of EC and ES
 - vi. Set up a Help Desk at for crowd management and addressing resident grievances
 - vii. Help create awareness
 - viii. Capture Demographic and Biometric Data using UIDAI enrolment client
 - ix. Data Transfer to UIDAI
 - x. MIS
 - xi. Ensuring Data Privacy and Security
 - xii. Document Management as per UIDAI guidelines [Note that Scanning of resident documents during enrolment may be made mandatory.]
 - xiii. Ensure Adherence to UIDAI Guidelines including provisions of Aadhaar Act/ IT Act
- b) To understand the complete scope of work of an EA, refer the latest versions of the following documents available in the “Process Manuals and Guidelines” section on UIDAI website <http://www.uidai.gov.in/Bank-enrolments.html>:
 - i) **EA roles and responsibilities - for activities that an EA needs to undertake during the Aadhaar Enrolment and updation Program**

- ii) Checklist for Setting up EC - for hardware and software requirements and specifications at enrolment centre and station level that the EA needs to arrange/procure. Note that GPS and scanning of documents will be made mandatory by UIDAI.
- c) For Hiring and Training of Manpower, refer following documents:
 - i) Operator roles and responsibilities - for Operator hiring
 - ii) Supervisor roles and responsibilities -for Supervisor hiring
 - iii) Capability Building Framework - for training of EA personnel
- d) In addition applicants must familiarize themselves with the following documents for understanding of Aadhaar process and requirements:
 - i) Resident Enrolment Process Document
 - ii) EA Checklist for Refresh Phase
 - iii) Suspension Policy
 - iv) Data Quality and Penalty Policy
 - v) Data Protection and Security Guidelines for EA
 - vi) Process for Document Handover to DMS agency
 - vii) Update Policy
 - viii) Policy on Permanent Enrolment Centres (PECs)
 - ix) Exit and Stolen Machines Policy

UIDAI accords highest priority to quality of data and imposes penalties for Demographic and Process errors. Similarly UIDAI also imposes penalties for delay in upload of Resident Data Packets or not uploading the data packets.

The EA must appraise itself and ensure compliance with the latest versions of policy /process/technology requirements and guidelines issued by UIDAI from time to time.

1.1. Procure Biometric Devices as per UIDAI Specifications

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

S. No	Check points
Mandatory	
A	Station
A.1	Laptop/Desktop available USB hub for connecting biometric and other devices; (Always Check with techsupport@uidai.gov.in for latest requirements). For ECMP version 2.0 <ul style="list-style-type: none"> • 2Ghz, Dual core CPU or later • 3GB RAM or higher • 160GB HDD • Dedicated USB 2.0 Port (minimum 5 ports required) Note: (Windows Vista/any 64 bit Operating System is not supported)
A.2	UIDAI software installed, tested, configured and registered with CIDR as per installation and configuration manual. A new version must be installed latest within one month of release on all registered laptops. VDM installed and services for the devices are running.
A.3	Iris capturing device available (record Make & Model)
A.4	Fingerprint capturing device available (record Make & Model)
A.5	Digital Camera (Record Make & Model) must conform to UIDAI's
A.6	White back ground screen, non reflecting, opaque, ~3ft wide, and with stand available for taking photographs
A.7	Extra monitor for residents to verify their data (15-16" with a resolution above 1024x768)
A.8	All devices necessary for enrolment must conform to UIDAI's specifications
A.9	Working of all equipment at every station tested
A.10	Memory Stick for data transfer (4 GB pen drive sufficient for 1 centre/day i.e. ~5 stations. EC should maintain a stock of 20 days)
A.11	Printer (A4 laser printer; must print photo with good quality receipt)
A.12	Printer Paper(Inventory for 5 stations for 10 days ~ 20 rims)
A.13	Antivirus / Anti Spyware checks
A.14	Data Card /Internet connectivity for Enrolment Client. Client synch is mandatory at least once in 10 days.
A.15	All Operators and Supervisors enrolled into Aadhaar, registered with UIDAI CIDR, Certified and Activated
A.16	All Operators, Supervisors and Introducers on boarded into Aadhaar client for local authentication.
A.17	The pre-enrolment data from the Banks, if used, is available for import on laptops
A.18	If Bank has additional KYR fields to be captured , then the KYR+ software for capturing the KYR+ fields is configured and tested
A.19	Sponge for wetting and hand-cleaning cloth available
A.20	GPS Receiver as per UIDAI specs
A.21	Hardware keys for ESs for security reason (may be prescribed by UIDAI later)
A.22	Scanner for scanning documents during enrolment, where scanning is being used (pre-scanned documents can also be attached)

B	Centre
B.1	Enrolment centre has to be set up in the identified in bank branch premises, where the new Aadhaar enrolments and updation of existing aadhaar records of the residents has to be carried out. Bank will provide Space, Power, Table and Chairs.
B.2	Printed Aadhaar Enrolment/Correction Forms available in sufficient numbers at centre / pre-distributed.
B.3	Bubble packed, water resistant, envelopes (CD mailer) for transferring pen drives/ hard disks to CIDR (wherever required)
B.4	Download and install latest version of Aadhaar SFTP client if using online mode for data transfer to CIDR. All packets need to be uploaded within 20 days of enrolment. The enrolment client will freeze if packet pending for uploads exceed 1000 on the station.
B.5	Photocopier for xerox of resident's Pol,PoA documents(or provisions as per contract)
B.6	Data Backup of each station at least twice a day on an external hard disk (backup should be maintained for a minimum period of 60 days).
B.7	Local authorities informed of enrolment schedule
B.8	Introducers informed of enrolment schedule
B.9	Banner for the EC placed at entrance
B.10	Posters depicting enrolment process in English & the local language present in visible places
B.11	Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the EC
B.12	The User Manual of the software available for ready reference & operators aware of the same
B.13	Ink pad for taking thumb impressions on consent where resident/introducer is unable to sign
B.14	External Hard disk for taking backup
B.15	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Banks etc

C	Other Logistics
C.1	Extension box for Power Cord
C.2	Water, soap and towel for cleaning hands
C.3	Drinking water facility available
C.4	Sufficient number of tables and chairs for enrolment station operators
C.5	Chairs/benches available in shade for waiting enrollees
C.6	Hall / room spacious & furniture organized to minimize movement of enrollee while capturing biometric information
C.7	Carry cases for all devices available
C.8	Material for cleaning biometric instruments and laptops as specified by device manufacturers
C.9	A separate enclosure to enroll “purdah-nasheen” women available
C.10	Sufficient no. of operators available for job rotation & preventing operator fatigue
C.11	Lady operators / volunteers to assist women enrollees
C.12	Security arrangement in place to stop enrollees from carrying bags / suitcases or any other material into the ECs
C.13	A ramp is provided for disabled and old age people; It is recommended that the centre should be setup in the ground floor of the building
C.14	First aid kit available
C.15	ORS kit available for areas in extreme heat conditions

1.2 Hire & Train Manpower for Enrolment

Hiring Manpower:

The EA shall hire manpower to operate the ES/ECs as per the guidelines prescribed by UIDAI.

- i. **Operator:** An Operator is employed by an EA to execute enrolment at the ES. To qualify for this role, person should satisfy the following criteria:
 - a. The person should be of age 18 years and above.
 - b. The person shall be minimum 10+2 pass.
 - c. The person should have a basic understanding of operating a computer and should be comfortable with local language keyboard and transliteration.

Before starting work as an Operator:

- a. The Operator should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated.
 - b. The Operator should have undergone training on the process of UID Enrolment and various equipment and devices used during Aadhaar enrolment. Organizing this training is the responsibility of the EA.
 - c. The Operator should have obtained certificate from a testing and certifying agency authorized by UIDAI.
 - d. The Operator should have been activated, in accordance with UIDAI guidelines, prior to commencing enrolments. The EA is required to have a unique Operator ID for each, to activate them.
- i. **Verifier:** For each enrolment centre a verifier has to be appointed by the EA, who has to be qualified as per UIDAI norms.
 - iii. **Supervisor:** A Supervisor is employed by an EA to operate and manage ECs. It is mandatory to have one Supervisor at each EC. Charges payable to supervisor will be borne by EA. To qualify for this role, the person should satisfy the following criteria:
 - a. The person should be of age 18 years and above.
 - b. The person shall be 10+2 pass and should preferably be a graduate
 - c. The person should have a good understanding and experience of using a computer
 - d. The person should preferably have prior experience of working in Aadhaar Enrolment program

Before starting work as a Supervisor:

- a. The Supervisor should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated.
 - b. The Supervisor should have undergone training on the process of UID Enrolment and various equipment and devices used during Aadhaar enrolment.
 - c. The Supervisor should have obtained certificate from a testing and certification agency appointed by UIDAI.
 - d. The Supervisor should have been activated in accordance with UIDAI guidelines prior to commencing enrolments. The EA is required to have a unique ID for each, to activate them.
- iv. Technical personnel : The EA shall make provision for Technical personnel to provide technical support during enrolment at the EC.

1.3 Conduct Enrolment Operations as per Standard Processes

During the enrolment operation, also publicity and awareness shall be done in coordination with the local authorities to encourage enrolments. All content and material for such publicity will be jointly worked by UIDAI/Bank and shall conform to specifications laid down by UIDAI.

The EA would use the software provided by the UIDAI/Bank for the collection of demographic data and the biometric data. The software will be supported by a User Manual. The Bank will provide pre enrolled data to agencies, if available.

UIDAI has defined clear-cut standard processes for Aadhaar enrolment which are published on UIDAI website

1.4 Send Enrolment Data to UIDAI and Bank

The enrollment data must be uploaded through SFTP client of UIDAI within the prescribed time limit notified from time to time. The Bank packet of enrollment data must also be transferred on the same day.

The UIDAI has issued separate instructions on capture, storage and handing over of documents i.e. Consent Slip, Enrollment Form, PoI, PoA and POR documents to DMS agency. The instructions are available on website <http://uidai.gov.in>. The selected EA has to ensure adherence to these instructions.

UIDAI mandates GPS and scanning of resident document . UIDAI may further revise the DMS process in future.

1.5 Additional Services to be provided by the EA

Help filling the enrolment forms for the illiterate.

Photo-copying of POI and POA of enrollee, if needed, should be done free of cost. As and when Scanning policy comes in place, EA will have follow the same and/or adhere to any other UIDAI prescribed process for DMS.

The operator should mandatorily ask from resident for consent for sharing data for availing various welfare schemes of Government.

1.6 Privacy & Security

EAs are responsible to make sure that the data is kept in a very secure and confidential manner and under no circumstances, shall they either use the data themselves or part with the data to any other agency other than the UIDAI and / or Bank in EAs agency and shall be subject to audit by UIDAI/Bank/their representative from time to time.

1.7 Provide Electronic MIS Reports on Enrolment Status

Operator shall send enrollment statistics on enrolment status to Bank/UIDAI on a regular basis. The formats and contents of the MIS reports shall be decided by the UIDAI/Bank.

2. Geographical Scope

The geographical locations/schedule to be catered to by the EA is given in Annexure II.

3. Service Levels (Illustrative)

Sl. No.	Performance Indicator	Service Level Metric	Penalty on breach of service level (imposed)
1	Availability of Enrollment station (ES) at the particular centre/ Branch identified by the Bank for setting up of ES as per the work plan	The ES should be operational within 10 days after the Bank issues Letter of Intent/ Work Order	Rs. 5000/- per month per instance of violation.
2	Deployment of Mobile Enrolment Stations (if any requested by the Bank) where vehicle has been arranged by the Bank	The number of mobile enrolment stations operating in any specific geographic locations should be in line with the approved work plan	Rs. 5000/- per month per instance, if not rectified within 30 days of notification by Bank.
3	Data transfer to the UIDAI/ Bank/ Agency nominated by Bank (excluding data related to residents)	3 days from the data of enrolment	Rs 1000 for every day of delay.
4	All other functions which the EA is liable to carry out as contract and under the guidelines of UIDAI	No penalty shall get imposed by the statutory/ controlling authorities including UIDAI on the Bank due to fault/ act/ malpractices etc. of EA or any personnel engaged by it	The entire penal amount imposed on Bank shall be recovered from the EA.

4. Roles and Responsibilities

Roles and Responsibilities of Bank, EA and their personnel like Introducers, Verifiers, Operators and Supervisors are defined with respect to Aadhaar processes and the latest versions of these documents are available in the “Process Manuals and Guidelines” section on UIDAI website <http://www.uidai.gov.in/Bank-enrolments.html>

- i) Roles and responsibilities
- ii) Resident Enrolment Process Document

Bank will act as per guidelines of UIDAI with additional support of providing space inside its premises for setting up EC.

5. Timelines

The task of setting up Aadhaar Enrolment and Update Centres in Bank’s premises shall get rollout within one week from the date of execution of agreement and remain in force till contract period with a target of covering all existing customers of the Bank and its sponsored RRBs latest by 31.03.2018.

6. Payment to the EA

Outcome based payments shall be made to the EA by the Bank on a monthly basis based on the number of enrolments completed (Aadhaar Generated) and coverage of the scope of work, Fixed charges if any.

The EA has to submit his Bill/ Invoice with comprehensive statement of enrollment/ UID issued etc. details as per Bank’s requirement to be submitted to respective controlling office as identified by Bank for payments. Taxes deducted at source (TDS) , GST & other taxes as applicable will be recovered from payments to the supplier.

Annexure III – Guidelines for Enrolment

For guidelines pertaining to Resident Enrolment for Aadhaar refer the latest versions of the following documents available in the “Process Manuals and Guidelines” section on UIDAI website <http://www.uidai.gov.in/Bank-enrolments.html>

- i) Resident Enrolment Process Document
- ii) EA roles and responsibilities - for activities that an EA needs to undertake during the Aadhaar Enrolment Program
- iii) EA Checklist for Refresh Phase
- iv) Checklist for Setting up EC- for hardware and software requirements and their specifications at EC and ES level that the EA needs to arrange/procure. Note that GPS and scanning of documents will be made mandatory by UIDAI.
- v) Operator roles and responsibilities - for Operator hiring
- vi) Supervisor roles and responsibilities -for Supervisor hiring
- vii) Capability Building Framework - for training of EA personnel
- viii) Suspension Policy
- ix) Data Quality and Penalty Policy
- x) Data Protection and Security Guidelines for EA
- xi) Process for Document Handover to DMS agency
- xii) Update Policy
- xiii) Policy on PECs
- xiv) Stolen Machines Policy
- xv) Exit Policy

The following is the UIDAI specified unit rates for different Activities to be carried out and charged directly from the Residents. No additional charges shall be collected by EA.

Activity	UIDAI specified unit rates -to be charged from the customer (Rs)
Mandatory Biometric Update	25.00
Other Biometric Update	25.00
Demographic update (Any type/ any channel)	25.00
Aadhaar Search using e-KYC/ Find Aadhaar/ any other tool and color print out on A4	20.00
Aadhaar Search using e-KYC/ Find Aadhaar/ any other tool and B/W print out on A4 sheet	10.00