



SOUTH DELHI MUNICIPAL CORPORATION
INFORMATION TECHNOLOGY DEPARTMENT
24th FLOOR, DR. SPM CIVIC CENTRE
J.L. NEHRU MARG, NEW DELHI-110002

Invitation of Tender

Ref: Advt. No: - DIT/SDMC/2021/Aadhaar/ 26 /D-600

Date:- 01/10/2021

South Delhi Municipal Corporation (SDMC) invites online tenders under e-Tendering system for providing UIDAI certified operators for enrolment of new Aadhaar, Mandatory Biometric updates & Demographic/Biometric updates for permanent enrolment centers & mobile enrolment centers of SDMC. SDMC has been nominated by UIDAI as AADHAAR enrolment Registrar and enrolment agency (EA) to carry out Aadhaar Enrolment in Offices of South Delhi Municipal Corporations for its beneficiaries.

The schedule of the tender is as follows:-

S. No.	Particulars	Description
1	Tender No.	DIT/SDMC/2020-21/Aadhaar/ /D-
2	Name of Work	Work for providing UIDAI certified operators for enrolment of new Aadhaar, Mandatory Biometric updates & Demographic/Biometric updates for permanent enrolment centers & mobile enrolment centers of SDMC
3	Period of Work	5 years
4	Place of availability of RFP	https://etenders.gov.in/e procure/app & www.mcdonline.nic.in/sdmcportal
5	Mode of bid submission	Online; https://etenders.gov.in/e procure/app
6	Earnest Money Deposit	Rs. 6,50,000/- Online mode only.
7	Non-refundable cost of tender/bid document	Rs. 1000/- online mode only.
8	Validity of Tender	180 days from last date of submission of tender
9	Date of Issuance of RFP	01/10/2021
10	Pre-bid meeting date & time of tender	08/10/2021 at 03:00 PM will be held at Conference hall on 6 th Floor, Dr. SPM CIVIC CENTER, JLN Marg New Delhi-110002.
11	Email id to send pre-bid queries	sdmc-it@mcd.nic.in
12	Last date and time for submission of Bids	20/10/2021 at or before 03:00 PM
14	Opening of Technical bids	21/10/2021 at 03:30 PM.

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15	Opening of Financial Bids	To be informed later
16	Address for Communication	24 th floor, E-1, IT Department, SDMC, DR SPM Civic Center, JLN Marg. New Delhi-110002

The above RFP document can be downloaded from the e-Tender Central Public Procurement Portal (CPPP) of Government of India, <https://etenders.gov.in/eprocure/app>. A copy of the RFP is also available on SDMC website, <https://mcdonline.nic.in/sdmcportal>. The submission of e-Bids will be only through the e-Tender portal <https://etenders.gov.in/eprocure/app>. Bids will not be accepted in any other form. The terms and conditions of the tender and the project are contained in the RFP hence forth. Interested firms/agencies may submit their Bids along with requisite tender fee, earnest money and other documents as mentioned in the RFP.

Antony Mathew

Administrative officer (IT), SDMC

Note: Eligible bids will be opened on the specified date wherein the participating bidders may present during the bid opening meeting. Notice of any changes shall be published on the website <https://etenders.gov.in/eprocure/app> & SDMC website <https://mcdonline.nic.in/sdmcportal>. Further, Price Bid Opening Date, Time & Venue will be intimated to the qualified Bidders at the same or a later date.

The South Delhi Municipal Corporation reserves the right to accept, reject or cancel any tender offer without assigning any reason thereof.

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>



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Registration

- a) Bidders are required to register on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Click here to Enroll". Enrolment on the CPP Portal is free of charge.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc.), with their profile.
- e) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- f) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC/eToken.

Searching For RFPs

- a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents I tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/e-mail in case there is any corrigendum issued to the RFP.
- c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

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Preparation of Bids

- a) Bidder should take into account any corrigendum published on the RFP before submitting their bids.
- b) Please go through the tender advertisement and the RFP carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the RFP/schedule and generally, they can be in PDF/XLS/RAR/DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Submission of Bids

- a) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the RFP.
- c) Bidder has to select the payment option as "online" to pay the tender fee/EMD as applicable and enter details of the instrument.
- d) Bidder should submit the EMD/Bid processing fee online mode only.
- e) A standard BoQ format has been provided with the RFP to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the while coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it

Handwritten signature in blue ink.



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online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- f) The serve time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- g) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- h) The uploaded RFPs become readable only after the tender opening by the authorized bid openers.
- i) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- j) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

Antony Mathew



South Delhi Municipal Corporation

Request for Proposal

For

**Selection of Agency for Providing Operators for Enrolment
of New Aadhaar, Mandatory Upgradation and
Demographic/Biometric Upgradation**



Tender No.: DIT/SDMC/2021/Aadhaar/26/D-600

Date: 01/10/2021

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DISCLAIMER

This RFP is issued by South Delhi Municipal Corporation (SDMC).

Each Party must conduct its own analysis of the information contained in this RFP to correct any inaccuracies therein and is advised to carry out its own due diligence into the proposed Project. Each Party must conduct its own analysis of the regulatory regime which applies thereto, and by and all matters pertinent to the proposed Project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to the proposed Project. Neither the Corporations nor any of its officers or employees, nor any of their advisers nor consultants shall be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.

This RFP includes certain statements, estimates and projections with respect to proposed Project. Such statements, estimates and projections reflect various assumptions made by the management, officers, employees which (the assumptions and the base information on which they are made) may or may not prove to be 100% accurate. No representation or warranty is given to the reasonableness of the projections or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty. SDMC on behalf of the Corporations shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of SDMC in selecting the vendor who qualifies through this RFP shall be final and SDMC reserves the right to reject any or all the bids without assigning any reason thereof. SDMC further reserves the right to negotiate with the selected vendor to enhance the value through this project and to create a more amicable environment for the smooth execution of the project. SDMC may terminate the RFP process at any time without assigning any reason and upon such termination SDMC shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

Section-1

1. Definition: -

In this RFP and associated documentation, the following terms shall be interpreted as indicated below:

- a) **“The Bidder”** means company/firm participating in this bidding process.
- b) **“Eligible Bidder”** means bidder satisfying qualifying criteria.
- c) "The Purchaser" means South Delhi Municipal Corporation.
- d) **“The Purchase Order”** means the order placed by the South Delhi Municipal Corporation to the Agency for the required services as per the RFP. This shall be deemed as **“Contract”**.
- e) **“The Successful Bidder/Agency”** means the successful bidder and on whom South Delhi Municipal Corporation have placed a Letter of Intent/Purchase Order for rendering the services as per the RFP and with whom the Purchaser enters into contract against this tender.
- f) "The Contract" means an agreement entered into, by the Purchaser with the successful bidder by signing a contract form in a given format by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein.
- g) "The Contract Price" means the price payable to the Successful Bidder under the contract for the full and proper Performance of its contractual obligations.
- h) "Services" means services to be provided as per the requirement mentioned in the scope of work.
- i) "Consignee" or **“Indenter”** or **“Buyer”** means the officer authorized by the South Delhi Municipal Corporation for receiving services at the place of receipt.
- j) **“Non-compliance”** means failure/refusal to comply the terms and conditions of the tender.
- k) **“Non-responsive”** means failure to furnish complete information in a given format and manner required as per the RFPs or non-submission of tender offer in given Forms / Pro forma or not following procedure mentioned in this tender or any of required details or documents is missing or not clear or not submitted in the prescribed format or non-submission of tender fee and EMD.
- l) **“UIDAI”** means Unique Identification Authority of India.
- m) **“PBG”** means Performance Bank Guarantee.
- n) **“EC”** means Enrolment center.

- o) "PEC" means Permanent enrolment center.
- p) "FMS" means Facility management service.
- q) "Letter of Intent (LoI)" means a letter issued by the Tendering Agency (South DMC) indicating their intention to place Purchase Order on the successful bidder.
- r) "Registrar (South DMC)" means South Delhi Municipal Corporation is authorized by UIDAI and South Delhi Municipal Corporation for the purposes of enrolling the individuals for UID numbers in offices of South DMC.
- s) "EA" means Enrolment agency empanelled with UIDAI.
- t) "BME" means Biometric Enrolment.

2. Instructions to the Bidders

- 2.1 Bidders are advised to study the RFP carefully & thoroughly. Submission of online tender shall be deemed to have been done after careful study and examination of the RFP with full understanding of its implications.
- 2.2 It will be imperative on each bidder to fully acquaint himself with all the local conditions and factors, which could have any effect on the performance of the contract and cost of the related services. No request for the change of price or time schedule of delivery of related services shall be entertained, on account of any local condition or factor once the offer is accepted by the Purchaser.
- 2.3 SDMC with the prior approval of competent authority reserves the right to relax any terms & conditions in the interest of the government.
- 2.4 Conditional bids will not to be entertained and summarily rejected.
- 2.5 Optional bids will not be entertained and summarily rejected. The optional bids either in model or in rates will not be accepted and the tender will be rejected straightway.
- 2.6 Telex/Fax bids will not to be entertained and summarily rejected.
- 2.7 Only online bids through e-Tendering will be accepted. No physical bids will be accepted.
- 2.8 Bids not accompanied with the scanned copies of Application Fee and Earnest Money will be rejected straightway.
- 2.9 The competent authority reserves the right to terminate/recall the tender at any stage due to administrative reasons.
- 2.10 The tender will be rejected straightway without assigning any reasons if the firm/company or their owners/partners/directors etc are found involved in any Criminal Case or pending trial before any competent court within the territorial jurisdiction of India.

- 2.11 A Foreign firm can participate in the tender only through its authorized distributor/dealer/agent appointed in India. In case bidder is an India incorporated Agent of foreign firm/principal, the bidder shall have to submit the copy of agreement between the parties containing terms and conditions of their agreement. No foreign company shall be entertained directly.
- 2.12 Bidders shall not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids.
- 2.13 SDMC with holds the right to accept any Bid and to reject any or all bids: SDMC reserves the exclusive and absolute right to accept any bid, to annul the bid process or to reject all bids at any time, without assigning any reason, prior to placement of supply order/signing of contract, without incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for this SDMC action.
- 2.14 No consortium or Joint Venture is allowed to participate in the bidding process. Further, the bidder shall not sub-contract/sublet any activities covered under the scope of work in section 2.

3. Schedule of Tender:

- 3.1** The technical bids will be opened on at Hrs. in the conference hall, 24thFloor, SDMC, Civic Center, Delhi. The bidders or their authorized representatives may be present, if they so desire.
- 3.2** The Bidder shall be submit the Tender Fee of Rs. 1000/- (Rupees one thousand only) online as specified mode on portal. Failure to submit the Tender Fee would result in rejection of the bid. Exemption from tender fee for MSME certified firms, the bidders to upload the valid MSME certificate for the required service.
- 3.3** The representatives (Employee, Manager, Owner, Partner, Director etc) of the firms participating in the tender opening meetings **must carry authorization letters from the firm concerned.**
- 3.4** The online price bids of the short-listed bidders will be opened as per the date and time decided later and such short-listed bidders will be intimated about the date and time accordingly. The short-listed bidders or their authorized representatives may be present, if they so desire.

SDMC with holds the right to vary no. of enrolment centres at the time of placement of Supply Order/signing of Contract: SDMC reserves the right to increase/decrease the no. of enrolment centres as deemed necessary during the time of contract. The increase/decrease in no of enrolment centres shall have cost implications i.e cost of enrolment kits as per the cost @ Rs.1, 47,846/- (inclusive of taxes). Also, the cost of kit that shall include warranty for 3 year. Post 03 years of contract, additional payment as an AMC, 6% of total value of kit per year shall be made till the end of 3rd year and 4th year.

4. Bidder Qualification:

The “Bidder” as used in the RFP shall mean the one who has signed the Bid Form. The Bidder should comply with the Pre-Qualification Criteria, as detailed in this document.

5. Bid Security (Earnest Money):

The Bidder shall be submit the Bid Security Deposit (Earnest Money) amount of 6.5 Lakh (Six Lakh Fifty thousand only) online as specified mode on portal. Failure to do so will result in the rejection of the bid at the technical evaluation stage itself. Exemption from Earnest Money for MSME certified firms, the bidders to upload the valid MSME certificate for the required service.

5.1. Security (Earnest Money) may be forfeited:

- a) If a Bidder withdraws his bid during the period of bid validity; or
- b) In the case of the finally selected Bidder, if the Bidder fails;
 - i) To sign the Contract in accordance with RFP; or
 - ii) To furnish Contract Performance Security in accordance with RFP; or
 - iii) If at any stage any of the information/declaration provided by the bidder is found to be false.

5.2. Bid Security (Earnest Money) in respect of the finally selected Bidder will be discharged upon the Bidder signing the Contract and furnishing the Performance Guarantee.

5.3. Bids not accompanied by Earnest Money would be summarily be rejected.

6. Period of Validity of Bids:

Bids shall remain valid for 06 (Six) calendar months from the date of Bid opening. A bid valid for a shorter period shall be rejected by the SDMC as non-responsive.

7. Registration with G.S.T. Department:

The bidders should be registered with the G.S.T. Department and they shall furnish scanned copies of the same with their Technical Bid. All the bidders shall also furnish a copy of latest GST deposit receipt/challan/return, along with their Technical Bids.

8. Terms and conditions of Tendering Firms:

- 8.1 Any Printed terms and conditions provided by the Bidder over and above the Terms and conditions mentioned in this RFP shall not be considered as forming part of their Bids.
- 8.2 The bid shall contain no interlineations; errors or overwriting and all pages of the Bid must be signed and sequentially numbered by the Bidder.
- 8.3 The Bidder must state categorically whether his offer conforms to all the tender terms and conditions. If there is a variation in any of the terms and conditions, the extent of variation and the reasons thereof shall be clearly mentioned in the technical bid.
- 8.4 The Bidder must state categorically whether his offer conforms to the specifications given in section-2, specify clearly, deviation if any in the tender. Bidder is free to quote a better version or a better configuration in line with technical specification mentioned in section-2.

9. Performance Bank Guarantee:

The successful bidder(s), irrespective of their registration status, shall be required to furnish Contract Performance Security in shape of Bank Guarantee for amount of Rs. 10 Lac (Rs. Ten Lakh) within 20 days after signing the contract. The Contract Performance Security can also be furnished in the shape of Bank Guarantee Form, from any of the scheduled banks in favour of commissioner SDMC payable at New Delhi.

10. Bid Submission:

The Bidder shall submit the online price bid in the following manner: -

“The quotation/estimate of this tender will be based on the revenue sharing model and only those bids which quote more than 50% of the revenue based on applicable rates of UIDAI in favour of SDMC, shall be considered for further evaluation. The bidder whose Financial Bid has the highest quoted percentage (%) of revenue in favour of SDMC for the Project, (“H1”) shall be declared selected/ Successful Bidder (for the Project)

In the event of two or more Bidders quoting the same percentage of revenue of SDMC (the “Tie Bidders”), these bidders will be requested to submit their revised price bids in sealed cover address to Director (IT), 24th Floor, Dr. SPM CIVIC CENTER, JLN Marg New Delhi-110002. These revised bids shall be opened in presence of Tie bidders or their authorised representative on a date and time which will be intimated to the Tie Bidders.

11. Contents of Online Bid:

The Online Bids prepared by the Bidder shall comprise, the following two components: -

- a) **Technical Bid** comprising of the following scanned documents duly signed & stamped and to be filled on the format sheets provided in each RFP. In the absence of any of the following documents, the bid will be declared disqualified/cancelled straightway without any further clarification: -
 - i) Acknowledgment slip of Tender Fee of Rs.1000/-
 - ii) Acknowledgment slip of Earnest Money Deposit of the tender cost Rs. 6.5 Lacs
 - iii) List of the firm’s owners/partners/directors etc.
 - iv) Undertaking for non-blacklisting of firm and non-registration of criminal case
 - v) Bidders Particulars
 - vi) Bid Form.
 - vii) Tender Acceptance Letter.
 - viii) Declaration that the bidder has not been blacklisted.
 - ix) Compliance Sheet of Pre-Qualification Proposal.
 - x) Compliance Sheet of Entity’s Profile.

- xi)** All technical brochures/documents relevant to the Bid.
- b) **Online Price Bid:** The quotation/estimate of this tender will be based on revenue sharing model and SDMC shall only accept the bids whose quotations shall be more than 50% of the applicable rates of UIDAI. The bidder whose Financial Bid has the highest quoted percentage (%) for SDMC for the Project, (“H1”) shall be declared selected/ Successful Bidder (for the Project)

12. Procedure for Submission of Bids:

- Through e-Tendering

13. Information Security Guidelines for Third Party:

- a) The Bidder shall establish and maintain appropriate security measures to provide for the safe custody of the Confidential Information and to prevent unauthorised access to it.
- b) The bidder shall appoint a SPOC for all information security related activities and communications with UIDAI.
- c) Visitors“ entry into premises shall be restricted. Security validations and checks such as verifying the identity of the visitor, checking the belongings and bags, and making physical entry in registers shall be carried out.
- d) The local security settings on all the systems shall be aligned and synced with the Active Directory Settings. The users shall not be provided access to modify the local security settings on the individual systems. In the case of administrative access being provided, the users shall be prohibited from modifying the local security settings. Modifying the same shall result in disciplinary action.
- e) Bidder support personnel shall provide the information regarding the background such as address Check, identity check, education, criminal record, employment history, police verification etc. of all the resources deployed in the project including support staff and provide a self-declaration that the information provided is correct. UIDAI or agency appointed by UIDAI may validate this information during or after the employment of the respective personnel
- f) Formal on-boarding and off-boarding process shall be followed for bidder’s personnel

- g) All bidder's employees handling UIDAI information assets shall adhere to the following information security requirements:
- i) Accept their compliance to the security responsibilities communicated by UIDAI.
 - ii) Sign a confidentiality (non-disclosure) agreement issued by bidder in addition to the contractual requirements. This could be done through a self-declaration document.
 - iii) Complete the functional training provided by the BIDDER prior to handling UIDAI information assets
 - iv) Complete the security awareness training as a part of the BIDDER on-boarding process. Training should cover social engineering, social media and other themes as per the current security threats
 - v) Complete all recurring information security awareness trainings provided by UIDAI
 - vi) Be aware of the UIDAI disciplinary process in the event of an information security breach

Section- 2

1. SCOPE OF WORK

The scope of work of the Agency is enrolment and updating Aadhaar of beneficiary by establishing permanent center and camp mode (mobile enrolment center (locations specified by SDMC) using the Enrolment Kits of Registrar-cum-EA in permanent center or other specified Locations defined as follows:

1.1. Functional scope

The functional scope of this engagement shall include all the steps from setting up of Permanent Enrolment Center/Mobile Enrolment Center for Aadhar enrolment/updating of all the beneficiaries and providing requisite MIS reports to Registrar-cum-EA and UIDAI on enrolments/updates completed till the whole enrolment operation for the targeted has been completed. The Agency shall also be responsible for delivering additional services as required by the Registrar-cum-EA through this RFP. The contract duration between the Registrar-cum-EA and UIDAI would be for duration of five (05) years to complete Aadhaar enrolment/update of the beneficiaries.

(a) The scope of work of the Agency includes the following:

- i) Use enrolment hardware, software as per UIDAI specifications; upgrade to latest requirements as per process/technology changes from time to time.
- ii) Engage and trained manpower for Enrolment; supervise the enrolment/update process at the field level to ensure that the enrolments/update are in accordance with prescribed processes and guidelines of UIDAI.
- iii) Enrol Operators/Supervisors; Certify, Register and Activate them at UIDAI Software Installation, Configuration and Registration.
- iv) Capture Demographic and authenticate parent biometrics using UIDAI enrolment client.
- v) MIS reports
- vi) Ensuring Data Privacy and Security

- (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/registrar-enrolments.html> from time to time.
- (c) Agency is required to comply with EA’s roles and responsibilities—for activities that an EA needs to undertake during the Aadhaar Enrolment Program:-
1. For Hiring and Training of Manpower, refer the following documents:
 - a. Operator roles and responsibilities– for Operator hiring
 - b. Supervisor roles and responsibilities-for support Supervisor role
 - c. Capability Building Framework – for training of EA personnel
- (d) The Agency must appraise itself and ensure compliance with the latest versions of the policy /process/technology requirements and guidelines issued by UIDAI from time to time.

1.2.Enrolment Kits as per UIDAI Specifications

The agency shall procure enrolment kits as per UIDAI specification for SDMC for capturing demographic & bio-metric characteristics and scanning of document at Enrolment Centres. The payment for the kits, shall be made on quarterly basis & shall be done @100% of the actual revenue generated till the whole payment against the procurement being done. The higher end of the kit cost to be procured is limited to a fix value i.e. @ Rs. 1,47, 846/- (inclusive of taxes). Also, the cost of kit that shall include warranty for 3 years. Post 03 years of contract, additional payment as an AMC, 6% of total value of kit per year shall be made till the end of contract.

All equipment related to Biometric Enrolment, Infrastructural items etc. of the centres should be as per the specification in each enrolment center. Agency may be asked to move the equipment for sweep mode enrolment in Head Quarter/ Citizen Service Bureau Centre/Schools/Health service unit/ any other location as specified by South Delhi Municipal Corporation. The various norms and regulations that need to be followed are:-

- (a) The 10ftx10ft space and electricity power outlets required for setting up the centres will be provided by the South Delhi Municipal Corporation.
- (b) The Biometric Hardware- Desktop/Laptop, Finger Print Scanner, Iris Scanner Web Camera, GPS Device and all other hardware and items required for the UID Enrolment such as additional Monitor, Printer, Document Scanner, UPS with backup of at least one-hour, Back ground standee, Printing cartridge, Paper, CFL lamp for photo capture, etc. shall be provided by the Agency.
- (c) Each Center shall have at least One Enrolment Setup with one UIDAI certified operator.
- (d) The biometric Enrolment process shall strictly be as per UIDAI norms; including continuous updates as and when released by UIDAI. Biometric Enrolment includes, capture of Photograph, 10 Finger prints (except for children of age 0-5 years) and Iris of both eyes (except for children of age 0-5 years) for all usual residents.
- (e) No citizen will be charged for Aadhaar enrolment & the mandatory Biometric Update after attaining the age of 05 (Five) and 15 (Fifteen) years. Any changes thereof will be as per the circular/guidelines as issued by UIDAI.
- (f) During Biometric Enrolment, operator shall abide by the standard procedures of UIDAI.
- (g) Any correction required by the resident/Citizen, in the already captured demographic data during biometric Enrolment process shall be carried out by the Operator/Supervisor after due verification only.
- (h) Any Correction after the Biometric Enrolment (After the generation of Acknowledgement Slip) shall be carried out by the Agency as per UIDAI norms.
- (i) The bidder shall also carry out Aadhaar Updating/Aadhaar Supplementary services of SDMC jurisdiction for its beneficiaries and other citizens.

S. No	Checkpoints
Mandatory Requirements	
A	Station
A.1	Aadhaar Enrolment Kits as per specification of UIDAI (Always Check with techsupport@uidai.gov.in for latest requirements).
A.2	STQC Certified Biometric devices

A.3	Printer, Scanner and STQC certified GPRS devices.
A.4	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 kits. VDM installed and services for the devices are
A.5	White back ground screen, non-reflecting, opaque, ~3ftwide, and with stand available for taking photographs
A.6	All devices necessary for enrolment must conform to UIDAI" specifications
A.7	Working of all equipment at every station tested
A.8	Internet connectivity for kit for Enrolment Client.
A.9	All Operators, Supervisors enrolled into Aadhaar, registered with UIDAI CIDR, Certified and Activated
A.10	All Operators, Supervisors on-boarded for Aadhaar client need local authentication.

*Important Note: - Bidder is required to provide datasheet with specification of mandatory required items/hardware as per Annexure-3 format.

Desktop Specification: -

Specification	Details
Computer	OEM Brand- from Top 5 Vendor as per latest IDC report
Form factor	Laptop
CPU	Core i-5 or higher
Display	Minimum 14 HD Anti- Glare (16:9)
Connectivity-inbuilt Blue Tooth Not required For Desktop	Should have built-in support for Bluetooth 4.0, Wi-Fi (IEEE) 802.11b/g/n and Ethernet (10/1000 Base-T)
Memory	4-GB DDR3 or higher, SDRAM 1066MHZ

		expandable up to 8-GB with 1DIMM Slot Free
Webcam Required Desktop	-not for	Built-in webcam with minimum High Definition 720p
HDD		Minimum 500GB (or Higher)
Input Ports	/ Output Two VGA Ports	One HDMI, One VGA, One Ethernet (RJ-45), Dedicated Minimum 5 USB 2.0 port (In case the laptop has less than 5 USB 2.0 ports, then a USB Hub with multiple USB connections (enabling 5 devices plug-in through USB port) should be provided at no extra cost)
Chipset		Integrated with CPU or equivalent
Graphics		Integrated Graphics
Power Source		4 Cell or 6 Cell Lithium Ion
Keyboard		Full Sized (Minimum 84 Keys) Windows compatible Spill-resistant keyboard
Touch Pad / Mouse for Laptop		Wide Touchpad below keyboard
Preloaded OS		Windows 10 professional
Built in Mic Required Desktop	/not for	At least one built in Mic
Accessories - Carry Case for Desktop	No Case for	Laptop carrying case
Anti-Virus		For End Point Security

Monitor Specification: -

Monitor	Among the Leaders Quadrant in the India region in any of the previous two Quarters as published in IDC / Gartner / Frost and Sullivan report for the PC / Laptop / Monitors
Type	LCD
Size	15-16 inch or higher
Resolution	1024 x 768 or above Pixel

Multi-Functional Device (MFD): -

Multi-Functional Device (MFD)	From Top 5 vendors as per latest IDC report
Function	Print, Copy, Scan
Duty Cycle - Not Required	8000 Pages
Print Speed- Black (A4)	18 or more PPM
Print Resolution	600 x 600 DPI
Scan Resolution	600 x 600 Optical Pixel
Bit/Colour Depth	24 Bits
Copying Speed	18 CPM
Copy Resolution	600 x 600 DPI
Medium Used	Ink Tank
Custom Media Size	Up to Legal
Standard Operating System Supported	Compatible with Windows 8, Windows 10 and earlier versions of Windows (XP, Vista) and Linux

IRIS Device Specifications: -

Device Characteristics	Hand-held (Operator operates and holds the camera and subject is stationary)
Mounting	NA
Iris Diameter	210 mm
Spatial Resolution @ 4.0 Lp/mm	60%
Pixel Depth	8 bits/pixel
Image Evaluation Frame Rate	>5 frames/sec, continuous image capture
Capture Mode	Auto capture with built-in quality check (incorporates NIST quality considerations)
Sensor Signal to Noise Ratio	36 DB
Connectivity (Total of Only 1 USB Port Will Be Available for Connectivity and Power)	USB, USB-IF certified or Networked (TCP/IP)
Operating System	Linux /Windows

Compatibility	
Power	USB or Independent Power Supply
Weight	NA for Stationary and less than 1 kg for Hand Held mm
Dimensions	Max. 220 x 200 x 100 mm
Operating Temperature	0 - 49 Degree C
Humidity	10 -90 non-condensing
Durability/Shock Resistant	Yes
Degree Of Protection	IP 54
Safety Standard	FCC Class A, RoHS (Exempt Group per IEC 62471:2006-07)
Software API	Compliant with latest UIDAI Device Capture Specifications Linux/Windows 64-bit VDM ready certified by UIDAI
Availability of Device Certification from STQC	Yes
STQC Certificate No.	UIDAI-BDCS-SCL-IRIS-40
STQC Certificate Date	17-04-2018

Camera Specifications: -

Capture Type	Plain live capture
Image Quality	Full Frontal (0x01) as per ISO/IEC 19794-5
Minimum Image Resolution	800 x 600 Pixels
Capture Mode	Manual Capture with Auto Focus, Auto Lighting Adjustment
Auto Lighting Adjustment	Available
Native Sensor Resolution	2 Mega Pixel
Connectivity	High Speed USB 2.0, USB-IF certified
Lens	Fixed, SLR
Power	Through USB
Mount	Tripod

Operating Temperature Range	0 - 50 Degree C
Humidity (RH)	10 - 90 %
Durability (Shock Resistant)	Yes
Safety Standard	UL
Software API	Compliant with UIDAI Device Capture API specification V1.0 RC 3
Operating System Compatibility	Linux / Windows

Finger Print Scanner Specification:-

Capture Mode	Plain live scan capture
Image Acquisition Requirements	Setting level 31 or higher
Image Evaluation Frame Rate	>3 frames/sec
Capture	Auto capture with built-in quality check (incorporates NIST QUALITY CONSIDERATIONS)
Capture Area	More than 76 x 80 mm x mm
Connectivity	USB 2.0, USB-IF certified
Power	Through USB
Dimension (W X H X D)	160 x 160 x 160 mm x mm x
Weight	less than 2.5 Kg
Operating Temperature Range	0 - 50-degrees
Humidity (RH) Non-Condensing	10 - 90 %
Durability (Shock Resistant)	Yes
Ingress Protection Rating (Minimum)	IP 54
Availability of Device Certification from STQC	Yes
Safety Standards	UL certified (if applicable)
Software API	Compliant with UIDAI Device Capture API specification V1.0 RC3

Operating System Compatibility	Linux / Windows
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White Screen Specification: -

Size	4 x 5 Feet
No Reflecting	Yes
Opaque	Yes
Mounting	Stand mountable

Focus Light Specification: -

Rating	60 W
Accessories	Stand, 2Mrts Wire and on/off Switch near the operator

Surge Protector Spike Specification:-

General	6 nos. of 5A sockets (4 Indian style + 2 Style), Fuse, on/off Switch and ISO mark
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GPS Device Specification:-

GPS Device	UIDAI Certified
Accessories	With all necessary required cables and accessories to connect to PC/Laptop
Pixel Resolution	16 Pixels/mm
No. of Simultaneous Captured Eyes are Considered Simultaneous If Second Eye Is Captured Within 2 Seconds of First Eye captured without moving the device	2 no.
View Finder, Capture Volume & Exposure Time	Internal with Capture Distance >50mm, Capture volume (width/height/depth) > 20x15x12 mm and Exposure Time <33 ms
Imaging Wavelength	700-900 nm
Special Spread - Power in Any 100nm Band	35 Watt
Scan Type	Progressive
Image Margins -Left & Right	0.50 x iris diameter mm
Image Margins -Top & Bottom	0.25 x iris diameter mm

1.3. Agency shall also deploy infrastructure including but not limited to the following, for Aadhaar enrolment as per UIDAI norms:-

- a) Furniture at each location.
- b) Proper arrangement of lighting & reflectors be made to capture better facial image of enrollee.
- c) Power/extension distribution boards with enough cable length.
- d) Maintenance and repair of laptop, camera, finger print device and Iris etc. will be the responsibility of the agency. Ensuring uptime of resources above 90% per day, is the responsibility of the agency.
- e) Daily status of equipment utilization shall be sent by the agency to South Delhi Municipal Corporation.

- f) Proper white standard portable background screen of minimum size 1m widthX3m height (with Stand/frame) for photography is required. Fixing of white cloth on walls with nails, pins, white sheets etc. are not permitted.
 - g) Tissue papers / wet papers shall be provided for cleaning the fingerprint device after every use.
 - h) Hardware, consumables and stationery including standard Aadhaar Enrolment form, A4 paper (75 GSM), cartridge etc. for printing the acknowledgement slip as per UIDAI norms is in the scope of the agency. Acknowledgement slip, and consent slip should be printed on an A4 sheet (should be legible) immediately after the enrolment and signed by the operator/supervisor and enrolee respectively. Acknowledgement slip shall be handed over to the enrolee immediately and consent slip is retained with EA. No hand-written acknowledgement slip should be given to the enrolee.
 - i) One additional monitor of 18 inches or above with a resolution 1024x768 or above with simultaneous display to enrolee of the Aadhaar enrolment data, UPS (backup of at least 01 hour) etc. as per UIDAI norm is the scope of the Agency.
- 1.4. Latest version of UIDAI's Aadhaar Enrolment Client Software at the time of Biometric Enrolment (BME) shall be used for BME which will be provided by the UIDAI.
- 1.5. The enrolment packets after the capture must be stored properly. The BME data packets shall be uploaded to UIDAI server as per mandate and schedule of UIDAI and provide the registrar packet of each enrolment to SDMC.
- 1.6. The Agency shall ensure that the laptop used for BME at the centre is synchronized with UIDAI server, using the latest version of Aadhaar enrolment client software.
- 1.7. Agency shall ensure that UIDAI certified operators are active on their respective Enrolment Agency's Portal and they should not be blacklisted/suspended etc. by UIDAI.
- 1.8. Bidder shall establish one project management team, headed by a project manager who should in turn report to the nodal officer, South Delhi Municipal Corporation.
- 1.9. The Agency shall deploy manpower to operate the enrolment station/centre as per the guidelines prescribed by UIDAI. It is recommended to have the qualification and experience for all the persons involved in the project as given below.

Operator: An operator is employed by an agency to execute enrolment at the Enrolment Centre. To qualify for this role, person should satisfy the following criteria:

- a. The person should be 18 years and above.
- b. The person should be 10+2 pass.
- c. The person should have a basic understanding of operating a laptop/ computer and should be comfortable with local language keyboard and transliteration.

2. Responsibility of successful bidder:-

2.1. Responsibilities before Starting Work

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 Agency.
- 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 Agency is required to have a unique Operator ID for each, to activate them.

Supporting Supervisor:

A supporting Supervisor is employed by an agency to operate and manage ECs and help or provide training to supervisor of SDMC. It is mandatory to have one Supervisor at each Zone. To qualify for this role, the person should satisfy the following criteria:

- a) The person should be 18 years and above.
- b) The person shall be 10+2 pass and should preferably be a graduate/pursuing Graduate.
- c) The person should have a good understanding and experience of using a laptop / computer.
- d) The person having prior experience of working in Aadhaar Enrolment Program will be preferred

2.2. Before starting work as a supporting Supervisor:

- a) The Supervisor should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated.
- b) The Supporting Supervisor should have undergone training on the process of UID Enrolment and various equipment and devices used during Aadhaar enrolment.
- c) The Supporting Supervisor should have obtained certificate from a testing and certification agency appointed by UIDAI.
- d) The Supporting Supervisor should have been activated in accordance with UIDAI guidelines prior to commencing enrolments. The Agency is required to have a unique ID for each, to activate them.

2.3. Induction training:-

After hiring the personnel as described above, the Agency should impart induction training on the various activities involved in the enrolment process to enable them to understand and adjust to the local situation. The induction training is to be given just before actual deployment of the personnel for enrolment operations. The period of induction training shall be for 1-3 days covering:

- a) UIDAI overview
- b) Introduction to UIDAI enrolment process
- c) Enrolment software
- d) Basics on laptop and other devices

- e) Working with biometric devices
- f) UID Client Enrolment Application Software

2.4. Training of Manpower:-

The Agency shall identify resources to employ in the enrolment operations, get them trained and certified and then deploy them on the ES. Agency may opt for engaging specialized training agencies, for providing training to its enrolment personnel. However, the Agency may also train their own.

An individual can undergo self-training based on the content provided on the UIDAI website and attend the certification test. Upon successful completion of the certification, the individual is deemed competent to perform in the role and can be hired by the Agency for enrolment operations.

2.5. Other Responsibility of successful bidder

- 2.5.1. Agency shall issue Company Photo ID badge for their personnel.
- 2.5.2. Agency shall issue an appointment letter providing the details of their personnel, as required by the South Delhi Municipal Corporation within 15 days of the order placement. Only Indian nationals should be appointed.
- 2.5.3. The Agency shall deploy operator for Aadhaar Enrolment only after certification from the UIDAI. The agency shall submit details of all the manpower before commencement of work.
- 2.5.4. The Enrolment Center shall be set-up by the agency in respective locations as directed by South Delhi Municipal Corporation at Head Quarter, Citizen Service Bureau Centre, Schools, Health Service Unit and any other location as decided by SDMC.
- 2.5.5. Setup of centre shall be as per UIDAI norms and should be completed in advance for commencement of the service in the centre.
- 2.5.6. Bidder shall ensure that centre operates for a minimum of 8 hours per day as per the schedule provided by the South Delhi Municipal Corporation. The centre should also function on all the working days including exception/holidays as per the functioning of location offices.
- 2.5.7. The Agency shall ensure that biometrics captured are valid and error free and should not resort to any malpractices such as fake/mismatched data capturing.

- 2.5.8. If an Operator is found to be demanding / collecting undue money or indulging in any other illegal activity for enrolment, their appointment shall be immediately terminated and recommended for blacklisting.
- 2.5.9. Agency shall support the administration in improving the publicity to get people to the Enrolment Centres.
- 2.5.10. Daily report on the status of the activities carried out should be online and maintained daily on the MIS.
- 2.5.11. Bidder shall comply with scanning/Document Management System (DMS) requirements as per UIDAI norms and report to South Delhi Municipal Corporation monthly and as per the instruction issued by UIDAI from time to time.
- 2.5.12. Agency shall work in liaison with designated South Delhi Municipal Corporation personnel, and staff from UIDAI for smooth execution of the project.
- 2.5.13. Agency shall not carry out any other commercial activities except related under UIDAI.
- 2.5.14. The agency shall be subjected to process audits for training from time to time by UIDAI/ its representative.

3. Privacy & Security

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

4. Provide electronic MIS reports on enrolment status

Registrar shall provide templates for MIS reports to be submitted by the EA to the Registrar and prescribe frequency of such reports, authority to which the reports need to be submitted etc. Operator shall send statistics on enrolment status to the Registrar/UIDAI on a regularly. The formats and contents of the MIS reports shall be decided by the UIDAI/Registrar.

Section-3

1. PRE-QUALIFICATION CRITERIA

- 1.1.** The Bidder should be a company, or an LLP registered under Companies Act of India and should have been in operation for a period of at least 5 years as on bid closing date, as evidenced by the Certificate of Incorporation and Certificate of Commencement of Business issued by the Registrar of Companies. And if the bidder is a registered MSME or a start-up Indian registered bidder shall be eligible to get the exemption from turnover requirement, EMD, experience requirement and company period requirement of the eligibility criteria.

Supporting Documents: Copy of certificate of incorporation issued by RoC to be submitted, GST Certificate and PAN Number

1.2. Financial Turnover

The Bidder should have had an average annual turnover of at least Rs.10.00 Cr during each of the last 3 financial years (2017-18, 2018-19 and 2019-20). The turnover related to other areas, not related to this RFP should not be included while arriving at the above figure. This must be clearly mentioned. The Bidder must have a positive net worth or profit in each of the last 3 financial years (2017-18, 2018-19 and 2019-20).

Supporting Documents: Audited balance sheets, CA certificate to be submitted.

1.3. Past Project Experience

The Bidder should have experience in Aadhaar enrolment/upgradation and other related activities with AP/TS state registrar and empanelled with UIDAI.

Supporting Documents: Copies of work order/ purchase order/ contract agreement along with satisfactory performance/completion certificate issued by the respective client department, must be submitted.

1.4. Manpower Availability

Bidder must have at least 100 employees.

Supporting Document: Self-certification by competent authority on the bidder letter head along with the EPF and ESI registration with relevant certificates as applicable of at least 20 employees, should be submitted.

1.5. Non-Black Listing /Clean Track Record Declaration

The Bidder shall furnish a self-declaration stating that bidder has not been debarred /blacklisted during last 5 years.

Note:

- SDMC reserves the right of not considering the bid of the Bidder, if such Bidder was blacklisted or had a poor past record of service delivery or their earlier performance with SDMC was unsatisfactory on any count of service delivery or if the bidder did not perform well or caused difficulty, delay to any of the customers.
- The bids from such bidder who has complaints against their services, will not be considered for the contract.
- Subcontracting is not permitted for any reason, consortium is not permitted for any reason, except as stated in the RFP.
- SDMC reserves the right of cancelling this tender at any stage without assigning any reason what so ever.
- All the relevant supporting documents (ink signed) should be furnished without fail otherwise the bid is liable to be treated as “non-responsive”.
- The Bidder should upload all the required documents with clear visibility, avoid missing documents and avoid bidding mistakes. In such cases, SDMC reserves it’s right for seeking clarification from the bidder and may disqualify the bidder for the bidding mistakes, missing documents and for the documents that are unclear.

2. Payment Terms

S. No	Description	Payment term
1	Total Cost of Services	<p>a) The total cost of services payable is set forth as per the supplier's proposal to the purchaser and as negotiated thereafter.</p> <p>b) The hardware cost payment shall be @100% of the actual revenue generated till the whole payment against the procurement being done after scrutinizing the quality & specification of the product.</p> <p>c) The higher end of the kit cost to be procured is limited to a fix value i.e. @ Rs. 1, 47,846/- (inclusive of taxes). Also, the cost of kit that shall include warranty for 3 year. Post 03 year of contract, additional payment as an AMC, 6% of total value of kit shall be made till the end of 3rd year & 4th year.</p>
2	Currency	All payments shall be made in Indian Rupees
3	Terms of Payment	<p>In case of early termination of the contract, the payment shall be made to the supplier as mentioned here with:</p> <ul style="list-style-type: none"> ➤ Assessment should be made about the work done from the previous payment period, for which the payment is made or to be made till the date of the termination. The supplier shall provide the details of the services performed during this period with supporting documents. Based on such details, the remuneration shall

		be calculated as well as on the rate specified.
	Payment Terms for Services	The payment for services will be made to bidder in 20 equal quarterly instalments that includes the deductions made if any activities will be found that will lead to revoking of penalty clause mentioned in point 3 below.

3. Service Levels & Penalty

Service Levels

Service level metrics and penalties to be levied on nay breach, need to be defined by the Registrar. The Registrar may add/remove/modify service level indicators based on the scope of work, and additional services availed by the registrar.

Sl. No.	Performance Indicator	Service Level Metric	Penalty on breach of service level (imposed monthly)
Service Level Metrics and Penalties as per policy of UIDAI			
1	Penalty for Process Violation, data quality	As per policy framed, issued and modified by UIDAI from time to time. Any change in policy made after signing of the contracts shall be applicable automatically.	As per policy framed, issued and modified by UIDAI from time to time. Any change in policy made after signing of the contracts shall also be applicable automatically.

Registrar-cum-EA level Service Level Metrics and Penalties			
1	Provide UIDAI certified operator	Within 30 Days of Agreement.	For each working day of delay – Rs.100/-
2	Un-authorized absence of Operator/Supervisor	Resulting in non-operation of Scheduled Enrolment kit due to operator/supervisor absence.	For each kit day – Rs.50/-
3	Non-filing of FIR	For physical damage or theft of equipment under the control of citizens, students, teachers within 3 working days, from the incident.	Each day of delay – Rs.50/-.
4	Physical damage or theft of Aadhaar Enrolment Kit by Agency Operator/Supervisor	Reporting the instance within 3 Working Days and replacing the existing equipment within 4 working days. Non-operation of Kit due to such an instance on 5th Working day will result in a penalty. Value of equipment damaged, or theft needs to be replaced.	a) Non-reporting of Physical damage or theft – For each day Rs.50/- b) For each kit– Rs.50/-for non-operation beyond 4th Day.

4. Liquidated Damages

The centres should start functioning within 15 (Fifteen) working days from the date of issue of work order and space allocation. In case of any delay in the execution of the contract beyond the stipulated time schedule including any extension permitted in writing, Corporations reserve the right to recover from the vendor a sum equivalent to 0.5% of the value of the delayed deliverable of work for each week of delay and part thereof subject to a maximum of 10% of the value of the

contract. The South Delhi Municipal Corporation reserves its right to recover these amounts by any mode, including adjusting from any payments to be made by the South Delhi Municipal Corporation to the bidder or by invoking the Performance Bank Guarantee (PBG).

5. Contract Period

The tenure of the Contract will be for a period of 5 year effective from the date of execution of the Service Level Agreement (SLA) unless, terminated earlier by South Delhi Municipal Corporation, by serving 30 days prior to the notice in writing to the selected bidder at its own convenience without assigning any reason and without any cost or compensation therefore. However, after the completion of initial period of 5 year, the contract may be extended/renewed for such further period as would be decided by the South Delhi Municipal Corporation on the same terms and conditions as mentioned herein.

The performance of the selected bidder shall be reviewed every six months and in the event of non-satisfactory performance, South Delhi Municipal Corporation reserves the right to terminate the contract at its sole discretion by giving 30 days' notice without assigning any reason and without any cost or compensation therefore. Any offer falling short of the contract validity period is liable for rejection.

6. Sign the Service Level Agreement

The selected bidder will be required to sign the Service Level Agreement (Format whereof is to be supplied by the South Delhi Municipal Corporation) with the South Delhi Municipal Corporation within 15 days of acceptance of the LOI. The failure, delay or evasion on the part of the successful bidder to execute the Service Level Agreement within the period mentioned will cause the South Delhi Municipal Corporation to forfeit the Earnest Money, deposited by the successful bidder, without further notice to the successful bidder. Further, the failure, delay or evasion on the part of the successful bidder to commence project within 15 days from the date of execution of the Service Level Agreement will result in termination of the Contract and invocation of the bank guarantee by the South Delhi Municipal Corporation without prejudice to its other rights and remedies available under the Service Level Agreement and/or law(s) for the time being in force.

7. Other Terms and Conditions.

- 7.1.** Availability of Manpower: MIS mechanism should be devised, and system should be in place to ensure availability of the enrolment personnel in the PEC centres during the designated hours for the public. The total time of the project is 12 months from the date of

work order, which may be extended/renewed based on performance and meeting service level compliance and on mutually agreed terms and conditions. The centres should start functioning within 15 (Fifteen) working days from the date of issue of work order and space allocation.

- 7.2.** Minimum one UID certified operator is required to be deployed on each Enrolment Centre. In case the operator is absent due to unavoidable circumstances, the agency must deploy a replacement manpower to the enrolment center without fail.
- 7.3.** All orders for the schedules will be at the respective H1 rates.
- 7.4.** The operators must give utmost priority to new Aadhaar Enrolment.
- 7.5.** Decision of South Delhi Municipal Corporation will be final in allocation of centres/locations.
- 7.6.** Availability of certified manpower and the bidder managing their service at the Centre are of major importance in this people centric project. Bidder shall strictly comply with all statutory rules and regulations regarding Bidder's staff (Like Minimum wages, PF, ESI etc.) as per applicable by law. Bidder shall be solely responsible for payment of wages or any other remuneration or compensation or claims or expenses of whatsoever nature of its employees regularly. If any dues are reported to South Delhi Municipal Corporation, the South Delhi Municipal Corporation may at its sole discretion withhold from the bills of the bidder any such amount, which will be released only after such disputes are settled amicably. It is understood that South Delhi Municipal Corporation shall not have any responsibility or liability whatsoever towards the employees of the bidder. Agency shall indemnify South Delhi Municipal Corporation in respect of any costs, claims or liabilities, whatsoever arising from death or injuries to employees of Agency and all damage to property, death or personal injuries whatsoever, caused by negligent acts or omissions of such employees during their presence in the project premises in connection with this agreement.
- 7.7.** The salary/payments to the operators and other manpower deployed in the project shall be disbursed only through their individual bank accounts. Relevant monthly statements/records shall be forwarded to South Delhi Municipal Corporation as and when asked for.
- 7.8.** The South Delhi Municipal Corporation reserves the right to direct replacement of the personnel, if the quality of work is not satisfactory. Bidder is responsible for immediate replacement of such personnel.

- 7.9.** No price escalation will be entertained during the entire duration of the project.
- 7.10.** The South Delhi Municipal Corporation reserves the right to accept or reject any or all the bids without assigning any reasons. Bids may be accepted or rejected in total or in any part thereof. Any bids not containing enough information in view of South Delhi Municipal Corporation, to permit a thorough analysis, may be rejected.
- 7.11.** The South Delhi Municipal Corporation reserves the right to verify the validity of bid information, and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate to the South Delhi Municipal Corporation's estimation.
- 7.12.** The South Delhi Municipal Corporation shall have the right to cancel the RFP process at any time prior to signing of contract without thereby incurring any liability to the affected bidder or bidders.
- 7.13.** The South Delhi Municipal Corporation reserves the right to cancel the order without any liability to the South Delhi Municipal Corporation if the progress is not satisfactory in terms of quality, quantity, time and in such cases, the South Delhi Municipal Corporation reserves the right to award the contract to any other Bidder to complete the work in time.
- 7.14.** Data storing/keeping a copy in an unauthorized way and utilizing the data/BME hardware for any other purpose will attract serious legal/criminal proceedings. Such an act will lead to cancellation of the contract with penalties and such bidders will be black listed by South Delhi Municipal Corporation and action will be taken as per the Aadhaar (targeted delivery of financial and other subsidies, benefits and services) Act, 2016 and required confidentiality.
- 7.15.** Along with Purchase Order (PO) acceptance, a bidder should submit detailed schedule of setting up of the centres. South Delhi Municipal Corporation can conduct surprise audit to ensure compliance to the process with reference to schedule and quality plan.
- 7.16.** A complaint Register shall be kept at every centre to register the complaints, if any, by the Enrolee or any other authority. The register will be verified by designated authority deployed by South Delhi Municipal Corporation.
- 7.17.** The Maximum fee to be collected from resident/beneficiaries is as per UIDAI terms & conditions.
- 7.18.** The agency will provide internet connectivity. Responsibility for internet connectivity and its up-time lies with the agency/bidder only.

7.19. MCD will demand documentary credential, regarding completion of targets by the agency/bidder. The document will act as evidence of service completion and acceptance of service completion for that specific target, by the agency/bidder, and MCD respectively.

8. SIGNING OF CONTRACT

Submission of Performance Bank Guarantee (PBG) to the South Delhi Municipal Corporation shall be done by the bidder within 10 (ten) working days after notification of the award (LoI).

9. CONTRACT AMENDMENTS

Subject to the conditions of contract, no variation in or modification of the terms of the contract shall be made except by amendment signed by both the parties.

10. TERMINATION

The South Delhi Municipal Corporation may, without prejudice to any other remedy, by written notice of termination sent to the Agency, terminate the contract, in whole or part, without any liability to the South Delhi Municipal Corporation whatsoever, if: -

- 10.1.** There is misappropriation of data, duplication of records partly or fully, repetition, of the same data with special motives.
- 10.2.** The progress is not satisfactory in terms of quality, quantity and adherence to time schedule.
- 10.3.** The bidder fails to deliver any or all the services within the period specified in the contract, or within any extension thereof granted by South Delhi Municipal Corporation pursuant to conditions of contract or if the bidder fails to perform any other obligations under the contract.
- 10.4.** The bidder becomes bankrupt or otherwise insolvent.
- 10.5.** In any of the above cases, event termination will be without compensation to the bidder, and that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the South Delhi Municipal Corporation.
- 10.6.** For termination of the contract, either party should give minimum two months prior notice.

11. NON- DISCLOSURE AGREEMENT

- 11.1.** The bidder (and his employees) shall not disclose any part or whole of this RFP document, of the proposal and/or any specification, plan, drawing, pattern, sample or information

furnished by South Delhi Municipal Corporation (including the users) in connection therewith to any person other than a person employed by the bidder in the performance of the proposal and/or contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. The employees or the third party such as security personnel, etc. engaged by the bidder will maintain strict confidentiality.

11.2. The bidder, his / her employees and agents shall not make any use of any document or information given by user except for the purposes of performing the contract award.

11.3. In case of any breach, the South Delhi Municipal Corporation shall take such legal action as may be required.

12. FORCE MAJEURE

12.1. For purpose of this clause, Force majeure means an event beyond the control of the Agency not involving the Agency's fault or negligence and not foreseeable. Such events may include, but are not limited to, either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

12.2. If a Force majeure situation arises, the Agency shall promptly notify the South Delhi Municipal Corporation in writing of such conditions and the cause thereof. Unless otherwise directed by the South Delhi Municipal Corporation in writing, the supplier/Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force majeure event.

13. RESOLUTION OF DISPUTES

All disputes or differences between the parties arising out of or in connection with this contract or its performance shall, so far as it is possible, be settled amicably through direct informal negotiations between the parties.

In case of any dispute not resolved through normal resolution, the issue shall be resolved through court within the local jurisdiction of Delhi

14. SUMMARY OF ALLOCATION OF AADHAAR ENROLMENT CENTERS FOR UIDAI ENROLMENT

Sl. No	Location	Number of Center	Allocation
1	South Delhi Municipal Corporation	10 (04 zonal HQ, 01 SDMC HQ and 05 other locations to be decided and same will be informed at the time of issuing of work order) Permanent Center and the number can increase to 40 which will include the mobile enrolment centre too.	At H1 Rate

The Details of Locations for setting up of Aadhaar Center in SDMC. Initially 10 Aadhaar Centre will be implemented which may be extended by adding 30 more centres. 05 Locations are permanent center the locations are as under:-

- a) HQ, Dr. SPM Civic Center, JLN Marg New Delhi-110002.
- b) CSB Center, Office of the Deputy Commissioner, Green Park, New Delhi-110016.
- c) CSB Center, Office of the Deputy Commissioner, Jal Vihar, Central Zone, New Delhi-110024.
- d) CSB Center, CSB Center, Office of the Deputy Commissioner, Rajouri Garden, West Zone, New Delhi-110027.
- e) CSB Center, CSB Center, Office of the Deputy Commissioner, Thana Road Dhansa Stand, Najafgarh Zone, New delhi-110043.

Other 35 locations are mobile units/permanent center as decided by SDMC and same shall be informed at the time of signing of agreement.

ELIGIBILITY / DOCUMENT CHECK LIST- EVALUATION SHEET

(To be filled by the bidder)

1	Name and address of the Bidder				
2	Name, address, email id and mobile number of authorized contact person				
3	Turnover Details (In Rs. Crore)	2017-18	2018-19	2019-20	
4	Required scan copy of Tender Fee uploaded	Yes/No			
5	Required scan copy of Bid Security (EMD) uploaded	Yes/No. Details			
6	Copies of GST registration /PAN/EPF/ESI attached	Yes/No			

We undertake that we fulfil the Eligibility Criteria. We agree to abide by the terms and conditions of this bid, for the bid validity period and it shall remain binding upon us and may be enforced at any time before the expiry of that period. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of the award shall constitute a binding contract between us.

Dated this.....day of.....2021.....

(Signature of person duly authorized to sign on behalf of the Bidder

PRICE BID FORMAT

(Forming part of the RFP for Aadhaar enrolment centre in South DMC)
(This shall be uploaded on e-tendering as PRICE BID)

S. No.	Particulars	H1 Rate Quote for SDMC (in %)	Remarks
1.	Selection of Agency for Providing Operators for Enrolment of New Aadhaar, Mandatory Upgradation and Demographic/Biometric Upgradation		The quotation/estimate of this tender will be based on revenue sharing model and SDMC shall only accept the bids whose quotations shall be more than 50% of the applicable rates of UIDAI. The bidder whose Financial Bid has the highest quoted lump-sum monthly fee to be payable to the Authority for the Project ("H1") shall be declared selected/ Successful Bidder (for the Project)

In Case two or more bidders tie the H1, the tie bidders resubmit the price bid in sealed envelope to office of the Director (IT).

For the Bidder's Firm

(Authorized Signatory with Name and Stamp

ANNEXURE: C

A. Desktop Specification:-

Specification	Details to be filled by bidder
Computer	
Form factor	
Make and Model	
CPU	
Display	
Connectivity-inbuilt Blue Tooth Not required For Desktop	
Memory	
Webcam -not Required For Desktop	
HDD	
Input / Output Ports Two VGA Ports	
Chipset	
Graphics	
Power Source	
Keyboard	
Touch Pad / Mouse For Laptop	
Preloaded OS	
Built In Mic /not Required For Desktop	
Accessories - No Carry Case For Desktop	
Anti Virus	

B. Monitor Specification :-

Specification	Details to be filled by bidder
Make and Model	

Monitor	
Type	
Size	
Resolution	

C. Multi-Functional Device (MFD) :-

Specification	Details to be filled by bidder
Multi-Functional Device (MFD)	
Make and Model	
Function	
Duty Cycle - Not Required	
Print Speed- Black (A4)	
Print Resolution	
Scan Resolution	
Bit/Colour Depth	
Copying Speed	
Copy Resolution	
Medium Used	
Custom Media Size	
Standard Operating System Supported	

D. IRIS Device Specifications: -

Specification	Details to be filled by bidder
Make & Model	
Device Characteristics	
Mounting	
Iris Diameter	
Spatial Resolution @ 4.0 Lp/mm	
Pixel Depth	
Image Evaluation Frame Rate	

Capture Mode	
Sensor Signal To Noise Ratio	
Connectivity (Total Of Only 1 USB Port Will Be Available For Connectivity And Power)	
Operating System Compatibility	
Power	
Weight	
Dimensions	
Operating Temperature	
Humidity	
Durability/Shock Resistant	
Degree Of Protection	
Safety Standard	
Software API	
Availability Of Device Certification From STQC	
STQC Certificate No.	
STQC Certificate Date	

E. Camera Specifications:-

Specification	Details to be filled by bidder
Make & Model	
Capture Type	
Image Quality	
Minimum Image Resolution	
Capture Mode	
Auto Lighting Adjustment	
Native Sensor Resolution	
Connectivity	
Lens	
Power	
Mount	
Operating Temperature Range	
Humidity (RH)	
Durability (Shock Resistant)	
Safety Standard	
Software API	
Operating System Compatibility	

F. Finger Print Scanner Specification:-

Specification	Details to be filled by bidder
Make & Model	
Capture Mode	
Image Acquisition Requirements	
Image Evaluation Frame Rate	
Capture	

Capture Area	
Connectivity	
Power	
Dimension (W X H X D)	
Weight	
Operating Temperature Range	
Humidity (RH) Non Condensing	
Durability (Shock Resistant)	
Ingress Protection Rating (Minimum)	
Availability Of Device Certification From STQC	
Safety Standards	
Software API	
Operating System Compatibility	

G. White Screen Specification:-

Specification	Details to be filled by bidder
Make & Model	
Size	
No Reflecting	
Opaque	
Mounting	

H. Focus Light Specification:-

Specification	Details to be filled by bidder
Make & Model	
Rating	
Accessories	

I. Surge Protector Spike Specification:-

Specification	Details to be filled by bidder
General	

J. GPS Device Specification:-

Specification	Details to be filled by bidder
Make & Model	
GPS Device	
Accessories	
Pixel Resolution	
No. Of Simultaneous Captured Eyes 4 Considered Simultaneous If Second Eye Is Captured Within 2 Seconds Of First Eye Done Without Moving The Device	
View Finder , Capture Volume & Exposure Time	
Imaging Wavelength	
Special Spread - Power In Any 100nm Band	
Scan Type	
Image Margins -Left & Right	

Image Margins -Top & Bottom	
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