



**REQUEST FOR QUOTATION (RFQ) FOR SELECTION OF
ENROLLMENT AGENCIES FOR UIDAI PROJECT**

TENDER NO.BOD/ UIDAI/01/2011-2012 DATED 30/09/2011

Last Date and Time for Submission of Bids: 15/10/2011 (12.00 A.M)

Date and Time of opening of Bid: 15/10/2011(1.00P.M)

R.F.Q. document may be downloaded from the Bank's web-site. (www.indianbank.in)

Address: - Assistant General Manager, (BOD)
Indian Bank, Head Office, 254-260 , Avvai Shanmugam Salai, Royapettah
CHENNAI, PIN-600014
PH. - 040-28134028, Fax: 044-28134027
E-mail- hobod@indianbank.co.in

Request for Quotation (RFQ) for Selection of Enrolment Agency

Banking Operations Department

Head Office, 254-260, Avvai Shanmugam Salai, Royapettah, CHENNAI - 600014

www.indianbank.in

REF: BOD/UIDAI/

Date:

M/s _____

INSTRUCTIONS TO ENROLMENT AGENCIES

NAME OF WORK: for carrying out the Enrolment functions for the UID project of Govt. of India (UIDAI)

Indian Bank invites sealed Quotations (RFQ) from Enrolment Agencies for carrying out the Enrolment functions for the UID (Unique Identification) project of Govt. of India (UIDAI). These enrolment agencies (as per list enclosed) are requested to submit their sealed quotations along with acceptance of terms and conditions as described in the documents.

This tender is open to agencies empanelled by UID for the locations stated in the schedules for carrying out the Enrolment functions for the UID Project of Govt. of India with the technical ratings T1 and Financial rating F4. The quotes from agencies other than empanelled ones will not be accepted. The enrolment agencies are requested to sign this document together with the following documents.

- Instructions to Bidders (Volume-I)
- Scope of Work (Volume-II)
- Standard Contract (Volume-III)

2. Quotations not fulfilling any or all of the prescribed conditions or which are incomplete are liable to be rejected outright and no correspondence or representations will be entertained in that behalf. Canvassing in connection with quotations is strictly prohibited and quotations submitted by agencies that resort to canvassing are liable to be rejected summarily whatever the stage of tender may be. Offers containing unauthenticated cuttings, over-writings, and illegible or undecipherable figures shall be disqualified at the discretion of the bank. Offers containing ambiguous terms/description of systems and un-quantifiable costs/amounts will be disqualified without seeking any clarification at the discretion of the Bank.

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3. The decision of the Bank in this regard shall be final and binding on all the agencies. All disputes or differences in connection with or relating to this tender shall be subject to the jurisdiction of the courts at Chennai only.

The requisite Earnest Money (EMD) along with the documents is to be submitted at the following office on or before 12.00 Noon on 15/10/2011.

**The Assistant General Manager
(Banking Operations Department)**

Indian Bank,

**Head Office, 254-260, Avvai Shanmugam Salai, Royapettah, CHENNAI - 600014
(Tamilnadu)**

In case of submission of quotation along with EMD by hand you are requested to drop the same in the tender box kept at the office premises. In case of any difficulty, you are requested to contact **Sh. R Suresh, Assistant General Manager (BOD) [Phone -044-28134028]** or **Sh. M Hanumantha Rao, Chief Manager (BOD) [Phone: 044-28134025]**.

The Bank reserves the right to accept / reject any quotation, modify the stipulations or cancel the whole process at any stage without assigning any reasons thereof.

Assistant General Manager
Indian Bank
Banking Operations Department
Head Office, 254-260, Avvai Shanmugam Salai,
Royapettah, CHENNAI - 600014
phone: 044-28134028, 28134025

Accepted the above conditions

SEAL AND SIGNATURE OF THE EA

ENCLOSURES:

ANNEXURE A: *Instructions to Bidder (Volume-i)*
ANNEXURE B *Scope of Work (Volume-ii)*
ANNEXURE C *Standard Contract (Volume-iii)*



Indian Bank

Request for Quotation (RFQ)

Instruction to Bidders

Volume- I

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1. INVITATION TO BID

To,

Dated: 30.09.2011

1. Indian Bank invites Financial Bids from Enrolling Agencies empanelled by UIDAI for carrying out the enrolment functions for the Unique Identification Project of Government of India.
2. The Request for Quotation (RFQ) consists of 3 Volumes as mentioned below:
 - a. Volume I – Instructions to Bidders and Selection Procedure
 - b. Volume II – Scope of Work
 - c. Volume III – Standard Contract
3. The response to the RFQ should be submitted on or before 12.00 A.M. **on 15/10/2011** at the address for communication given below
4. The Financial Bid consists of 10 Schedules. A Bidder may quote for any one or all the schedules. **Bidding for only one schedule by a single bidder is also acceptable.**
5. The Indian Bank reserves the right to reject any or all the Bids in whole or part without assigning any reasons.
6. This 'Invitation to Bid' is limited only to Agencies empanelled by UIDAI for undertaking demographic and biometric data collection for enrolment of residents.
7. This 'Invitation to Bid' is non-transferable under any circumstances.
8. Address for Communication: The Assistant General Manager (BOD), Indian Bank, Banking Operations Department, Head Office, 244-260, Avvai Shanmugam Salai, Royapettah Chennai, PIN-600 014600001.

2. INTRODUCTION

2.1 About Indian Bank, UID Project

Indian Bank is one of the premier nationalized banks. The Bank came into existence on 15th Aug, 2007. Presently the Bank is having 1876 branches in India as on 31.05.2011. Southern States are our major area of operation and 1338 branches out of 1876 are in these areas. The total business of the Bank as on 31.03.2011 is **181530** crore. The bank, as Registrars for UIDAI, plans to initially enroll the maximum number of residents in the state of Andhra Pradesh, Tamilnadu and Metros of Delhi and Mumbai for obtaining Unique Identification Number or “Aadhaar”. During enrollment the Bank also intends to collect KYR+ details as indicated in Annexure II of volume II of RFQ.

2.2 About UID Project

The Government of India (GoI) has embarked upon an ambitious initiative to provide a Unique Identification (UID) to every resident of India and has constituted the Unique Identification Authority of India (UIDAI) for this purpose. The timing of this initiative coincides with the increased focus of the GoI on social inclusion and development through massive investments in various social sector programs, and transformation in public services delivery through e-Governance programs. The UID has been envisioned as a means for residents to easily and effectively establish their identity, to any agency, anywhere in the country, without having to repeatedly produce identity documentation to agencies. More details on the UIDAI and the strategy overview can be found on the website: <http://www.uidai.gov.in>

The widespread implementation of the UID project needs the reach and flexibility to enroll residents across the country. To achieve this, the UIDAI has partnered with a variety of agencies and service providers (acting as Registrars, Sub-registrars and Enrolling Agencies) to enroll residents for UID. By participating in enrolling residents, registrars and enrolment agencies across the country would be part of a truly historic exercise, one which can make our welfare systems far more accessible and inclusive of the poor, and also permanently transform service delivery in India.

In this context, the Registrars shall engage enrolment agencies **empanelled by UIDAI** for carrying out the various functions and activities related to UID enrolment such as setting up of enrolment centers, undertaking collection of demographic and biometric data for UID enrollment and any other data required by the Registrar for the effective implementation of their projects. **This Request for Quotation document is intended to invite bids from only those agencies which are empanelled by UIDAI** for undertaking demographic and biometric data collection for enrolment of residents.

3. INSTRUCTION TO BIDDERS – STANDARD**PART I****STANDARD**

Definitions	<p>(a) “Purchaser” means the registrar with which the selected Bidder signs the Contract for the Services. In this project, the ‘Purchaser’ is the Indian Bank.</p> <p>(b) “Bidder” means any entity that may provide or provides the Services to the Purchaser under the Contract.</p> <p>(c) “Bid” means the Financial Proposal consisting of one/multiple Schedules.</p> <p>(d) “Instructions to Bidders” (Section 3 of Volume I of the RFQ) 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 enrolling agency.</p> <p>(e) “Scope of Work” (SoW) means the Volume II of the RFQ which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Purchaser and the Bidder.</p> <p>(f) “Standard Contract” means the Volume III of the RFQ which provides the standard contract agreement to be signed between the Registrar and the selected Enrolling Agency.</p> <p>(g) “Schedule” means the financial bid for each Geographical area as specified by the Registrar. Registrar may choose to have only one Schedule for the entire State OR subdivide the State into multiple Schedules (one for each geographical area as specified by the Registrar – e.g. A State may be subdivided into Division/ District/ Block etc. and have individual Schedules for each sub-division)</p>
1. Introduction	<p>1.1 This RFQ (Request For Quotation) is being issued only to the empanelled agencies by UIDAI for undertaking the Demographic and Biometric data collection of Residents in the State of Tamil Nadu, Pondicherry, Andhra Pradesh, Delhi, Mumbai,</p> <p>1.2 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>1.3 The Registrar will select a firm, in accordance with the method of selection specified in the Data Sheet.</p> <p>1.4 The name of the assignment/Job has been mentioned in Part II Data Sheet. Detailed scope of the assignment/ job has</p>

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	<p>been described in the Scope of Work in Volume II.</p> <p>1.5 The date, time and address for submission of the bid has been given in Part II Data Sheet</p> <p>1.6 Interested Bidders are invited to submit a Financial Bid for providing services required for the assignment named in the Data Sheet.</p> <p>1.7 The Purchaser 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>
Only one Bid	1.8 A Bidder shall only submit one financial bid (can contain multiple Schedules). If a Bidder (single/ consortium partner) submits or participates in more than one bid, such bids shall be disqualified.
Bid Validity	1.9 The Part II Data Sheet to Bidder indicates how long Bidders' bid must remain valid after the submission date.
Consortium	1.10 Only those consortiums which have been empanelled by UIDAI are eligible to submit a consortium bid. In such a case, the lead agency empanelled by UIDAI shall be the lead member of the consortium and shall be responsible and liable to the Purchaser for all aspects of their bid, contract, etc.
Tenure of Contract	1.11 The estimated tenure of the contract shall be provided in Data Sheet Para 1.11
2. Clarification and Amendment of RFQ Document	<p>2.1 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 Purchaser's address indicated in the Data Sheet.</p> <p>2.2 At any time before the submission of Bids, the Purchaser may amend the RFQ by issuing an addendum/ corrigendum in writing or by standard electronic means. The addendum/ corrigendum shall be notified in the same manner as this RFQ to all Bidders and will be binding on them.</p>
3. Preparation of Financial Bid	3.01 The preparation of the Financial Bid as well as all related correspondence exchanged by the Bidders and the Purchaser, shall be in English
	3.02 The Financial Bid shall be prepared using the attached Standard Forms (Section 4, Annexure I and Annexure II of Volume I). It shall list all costs associated with the assignment for each Schedule corresponding to the Geographical scope of work. Each Schedule corresponds to a particular geographical area .The geographical areas for

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	<p>each Schedule are given in Data Sheet Para 3.2. The financial bid shall not include any conditions attached to it and any such conditional financial bid shall be summarily rejected.</p> <p>3.03 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. Non-submission of the letter of empanelment / Registration no. will render the bidder disqualified.</p> <p>3.04 The Bidders shall be eligible for bidding for the Schedules based on the Eligibility criteria as per Data Sheet Para 3.4. Bidders shall strictly adhere to the Eligibility for the Schedules and shall submit Financial Bids only if they are eligible for the Schedules. The Purchaser 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 the Schedules the Bidder has evinced interest in working in.</p>
Taxes	<p>3.05 The Bidder may be subject to local taxes (such as: VAT, Service tax, duties, fees, levies) on amounts payable by the Purchaser under the Contract. Bidders shall include such taxes in the financial bid.</p>
	<p>3.06 Bidders should provide the price of their services in Indian Rupees.</p>
Earnest Money Deposit (EMD), and Performance Guarantee.	<p>3.07 Earnest Money Deposit (EMD)</p> <p>I An EMD of Rs. 2 lakhs per schedule, in the form of DD drawn in favour of Indian Bank, payable at Chennai must be submitted along with the Bid.</p> <p>II. Bid not accompanied by EMD shall be rejected as non-responsive.</p> <p>III. No interest shall be payable by the Purchaser for the sum deposited as earnest money deposit.</p> <p>IV No bank guarantee will be accepted in lieu of the earnest money deposit.</p> <p>V The EMD of the unsuccessful bidders would be returned back immediately after finalisation of the contract.</p>

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	<p>3.08 The EMD shall be forfeited by the Purchaser in the following events:</p> <ul style="list-style-type: none"> I. If Bid is withdrawn during the validity period or any extension agreed by the Bidder thereof. II. If the Bid is varied or modified in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof. III. If the Bidder tries to influence the evaluation process. IV. If the Bidder with the lowest financial quote (L1) withdraws his Bid during finalisation (failure to arrive at consensus by both the parties shall not be construed as withdrawal of Bid by the Bidder).
	<p>3.09 Tender Fees: All Bidders are required to pay Rs.1000/- (per schedule) towards Tender Fees in the form of a Bank's Demand Draft drawn in favor of Indian Bank payable at Chennai. The Tender Fee is Non-Refundable. If a bidder applies for all the schedules, total tender fees payable is Rs.10000/-</p>
	<p>3.10 Performance Bank Guarantee</p> <p>The selected Bidder shall be required to furnish a Performance Bank Guarantee equivalent to 10% of the contract value rounded off to the nearest thousand Indian Rupees, in the form of an unconditional and irrevocable bank guarantee from a scheduled commercial bank in India in favour of Indian Bank for the entire period of contract with additional 90 days claim period. The bank guarantee must be submitted after award of contract but before signing of contract. The successful bidder has to renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any. 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. On submission of this performance guarantee and after signing of the contract, Bank demand draft submitted towards EMD would be returned in original.</p>
<p>4. Submission, Receipt, and Opening of Bids</p>	<p>4.1 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>4.2 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 fully authorized to sign. The signed Financial Bid shall be marked "ORIGINAL".</p>

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	<p>4.3 The original Financial Bid for each Schedule shall be placed in a separate envelope, sealed and clearly marked “FINANCIAL BID FOR SCHEDULE – ‘N’”. All the sealed original financial bids for each Schedule shall be placed in a outer envelope, sealed and clearly marked “FINANCIAL BID” and the name of the assignment i.e. “-UID Project”:</p> <p>The envelopes containing the Financial Bid, Tender Fees and EMD shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and be clearly marked “DO NOT OPEN, EXCEPT IN PRESENCE OF THE OFFICIAL APPOINTED, BEFORE 13.00 hrs on 15.10.2011”. The Purchaser shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be 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>4.4 The Bids must be sent to the address/addresses indicated in the Data Sheet and received by the Purchaser no later than the time and the date indicated in the Data Sheet, or any extension to this date in accordance with Para. 2.2. Any bid received by the Purchaser after the deadline for submission shall be returned unopened.</p>
<p>Right to Accept/Reject the Bid</p>	<p>4.5 <u>Purchaser 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.</u></p>
<p>5. Public Opening and Evaluation of Financial Bids</p>	<p>5.1 <u>Financial bids for each Schedule shall be opened publicly on the date & time specified in the Data sheet, in the presence of the Bidders’ representatives who choose to attend.</u></p> <p>5.2 <u>The name of the Bidders and their financial bid for each Schedule shall be read aloud.</u></p> <p>5.3 The Purchaser 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>5.4 The Contract shall be awarded to the lowest bidder (L1) for all the 10 Schedules individually. The enrolments have to be completed in 6 months. If two bidders quote the same price for one schedule, then the successful bidder will be chosen by draw of lots in the presence of both the bidders’ reopresentatives</p> <p>5.5 In case, a Bidder emerges as the Lowest Bidder (L1) then the</p>

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	<p>Purchaser shall check whether the Bidder has exceeded its available Bid Capacity (as given in Data Sheet Para 5.5 less work awarded by other Registrars) in terms of the cumulative target enrolments to be covered in the schedules</p> <p>In case a single bidder emerges as the lowest bidder and the total number of enrolments as per each schedules exceeds the Maximum available bid capacity of the bidder (as prescribed in the Empanelment list of UIDAI less work awarded by other Registrars), then the next lowest bidder (at the L-1 rate) shall be considered selected where he is the next lowest bidder for the Schedules added together and if this bidder is within his Maximum bid capacity limits (as prescribed in the Empanelment list of UIDAI less work awarded by other Registrars),</p> <p>This process will continue till an eligible bidder is awarded the work.</p>
<p>6 Disqualification</p>	<p>Purchaser may at its sole discretion and at any time during the evaluation of application, disqualify any applicant, if the applicant:</p> <ul 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 Government in India;
<p>7. Award of Contract</p>	<p>7.1 The successful bidder for each Schedule shall submit a detailed Work Plan detailing out the area to be covered in each month and the timelines for covering the enrolment work in the geographical area. Monthly work plan be submitted at least 10 days in advance for concurrence. The Work Plan should be inline with the RFQ in terms of deployment of stationary and mobile enrolment stations. The Purchaser shall evaluate the same and make necessary</p>

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	<p>modifications which shall be mutually agreed by both parties before issuance of Letter of Intent</p> <p>7.2 The Purchaser shall issue a Letter of Intent to the selected Bidder after mutual acceptance of the Work Plan</p> <p>7.2 The Bidders will sign the contract as per the standard form of contract in Volume III within 15 days of issuance of the letter of intent.</p> <p>7.3 The Bidder is expected to commence the assignment on the date and at the location specified in the Part II Data Sheet. In case the winning Bidder fails to start the enrolment work within 30 days of issue of Letter of Award of Work/ Letter of Intent, then the Purchaser may cancel the award of work to the lowest bidder and negotiate with the second lowest bidder (L2) for award of work.</p>
8. Termination of Contract subject to necessary approvals	“Notwithstanding the remaining duration of the contract stated in GC 2.4, the Registrar, without prejudice or liability, reserves the right to terminate the contract in the event necessary approvals for continuation of enrolment are not available to the Registrar”

INSTRUCTION TO BIDDERS – DATA SHEET**PART II
Data Sheet**

Paragraph Reference	
1.3	<p>Name and Details of Purchaser: The Assistant General Manager(BOD), Indian Bank, Banking Operations Department, Head Office, 254-260, Avvai Shanmugam Salai, Royapettah, Chennai-600014Ph: 044-28134028, Fax: 044-28134027 email- hobod@indianbank.co.in</p> <p>Method of selection: a) Contract Awarded to the Lowest Bidder (L1) for all the schedules.</p>
1.4	Name of the assignment: – UID Project
1.5	<p>The Bid submission address is: The Assistant General Manager(BOD), Indian Bank, Banking Operations Department, Head Office, 254-260 Avvai Shanmugam Salai, Royapetah Chennai-600 014</p> <p>Financial Bid in sealed envelopes (containing one or multiple covers depending on the number of Schedules in which the bidder is interested and qualified for bidding), EMD, and Tender Fee must be submitted no later than the following date and time:</p> <p>Date: 15/10/2011 Time: 12.00 noon</p>
1.9	<u>Bids must remain valid for 90 days after the submission date.</u>
1.11	<u>The estimated tenure of contract: one and half year</u>
2.1	<p><u>Clarifications may be requested not later than 10 days before submission date.</u> <u>The address for requesting clarifications is :</u></p> <p>The Assistant General Manager(BOD), Indian Bank, Banking Operations Department, Head Office, 254-260, Avvai Shanmugam Salai, Royapettah,, Chennai-600014Ph: 044-28134028, Fax: 044-28134027email-hobod@indianbank.co.in</p>
3.2	The Schedules and corresponding Geographical areas and Target Population are as given below:

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Sl. No	Schedule No.	District / UT/ Metro	Target enrolments(In lacs)
1	Schedule 1 - Madurai	a) Madurai b) Theni c) Dindigul d) Ramanathapuram e) Sivaganga	5.00
2	Schedule 2 - Trichy	a) Trichy b) Pudukottai c) Karur d) Ariyalur e) Perambalur	5.00
3	Schedule 3 - Kumbakonam	a) Thanjavur b) Nagapattinam c) Tiruvarur	3.00
4	Schedule 4 - Kancheepuram	a) Kancheepuram b) Thiruvallur	2.00
5	Schedule 5 - Vellore	a) Vellore b) Thiruvannamalai	2.00
6	Schedule 6 - Chittoor	Chittoor	1.00
7	Schedule 7 - Puducherry	Puducherry	1.00
8	Schedule 8 - Chennai (S) / Chennai (N)	Chennai	1.00
9	Schedule 9 - Mumbai	Mumbai	1.00
10	Schedule 10 - Delhi	Delhi	1.00

3.4	<p><u>Eligibility for Submission of Bids for the different Schedules</u></p> <table border="1" data-bbox="326 205 1269 346"> <thead> <tr> <th data-bbox="326 205 427 275">Sl. No</th> <th data-bbox="427 205 630 275">Schedule No.</th> <th data-bbox="630 205 967 275">Minimum Technical 'Level' Requirement</th> <th data-bbox="967 205 1269 275">Minimum Financial 'Tier' Requirement</th> </tr> </thead> <tbody> <tr> <td data-bbox="326 275 427 346">1</td> <td data-bbox="427 275 630 346">Schedule 1 to 10</td> <td data-bbox="630 275 967 346">T1</td> <td data-bbox="967 275 1269 346">F4</td> </tr> </tbody> </table> <p>Bidders shall strictly adhere to the Eligibility for different Schedules and shall submit Financial Bids only if they are eligible for all the Schedules applied for. Bidders should not quote for the State for which they are not empanelled. The Bidders shall submit a copy of the 'Letter of Empanelment' along with the Financial Bid.</p>	Sl. No	Schedule No.	Minimum Technical 'Level' Requirement	Minimum Financial 'Tier' Requirement	1	Schedule 1 to 10	T1	F4							
Sl. No	Schedule No.	Minimum Technical 'Level' Requirement	Minimum Financial 'Tier' Requirement													
1	Schedule 1 to 10	T1	F4													
4.3	Bidder must submit Only the Original of the Financial Bid and the enrolment letter from UIDAI.															
5.1	<p>The Bid Opening Date and Time is:</p> <p>Date: 15.10.2011</p> <p>Time: 1.00 P.M.</p>															
5.5	<p>The Maximum Bid Capacity for the various Financial Capacity 'TIERS' is as given below:</p> <table border="1" data-bbox="326 940 1269 1157"> <thead> <tr> <th data-bbox="326 940 427 1010">Sl. No</th> <th data-bbox="427 940 808 1010">Financial Capacity 'TIER'</th> <th data-bbox="808 940 1269 1010">Maximum Bid Capacity (maximum enrolments in an year)</th> </tr> </thead> <tbody> <tr> <td data-bbox="326 1010 427 1045">1</td> <td data-bbox="427 1010 808 1045">F1</td> <td data-bbox="808 1010 1269 1045">15 Lakh enrolments</td> </tr> <tr> <td data-bbox="326 1045 427 1081">2</td> <td data-bbox="427 1045 808 1081">F2</td> <td data-bbox="808 1045 1269 1081">35 Lakh enrolments</td> </tr> <tr> <td data-bbox="326 1081 427 1117">3</td> <td data-bbox="427 1081 808 1117">F3</td> <td data-bbox="808 1081 1269 1117">125 Lakh enrolments</td> </tr> <tr> <td data-bbox="326 1117 427 1157">4</td> <td data-bbox="427 1117 808 1157">F4</td> <td data-bbox="808 1117 1269 1157">500 Lakh enrolments</td> </tr> </tbody> </table>	Sl. No	Financial Capacity 'TIER'	Maximum Bid Capacity (maximum enrolments in an year)	1	F1	15 Lakh enrolments	2	F2	35 Lakh enrolments	3	F3	125 Lakh enrolments	4	F4	500 Lakh enrolments
Sl. No	Financial Capacity 'TIER'	Maximum Bid Capacity (maximum enrolments in an year)														
1	F1	15 Lakh enrolments														
2	F2	35 Lakh enrolments														
3	F3	125 Lakh enrolments														
4	F4	500 Lakh enrolments														
6.1	<p>Expected date and address for contract negotiations:</p> <p>Date: <i>shall be advised separately</i></p> <p>Address: The Assistant General Manager(BOD), Indian Bank, Banking Operations Department, Head Office, 254-260, Avvai Shanmugam Salai, Royapettah Chennai-600001 Ph: 044-28134028, Fax: 044-28134027 - email- hobod@indianbank.co.in</p>															
7.3	<p>Expected date for commencement of services</p> <p>Date: <i>30 days from award of contract</i></p> <p>Address: The Assistant General Manager(BOD), Indian Bank, Banking Operations Department, Head Office, 254-260, Avvai Shanmugam Salai, Royapettah Chennai-600001 Ph: 044-28134028, Fax: 044-28134027 - email- hobod@indianbank.co.in</p>															

4. FINANCIAL BID FORMS

The Financial Bid consists of one Schedule each for each geographical area outlined in Section 1.2 of Volume 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 quote the total cost for providing services as per the Scope of Work given in Volume II which shall include the cost for collection of demographic and biometric details of residents as per the requirements of the Indian Bank and UIDAI and the cost for providing other additional services specified in the Scope of Work. The total cost quoted shall be inclusive of all expenses like travel and lodging, cost of setting up enrolment centers and mobile units, cost of transferring data to CIDR / 's State Data Centre, Taxes and duties.

4.1 Financial Bid Covering Letter

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

4.2 Financial Bid Form

The Bidders shall submit the Financial Bid Form as given in Annexure II of Volume I. 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.

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

To,

The Assistant General Manager (BOD),
Indian Bank,
Banking Operations Department,
254-260, Avvai Shanmugam Salai,
Royapettah
CHENNAI – 600 014

Dear Sir,

Ref: Request for Quotation (RFQ) Notification dated 30/09/2011

1. Having examined the RFQ document, we, the undersigned, herewith submit our response to your RFQ Notification dated 30/09/2011 for UID Project, in full conformity with the said RFQ document. (in case of consortium, the names of the consortium partners shall be provided here)
2. We, the undersigned, offer to provide services to Indian Bank for carrying out the enrolment functions for the –UID Project of Government of India in accordance with your RFQ.
3. 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.
4. We agree to abide by this RFQ, consisting of this letter, financial bid and all attachments, for a period of 90 days from the closing date fixed for submission of bid as stipulated in the RFQ document.
5. We hereby declare that we are interested in participating in the 10 Schedules and have submitted the financial bids for the following Schedules :

Schedule Nos.

6. 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.
7. We hereby declare that we have not been blacklisted by any Central/ State/ UT Government.

Request for Quotation (RFQ) for Selection of Enrolment Agency

8. We hereby declare that we have not been charged with any fraudulent activities by any Central/ State/ UT Government.
9. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.
10. 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”.
11. We understand that the Indian Bank *is* not bound to accept any bid received in response to this RFQ.
12. In case we are engaged by the Indian Bank as an Enrolling Agency, we shall provide any assistance/cooperation required by Indian 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.
13. In case we are engaged as an Enrolling Agency, we agree to abide by all the terms & conditions of the Contract that will be issued by Indian Bank.
14. The financial bid includes the cost of setting up and operating ----- stationary enrolment stations and ---- mobile enrolment stations, cost of providing additional services and performing all functions as per the scope of work defined in Volume II of the RFQ (provide one statement for each Schedule).
15. The details of the work award by other Registrars for UID enrolments are as under:

Name of Registrars	Period of Contract	No. of Enrolments awarded

Request for Quotation (RFQ) for Selection of Enrolment Agency

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: _____



SCHEDULE – 1

Geographical areas covered under Schedule – 1:

Financial Bid for undertaking enrolment activities as per Schedule-1:

Item	No of enrolments	Cost per enrolment	Total Cost
Total Cost* for undertaking demographic and biometric enrolment activities and transfer of data to CIDR/ 's State Data Centre as well as delivering additional services for the collection of KYR+ Data.(In the format to be specified by the purchaser)			

** The total cost shall include all costs like the equipment costs, manpower costs, logistics for transfer of data to CIDR /'s State Data Centre, vehicle costs, travel and lodging costs, taxes and duties and any other miscellaneous costs.*

SCHEDULE – 2

Geographical areas covered under Schedule – 2

Financial Bid for undertaking enrolment activities as per Schedule-2:

Item	No of enrolments	Cost per enrolment	Total Cost
Total Cost* for undertaking demographic and biometric enrolment activities and transfer of data to CIDR/ 's State Data Centre as well as delivering additional services for the collection of KYR+ Data.(In the format to be specified by the purchaser)			

** The total cost shall include all costs like the equipment costs, manpower costs, logistics for transfer of data to CIDR /'s State Data Centre, , vehicle costs, travel and lodging costs, taxes and duties and any other miscellaneous costs.*

SCHEDULE – N

Geographical areas covered under Schedule – N

Financial Bid for undertaking enrolment activities as per Schedule-n:

Item	No of enrolments	Cost per enrolment	Total Cost
Total Cost* for undertaking demographic and biometric enrolment activities and transfer of data to CIDR/ 's State Data Centre as well as delivering additional services for the collection of KYR+ Data.(In the format to be specified by the purchaser)			

** The total cost shall include all costs like the equipment costs, manpower costs, logistics for transfer of data to CIDR /'s State Data Centre, , vehicle costs, travel and lodging costs, taxes and duties and any other miscellaneous costs.*



Request for Quotation (RFQ)

Scope of Work Volume- II

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SCOPE OF WORK

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

1. Functional scope
2. Geographical scope

1.1 Functional scope

The functional scope of this engagement shall include all the steps from setting up an enrolment station/center for enrolment of residents for the UID Project up to providing requisite MIS reports to Registrar and UIDAI on enrolments completed on a daily basis 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 Indian Bank. The Enrolling Agency shall also be responsible for delivering additional services as required by the Registrar through this RFQ.

1.1.1 Procure Biometric Devices as per UIDAI Specifications

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

1.1.2 Setting up of Enrolment Stations and Enrolment Centre

The number of enrolment stations/ centers and the duration shall be decided by the Registrar taking into account a number of factors like population density, geographical and topographical features, accessibility etc. The Annexure III of this document provides minimum number of Enrolment Stations the Enrolment agency is expected to set up based on

1. Population to be covered
2. Maximum distance between two enrolment stations

The Annexure III provides the number of stationary and mobile enrolment stations to be available for enrolment operation. The exact location and catchment area of the stationary enrolment station and catchment area for the mobile enrolment station shall be decided by the registrar in consultation with the Enrolment agency. A stationary enrolment station in this

Request for Quotation (RFQ) for Selection of Enrolment Agency context would mean an enrolment station that shall be available at a particular location and address till the completion of enrolment of the population in the catchment area assigned. A mobile enrolment station in this context would mean an enrolment station housed in a mobile vehicle with facilities as defined in this section and shall move around in the catchment area (locality) assigned until the enrolment of the target population in the locality is completed.

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

a. Setting up of Enrolment station

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

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

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

Request for Quotation (RFQ) for Selection of Enrolment Agency

A.9	All devices as per UIDAI standards
A.10	Working of all equipment at every station tested
A.11	Memory Stick for data transfer (4 GB pen drive sufficient for 1 centre/day i.e. ~5 stations. Enrolment Centre should maintain a stock of 20 days)
A.12	Printer (A4 laser printer; must print photo with good quality receipt)
A.13	Printer Paper(Inventory for 5 stations for 10 days ~ 20 rims)
A.14	Anti Virus / Anti Spyware checks
A.15	Data Card /Internet connectivity for Enrolment Client to be online every 24-48 hrs
A.16	All Operators and Supervisors enrolled into AADHAAR and registered with CIDR
A.17	The pre-enrolment data from the Registrars, if used, is available for import on laptops
A.18	If Registrar has additional fields to be captured , then the KYR+ software for capturing the KYR+ fields is configured and tested
A.19	Sponge for wetting and hand-cleaning cloth, liquid for cleaning hands to capture clear biometric data

b. Setting up of Enrolment Centre

Enrolment Centre refers to the premises located in the area where the enrolment is being carried out. The location for the enrolment center and number of enrolment stations per center shall be determined by the Enrolling agency and approved by the Registrar. A minimum of three enrolment stations per enrolment center will be guaranteed.

The process for setting up Enrolment centre is defined in ‘**Set up Enrolment centre sub process flow**’ in Annexure I at the end of this Volume II. The minimum facilities in the setup are as below.

The enrolment plan and schedule for the center shall be prepared by the Enrolment Agency and shared with the registrar. One Enrolment Centre can host a single or multiple Enrolment Stations. Following are the specifications for a stationary/mobile enrolment center.

Request for Quotation (RFQ) for Selection of Enrolment Agency

	Mandatory Requirements
B	Enrolment Centre
B.1	Backup power supply (generator) of adequate capacity kept in a centre
B.2	Fuel to run the generators
B.3	Printed enrolment forms for filling data available in sufficient numbers, if used
B.4	Bubble packed, water resistant, envelopes (CD mailer) for pen drive transfer to CIDR via India Post (2 Envelopes/day/centre. Enrolment Centre should maintain a minimum stock for 20 days)
B.5	Preprinted pre-addressed labels for envelopes (2 /day/centre. Enrolment Centre should maintain a minimum stock for 20 days)
B.6	Photocopier for Xerox of resident's PoI, PoA documents
B.7	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.8	Adequate lighting, fans & power points for plugging various biometric devices available
B.9	Local authorities informed of enrolment schedule
B.10	Introducers informed of enrolment schedule
B.11	Banner for the Enrolment Centre placed at entrance
B.12	Posters depicting enrolment process in English & the local language present in visible places
B.13	Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrolment centre
B.14	The User Manual of the software available for ready reference & operators aware of the same
B.15	Ink pad for taking thumb impressions on consent where resident/introducer is unable to sign
B.16	External Hard disk for taking backup

Other Requirements at Enrolment Centre are listed as below:

Desired	
C Other Logistics	

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C.1	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc	
C.2	Extension box for Power Cord	
C.3	Water, soap and towel for cleaning hands	
C.4	Drinking water facility available	
C.5	Sufficient number of tables and chairs for enrolment station operators	
C.6	Chairs/benches available in shade for waiting enrollees	
C.7	Hall / room spacious & furniture organized to minimize movement of enrollee while capturing biometric information	
C.8	At least one station is suitable for physically challenged, pregnant women, women with infants and elderly enrollees. This station is clearly marked with a visible banner.	
C.9	Carry cases for all devices available	
C.10	Material for cleaning biometric instruments and laptops as specified by device manufacturers	
C.11	A separate enclosure to enroll “purdah-nasheen” women available	
C.12	Sufficient no. of operators available for job rotation & preventing operator fatigue	
C.13	Lady operators / volunteers to assist women enrollees	
C.14	Security arrangement in place to stop enrollees from carrying bags / suitcases or any other material into the enrolment centers	
C.15	A ramp is provided for disabled and old age people	
C.16	First aid kit available	
C.17	ORS kit available for areas in extreme heat conditions	
C.18	GPS Receiver (USB/built in)	
C.19	Scanner (Good quality preferably HP model 5000 series)	
Enrolment Center – Health & Safety Considerations		
D.1	All the electrical equipment are properly earthed	
D.2	All wiring on the floor or along the walls properly insulated	
D.3	Wiring required for the generator backup and for connecting the various devices used for enrolment neatly organized	
D.4	Fuel for generator or any other inflammable material stored away from the enrolment area	
D.5	Fire safety equipment available handy	

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D.6	Power generator kept sufficiently away from the enrolment stations	
D.7	Local Emergency Help numbers available at the center & operators aware of the same	

- a) An enrolment center shall be manned by a supervisor and technical personnel in addition to the operators at the enrolling stations. A ratio of 5:1 operators to supervisors as well as operators to technical staff subject to a minimum of one supervisor per one enrolment centre should be maintained by the Enrolment Agency.
- b) The premises of the enrolment center are expected to be provided by the Government authorities wherever available. However the enrolling agency shall ensure required infrastructure like connectivity, power (if not already available) etc with the help of the local body authorities. In cases where such facilities are not available, the enrolling agency shall be responsible for providing alternate arrangements like power generator etc.
- c) An area in the enrolment center shall be clearly demarcated for enrollees waiting to be enrolled and facilities for seating should be provided.
- d) In case of mobile enrolment centers/stations also, the decision on frequency/period of availability shall be decided by the Registrar based on density of population, geographical terrain etc.
- e) Key figures on the enrolment stations/centers are provided separately in Annexure III of Volume II.

1.1.3 Hire & Train Manpower for Enrolment

Hiring Manpower:

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

- i. Operator: The enrolling agency shall hire manpower (operator) to execute enrolment at the enrolment stations as per the criteria provided below
 1. The operator should have passed Matriculation
 2. The operator should have a basic understanding of operating a computer and should be comfortable using the computer.

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3. The operator should have undergone training on the various equipment and –devices to be used during enrolment...
 4. The operator should have passed the Operator test for UID enrolment and certified from a testing and certifying agency authorized by UIDAI.
- ii. Supervisor: The enrolling agency shall hire Supervisors to supervise enrolment at the enrolment centers as per the criteria provided below
1. The supervisor shall preferably be a graduate
 2. The supervisor shall have a good understanding and experience in using a computer.
 3. The supervisor should have undergone training on the various equipment and – devices to be used during enrolment.
 4. The operator should have passed the Supervisor test and certified from a testing and certifying agency authorized by UIDAI.
- iii. Technical personnel : The enrolling agency shall hire Technical personnel to provide technical support during enrolment at the enrolment centers as per the criteria provided below
1. The Technical personnel shall be a Graduate and have a certification/experience on hardware/software trouble shooting and maintenance
 2. The Technical personnel shall have a good understanding and experience in using a computer.
 3. The Technical personnel should have undergone training on the various equipment and – devices to be used during enrolment.
 4. The Technical personnel should have passed the Technical personnel test and certified from a testing and certifying agency authorized by UIDAI.
- iv. Induction training: After hiring the personnel as described above, the Enrolment Agency should impart induction training on the various activities involved in the enrolment process to enable them to understand and adjust to the local situation. The induction training is to be given just before actual deployment of the personnel for

Request for Quotation (RFQ) for Selection of Enrolment Agency
enrolment operations and shall be compulsory. The period of induction training shall
be from 10 to 15 days.

Training of Manpower:

The EA shall identify resources to employ in the Enrolment operations, get them trained and certified and then deploy them on the enrolment stations. UIDAI shall empanel training institutes to impart training in UIDAI prescribed enrolment operations. EAs may opt for engaging specialized training agencies (only those who have been empanelled with UIDAI) for providing training to its enrollment personnel. However the enrolling agencies may also train their own manpower subject to certain conditions as prescribed below.

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

Request for Quotation (RFQ) for Selection of Enrolment Agency

Certifying Agency authorized by UIDAI. Therefore the agency shall coordinate with the testing agency for testing and certifying its trainees.

11) The agency shall be subject to process audits for training from time to time by UIDAI/ its representative.

Indicative training modules and duration is provided in Annexure III B of Volume II. Alternatively an individual can undergo self training based on the content provided on the UIDAI website and attend the certification test. Upon successful certification the individual is deemed competent to perform in the role he is certified and can be hired by the Enrolment agencies for enrolment operations.

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

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

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

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

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

Please refer to Annexure I of Volume II for detailed standards and guidelines for demographic data collection. Please refer to Resident Enrolment Process document for the detailed process flow and description of capturing Demographic and Biometric data capture.

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

Request for Quotation (RFQ) for Selection of Enrolment Agency
Collect additional data (KYR+) as per Annexure II

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

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

Step 3: Get consent letter and generate acknowledgement receipt.

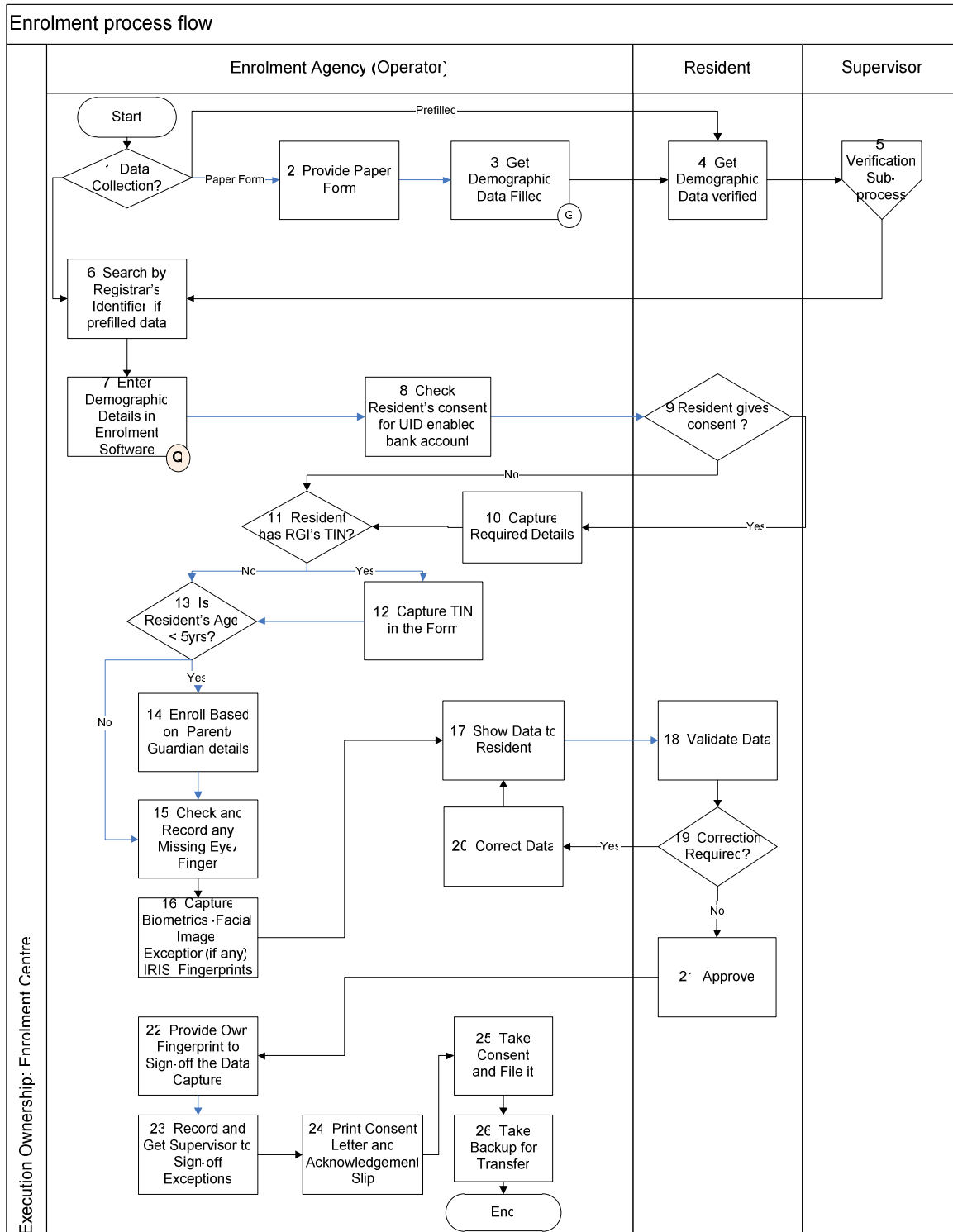
After the demographic and biometric details are captured the enrolment operator shall show the demographic data to the enrollee and get his consent. If needed any corrections are made to the data and signed off by the operator by providing his finger prints. All exceptions need to be signed off by the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

Step 4: Data backup and transfer:

The data thus collected would be transmitted to the UIDAI for a process of de-duplication and allotment of the AADHAAR Number.

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Please refer to the Guidelines for enrolment for detailed process flows of the various activities in the Enrolment process as prescribed by UIDAI. Process flow for Enrolment operations is as given below:



1.1.5 Send Enrolment Data to UIDAI/Registrar

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

1.1.6 Additional Services to be provided by the Enrolment Agency

KYR + data to be collected as per Annexure II. This data will be transferred to Indian Bank in the format that will be specified by the purchaser. The method of transferring such data to the Data Center will be the same as specified by UIDAI for transferring of data to their CIDR.

1.1.7 Privacy & Security

Enrolling agencies are responsible to make sure that the data is kept in a very secure and confidential manner and under no circumstances, shall they neither use the data themselves nor part with the data to any other agency other than the UIDAI and / or Registrar in case of KYR+ data. Mechanisms to ensure the same have to be put in place by the Enrolling agency and shall be subject to audit by UIDAI/Registrar/their representative from time to time.

1.1.8 Provide Electronic MIS Reports on Enrolment Status Daily

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

1.2 Geographical Scope

The geographical scope of work for enrolment operations shall include the following areas that shall be catered to by the Enrolment agency by setting up stationary/ mobile enrolment stations as specified in Annexure III of Volume II. The geographical locations/area and the target population (Approx.) for that geographical location/area to be catered to by the Enrolment Agency is as follows:

Sl. No	Schedule No.	District / UT/ Metro	Target enrolments(In lacs)
1	Schedule 1 - Madurai	a) Madurai b) Theni c) Dindigul d) Ramanathapuram e) Sivaganga	5.00
2	Schedule 2 - Trichy	a) Trichy b) Pudukottai c) Karur d) Ariyalur e) Perambalur	5.00
3	Schedule 3 - Kumbakonam	a) Thanjavur b) Nagapattinam c) Tiruvarur	3.00
4	Schedule 4 - Kancheepuram	a) Kancheepuram b) Thiruvallur	2.00
5	Schedule 5 - Vellore	a) Vellore b) Thiruvannamalai	2.00
6	Schedule 6 - Chittoor	Chittoor	1.00
7	Schedule 7 - Puducherry	Puducherry	1.00
8	Schedule 8 – Chennai (S) / Chennai (N)	Chennai	1.00
9	Schedule 9 - Mumbai	Mumbai	1.00
10	Schedule 10 -Delhi	Delhi	1.00

1.3 Service Levels (Illustrative)

Sl. No.	Performance Indicator	Service Level Metric
1	Availability of Enrollment Station (ES) at the particular locality identified for setting up of ES as per the Work Plan	The ES should be operational within 60 days after Registrar approves the Work Plan/ issues Letter of Intent
2	Data Transfer to the Registrar/ agency nominated by Registrar	3 days from the date of enrolment
3	Data packets rejected / hold by CIDR due to enrolment through unregistered stations, operators, supervisors and introducers	EAs are expected to carry enrolment through registered stations, operators, supervisors and introducers
4	Data Quality – Enrolment rejected / complaint received due to incorrect gender	EA must ensure data accuracy
5	Data Quality – Enrolment rejected / complaint received due to incorrect photograph	EA must ensure data accuracy
6	Data Quality – Enrolment rejected / complaint received due to incomplete address.	EA must ensure data accuracy
7	No. of stations live during period of enrolment	EAs are expected to put the no. stations as agreed with Registrar during enrolment period.

1.4 Roles and Responsibilities

<p>The roles and responsibilities of the various parties involved in the Enrolment process are defined below:Enrolment Agency</p>	<ul style="list-style-type: none"> • Procure certified biometric devices • Procure other hardware and infrastructure for enrolments • Ensure enrolment software is installed on required laptops / desktops • Ensure pre enrolment data is loaded on enrolment stations laptop, where applicable. Ensure KYR+ software integration is done and tested. • Ensure UIDAI processes and standards are followed • Assist Registrar develop enrolment schedules • Work closely with the Registrar in enrolment publicity and awareness at grass-root level • Ensure availability of certified operators and supervisors at enrolment centres • Ensure adequate stationery and other logistics available at centre • Ensure adequate backup arrangement at enrolment centre • Take remedial / corrective action in case of process / quality deviations and grievances addressable • Installation and configuration of Aadhaar Enrolment Client • Avail Enrolment auth user and auth code and Register Enrolment Client • Maintain credentials of Operators and Supervisors and share Operator ,Supervisor enrolment ID/UID with CIDR • Load pre-enrolment residents data on enrolment stations laptop, where applicable and test KYR+ application integration • Setup enrolment station • Supervise enrolment process • Handle issues and concerns of operators and residents • Ensure checklists are filled and signed • Ensure audit feedback, if any, incorporated in process
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Request for Quotation (RFQ) for Selection of Enrolment Agency

	<ul style="list-style-type: none">• Manage data export to memory stick and data backup to external hard disk. Take enrolment data to a designated location for transfer to CIDR / Registrar• File, back up and store enrolment data as per UIDAI guidelines• Ensure safe handling and storage of documents and transfer of same to Registrar. / UIDAI• Verify PoI, PoA, DOB documents in case of document based verification.• Capture demographic and biometric data• Handle exception cases during capture of data• Obtain consent for enrolment and make corrections in data recorded, if required• Provide acknowledgement slips to Residents• Store Consent Letter, PoI, PoA for Registrar/UIDAI in chronological order (Date wise) for each centre till handed over.
Registrar	<ul style="list-style-type: none">• Audit of Enrolment Centres' readiness• Audit of enrolment agency processes and their effectiveness• Define enrolment plan including locations and timeframe• Identify suitable locations for setting up enrolment centres• Setup mechanism for document verification either by Registrar's own personnel or by EA Supervisor/Personnel.• Ensure pre-enrolment data, where applicable, is available to Enrolment Agency• Ensure list of Introducers is available with their demographic, biometric details and UID numbers• Ensure communication reaches the target beneficiaries / residents• Provide template for paper-based enrolment form containing KYR and KYR+ fields• Setup mechanism for periodic process and data quality audit

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UIDAI	<ul style="list-style-type: none"> • Make Enrolment software available • Make process documents available • Empanel Enrolment Agencies to facilitate speedy on-boarding of Enrolment Agencies by Registrars • Facilitate certification of biometric devices • Provide training content • Appoint a training and certification agency and provide testing content to this agency • Provide required standards and guidelines • Vet awareness and publicity content • Provide solution for document storage (Registrar/EA should store the documents safely till the time UIDAI makes arrangement for document storage)
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1.5 Timelines

Sl. No	Schedule No and Geographical Area	Approximate Target Population	Start Date of Enrolment	End Date of Enrolment
1	Schedules 1 to 10	22.00 lacs	31-10-2011	31-03-2012

1.6 Payment to the Enrolment Agency

Payments shall be made to the Enrolment Agency by the Registrar on a monthly basis based on the number of enrolments completed and coverage of the scope of work. This payment shall be subject to payment received from UIDAI to Indian Bank and adherence to the Service Level Agreements.

Annexure I – Guidelines for Enrolment

1. Guidelines for Enrolment of Residents

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

- a) Process Overview
- b) Pre-Requisites for Enrolment
- c) Roles and Responsibilities
- d) Setup of Enrolment Centre
- e) Resident Enrolment Process Flow and Description
- f) Capture of Demographic and Biometric Data
- g) Verification procedure
- h) KYR Standards for collection demographic data
- i) Documents for Verifying PoI, PoA and DoB
- j) Guidelines for capturing Demographic data
- k) Biometric Data Capture Standards
- l) Detailed guidelines for collection of Biometric data
- m) Handling of Exceptions
- n) Enrolment Centre Beginning of Day(BOD) and End of Day(EOD) activities
- o) Checklist for Setting up of Enrolment Centre

The latest version of the Resident Enrolment Process document titled Resident Enrolment Process Ver. 1.1 is uploaded on the UIDAI website and the bidders may download the same from www.uidai.gov.in/images/FrontPageUpdates/registrarreadinesschecklistver1.1.12.xls

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

Information to be collected for the UID Project- AADHAAR

Personal Information

Customer Name	First name	Middle name	Last name	
Account No.		CIF No.		
Telephone Residence	Country code <input type="text"/>	Std Code <input type="text"/>	Local Tel No. <input type="text"/>	
Telephone Office	Country code <input type="text"/>	Std Code <input type="text"/>	Local Tel No. <input type="text"/>	
Annual Income		Pan card No		
Profession				
Do you have credit card (✓)	Yes / No	Indian Bank / Others		
Do you have ATM card(✓)	Yes / No	Indian Bank / Others		
Do you have Internet Banking(✓)	Yes / No	Indian Bank / Others		
Do you have Mobile Banking(✓)	Yes / No	Indian Bank / Others		
Address Proof (Please select from annexure)	<input type="text"/>	Address Proof No.	<input type="text"/>	
House Status (Please ✓)	Own	Rented		
Vehicle status (Please ✓)	2 wheeler	4 wheeler	Both 2 & 4 wheeler	
Marital Status (Please ✓)	Single	Married	Widower	Divorced

Relative Information

Name	First name	Middle name	Last Name	
Relationship with customer (Please ✓)	Father/Mother/Son/Daughter/Sister/Brother/Wife/Husband			
DOB (DD/MM/YYYY)		Profession		
Marital Status (Please ✓)	Single	Married	Widower	Divorced
Annual Income		Mobile No.		

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A. Indicative Number of Stationary* Enrolment Stations and Centers based on Population to be covered (provide one table for each Geographical Area corresponding to each Schedule) (It is presumed that one enrolment station will enroll 40-45 persons per day.)

Area	Area wise Population		No of Enrolment station	
Schedule1	5.00		75	
Schedule2	5.00		75	
Schedule3	3.00		45	
Schedule4	2.00		30	
Schedule 5	200		30	
Schedule 6	1.00		15	
Schedule 7	1.00		15	
Schedule 8	1.00		15	
Schedule 9	1.00		15	
Schedule 10	1.00		15	

The Enrollment Centers can shift from Rural to Urban after enrollment of target population is over in a particular area, **but with the written consent of the purchaser**. The enrollment stations for each center may be increased to 5, if required, but with the written consent of the purchaser. The time lines may be extended, if required, **only with the written consent of the purchaser**.

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Annexure III – Indicative Number of Enrolment Centers & Training Requirements

A.

Sl. No	Item	Number
1	Total Number of Stationary Enrolment Stations	As found necessary
2	Total Number of Mobile Enrolment Stations	-do-
3.	Total Number of Rural Enrolment Stations	-do-
4.	Total Number of Urban Enrolment Stations	-do-

** Stationary Enrolment Stations: Refers to enrolment stations which are set up at a fixed location like schools, panchayat offices, auditorium etc for a minimum pre-defined time. The difference between two enrolment stations should be at least 2 k.m.*

*** Mobile Enrolment Stations: Refers to enrolment station housed in mobile vehicles like vans, mini-buses etc.*

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

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



Request for Quotation (RFQ)

Standard Contract Volume- III

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1.1 Contract Form

THIS AGREEMENT is made on this _____ (eg. 3rd) day of _____ (eg. February), _____ (eg. 2011), between Indian Bank, a Public Sector Bank having its Head Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai - 600014 (hereinafter called “the Purchaser”) which expression shall unless repugnant to the context thereof include his successors, heirs, assigns, of the one part, and _____ of _____ (hereinafter called “the Supplier”) which expression shall unless repugnant to the context thereof include his successors, heirs, assigns, of the other part.

[*Note: If the Supplier consists of more than one entity, the above should be partially amended to read as follows: “...(, of the one part) and, on the other hand, a joint venture/consortium/association consisting of the following entities, each of which will be jointly and severally liable to the Purchaser for all the Supplier’s obligations under this Contract, namely, [name of Supplier] and [name of Supplier] (hereinafter called the “Supplier”).*]

WHEREAS the Purchaser had invited bids for certain Services, viz, _____ (e.g. Name of bid) vide their bid document number _____, dated _____

AND WHEREAS various applications were received pursuant to the said bid

AND WHEREAS the Purchaser has accepted a Bid by the Supplier for the supply of those Services in the sum of _____ (hereinafter “the Contract Price”).

And in pursuance of having accepted the said bid the parties have agreed to enter into this agreement.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract referred to.
2. The following documents (collectively referred to as “Contract Documents”) shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - a) Scope of work-Volume-II
 - b) The General Conditions of Contract;
 - c) The Special Conditions of Contract;
 - d) The following Appendices: [*Note: If any of these Appendices are not used, the words “Not Used” should be inserted below next to the title of the Appendix*]:
 - Appendix A: Description of Services
 - Appendix B: Reporting Requirements
 - Appendix C: Total Cost of Services
 - Appendix D: Duties of the Purchaser
 - Appendix E: Form of Bank Guarantee Bond
3. The mutual rights and obligations of the Purchaser and the Supplier shall be as set forth in the Contract, in particular:
 - a) the Supplier shall carry out the Services in accordance with the provisions of the Contract; and

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- b) The Purchaser shall make payments to the Supplier in accordance with the provisions of the Contract.

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

For and on behalf of *[name of Purchaser]*

[Authorized Representative]

For and on behalf of *[name of Supplier]*

[Authorized Representative]

[Note: If the Supplier consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]

For and on behalf of each of the Members of the *Supplier*

[Name of member]

[Authorized Representative]

1.2 General Conditions of Contract

1. GENERAL PROVISIONS

<p>1.1 Definitions</p>	<p>Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:</p> <ul style="list-style-type: none">(a) “Applicable Law” means the laws and any other instruments having the force of law in India.(b) “Purchaser” means the registrar with which the selected Bidder signs the contract for the services. In this project, the ‘Purchaser’ is Indian Bank.(c) “Contract” means the Agreement entered into between the Purchaser and the Supplier, together with the contract documents referred to therein, including all the attachments, appendices, annexure, and all documents incorporated by reference therein(d) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause GC 6, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract(e) “Effective Date” means the date on which this Contract comes into force and effect pursuant to Clause GC 2.1.(f) “Enrolling Agency/ Enrolment Agency” means– the agency appointed by the Registrar for collection of the demographic and biometric data in the location assigned by the Registrar(g) “GC” mean these General Conditions of Contract.(h) “Government” means the Government of India.(i) “Registrar” means the Agency of the Central or State Government or Local Government comprising the elected rural and urban local bodies Constitutional/ statutory Village Councils or a recognized Non-Governmental Organization with whom the UIDAI has entered into a Memorandum of Understanding for covering issues related to the implementation of the UID Project. The Registrar is the Purchaser of the services under this Contract.(j) “Supplier” means any private or public entity that will provide the Services to the Purchaser under the Contract. The Supplier is the Enrolling Agency whose bid to perform the Contract has been accepted by the Purchaser and is named as such in the
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	<p>Agreement</p> <p>(k) “Member” means any of the entities that make up the joint venture/consortium/association, and “Members” means all these entities.</p> <p>(l) “Party” means the Purchaser or the Supplier, as the case may be, and “Parties” means both of them.</p> <p>(m) “Personnel” means persons hired by the Bidder and assigned to the performance of the Services or any part thereof.</p> <p>(n) “SC” means the Special Conditions of Contract by which the GC may be amended or supplemented.</p> <p>(o) “Services” means the work to be performed by the Supplier pursuant to this Contract, as described in Appendix A hereto.</p> <p>(p) “Bidder” means the entity bidding for the services under the Contract.</p> <p>(q) “Resident” means normal resident of India</p> <p>(r) “UIDAI” means Unique Identification Authority of India</p> <p>(s) “In writing” means communicated in written form with proof of receipt.</p>
1.2 Relationship Between the Parties	Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Purchaser and the Supplier. The Supplier, subject to this Contract, has complete charge of Personnel performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.
1.3 Law Governing Contract	This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Laws of India.
1.4 Language	This Contract has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
1.5 Notices	
1.5.1	Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SC.
1.5.2	A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the SC.

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1.6 Location	The Services shall be performed at such locations as are specified in Appendix A hereto and, where the location of a particular task is not so specified, at such locations, as the Purchaser may approve.
1.7 Authorized Representatives	Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Purchaser or the Bidder may be taken or executed by the officials specified in the SC.
1.8 Taxes and Duties	The Supplier and their Personnel shall pay all taxes, present and future, including indirect taxes, duties, fees, and other impositions levied under the Applicable Laws of India
1.9 Fraud and Corruption	
1.9.1 Definitions	<p>It is the Purchaser's policy to require that the Purchaser as well as Suppliers observe the highest standard of ethics during the selection and execution of such contracts. The Purchaser also requires that the Supplier does not demand any service charges from the Resident unless the same is agreed with the Purchaser in advance. In pursuance of this policy, the Purchaser:</p> <p>(a) defines, for the purpose of this provision, the terms set forth below as follows:</p> <ul style="list-style-type: none"> (i) "corrupt practice" means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution; (ii) "fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract to the Purchaser; and includes collusive practice among bidders, prior to or after bid submission, designed to establish bid prices at artificially high or non-competitive levels and to deprive the Purchaser of the benefits of free and open competition (iii) "collusive practices" means a scheme or arrangement between two or more bidders, with or without the knowledge of the Purchaser, designed to establish prices at artificial, noncompetitive levels; (iv) "coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract; (v) "unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which was agreed to;

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<p>1.9.2 Measures to be taken by the Purchaser</p>	<p>(a) The Purchaser may terminate the contract if it determines at any time that representatives of the Supplier were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract, without the Supplier having taken timely and appropriate action satisfactory to the Purchaser to remedy the situation;</p> <p>(b) The Purchaser may also sanction against the Supplier, including declaring the Supplier ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Supplier has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Purchaser-financed contract</p>
<p>1.9.3 Commissions and Fees</p>	<p>c) Purchaser will require from the successful Supplier to disclose any commissions or fees that may have been paid or are to be paid to agents, representatives, or commission agents with respect to the selection process or execution of the contract. The information disclosed must include at least the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee if any.</p>
<p>1.10 Interpretation</p>	<p>In this Contract unless a contrary intention is evident:</p> <p>(a) the clause headings are for convenient reference only and do not form part of this Contract;</p> <p>(b) unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;</p> <p>(c) unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;</p> <p>(d) a word in the singular includes the plural and a word in the plural includes the singular;</p> <p>(e) a word importing a gender includes any other gender;</p> <p>(f) a reference to a person includes a partnership and a body corporate;</p> <p>(g) a reference to legislation includes legislation repealing, replacing or amending that legislation;</p> <p>(h) where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;</p> <p>(i) in the event of an inconsistency between the terms of this Contract and the Bid document and the Proposal, the terms of this Contract hereof shall prevail</p>

2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

2.1 Effectiveness of Contract	<p>This Contract shall come into effect on the date the Contract is signed by either Parties or such other later date as may be stated in the SCC. The date the Contract comes into effect is defined as the Effective Date.</p>
2.2 Termination of Contract for Failure to Become Effective	
2.2 a Termination of Contract for Failure to Become Effective	<p>If this Contract has not become effective within such time period after the date of the Contract signed by the Parties as specified in the SC, either Party may, by not less than twenty one (21) days written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.</p>
2.2 b Termination of Contract subject to necessary approvals	<p>"Notwithstanding the duration of the contract stated in GC 2.4, the Registrar, without prejudice or liability, reserves the right to terminate the contract for the time period beyond March 31, 2012 in the event necessary approvals for continuation of enrolment are not available to the Registrar".</p> <p>In case of termination as per this clause, all payments due to the Supplier for the period ending March 31, 2012 shall be made by the Purchaser.</p>
2.3 Commencement of Services	<p>The Supplier shall begin carrying out the Services not later than 30 days after the Effective Date specified in the SC.</p>
2.4 Expiration of Contract	<p>Unless terminated earlier pursuant to Clause GC 2.3 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SC.</p>
2.5 Entire Agreement	<p>This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any other statement, representation, promise or agreement not set forth herein.</p>
2.6 Modifications or Variations	<p>a) Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.</p> <p>(b) In cases of substantial modifications or variations, the prior written consent of the Purchaser is required.</p>

2.7 Force Majeure	
2.7.1 Definition	<p>a) For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.</p> <p>(b) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.</p> <p>(c) Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.</p>
2.7.2 No Breach of Contract	<p>The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.</p>
2.7.3 Measures to be Taken	<p>(a) A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.</p> <p>(b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.</p> <p>(c) Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.</p> <p>(d) During the period of their inability to perform the Services as a</p>

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	<p>result of an event of Force Majeure, the Supplier, upon instructions by the Purchaser, shall either:</p> <p>(i) Demobilize,; or</p> <p>(ii) Continue with the Services to the extent possible, in which case the Supplier shall continue to be paid proportionately and on prorata basis, under the terms of this Contract.</p> <p>(e) In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause GC 8.</p>
<p>2.8 Suspension</p>	<p>The Purchaser may, by written notice of suspension to the Supplier, suspend all payments to the Supplier hereunder if the Supplier fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the Supplier to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the Supplier of such notice of suspension.</p>
<p>2.9 Termination</p>	
<p>2.9.1 By the Purchaser</p>	<p>The Purchaser may, without prejudice to any other remedy for breach of Contract, terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) to (k) of this Clause GC 2.9.1. In such an occurrence the Purchaser shall give a not less than thirty (30) days' written notice of termination to the Supplier, and sixty (60) days' in the case of the event referred to in (l).</p> <p>(a) If the Supplier does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Purchaser may have subsequently approved in writing.</p> <p>(b) If the Supplier becomes (or, if the Supplier consists of more than one entity, if any of its Members becomes and which has substantial bearing on providing Services under this contract) insolvent or go into liquidation or receivership whether compulsory or voluntary.</p> <p>(c) If the Supplier, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.</p> <p>(d) If, as the result of Force Majeure, the Supplier are unable to perform a material portion of the Services for a period of not less than sixty (60) days.</p> <p>(e) If the Supplier submits to the Purchaser a false statement which has a material effect on the rights, obligations or interests of the</p>

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	<p>Purchaser.</p> <p>(f) If the Supplier places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Purchaser.</p> <p>(g) If the Supplier fails to provide the quality services as envisaged under this Contract. The Registrar/ UIDAI may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The Registrar/ UIDAI may decide to give one chance to the Supplier to improve the quality of the services.</p> <p>h) If the Supplier has been blacklisted by the UIDAI or disqualified for any reason including for no longer meeting the empanelment criteria laid down by the UIDAI based on which the Supplier was empanelled as an enrolling agency.</p> <p>(i) If the Supplier fails to fulfill its obligations under Clause G.C 3.3 hereof.</p> <p>(j) If the Supplier fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GC 8 hereof.</p> <p>(k) In the event of Supplier found :</p> <ul style="list-style-type: none">(i) Engaged in bogus or fraudulent enrolments being done(ii) Deploying Enrolment Operators who are not tested and certified by UIDAI appointed 'Testing and Certification Agency' for performing enrolment functions(iii) Non adherence to the enrolment process defined by UIDAI(iv) Sub-contracting of enrolment work(v) Consistent poor quality of biometrics data(vi) Usage of biometric devices which are not certified by UIDAI(vii) Non-provision of necessary infrastructure at the enrolment centers(viii) Provided incorrect information to Registrar/ UIDAI.(ix) Non co-operative during audits conducted by Registrar/ UIDAI/ UIDAI Regional Office or auditing agencies appointed for the purpose. <p>l) If the Purchaser, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.</p> <p>m) In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause GC Clause 2.9.1, the Purchaser may</p>
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	procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not performed, and the Supplier shall be liable to the Purchaser for any additional costs for such similar services. However, the Supplier shall continue performance of the Contract to the extent not terminated
2.9.2 By the Supplier	<p>The Suppliers may terminate this Contract, by not less than thirty (30) days' written notice to the Purchaser, such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause GC 2.9.2:</p> <p>(a) If the Purchaser fails to pay any money due to the Supplier pursuant to this Contract and not subject to dispute pursuant to Clause GC 8 hereof within forty-five (45) days after receiving written notice from the Supplier that such payment is overdue.</p> <p>(b) If, as the result of Force Majeure, the Supplier is unable to perform a material portion of the Services for a period of not less than sixty (60) days.</p> <p>(c) If the Purchaser fails to comply with any final decision reached as a result of arbitration pursuant to Clause GC 8 hereof.</p> <p>(d) If the Purchaser is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Supplier may have subsequently approved in writing) following the receipt by the Purchaser of the Supplier's notice specifying such breach.</p>
2.9.3 Cessation of Rights and Obligations	Upon termination of this Contract pursuant to Clauses GC 2.2 or GC 2.9 hereof, or upon expiration of this Contract pursuant to Clause GC 2.4 hereof, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth in Clause GC 3.4 hereof, (iii) the Supplier's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GC 3.6 hereof, and (iv) any right which a Party may have under the Law.
2.9.4 Cessation of Services	Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GC 2.9.1 or GC 2.9.2 hereof, the Supplier shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents, data, and/ or any other material prepared by the Supplier and equipment and materials furnished by the Purchaser, the Supplier shall proceed as provided, respectively, by Clauses GC 3.9 or GC 3.10 hereof.
2.9.5 Payment upon Termination	Upon termination of this Contract pursuant to Clauses GC 2.9.1 or GC 2.9.2, the Purchaser shall make the following payments to the Supplier:

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	<p>(a) If the Contract is terminated pursuant to Clause GC 2.9.1 (d), (g), (i),k(ii) to K(ix) and 1 or 2.9.2, remuneration pursuant to Clause GC 6.3(c), (i) hereof for Services satisfactorily performed prior to the effective date of termination;</p> <p>(b) If the agreement is terminated pursuant of Clause GC 2.9.1 (a) to (c), (e), (f), (h), (j). And k (i), the Supplier shall not be entitled to receive any agreed payments upon termination of the contract. However, the Purchaser may consider making payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to the Purchaser. Applicable under such circumstances, upon termination, the Purchaser may also impose liquidated damages as per the provisions of Clause GC 9 of this agreement. The Supplier will be required to pay any such liquidated damages to Purchaser within 30 days of termination date.</p>
<p>2.9.6 Disputes about Events of Termination:</p>	<p>If either Party disputes whether an event specified in paragraphs (a) to (k) of Clause GC 2.9.1 or in Clause GC 2.9.2 hereof has occurred, such Party may, within forty-five (45) days after receipt of notice of termination from the other Party, refer the matter to Clause GC 8 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.</p>
<p>2.10 Extension of Contract</p>	<p>The contract shall be extended for a period as required by the Purchaser based on mutual agreement. The rates used for the calculation of the 'Total Cost of Services' as given in Appendix C shall be effective for such extension.</p>

3. OBLIGATIONS OF THE SUPPLIER

<p>3.1 General</p>	
<p>3.1.1 Standard of Performance</p>	<p>The Supplier shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Supplier shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Purchaser, and shall at all times support and safeguard the Purchaser's legitimate interests in any dealings with third Parties.</p>
<p>3.2 Suppliers Not to Benefit from Commissions, Discounts, etc.</p>	<p>a) The payment of the Supplier pursuant to Clause GC 6 shall constitute the Supplier's only payment in connection with this Contract or the Services, and the Supplier shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract</p>

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	<p>or to the Services or in the discharge of their obligations under the Contract, and the Supplier shall use their best efforts to ensure that the Personnel and agents of either of them similarly shall not receive any such additional payment.</p> <p>(b) Furthermore, if the Supplier, as part of the Services, has the responsibility of advising the Purchaser on the procurement of goods, works or services, the Supplier shall comply with the Purchaser's applicable procurement guidelines, and shall at all times exercise such responsibility in the best interest of the Purchaser. Any discounts or commissions obtained by the Supplier in the exercise of such procurement responsibility shall be for the account of the Purchaser.</p>
3.3 Prohibition of Conflicting Activities	The Supplier as well as their Personnel shall not engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.
	a) The Supplier shall keep safe, secure and confidential and protect from unauthorized access, loss or damage all demographic information, biometric information and all documents, data and information of any nature collected in the course of enrolment of a resident.
	b)The Supplier shall not store, copy, publish, print, interfere, tamper with or manipulate the information collected in the course of enrollment for aadhaar,
	c) The Supplier shall not give access to the information or data collected in the course of enrolment to any person who is not authorized to handle the information or data. Information should only be given to personnel authorized by the Purchaser and only transmitted in the manner prescribed by the Registrar/UIDAI.
3.4 General Confidentiality	Except with the prior written consent of the Purchaser, the Supplier and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Supplier and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.
3.5 Insurance to be Taken Out by the Supplier	The Supplier (a) shall take out and maintain, at their own cost but on terms and conditions approved by the Purchaser, insurance against the risks, and for the coverage, as shall be specified in the SC; and (b) at the Purchaser's request, shall provide evidence to the Purchaser showing that such insurance has been taken out and maintained and that the current premiums have been paid.
3.6 Accounting, Inspection and Auditing	(a) The Supplier (i) shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and (ii) shall periodically permit the Purchaser or its designated representative and/or the Purchaser,

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	<p>and up to five years from expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Purchaser or the Purchaser, if so required by the Purchaser or the Purchaser as the case may be.</p> <p>(b) The Purchaser shall have the right to carry out inspection checks, audits of the Supplier's premises and/ or locations, facilities, or point of delivery of services performed under this contract.</p> <p>(c) The Purchaser shall have the right to carry out scheduled/ un-scheduled visits to any of the locations, enrolment centres manned by the Supplier and oversee the processes and operations of the Supplier</p>
3.7 Sub-contracting	The Supplier shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract
3.8 Reporting Obligations	(a) The Supplier shall submit to the Purchaser the reports and documents specified in Appendix B hereto, in the form, in the numbers and within the time periods set forth in the said Appendix.
3.9 Rights of Use	(a) All rights of use of any process, product, service, or data developed, generated, or collected, or any other task performed by the Supplier under the execution of the contract, would lie exclusively with the Purchaser or its nominated agencies in perpetuity free from all liens, encumbrances, and other third party rights and the Supplier shall, wherever required, take all steps that may be necessary to ensure the transfer of such rights in favour of the Purchaser or its nominated agencies.
3.10 Equipment, Vehicles and Materials Furnished by the Purchaser	Equipment, vehicles and materials made available to the Supplier by the Purchaser, or purchased by the Supplier wholly or partly with funds provided by the Purchaser, shall be the property of the Purchaser and shall be marked accordingly. Upon termination or expiration of this Contract, the Supplier shall make available to the Purchaser an inventory of such equipment, vehicles and materials and shall dispose of such equipment and materials in accordance with the Purchaser's instructions. While in possession of such equipment, vehicles and materials, the Supplier, unless otherwise instructed by the Purchaser in writing, shall insure them at the expense of the Purchaser in an amount equal to their full replacement value.
3.11 Equipment & Materials Provided by the Suppliers	Equipment or materials brought into India by the Supplier and the Personnel and used either for the Project or personal use shall remain the property of the Supplier or the Personnel concerned, as applicable.
3.12 Intellectual Property Rights (IPR)	(a) The intellectual property rights to all the outputs, deliverables, data, reports developed during the execution of this Contract shall remain sole property of the Purchaser

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3.13 Assignment	The Supplier shall not assign, in whole or in part, their obligations under this Contract
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4. SUPPLIER'S PERSONNEL

4.1 General	The Supplier shall employ and provide such qualified and experienced Personnel as are required to carry out the Services. Supplier himself or its personnel shall not hold out or represent as agents of the purchaser. The relation of purchaser and supplier is on principal to principal basis. It is made clear that there shall not be any employer-employee or master-servant relation between purchaser and supplier and/or its personnel.
4.2 Project Manager	If required by the SC, the Supplier shall ensure that at all times during the Supplier's performance of the Services a project manager, acceptable to the Purchaser, shall take charge of the performance of such Services.

5. OBLIGATIONS OF THE PURCHASER

5.1 Assistance and Exemptions	<p>Unless otherwise specified in the SC, the Purchaser shall use its best efforts to ensure that the Government shall:</p> <p>(a) Issue to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services.</p> <p>(b) Provide to the Supplier and Personnel any such other assistance as may be specified in the SC.</p> <p>(c) Other assistance/ exemption as specified in SC 5.1 (c)</p>
5.2 Change in the Applicable Law Related to Taxes and Duties	If, after the date of this Contract, there is any change in the Applicable Laws of India with respect to taxes and duties, which are directly payable by the Supplier for providing the services i.e. service tax or any such applicable tax from time to time, which increases or decreases the cost incurred by the Supplier in performing the Services, then the remuneration and reimbursable expenses otherwise payable to the Supplier under this Contract shall be increased or decreased accordingly by agreement between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Clause GC 6.1(b).
5.3 Services, Facilities and Property of the Purchaser	<p>(a) The Purchaser shall make available to the Supplier and its Personnel, for the purposes of the Services and free of any charge, the services, facilities and property described in Appendix D at the times and in the manner specified in said Appendix.</p> <p>(b) In case that such services, facilities and property shall not be made available to the Supplier as and when specified in Appendix D, the Parties shall agree on any time extension that it</p>

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	may be appropriate to grant to the Supplier for the performance of the Services .
5.4 Payment	In consideration of the Services performed by Supplier under this Contract, the Purchaser shall make to the Supplier such payments and in such manner as is provided by Clause GC 6 of this Contract.
5.5 Counterpart Personnel	<p>(a) If necessary, the Purchaser shall make available to the Supplier free of charge such professional and support counterpart personnel, to be nominated by the Purchaser with the Supplier's advice, if specified in Appendix D.</p> <p>(b) Professional and support counterpart personnel, excluding Purchaser's liaison personnel, shall work under the exclusive direction of the Supplier. If any member of the counterpart personnel fails to perform adequately any work assigned to such member by the Supplier that is consistent with the position occupied by such member, the Supplier may request the replacement of such member, and the Purchaser shall not unreasonably refuse to act upon such request.</p>

6. PAYMENTS TO THE SUPPLIER

6.1 Total Cost of Services	<p>(a) The total cost of the Services payable is set forth in Appendix C as per the Supplier's proposal to the Purchaser and as negotiated thereafter.</p> <p>(b) Except as may be otherwise agreed under Clause GC 2.6 and subject to Clause GC 6.1(c), payments under this Contract shall not exceed the amount specified in Appendix-C.</p> <p>(c) Notwithstanding Clause GC 6.1(b) hereof, if pursuant to the Clause GC 5.2 hereof, the Parties shall agree that additional payments shall be made to the Supplier in order to cover any necessary additional expenditures not envisaged in the cost estimates referred to in Clause GC 6.1(a) above, the ceiling or ceilings, as the case may be, set forth in Clause GC 6.1(b) above shall be increased by the amount or amounts, as the case may be, of any such additional payments.</p>
6.2 Currency of Payment	All payments shall be made in Indian Rupees
6.3 Terms of Payment	<p>The payments in respect of the Services shall be made as follows:</p> <p>(a) The Supplier shall submit the invoice for payment when the payment is due as per the agreed terms. The payment shall be released as per the work related milestones achieved and as per the specified percentage as per SC.</p> <p>(b) All payments under this Contract shall be made to the accounts of</p>

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	<p>the Supplier specified in the SC.</p> <p>(c) In case of early termination of the contract, the payment shall be made to the Supplier as mentioned here with:</p> <p>(i) Assessment should be made about 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 based on the rate as specified. All payments for any enrolment operations undertaken beyond March 31, 2012 shall be subject to approvals from Government of India on the continuation of this scheme.</p>
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7. GOOD FAITH

7.1 Good Faith	The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.
7.2 Operation of the Contract	The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to arbitration in accordance with Clause GC 8 hereof.

8. SETTLEMENT OF DISPUTES

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

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	<p>refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to an Arbitral Tribunal consisting of 3 (three) arbitrators, one each to be appointed by the Purchaser and the Supplier, the third arbitrator shall be chosen by the two arbitrators so appointed by the parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators, appointed by the parties to reach a consensus regarding the appointment of the third arbitrator within a period of 30 days from the date of appointment of the two arbitrators, the Presiding arbitrator shall be appointed by the authority specified in SC 8.2 (a). The Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings.</p> <p>(b) Arbitration proceedings shall be held in India at the place indicated in SC 8.2 (b) and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.</p> <p>(c) The decision of the majority of arbitrators shall be final and binding upon both parties. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by the Purchaser and the Supplier. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself. All arbitration awards shall be in writing and shall state the reasons for the award.</p>
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9. LIQUIDATED DAMAGES

<p>9.1</p>	<p>The parties hereby agree that due to negligence of act of any party, if the other party suffers losses, damages the quantification of which may be difficult, and hence the amount specified hereunder shall be construed as reasonable estimate of the damages and both the parties agree to pay such liquidated damages, as defined hereunder as per the provisions of this Contract.</p>
<p>9.2</p>	<p>The amount of liquidated damages for services under this Contract shall not exceed the Contract Price.</p>
<p>9.3</p>	<p>The liquidated damages shall be applicable under the following circumstances:</p> <p>(a) Except as provided under GC 2.7, if the Supplier fails to perform the services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the value of the services supplied beyond stipulated delivery schedule for each week or part thereof of delay until actual delivery of</p>

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	<p>performance, subject to a maximum of 10% of the value of the such services.</p> <p>(b) In addition, the Supplier is liable to the Purchaser for payment of penalty as specified in the Service Level Agreement (SLA).</p> <p>(c) If the services supplied do not meet the minimum specifications and standards as per the Contract, and the same is not modified to meet the requirements within 14 days of being informed by the Purchaser, the Purchaser shall be free to impose any penalty as deemed fit. In addition, the Purchaser shall reserve the right to terminate the contract and recover the liquidated damages by forfeiting the performance guarantee submitted by the Supplier</p>
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10. ADHERENCE TO RULES & REGULATIONS

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

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

12.1 Miscellaneous Provisions	<p>(i) Any failure or delay on the part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.</p> <p>(ii) The Supplier shall notify the Purchaser of any material change in their status, in particular, where such change would impact on performance of obligations under this Contract.</p> <p>(iii) Each member/constituent of the Supplier, in case of a Consortium shall be jointly and severally liable to and responsible for all obligations towards the Purchaser for performance of works/services under the Contract.</p> <p>(iv) The Supplier shall at all times indemnify and keep indemnified the Purchaser against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Project.</p> <p>(v) The Supplier shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable as a consequence of any accident or injury sustained or suffered by its employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the</p>
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	<p>Supplier.</p> <ul style="list-style-type: none">(vi) The Supplier shall at all times indemnify and keep indemnified the Purchaser against any and all claims by Employees, agent(s), employed engaged or otherwise working for the Supplier, in respect of wages, salaries, remuneration, compensation or the like.(vii) All claims regarding indemnity shall survive the termination or expiry of the Contract.(viii) All materials provided to the Purchaser by bidder are subject to Country and <STATE> public disclosure laws such as RTI etc.(ix) The Supplier shall not make or permit to be made a public announcement or media release about any aspect of the Contract without a written consent from the Purchaser
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1.3 Special Conditions of Contract

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

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

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.5	<p>The addresses are:</p> <p>Purchaser: Indian Bank</p> <p>Attention: Shri R Suresh</p> <p>Facsimile: 044 28134027 _____</p> <p>E-mail: hobod@indianbank.co.in _____</p> <p>Supplier: _____</p> <p>_____</p> <p>Attention: _____</p> <p>Facsimile: _____</p> <p>E-mail: _____</p>

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{1.7}	{The Supplier is <i>[insert name]</i> }
1.7	<p>The Authorized Representatives are:</p> <p>For the Purchaser: Name of Officer _____</p> <p>For the Supplier: _____</p>
2.1	The effective date of the Contract:
2.3	The date for the commencement of Services: <Within 15 days from the signing of the contract between the Purchaser and the Supplier>
2.4	The time period shall be: <5 months>
3.5	<p>The risks and the coverage shall be as follows:</p> <p>(a) Third Party motor vehicle liability insurance in respect of motor vehicles operated in India by the Supplier or its Personnel, with a minimum coverage as per Motor Vehicles Act 1988;</p> <p>(b) Third Party liability insurance, with a minimum coverage of the value of the contract</p> <p>(c) Professional liability insurance, with a minimum coverage of the value of the contract</p> <p>(d) Purchaser's liability and workers' compensation insurance in respect of the Personnel of the Supplier and in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and</p> <p>(e) Insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Supplier's property used in the performance of the Services, and (iii) any outputs prepared by the Supplier in the performance of the Services.</p>
5.1 (c)	<p>The Purchaser shall provide the following assistance and exemptions to the Supplier for the effective implementation of the services under this Contract:</p> <p><The Purchaser may include the relevant provisions here></p>
6.2	The amount in Indian Rupees (INR) is <i>[insert amount]</i> .
6.3	<p><u>General terms and conditions of Payment Schedule</u></p> <p>1) All payments shall be made by the Purchaser in favour of the Supplier</p>

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	<p>2) The release of payments will be Performance (output) based, where the payments are made for measured deliverables and outputs.</p> <p>3) Supplier shall obtain sign-off for each milestone completed from the Purchaser and raise invoice against the same.</p> <p>4) Eligible Payments against invoice submitted (accompanied with all requisite documents) shall be released only after receipt of relevant payment from UIDAI.</p> <p>5) Power to withhold: Notwithstanding anything contained in the payment schedule mentioned below, if in the opinion of the Purchaser, any work done or supply made or service rendered by Supplier is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to withhold a reasonable portion of the payments due to the Supplier, till such work/ supply/ service is made confirming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of the purchaser under this contract.</p> <p>6) All payments under this Contract shall be made to the account of the Supplier with (Bank & A/c No.):</p> <p>Payments will be made by the Purchaser to the Supplier as per Contract Value quoted in the Formats for Financial Bid and agreed in the Contract, as follows:</p> <p><u>Payment Schedule</u></p> <p><Insert Payments Schedule here></p>
<p>8.2 (a)</p>	<p>Name of the Authority who will appoint the Presiding Arbitrator: IBA</p>
<p>8.2 (b)</p>	<p>The Arbitration proceedings shall take place in Chennai in India.</p>

1.4 Appendices to contract

APPENDIX A - DESCRIPTION OF SERVICES

[Note: This Appendix will include the final Statement of Work (SOW), dates for completion of various tasks, locations of performance for different tasks/ activities, special terms, if any, specific tasks/ activities /outcomes to be reviewed, tested and approved by Purchaser, etc.]

APPENDIX B – REPORTING REQUIREMENTS

[List format, frequency and contents of reports; persons to receive them; dates of submission, number of copies, etc. If no reports are to be submitted, state here "Not applicable".]

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APPENDIX C – TOTAL COST OF SERVICES

(Include here the rates quoted in the financial bid or the negotiated rates, whichever is applicable)

APPENDIX D – DUTIES OF THE PURCHASER

(Include here the list of Services, facilities and property to be made available to the Supplier by the Purchaser).

APPENDIX E – FORM OF BANK GUARANTEE BOND

1. In consideration of the President of India (hereinafter called 'the Government') having agreed to exempt _____ [hereinafter called 'the said Supplier(s)'] from the demand, under the terms and conditions of an Agreement dated _____ made between

_____ and _____ for _____ (hereinafter called 'the said Agreement'), of security deposit for the due fulfillment by the said Supplier(s) of the terms and conditions contained in the said Agreement, on production of a bank Guarantee for Rs. _____ (Rupees _____ Only) We,

_____,
(hereinafter referred (indicate the name of the bank) to as 'the Bank') at the request of _____ [supplier(s)] do hereby undertake to pay to the 2ND PARTY TO THE ABOVE STATED AGREEMENT IE., Indian Bank, (Herein after called the "Purchaser") including their assigns and successors an amount not exceeding Rs. _____

against any loss or damage caused to or suffered or would be caused to or suffered by the Purchaser by reason of any breach by the said Supplier(s) of any of the terms or conditions contained in the said Agreement.

2. We _____ (indicate the name of the bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the "Purchaser" stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Purchaser by reason of breach by the said supplier(s) of any of the terms or conditions contained in the said Agreement or by reason of the supplier (s)' failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____.

3. We undertake to pay to the "Purchaser" any money so demanded notwithstanding any dispute or disputes raised by the supplier(s) in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the supplier(s) shall have no claim against us for making such payment.

4. We, _____ (indicate the name of bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the "Purchaser" under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the "purchaser" certifies that the terms and conditions of the said Agreement have been fully

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and properly carried out by the said supplier (s) and accordingly discharges this guarantee.
Unless a demand or claim under this guarantee is made on us in writing on or before the

_____ we shall be discharged from all
liability under this guarantee thereafter.

5. We, _____ (indicate the name of
bank) further agree with the Registrar that the Registrar shall have the fullest liberty without
our consent and without affecting in any manner our obligations hereunder to vary any of the
terms and conditions of the said Agreement or to extend time of performance by the said
supplier (s) from time to time or to postpone for any time or from time to time any of the
powers exercisable by the Purchaser against the said Supplier (s) and to forbear or enforce
any of the terms and conditions relating to the said agreement and we shall not be relieved
from our liability by reason of any such variation, or extension being granted to the said
Supplier (s) or for any forbearance, act or omission on the part of the Purchaser or any
indulgence by the Purchaser to the said Supplier (s) or by any such matter or thing
whatsoever which under the law relating to sureties would, but for this provision, have effect
of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the
Bank or the Supplier(s).

7. We, _____ (indicate the name of bank)
lastly undertake not to revoke this guarantee during its currency except with the previous
consent of the Purchaser in writing.

8. Dated the _____ day of _____ for _____
(indicate the name of the Bank).