**REQUEST FOR QUOTATION (RFQ)**

**SELECTION OF ENROLMENT AGENCY**

**FOR**

**DIRECTOR GENERAL OF SHIPPING**

**FOR**

**UIDAI/SID ENROLMENT**

**DIRECTOR GENERAL OF SHIPPING, MUMBAI**

**August, 2013**

**Request for Quotation (RFQ) for Selection of Enrolment Agency**

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1. **INVITATION TO BID**

To, Dated: .09. 2013

1. Directorate General of Shipping, Jahaz Bhavan, Walchand Hirachand Marg, Ballard Estate, Mumbai – 400001, Maharashtra invites Financial bid for enrollment for UID and Technical & financial bid for the development of Software solution for KYR+, collection of KYR+ data and integrate the UID data with the KYR+ data for issuance of Bio- metric Seafarers Identity Document (SID), meeting the requirements under ILO Convention No. 185 on a turnkey basis from the DGS subordinate offices at Mumbai, Chennai and Kolkata. The bids are invited from those Consultants or Software solution providers or complete end to end solution providers, hereinafter called ‘Bidder’ who fulfills the following criteria.

(i) an annual turnover of ` 125 Crore,

(ii) a turnover of ` 15 Crore annually from consultancy/ software development services,

(iii)has atleast 25 software projects in the last one year and

(iv)carried out atleast 02 government projects.

Bidders who are empanelled by UIDAI is preferable. In case the bidder is not empanelled as an enrollment agency, they may avail the services of enrollment agencies in F4-T3 and F4-T2 category (empanelled by UIDAI) for the purpose of enrolment.

2. The Request for Quotation (RFQ) includes the following sections:

a. Invitation to Bid (Page No.01 )

b. Instruction to Bidders (Page No. 05 )

c. Scope of Work

(1) Development of software for KYR+ details and integration with UID database . (Page No.15 )

(2) enrolment of UID, as per UID requirements. (Page No. 33 )

(3) For collection of additional details for SID & issuance of SID. (Page No. 52 )

d. Financial Bid Form (Page No.60 )

e. Annexure including Standard Contract (Page No. 120 )

3. The response to this RFQ should to be submitted on or before 20 .09.13

4. The Financial Bid consists of 4 Schedules. Details of each schedule is given below;

|  |  |  |
| --- | --- | --- |
| Schedule No. | Schedule Name | Details |
| Schedule No. 1 | Software & Maintenance | Part-I: Development of software KYR+ & Development of integration software. |
|  |  | Part-II: Operation and maintenance of SID data base. |
| Schedule No. 2 | Mumbai | Part-I: UID Enrollment |
|  |  | Part II: Collection of Additional Data for SID enrollment & other related works for issuance of SID |
| Schedule No. 3 | Chennai | Part I: UID Enrolment |
|  |  | Part II: Collection of Additional Data for SID enrollment & other related works for issuance of SID |
| Schedule No.4 | Kolkata | Part I: UID Enrolment |
|  |  | Part II: Collection of Additional Data for SID enrollment & other related works for issuance of SID |

Bidders are required to quote compulsorily for part I & part II of each schedule separately.

5. Directorate General of Shipping Mumbai reserves the right to reject any or all the Bids in whole or part without assigning any reasons.

6. The bidder can engage only those enrollment agencies in the F4-T3 and F4-T2 category of Agencies empanelled by UIDAI for undertaking demographic and biometric data collection for enrolment of seafarers. The UID & SID enrollment shall take place in the cities of Mumbai, Chennai and Kolkata, for the purpose of issue of UID (Aadhar card) and/ or bio metric Seafarers identity document in accordance with the ILO Convention, 185 on Seafarers Identify Document. In case of those seafarers who have already been issued with Aadhar Card, this scope is limited to collection of details for SID, extraction of data from UID Data Base and issuance of SID.

7. This ‘Invitation to Bid’ is non-transferable under any circumstances.

*8.* Address for Communication:

Assistant Director General of Shipping (Crew)

Directorate General of Shipping,

Jahaz Bhavan, Walchand Hirachand Marg,

Ballard Estate, Mumbai – 400001.

Email: [ajay@dgshipping.com](mailto:ajay@dgshipping.com)

9. Important dates related to the selection process are;

|  |  |
| --- | --- |
| **Event** | **Target Dates** |
| Release of RFQ : | 20th August, 2013 |
| Last date for submission of Pre-Bid queries : | 27th August, 2013  (upto 17.00 hrs) |
| Pre-Bid Conference : | 04th September, 2013  (at 15.00 hrs) |
| Issue of Pre-Bid Clarifications : | 13th September, 2013 |
| Last date of submission of tenders : | 20th September,2013  (at 15.00 hrs) |
| Opening of Technical bid of SID for scrutiny : | 20th September, 2013  (at 1500 hrs) |
| Opening of Financial Bids : | 26th September , 2013  (at 1500 hrs) |

**2. INTRODUCTION**

**2.1 About the Project … (UID & SID)**

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 proposes to partner 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.

The Registrars, i.e., the Directorate General of Shipping is also the regulatory authority for shipping in India. By virtue of this, they are also regulating the matters related with seafarers. The seafarers have to be issued with a bio-m……………………………………………………………………etric Seafarers Identity Document in confirmation with the international convention on Seafarers Identity Document, (SID) C-1859 (Annexure –A: 64 pages) (also available in ILO website [www.ilo.org](http://www.ilo.org), of the International Labour Organization (ILO).Some of the demographic and biometric data required for the issuance of the said SID are common to that are being collected for the UID. Hence, the additional details required for the issuance of SID to the seafarers are also intended to be collected along with the UID data for the issuance of a SID to the seafarers. Additionally, the specific of software, hardware, logistical & implementation requirements for the SID has to be also provided /arranged by the vendors. In the process, vendor/bidder shall engage enrolment agencies who are empanelled with UIDAI, if they are not an empanelled enrolment agency for UID with UIDAI.

**2.2. About Enrolment**

The Directorate General of General is functioning as the Maritime Administration of India and regulates the Shipping activities. It is also committed to the regulation of seafarers including their welfare. The Directorate now envisages to act as a registrar for the enrollment of the Indian seafarers with UID from its subordinate offices at Mumbai, Chennai and Kolkata. During this time the additional data required from the seafarers for providing a bio-metric SID, as per ILO 185, shall also be collected by the enrolment agency appointed by the bidder. The other residents shall also be enrolled in the process for UID.

Directorate General of Shipping has been designated as the Nodal Agency for the implementation of the SID project, and the project shall be implemented through it subordinate Offices at Mumbai, Chennai and Kolkata.

The Enrolment Process has been segregated into 4schedules. The details of the schedules are given below;

|  |  |  |
| --- | --- | --- |
| Schedule No. | Schedule Name | Details |
| Schedule No. 1 | Software & Maintenance | Part-I: Development of software KYR+ & Development of integration software. |
|  |  | Part-II: Operation and maintenance of SID data base. |
| Schedule No. 2 | Mumbai | Part-I: UID Enrollment |
|  |  | Part II: Collection of Additional Data for SID enrollment & other related works for issuance of SID. |
| Schedule No. 3 | Chennai | Part I: UID Enrolment. |
|  |  | Part II: Collection of Additional Data for SID enrollment & other related works for issuance of SID. |
| Schedule No.4 | Kolkata | Part I: UID Enrolment. |
|  |  | Part II: Collection of Additional Data for SID enrollment & other related works for issuance of SID. |

In the process, the bidder has to also make necessary arrangements through the enrollment agency to collect additional data from the seafarers, and also render other services as prescribed in the scope of work, described in this document separately at section for the issuance of a Seafarers Identity Document for them.

**2.3. INSTRUCTION TO BIDDERS – STANDARD**

**PART I: STANDARD**

|  |  |
| --- | --- |
| Definitions | a) “Purchaser” means the agency with which the selected Bidder signs the Contract for the Services. In this project, the „Purchaser‟ is the Directorate General of Shipping Mumbai Maharashtra  b) “Bidder” means any entity that may provide or provides the Services to the Purchaser under the Contract, who shall be a consultant or software solution provider or complete end to end solution provider.  c) “Bid” means the Financial Proposal consisting of one/  multiple Schedules.  d) “Instructions to Bidders” (Section 3 of the RFQ) means the  document which provides interested Bidders with all information needed to prepare their bids.  e) “Scope of Work” (SoW) means the document included in the  RFQ as Section 3.1 (Page No. 15 ) for development of software, section No.3.2 (p (Page No. 33 ) for enrollment of UID and section .3.3 (page No.52) for the enrollment and issuance of SID which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Purchaser and the Bidder.  f) “Schedule” means the financial bid for each Geographical area for UID and as specified by the Registrar. In this case each centers at the cities of Mumbai, Chennai and Kolkata has been considered as three different schedules and the KYR+ requirements for collection of details for SID in these places are included in these 3 schedules as separate parts. |
| 1. Introduction | * 1. This RFQ (Request For Quotation) is being issued only to invite Technical & Financial Bids for the development of Software solutions for KYR+ & integration requirements of UID data for carrying out the enrolment functions for the Phase II of UID project and enrollment for UID & Bio- metric Seafarers Identity Document (SID) as per ILO, 185 in Mumbai, Chennai and Kolkata by Consultants or Software solution providers or complete end to end solution providers as per eligibility criteria a given in para 1.2 of data sheet on a turnkey basis. Such Consultants or Software solution providers or complete end to end solution providers can take the services of enrollment agencies in F4-T3 and F4-T2 (empanelled by UIDAI) category only if they are not empanelled as an enrollment agency.   2. Eligibility Criteria for the Vendors/Bidders:   Vendors/ Bidders who satisfy the prescribed conditions only as in para 1.2 of data sheet (Page No.05) shall be eligible to submit the bid and participate in this tender process  1.3 All the provisions listed out in the Request for Empanelment (RFE) issued by the UIDAI, Terms & Conditions of Empanelment and other conditions specified for SID shall be binding upon the participating bidders of this RFQ.  1.4 The Registrar will select a firm, in accordance with the method of selection specified in the Data Sheet. (Page No. 12/14 )  1.5 The name of the assignment/Job has been mentioned in Part II Data Sheet. Detailed scope of the assignment/ job has been described in the Scope of Work in Section 3 (3.1, 3.2, 3.3 Pages No.15 to 119 ).  1.6 The date, time and address for submission of the bid has been given in Part II Data Sheet.(page No. 12 to 14).  1.7 The scope of the work under this RFQ is as below;  (1) Development of software for KYR+ details and integration with UID database(Section 3.1) . (Page No.15 )  (2) enrolment of UID, as per UID requirements. Section 3.2 (Page No.33 )  (3) For collection of additional details for SID & issuance of SID section 3.3 (Page No. 52)  The UID part of the tender, i.e., collection of biometric and demographic details by the empanelled enrollment agency has to be carried out as per the norms of the UIDAI. However, the SID part of the tender shall be decided on a two bid basis. Interested Bidders are therefore invited to submit a Technical bid and Commercial bid for the scope of work as specified above.  1.8 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. |
| Only one  Bid | 1.9 A Bidder shall only submit one financial bid (shall contain multiple Schedules). If a Bidder submits or participates in more than one bid, all such bids shall be disqualified. |
| Bid  Validity | 1.10 The instruction to Bidders Data Sheet indicates how long Bidders' bid must remain valid after the submission date. |
| Consortium | 1.11. No consortium is permitted to submit the bid. |
| Tenure of  Contract | 1.12 The estimated tenure of the contract shall be provided in Data Sheet Para 1.11 |
| 2. Clarification and  Amendment of  RFQ Document | 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 Purchasers address / email id indicated in the Data Sheet.  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 sent to all Bidders and will be binding on them. |
| 3. Preparation of  Financial Bid | 3.1 The preparation of the Technical & Financial Bid for the whole project as well as all related correspondence exchanged by the Bidders and the Purchaser, shall be in English.  3.2 The Financial Bid shall be prepared using the attached Standard Forms (Section 4, Annexure I and Annexure II). It shall list all costs associated with the assignment for details of each Schedule 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.  3.3 The Bidders shall submit a copy of the Letter of Empanelment issued by UIDAI of the enrolment agency selected by them for the project, duly indicating the level and tier as well as the list of States the enrolment agency is eligible to work in. Non-submission of the letter of empanelment may be grounds for disqualification.  3.4 The Bidders shall be eligible for bidding for the various Schedules based on the Eligibility criteria as per Data Sheet Para 3.4. Bidders shall strictly adhere to the Eligibility for different Schedules and shall submit Financial Bids only for those Schedules for which they are eligible. 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 various Schedules the Bidder has evinced interest in working in. |
| Taxes | 3.5 The Bidder may be subject to local taxes (such as: value added or sales tax, duties, fees, levies) on amounts payable by the Purchaser under the Contract. Bidders shall include such taxes in the financial bid.  3.6 Bidders should provide the price of their services in Indian Rupees only. |
| Earnest Money  Deposit (EMD), and  Performance  Guarantee. | 3.7 **Earnest Money Deposit**  I. An EMD of Rs. 10 lakhs, in the form of DD drawn in favour of Director General of Shipping payable at Mumbai, must be submitted along with the Bid.  II. Bid not accompanied by EMD shall be rejected as nonresponsive.  III. No interest shall be payable by the Purchaser for the sum deposited as earnest money deposit.  IV. No bank guarantee will be accepted in lieu of the earnest money deposit.  V. The EMD of the unsuccessful bidders would be returned back within 45 days of signing of the contract with the selected bidders.  VI. The EMD must be submitted along with the tender. |
|  | 3.8 The EMD shall be forfeited by the Purchaser in the following events:  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 negotiations for any of the schedules for which it is L1 (failure to arrive at consensus by both the parties shall not be construed as withdrawal of Bid by the Bidder). |
|  | 3.9 **Tender Fees:**  All Bidders are required to pay Rs. 10,000 (Rupees Ten thousand only) towards Tender Fees in the form of Demand Draft drawn in favor of Director General of Shipping payable at Mumbai*.* The Tender Fee is Non-Refundable.  The tender fee must be submitted at the following office if collecting a tender form in hard copy. If the tender form is directly downloaded from the web site, the tender fee must be submitted along with the tender while submitting the tender. Any tender without the tender fee/ proof for payment of tender fee shall not be accepted.  Asst. Director General (Crew) of Shipping,  C/O Directorate General of Shipping,  Jahaz Bhavan, Walchand Hirachand Marg,  Ballard Estate, Mumbai – 400001.  Email: |
|  | **3.10. Performance Bank Guarantee**  I. The selected Bidder shall be required to furnish a Performance Bank Guarantee for UID 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 Director General of Shipping, Mumbai for the entire period of contract with 90 days claim period for UID and SID separately. 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, demand draft submitted towards EMD would be returned in original.  II. For calculation of the Bank Guarantee amount, for UID the population of the schedule as per the 2011 Census minus the Aadhaar enrolment completed (approx.) shall be considered.  III. The selected bidder shall also separately submit a performance bank guarantees of ` 20,00000/- towards the SID enrollment & issuance.  The approximate statistics of seafarers to be enrolled are as under;   |  |  |  | | --- | --- | --- | | Schedule | Existing Seafarer | Seafarer likely to be added annually | | Mumbai | 130000 | 6000 | | Chennai | 40000 | 3000 | | Kolkata | 30000 | 2000 | |
| 4. Submission,  Receipt, and  Opening of Bids | * 1. Tenders are to be submitted in two covers separately in sealed envelopes, one containing ‘Technical Bid/Offer’ for developing the software, the collection of details and other related works for SID (Cover No. 1) and ‘Financial’ (Cover No.2) duly superscribed as “ Cover 2 – Financial” which will contain the financial bid for UID and SID separately as per requirements. respectively. Both these covers shall be submitted in a large cover duly sealed and superscribed as “Tender for selection of enrolment agency for UID and SID enrolment”.   Tenders should reach the Director General of Shipping, Govt. of India, Ministry of Shipping, Jahaz Bhavan, W.H. Marg, Fort, Mumbai – 400 001, India, latest by 1500 hrs. on 28.08.13 in accordance with the ‘Instructions to Tenderers’ laid down in the ‘Request for Quotation’ documents.  4-2 Bidders are required to quote compulsorily for part II of each schedule separately. |
|  | 4.3 The Bids must be submitted not 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 not be opened. |
| Right to Accept/  Reject the Bid | 4.4 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. |
| 5.Public Opening  and Evaluation  of Financial Bids | 5.1 The Cover containing ‘Technical Bid’ for development of software solution for KYR+ for SID & integration of data for UID and SID will be opened on 20.09.13. at 1500 hrs in the presence of the tenderers present. Representatives, if any, of the Tenderer (s) seeking to be present shall submit a Letter of Authority issued by the Tenderer (s). The cover containing ‘Financial Bid’ will be opened later after notifying the date to those tenderers whose technical bids have been qualified and accepted.  **Award of Contract**  5.2 The Contract shall be awarded to the lowest bidder (L1) combinedly for the schedules 1 to 4 put together for Mumbai, Chennai and Kolkata centers.  5.3 The purchase shall also award the bid for part I of schedule 2 to 4 if desires so, to separate L1 bidders at a subsequent date  5.4 After finalization of the L1. L2 and L3 rates for all the 4 Schedules and part 1 & 2 put together, the contract shall be allocated to the lowest-bidder for all the 4 Schedules put together. |
| 6 Disqualification | 6.1 Purchaser may at its sole discretion and at any time during the evaluation of application, disqualify any applicant, if the applicant:  (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) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying  completion or financial failures, etc. in the UID project anywhere in the country  (v) Submitted an application that is not accompanied by required documentation or is non-responsive;  (vi) Failed to provide clarifications related thereto, when sought;  (vii) Submitted more than one application either as a Single Agency/ Prime Agency/ consortium member;  (viii) Was declared ineligible/blacklisted by the Government of India/State/UT Government;  (ix) Is in litigation with any Government in India, department |
| **7. Award of**  **Contract** | 7.1 The winning Bidder for Schedules 1 to 4 put together shall submit a detailed Work Plan detailing out the number of kits to be deployed and area to be covered in each week/ month and the timelines for covering the enrolment work in the geographical area. The Work Plan should be in line with the  RFQ in terms of deployment of stationary and mobile enrolment stations. The Purchaser shall evaluate the same and make necessary modifications which shall be mutually agreed by both parties before issuance of Letter of Intent  7.2 The Purchaser shall issue a Letter of Intent to the selected Bidder after mutual acceptance of the Work Plan.  7.3 The successful /winning Bidders successful /winning will sign the contract as per the standard form of contract in Annexure VIII within 7 days of issuance of the letter of intent.  7.4 The successful/winning Bidder is expected to commence the assignment on the date and at the location specified in the Data Sheet (Para 2.4) 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 L2 bidder of all the schedules put together. |

**2.4 INSTRUCTION TO BIDDERS – DATA SHEET**

**PART II: Data Sheet**

|  |  |
| --- | --- |
| **Paragraph**  **Reference** | **Details** |
| 1.2 | Eligibility Criteria for the Vendors/Bidders.  Vendors/ bidders who satisfy the following prescribed conditions only shall be eligible to submit the bid and participate in this tender process vendors/bidders shall be Consultants or Software solution providers or complete end to end solution providers, hereinafter called ‘Bidder’ who fulfills the following criteria.    (i) an annual turnover of ` 125 Crore,  (ii) a turnover of ` 15 Crore annually from consultancy/ software development services and  (iii)has atleast 25 software projects in the last one year and  (iv)carried out atleast 10 government projects.  Bidders who are empanelled by UIDAI is preferable. In case the bidder is not empanelled as an enrollment agency, they may avail the services of enrollment agencies in F4-T3 and F4-T2 category (empanelled by UIDAI) for the purpose of enrolment. |
| 1.4 | Name and Details of Purchaser:  Directorate General of Shipping,  Jahaz Bhavan,  Walchand Hirachand Marg, Ballard Estate,  Mumbai – 400001, Maharashtra  Method of selection:  Refer to Part I, “STANDARD”, Section 5 |
| 1.5 | Name of the assignment: Selection of Consultants or Software solution providers or complete end to end solution providers as per eligibility criteria at para 1.2 on a turnkey basis for UID & SID enrolment for Directorate General of Shipping. |
| 1.6 | The Bid submission address is:  Tenders are to be submitted in two covers separately in sealed envelopes, one containing ‘Technical Bid/Offer’ for developing the software, the collection of details and other related works for SID (Cover No. 1) and ‘Financial Bid’ (Cover No.2) duly superscribed as “ Cover 2 – Financial Bid” which will contain the financial bid for UID and SID separately as per requirements respectively. Both these covers shall be submitted in a large cover duly sealed and superscribed as “Tender for selection of enrolment agency for UID and SID enrolment”. along with EMD & Tender Fee in the following address.  Directorate General of Shipping,  Jahaz Bhavan,  Walchand Hirachand Marg, Ballard Estate,  Mumbai – 400001, Maharashtra |
| 1.10 | Bids must remain valid for 90 days after the submission date. |
| 1.12 | The estimated tenure of contract: 24 months, which can be extended by the  Purchaser, if needed, based on the same terms and conditions. Withdrawal of an awarded contract can be possible only on a minimum notice of 6 months from the enrollment agency. |
| 2.1 | Any pre bid clarification required by the bidder may be obtained by submitting a written request.  The queries must be submitted in the following format only to be considered for clarification:   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Sr. No | Section No. | Clause No. | Reference/Subject | Clarification  Sought | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  |   The queries not adhering to the above mentioned format shall not be responded.  Clarification may be requested not later than 27.08.13.  The pre-bid conference will be held in the conference room of Directorate General of Shipping, Jahaz Bhavan, Walchand Hirachand Marg, Ballard Estate, Mumbai – 400001. on 04.09.2013 at 15.00 hrs.  The address for requesting clarifications is:  Email: [ajay@dgshipping.com](mailto:ajay@dgshipping.com) |
| 3.2 | The Schedules and corresponding Geographical areas and Target Population are as given below:  Refer to Annexure V |
| 3.4 | Eligibility for Submission of Bids for the different Schedules: For all schedules, bidders shall appoint enrollment agencies who have been empanelled by UIDAI with the following eligibility criteria of UIDAI   |  |  |  | | --- | --- | --- | | Region | Minimum Technical level requirement | Minimum Financial level requirement | | All | T2 or T3 | F4 | |  |  |  |     Those companies/ entity debarred by UIDAI are not eligible to apply/ participate in this tender process.  Bidders are required to submit Financial Bids for schedules 1 to 4 compulsorily  The Bidders shall submit a copy of the Letter of Empanelment along with the Financial Bid. |
| 4.1  &  4.2 | Bidder must submit the following:  Tenders are to be submitted in two covers separately in sealed envelopes, one containing ‘Technical Bid/Offer’ for developing the software, the collection of details and other related works for SID (Cover No. 1) and ‘Financial’ (Cover No.2) duly superscribed as “ Cover 2 – Financial” which will contain the financial bid for UID and SID separately as per requirements, respectively. Both these covers shall be submitted in a large cover duly sealed and superscribed as “Tender for selection of enrolment agency for UID and SID enrolment”. Bidders are required to quote compulsorily for part I & part II of each schedule separately. |
|  | Pre Bid Conference:  The pre-bid conference will be held in the conference room of  Directorate General of Shipping,  Jahaz Bhavan, Walchand Hirachand Marg,  Ballard Estate, Mumbai – 400001.  on 04.09.2013 at 15.00 hrs. |
| 5.1 | The Bid Opening Date and Time is:  Date: 20.09.13  Time: 3.00 PM IST |
| 6.1 | Expected date and address for contract negotiations if required:  Date:  08.10.2013  Location:  Directorate General of Shipping,  6th Floor. Jahaz Bhavan,  Walchand Hirachand Marg, Ballard Estate,  Mumbai – 400001, Maharashtra |
| 7.3 | Expected date for commencement of services  01.01.2014 |

**3. SCOPE OF WORK:**

**3.1. Scope of work for Development of software for KYR+ details and integration with UID database**

3.1.1. Project Description

3.1.2. Background

3.1.2.1. The Directorate General of Shipping (to be referred to as DGS hereinafter), India deals with implementation of Shipping policy and legislation so as to ensure the safety of life and ships at sea, prevention of marine pollution, promotion of maritime education and training in co-ordination with the International Maritime Organization. Regulation of employment and welfare of seamen, and also carried out by the DGS.

3.1.2.2. Seafarers are unique among the industrialized workers as they essentially live at the place of their work and spend on an average 9 months in a year at sea. The maritime profession is vital to world commerce and trade as 90% of the volume of world trade is carried by sea. India happens to be an important seafarer supplying nation. Since they are traveling all over the world as a part of their work, a robust system of identification to the seafarers is essential.

3.1.2.3. The terrorist attack on 11.09.2011, at World Trade Centre, New York changed the scenario of the security system worldwide. In this era of heightened security, there was a clear need for updating identification the document by incorporating the modern technique to deter fraud & forgery and to ensure a speedy and reliable verification of Identity, as well as uniformity in the way the necessary details are to be provided. The ILO was urged to bring about a more rigorous identity regime for seafarers with the aim of developing an effective protection mechanism against terrorism, while at the same time ensuring the rights & freedoms of the 1.2 million maritime workers.

3.1.2.4. After due deliberations, the Seafarers Identity Documents Convention, 2003 (Revised) was adopted by the International Labour Conference in June, 2003. The Convention provides for an uniform seafarers identity document to be issued, by the said Convention ratifying countries, to their respective nationals copy of the Convention is enclosed. (Enclosure - I: 63 pages).

3.1.2.5. The significance of the said Convention lay in the balance that it achieves between the current concerns for enhancing security, facilitation of international commerce and facilitation of seafarers professional movements, as well as their basic right.

3.1.2.6. Convention No. 185 contains 18 Articles and 3 Annexes and creates a “Internationally Uniform Seafarers Identity Document”.

3.1.2.7. One of the primary security objectives of the new document is to enable the immigration and other competent officials of the Member-States to easily verify with maximum certainty, that the holder of a Seafarers’ Identity Document is the person identified by that document and that he/she is a seafarers, with the help of the globally accessed data base of SID.

3.1.2.8. The DGS is the apex organization that will provide the Seafarer Identity Documents (SID) to the Indian seafarers. The format & standards of SID cards will follow the convention as mentioned in ILO Convention 203 (185). The collection of demometric Data shall be made from the collection centers at Mumbai, Chennai & Kolkata along with the collection of the data for the UID. The data thus collected shall be stored, verified and the SID issue from the data centers at Mumbai.

3.1.2.9. Intention of DGS

It is the intention of DGS that the issuance of SID cards will done on a properly architected, robustly designed and effectively implemented computer based software., following the guidelines of International Labour Organization (ILO).

3.1.3 Project Overview

3.1.3.1. The vision of b-SID project is to deliver all SID-related services to the seafarers in a timely, transparent, more accessible, reliable manner & in a comfortable environment through streamlined processes. The following are the salient features of the project.

3.1.3.2. DGS aim to establish a secure & error-free SID issuance system with international standards and following ILO Conventions to make it acceptable to ILO & all member states around the world. The key objectives of b-SID Project are:

* To incorporate minutiae-based fingerprint biometric technology into the SID in accordance with Seafarers’ Identity Documents (SID) Convention (Revised), 2003 (No.185). The biometric data of seafarers collected for UID has to be encrypted and to be used for this purpose.
* To help in the process of issuance of Seafarers’ Identity Documents to the seafarer as per ILO convention
* SID system will have to be designed and architected following the e-governance standards to make it interoperable with the other eGovernance application & can be accessed all over the world.

**3.1.4 Various processes of SID issuance system**

**3.1.5. Systems**

The SID issuance system shall have Data Collection Centers, Data Centers & Issuance Centers. The Data Collection Centers are proposed to be located at the proposed enrollment center of UID at Mumbai, Kolkata & Chennai for which Directorate General of Shipping is the registrar. The collected data shall be stored in the data center which is proposed to be located at the Shipping Master Office, at Mumbai. Storing of the data shall be done in server or cloud computing of a Government agency. The SID will be issued from the Shipping Master Office, at Mumbai, Chennai & Kolkata & such data will be also stored in the data center which can be accessed worldwide.

Data Collection Enrollment Centre of UID at Mumbai, Chennai & Kolkata.

UID Database for transfer of data collected by UID

Worldwide Access

Data Centre at Shipping Master Mumbai

Issuance Centre Shipping Master Office at Mumbai Kolkata & Chennai

**3.1.6. Processes**

3.1.6.1. The issuance of SID to the Indian seafarers involves collection of biometric & demographic data from the Indian seafarers, verifying the data submitted Issuance of SID after counterchecking by the issuance authority i.e. Shipping Master, Mumbai, Chennai & Kolkata, printing and dispatch of the plastic barcoded biometric SID Card to the Indian seafarers. As per the ILO C185 Convention on SID, the SID Card will be having barcoded details of the two fingers biometric and minimum details of the seafarers along with the photo identity. As some of the demographic details and the biometric details are collected in UID, it is proposed to utilize the same by transferring the details required from the UID Data base encrypting the data. The additional demographic data will have to be collected from the Indian seafarers at the three enrollment centers of UID at Mumbai, Chennai & Kolkata under this package. Such details will be collected by the enrollment agencies along with the collection of data for the UID. Such data will be verified by the verification Officer (the Official of Directorate General of Shipping), available at the three enrollment centers of UID at Mumbai, Chennai & Kolkata. These enrollment centers are propose to be established at the offices of Shipping Master in Mumbai, Chennai & Kolkata. Such verified datas of the SID along with the additional encrypted demographic and biometric data encrypted from the UID database will be transferred to the separate database (Separated server to be arranged and maintained by the enrollment agency or to be uploaded in cloud computing of a Government agency) of SID to be stored in the data center at Mumbai by the enrollment agency. All the stored data will be under the control of the Shipping Master, Mumbai.

The issuance Officer shall further verify the application and issue the SID. The enrollment agency shall subsequently, print the SID and dispatch to the concern seafarer by Speed Post /AD from the Shipping Master’s Offices at Mumbai, Chennai & Kolkata. The enrollment agency shall also submit for all the MIS reports to the issuance Officer concerned and the Directorate General of Shipping, Mumbai.

For this purpose the enrollment agency has to carry out the following functions in compliance with ILO convention 185 and instruction/ guidelines on this issue.

1. Development of software for collecting additional demographic data and its encryption.
2. Development of software for encrypting the biometric and demographic data collected for UID.

Note: i) Software have to be prepared in open platform and rights of the software shall be with DGS.

1. The software has to be developed by a consultant or software solution provider or complete end to end solution provider empanelled with UIDAI & they will also be taking up the total assignment of developing the software for SID, developing software for encrypting and integrating biometric and demographic data collected for UID, enrolment of UID details, enrolment of SID details & other related works for the issuance of SID. For this purpose, they can engage and enrolment agency empanelled with UIDAI for the enrolment purpose. The complete assignment has to be taken on a turnkey basis.

1. Providing all the necessary hardware if required for collection, encryption, storage of data.
2. Providing server or making arrangements for storing data in cloud computing managed by Government agency.
3. Maintaining the server and providing appropriate/adequate back up arrangement for data at two separate locations.
4. Printing of SID and dispatch of the same by speed post AD to the seafarers from the office of Shipping Master at Mumbai, Chennai & Kolkata.
5. Any other technical works related to the software development provision of required hardware and issuance of SID as per ILO Convention 185.
6. Collection of SID fees as per Government of India guidelines.

**3.1.6.2. Flow Processes is given below;**

Online application by seafarer

Collection of fee

Collection of biometric data & demographic data for UID

Scanning of data and checking by enrollment agency

Enrollment

Centre

Verification of data

Acknowledgement of seafarer

Transfer of data to data centre

Data Centre

Issuance &

Issuance of SID after checking by issuance Office

Dispatch

Centre

Printing by enrollment agency

**Dispatch by**

**Enrollment agency**

**3.1.6.3.** The detailed jobs involved in the various processes at collection Center (enrollment center, data center & issuance, Printing & dispatch center) are indicated below;

When the seafarers comes to the above UID enrollment centers his biometric and demographic details required for his UID will be first collected. Subsequently, additional details required for SID will be collected.

The break up details of works for the collection of details for SID & its issuance are as under;

**3.1.6.4. Collection Centers (Enrollment Centers at Mumbai, Chennai & Kolkata)**

* The applicants can apply online for SID.
* Applicant is supposed to bring all the necessary documents for scanning (if not already uploaded through SID portal) along with the filled form – To be taken from UID.
* Collection of fee.
* Two fingerprints of applicant has be enrolled using the user interface of SID application software from the UID data base after getting permission - To be taken from UID.
* The applicant’s photograph will be captured using webcam/Digital camera by UID shall be able to be utilized for SID after getting permission & encrypting has to be carried out - To be taken from UID.
* The enrolled fingerprint, along with the textual data such as name, age, nationality and other details are sent to the BioSDK for biometric template generation from UID data & SID data. The Biometric template is then encrypted and sent to the centralized database.
* The verifying officer at the collection centre will verify the application details and documents.
* The data in the encrypted format is synchronized in the centralized database server at the Data Centre in Mumbai at real time.

|  |  |
| --- | --- |
| Collection centre | * Application Documents Scanning |
| * Image and Biometrics (By UID) |
| * Verification |

|  |  |
| --- | --- |
| Data Centre | * SIDApplication |
| * Nationwide Data Base of SID |

|  |  |
| --- | --- |
| Issuance centre  Printing & Issuance Centre | * Issuance of SID number |
| * Printing of SID |
| * Dispatch of SID |

**3.1.6.5. Data Centre:**

The proposed structure envisages the creation of a central nationwide database for SID at data centre Mumbai. The complete SID application including portal, database, and operation control will be in Mumbai. It is proposed to have centralized approach where all SID issuing collection centers will connect to main data centre located at Mumbai. Data Synchronization from collection centre to main data centre will be through secure communication network channel.

A proper access control mechanism will be in place to access the SID application system at data centre Mumbai.

**3.1.6.6. Issue, Printing & Dispatch Centre**:

Cards will be printed at all the 3 location i.e. Mumbai, Chennai & Kolkata and Shipping Master Offices dispatch of SID cards will take place at all these three centers.

3.1.7. Software Requirement:

As indicated above for collection of kyr+ data and other related jobs for the issuance of SID the following software requirements may be required.

1. Software for the collection of SID data from the seafarers in addition to the UID data collected from them
2. Software for encrypting of the biometric details and other demographic data collected by the UID into the SID database for the issuance of SID to the seafarer.

**Note:**

**The incremental software required for collection of KYR+ data for SID and issuance of SID has to be developed by the enrolment agency in an open software. The IPC Right of the software shall lie with the Directorate General of Shipping and the enrolment agency shall use and maintain it during the contract period.**

The SOW Scope deliverable user requirement and functional requirement of the above collection and issuance of SID to the seafarer is given below; for enabling the total requirement for the preparation of the Software.

**3.1.8. SOW Scope, Deliverables.**

**A.1. Scope of this SOW:**

DGS has decided to develop, implement and deploy SID Issuance Application at Data center at Mumbai and 3 Collection centers at Mumbai, Chennai& Kolkata. The demographic and biometric data collected for UID will be utilized for this project also. The vendors scope of work is to develop software for capture of additional data, collection of data, shipping of data in the data centre, encrypting the data required from UID for this purpose supply of ID Cards and help in issuance of the SID Card to the seafarers as elaborated.

**A.2. Deliverables for this SOW:**

The various components that comprise the DGS SID Issuance System have been described in this SOW, as well as the structure of the system at large. However, the set of deliverables for SID software development as described by the scope are provided in the Table 1 below.

**Table 1: Deliverables**

|  |  |  |  |
| --- | --- | --- | --- |
| Project Components Deliverables | Form of Deliverables | Action from DGS | Responsibility |
| Functional Requirement Specification | PDF File & Printed Document | Review and Approval, SRS, Design Documents will be architected based on these approved gathered requirements from DGS. | Vendor & DGS |
| Software Requirements Specification | PDF File & printed Document | Review and Approval (Work on Architecture & Design can begin only after this approval) | Vendor & DGS |
| Software Architecture & Design Document | PDF File & Printed Document | Review and Approval (Work on Development can begin only after this approval | Vendor & DGS |
| User Interface Mockup & Prototype | Presentations, prototype of developed software and explanatory printed documents. | Review & feedback. Implementation Agency will help in the process in presenting it to Stakeholders. | Vendor |
| Test Plan | PDF File & Printed Document | Review and Approval ( Installation will happen based on approved Test Plan) | Vendor & DGS |
| System Test Plan | PDF File & Printed Document | Review and Approval ( Installation will happen based on approved Test Plan) | Vendor & DGS |
| UAT Plan | PDF File & Printed Document | SID Issuance will happen based on acceptance of application | Vendor & DGS |
| SID Application | SID Software | As per approved architecture, design and UAT plan software application will be provided to third party for the audit purpose. Correction of errors and bugs suggested by the Auditors will be corrected by the vendor and will be given back to audit agency for reverification. |  |
| SID Issuance System for deployment | SID Software its Documentation and Manual | Depute core group to review and provide feedback | Vendor |
| Training Workshop for DGS and Vendors for Issuing  SID Cards | Training handouts, presentations and hands-on work | Depute domain experts for training | DGS |
| Project Management Quality Assurance and Coordination | Periodic Progress Reports; PDF and Printed documentation | Review and feedback as necessary | Vendor & DGS |
| Maintenance & Support for developed software | AS mutually agreed upon | Vendor (Enrollment agency) will look after any issue arises wrt software for SID and will update software as and when required | Vendor |

**A.3. Technologies to be used:**

The SID Issuance System is to run out of a secured browser (SSL 128) as a rich Internet web application. The backend systems must support robust database, secure, encrypted synchronization of the data from the collection centers to SID centralized database.

Based on these preliminary stipulations, the technologies proposed to be used has to be indicated by the Vendor.

3.1.9. **Functional Requirements**

The function requirement of the project is given as under.

|  |
| --- |
| **Scope** |
| Scope of this document will cover the requirements but not limited to implement the Biometric Seafarer Identity Document. If required interactions with DGS officials may be carried out. As per ILO Convention the India has also adopted for implementing the issuance of interoperable Biometric Seafarer Identity Document to is seafarers. ILO specifies the Rules & Regulation in the form of convention 185(2003) in order to implement Identity Document which is globally acceptable with having same recognizable feature across the boundaries.  The Functional Requirement Document a FRD will act as the basic document to bridge any understanding gaps for the requirement that need to be followed for implementing the b-SID System. FRD will not act as software Requirement Specification Document, which has to be discussed with DGS officials.  Software being developed needs to be developed as per the ILO conventions mentioned, no special inputs can be considered while implementing the system. Customization based on user requirements is limited in scope and as far as it should not affect the implementation as per ILO conventions. |
| **Functional Requirements** |
| High Level Requirements are the goals that the system should accomplish. All the requirements, their design and the subsequent test cases will be traceable from these requirements. The details about each requirement gathered for the b-SID will fall under different categories given in tabular formats under Functional Requirement Section and high level subsystem/system understood from initial requirement gathering are:   * Access Control-restricted access to the b-SID System. * b-SID Issuance & Printing * Access to Database for Reporting and Performing Grant to b-SID * Integration with CDC & INDOS (Two e-moudle applications of DGS)   Core Features:   * Authorization based public access to the seafarer for filling form * Restricted Access to system i.e. will be provided what a particular person is authorized for. * Catch duplicate issuance of b-SID * MIS for DGS |

**3.1.10. User Requirements & the Functional Requirements stages ways are indicated below;**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | Users | | **Seafarer Requirements** | | * US1 - Registration of Seafarers to provide controlled based access * US2 – Online Form Filling * US3 - Able to add payment details * US4 - Print out of Filled form with reference number * US5 – Instructions to fill the form along with documents required * US6 – Able to upload all supporting documents required for b-SID * US7 – Appointment Scheduling * US8 – Able to view the status of SID issued | | **Data Entry Operator Requirements** | | * UD1 – Controlled access to system. * UD2 – Able to view filled forms based on reference numbers provided by seafarers * UD3 – Edit for any modifications required in form * UD4 – Scanning & Uploading of attachment if done by applicant is not proper * UD5 – Capturing of Biometric details including Photograph (To be taken from UID) | | **Granting (Verifying )Officer Requirements** | | * UV1 – Controlled Access to system * UV2 – Verify Data against original based on Reference Number Provided * UV3 – Edit data if any mistakes happened at Data Entry Operator level * UV4 – Verify Original against attachments * UV5 – Able to put remarks for applications approved * UV6 - Able to capture applicant signature and saving of Application data | | **Issuance Officer Requirements** | | * UI1 – Controlled Access to system * UI2 – Duplicate Issuance Check routine based on passport and other important documents for b-SID will provide suspicious case * UI3 – Verify suspicious cases found * UI4 – Notify Seafarer for Duplicate records and Update Database with Action Status * UIG5 - Issue SID Number for genuine applicants | | **b-SID Printing Personal Requirements** | | * UP1 – Controlled Access to system * UP2 – Print SID for allotted SID Numbers * UP3 – Keep track of SID’s Printed, Discarded cards * UP4 - Dispatch details | | **Other Applications Requirements** | | UAR1 – Controlled Access to system   * UAR2 – Able to get details about particular SID as per data format specified by ILO * UAR3 – SID System can also verify details from other systems such as   CDC, INDOS. | |  | |

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| **3.1.11. Functional Requirements** |
| **Seafarer** |
| |  |  | | --- | --- | | **Section/Requirement ID** | **Requirement Definition** | | FR1.0 | System will Provide Registration facility to applicant before applying for SID. | | FR 1.1 | System will provide the online application | | FR 1.2 | System will provide 4 types of application forms based on the applicant’s category. Category I i.e. existing INDOS and CDC holders are considered for Pilot Launch. | | FR 1.3 | System will provide an appointment scheduler to an applicant | | FR 1.4 | System will provide facility to attach scanned documents. | | FR 1.5 | System will generate the appointment date, reference number, and the filled form of applicant. | | FR 1.6 | System will capture the payments details provided by applicant and will get printed on applicant form after completing the whole form | | FR 1.7 | System will provide the status check for the applications. | | FR 1.8 | System will provide SID in the following ways:   1. Fresh SID 2. Renew SID 3. Re-Issuance for Lost/Stolen/Damaged | | FR 1.9 | System will issue the same SID number in case of re-issuance. | | FR 1.10 | If there is any mistake on the SID card and the mistake is because of the system, system will issue new SID Card at free of cost | | FR 1.11 | Passport is must for issuing SID. | | FR 1.12 | System will allow Duplication SID upto 3 times in case of stolen/damaged and lost cards | | FR 1.13 | If Applicant made any mistake while filling the application form, request for changes can be corrected at the level of Verifying officer sitting at collection centre. | | FR 1.14 | System will generate the file number once verifying officer finds applicant application in order and correct. | | FR 1.15 | Seafarer can retain SID card even after resigning from job. | | FR 1.16 | System will retain the pending cases details.( Cases where applicants has not been granted SID) | | FR 1.17 | System will retain Duplicate cases detail. | | FR 1.18 | System will retain information related to changes made w.r.t to applicant SID at various point of time. | |
| **Integration with other e-Governance Applications** |
| |  |  | | --- | --- | | Section / Requirement ID | Requirement Definition | | FR 1. 19 | System will provide web Services interface for other applications to integrate with SID System if required. | | FR 1.20 | System will provide Interface from where the details about particular SID can be seen. | | FR 1.21 | Integration with CDC and INDOS through Web Interface to verify applicants CDC and INDOS credentials | |
| **Collection centre Data Entry Operator** |
| |  |  | | --- | --- | | Section/Requirement ID | Requirement Definition | | FR 1.22 | Mode of application fees shall be challan on the name of DGS | | FR 1.23 | Data Entry Operator should be provided strict access to system. | | FR 1.24 | Data Security Mechanisms will be in place for Data Entry Operator. | | FR 1.25 | Data Entry Operator will able to retrieve application form of an applicant by an applicant based on the number provide by the applicant at Collection Centre. | | FR 1.26 | Data Entry Operator can Scan the documents of an applicant if it is found to be inappropriate in terms of Quality, Orientation etc. while uploading from applicant end. | | FR 1.27 | Data Entry Operator will capture the Photo and Biometric Details of an applicant. (To be taken from UID data) | |
| **Collection Centre verifying Officer (from vendor)** |
| |  |  | | --- | --- | | Section / Requirement ID | Requirement Definition | | FR 1.28 | Verifying Office will take applicant’s signature, verify the data filled by an applicant and other details uploaded by Data Entry Operator against the originals provided by the applicant.( to be taken from UID data) | | FR 1.29 | Any Mistakes done by applicant in his application form can be corrected by Verifying officer while verifying its document with originals. | | FR 1.30 | Verifying Officer can put his remarks before finally approving the SID application and forwarding it to issuing Officer. | | FR 1.31 | If applicant’s application is rejected or his SID suspended, applicant cannot apply for SID during his whole life unless until appeal made by him gets approved. System should log all these information for suspended/cancelled. | |
| **Issuance Officer** |
| |  |  | | --- | --- | | Section / Requirement ID | Requirement Definition | | FR 1.32 | The System will allow issuing officer to view all the applications received for SID issuance | | FR 1.33 | The system will allow duplicate records check test at  issuance Centre. | | FR 1.34 | The system will show the duplicate records found for the particular applicants. | | FR 1.35 | The system shall allow issuing officer to put his remark for approval, on hold or rejection based on duplicate check | | FR 1.36 | System will allow issuing officer to view details for duplicate SID cases at later stage also. | | FR 1.37 | System will allow the issuing officer to print the receipt for SID issued and rejected. | |
| **Printing & Dispatch** |
| |  |  | | --- | --- | | Section / Requirement ID | Requirement Definition | | FR 1.38 | The System shall allow for printing of SID Cards as per ILO Standards. | | FR 1.39 | System will keep track of track of SID’s printed at a particular day. | | FR 1.40 | Details of SID Dispatched | |
| **MIS** |
| |  |  | | --- | --- | | Section / Requirement ID | Requirement Definition | | FR 1.41 | The system will provide SID Issuance Report with details of seafarer center wise | | FR 1.42 | The system will provide count of Online Requests for SID with details center wise | | FR 1.43 | The system will provide Centre wise application processed count with details center wise | | FR 1.44 | The system will provide Count on the basis of Category with details center wise | | FR 1.45 | The system will provide Count on the basis of Rank with details centre wise | | FR 1.46 | The system will provide total count for applications with details center wise | | FR 1.47 | The system will provide count for Duplicate SID Cases with details center wise | | FR 1.48 | The system will provide list of all SIDs which are going to expire next month. | | FR 1.49 | The system will provide a list of month wise details of pending applications with application no. and date & name, Centre wise | | FR 1.50 | This system will provide verified application report, centre wise | | FR 1.51 | This system will provide category wise SID issuance Report, Centre wise | | FR 1.52 | This system will provide Rank wise SID Issuance Report , Centre wise | | FR 1.53 | Reports should be printable on A4 size paper, Centre wise | | FR 1.54 | Profile Printing should be possible including photograph, but without Bar code, Centre wise | |
| **Data Centre Readiness** |
| |  |  | | --- | --- | | Section / Requirement ID | Requirement Definition | | FR1.55 | DGS will provide the safe and secure location of Data Centre with complete Non-IT Infrastructure such as furnishing, Power Back up, Controlled access mechanism etc. | | FR 1.56 | DGS will ensure the secured access to Data Centre | |
| **Collection Centre/ Issuance Centre Readiness** |
| |  |  | | --- | --- | | Section / Requirement ID | Requirement Definition | | FR 1.57 | The collection centre shall be located along with UID enrollment centers. | | FR 1.58 | DGS will ensure the secured access to SID Cards | | FR 1.59 | DGS will adhere to security policy/ rules for SID cards as laid down by ILO Convention. | |
| **Acts/ Rules/ Forms** |
| |  |  | | --- | --- | | **Section / Requirement ID** | **Requirement Definition** | | FR 1.60 | SID to be developed as per ILO 185.  DGS will provide the Acts & Rules applicable for SID. | | FR 1.61 | Acts and Rules should be prepared keeping in view of ILO conventions and Standards. | | FR 1.62 | DGS will approve the registration form need to fill by an applicant before filling SID Application form. | | FR 1.63 | DGS will approve the category I form as mentioned in Annexure I and supporting documents required for category I. | | FR 1.64 | DGS will Share the form structure for Renewal/Re-Issuance of SID Cards. | | FR 1.65 | DGS will approve the form for category I along with this document. It is mandatory to start the actual implementation. | | FR 1.66 | DGS will provide the forms structure for category II, Category III and category IV. All supporting documents also need to be listed by DGS for different categories. | | FR 1.67 | All these forms/ categories(II to IV) need to be finalized before Pilot Launch in order to include it in final release. | |
| **Requirements Specified by ILO Seafarer Identity Convention No. 185** |
| |  |  | | --- | --- | | **Section / Requirement ID** | **Requirement Definition** | | FR 1.68 | System will adhere to Requirements as specified in ILO Convention 185 and attached in Annexure III | | FR 1.69 | DGS will also adhere to the requirements as per ILO convention for recommended rules & procedure for setting up SID Infrastructure, issuance etc. Please refer ILO Convention in Annexure III. The vendor has to also adhere to the ILO requirements. | |
| **3.1.12. Other Requirements** |
| **3.1.12.1. Interface Requirements** |
| **Software Interface**  Communications Interface- Web Service Interface will be provided for other applications who want to integrate with SID system. A proper security mechanism will be followed to ensure the data security. Only information will be shared as specified in ILO Convention. SID Database or Complete application access to other system will be only to provide the verification of particular SID.  Data Conversion Requirements – Not Applicable as system is being built first time in India. The data formats used for communications will be as per eGovenerance Standards in India.  Operational Requirements – Access controlled based mechanism will be in place to provide the access to SID application software,. Unauthorized users will not be accepted by system application.  DGS will ensure the availability of Non-It Infrastructure support for providing unaffected services to the Seafarers.  DGS will ensure the Data Centre, Collection Centre and Issuance centre for SID should be designed keeping in mind all the security measure mentioned in ILO conventions. |
| **3.1.12.2. Security and Privacy** |
| 1. Data Security will be maintained for SID applications and any loss of data in case of failure or theft can be retrieved from the back up disks. Security mechanisms will be ensured to tackle following security issues for SID application 2. Access control of data. 3. Loss or corruption of data 4. Disclosure of seafarers or sensitive information 5. Disclosure of privileged/Privacy information about individuals 6. Corruption of software or introduction of malware, such as viruses 7. Security required for SID Application 8. DGS will ensure physical security in term of access to Data Centre,, Collection centre and Issuance Centre as mentioned in ILO Convention. 9. Access by user role or types. 10. Access control requirements by data attribute. For example, one group of users has permission to view an attribute but not update it while another group of users has permissions to update or view it. 11. Access requirements based on system function. The system will allow users to access the sections for which they are authorized. 12. Controlled access will be provided to application integrating with SID application. 13. No Data Deletion and Updation will be provided to users who are not authorized to do the same. |
| **3.1.12.3. Audit Trail** |
| Audit trail will keep record of all the events and record updation in the SID System. Audit trail will made accessible to higher authority in case of system attacks, failures etc. |
| **3.1.12.4. Reliability** |
| Reliability is the probability that the system processes work correctly and completely without  being aborted.  SID System will be implemented keeping in view the importance of its availability to seafarers and other applications. Unavailability of SID System on a particular time can delay the issuance process and delay in verification at other ends if happening through b-SID System. Dependency on other infrastructure can become an attributing factor for non-availability for SID application at particular time. |
| **3.1.12.5. Data Retention** |
| The system shall retain application information specific to SID issued in the system forever. Other Documents, logs etc will be stored in the back up disk at regular interval of time. |

**3.2 Scope of work for enrolment of UID as per UID requirements**

3.2 The scope of work UID

3.2.1. Functional scope

3.2.2. Geographical scope

**3.2.1. Functional scope**

**Development of Maintenance of Software**

The functional scope of this engagement shall include all the steps from setting up an enrolment station/center for enrolment of seafarers and residents for the UID project and SID as per ILO 185 and for 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 Enrolling Agency shall also be responsible for delivering additional service**s** of collecting additional demographic details from the seafarers as indicated in the KYR + , and issuance of a bio-metric seafarers identity document the form of a barcoded card as per the ILO 185 specifications as required by the Registrar through this RFQ. The complete technical specification and other requirements for the enrolment of seafarers identity document is specified in Part II of this RFQ

**3.2.1.1. Conducting Pre Enrolment Activities**

The enrolment agencies need to perform the pre enrolment activities including hiring, training and certification of resources for the project, machine and kit readiness, activities related to Aadhaar Portal administration etc.

**3.2.1.2 Procure Biometric Devices as per UIDAI Specifications**

The enrolling agency should procure web/digital 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. All guidelines and policies issued by UIDAI in this regard and any update/modification made from time to time shall hold true.

The enrollment agency should also procure and set up the bio-metric card printer, procure, server of the required capacity or make arrangement for staring the data in cloud computing operated by a Government agency at the data centre and supply bar code card, as per ILO specification as specified in ILO Convention C-185 on bio metric seafarers identity document.

**3.2.1.3 Setting up of Enrolment Stations and Enrolment Centers**

It is proposed to concentrate enrollment of seafarers mainly from the centers projected in this project. The enrollment agencies, however, shall be having the option to enroll the other residents also giving preference to the seafarers. The registrar proposes to have the enrollment centers at Mumbai, Chennai and Kolkata.

The number of enrolment stations 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 V of this document provides details of the projected population of the seafarers in each of these centers and the details of the Schedules. The enrolment centers should be setup based on the projected population and the present status of enrolment.

The present status of UID generated per district can be obtained from the UIDAI Portal. The enrolment agencies are expected to setup 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 context would mean an enrolment station that shall be available at a particular location and address for a period more than 10 days to complete enrolment of the population in the catchment area assigned. The Registrar may decide to provide the facilities to house the stationary enrolment station at these locations. 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 is defined in 4.3 Set up Enrolment centre sub process flow in Annexure III 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** | **Enrolment Station** |
| A.1 | Laptop available |
| 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 | Iris capturing device available(record Make & Model) |
| A.5 | Fingerprint capturing device available(record Make & Model) |
| A.6 | Digital Camera(record Make & Model) |
| A.7 | White back ground screen available for taking photographs |
| A.8 | Extra monitor for residents to verify their data (15-16" with a resolution above  1024x768) |
| A.9 | All devices as per UIDAI standards |
| A.10 | Working of all equipment at every station tested |
| A.11 | Data backup device (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 | GPS Receiver (as per specification to be provided by UIDAI) |
| A.15 | Anti Virus / Anti Spyware checks |
| A.16 | Data Card /Internet connectivity for Enrolment Client to be online every 24-48 hrs |
| A.17 | All Operators and Supervisors enrolled into AADHAAR and registered with CIDR |
| A.18 | The pre-enrolment data from the Registars, if used, is available for import on laptops |

All guidelines, policies and technical specifications issued by UIDAI in this regard and any update/modification made from time to time shall hold true.

**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.

Enrolment Centers can be opened ONLY after prior approval of the Registrar (Director General of Shipping) after updating all requisite details about the center in the UIDAI portal. Any center not following the above directive shall be deemed to be an illegal center and necessary action shall be taken against the concerned Enrolment Agency**.**

The process for setting up Enrolment centre is defined in 4.3 Set up Enrolment centre sub process flow in Annexure III at the end of this document. 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.

|  |  |
| --- | --- |
|  | **Mandatory Requirements** |
| **B** | **Enrolment Centre** |
| B.1 | Backup power supply (generator) of 2 KVA capacity for every five enrolment  stations kept in a centre |
| B.2 | Fuel to run the generators |
| B.3 | Printed enrolment forms for filling data available in sufficient numbers |
| B.4 | Adequate lighting, fans & power points for plugging various biometric devices  Available |
| B.5 | Local authorities informed of enrolment schedule |
| B.6 | Introducers informed of enrolment schedule |
| B.7 | Banner for the Enrolment Centre placed at entrance |
| B.8 | Posters depicting enrolment process in English & the local language present in  visible places |
| B.9 | Grievance handling Helpline Number and other important numbers displayed  prominently inside/outside the enrolment centre |
| B.10 | The User Manual of the software available for ready reference & operators  aware of the same |
| B.11 | Sponge for wetting and hand-cleaning cloth available |

All guidelines and policies issued by UIDAI in this regard and any update/modification

made from time to time shall hold true.

i. 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 technical staff per one enrolment centre should be maintained by the Enrolment Agency.

ii. The premises of the enrolment center shall be provided by the Registrar. However the enrolling agency shall ensure required infrastructure like connectivity, power (if not already available) etc The enrolling agency shall be responsible for providing alternate arrangements like power generator etc, as a standby arrangement.

iii. An area in the enrolment center shall be clearly demarcated for enrollees waiting to be enrolled and facilities for seating should be provided.

iv. In case of mobile enrolment centers/stations, the decision on frequency/period of availability shall be decided by the Registrar based on density of population, geographical terrain etc.

**3.2.1.4 Hire, Train and Certify 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.

3. The operator should have undergone training on the various equipment and gadgets as specified in 1.a above.

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 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 gadgets as specified in 1.a above.

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 gadgets as specified in 1.a above.

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 enrolment operations and shall be compulsory. The period of induction training shall be from 10 to 15 days.

**Training of Manpower**:

The EA may also opt to identify resources to employ in the Enrolment operations, get them

trained and certified and then deploy them on the enrolment stations. UIDAI has empanelled

training institutes to impart training in UIDAI prescribed enrolment operations.

No operator/supervisor/technical staff can be put on to the project to enroll residents

without being trained and certified as per the process defined by UIDAI. All operators /

supervisors/ technical staff working on the UID project need to have their UID number generated before they can do any enrolment activity**.**

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 involved in 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

i. Availability of at least two sets of the equipment and gadgets listed in

4.1.2.a above

ii. 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 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 V B. 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.

No Outsourcing of working shall be allowed, and all supervisors, operators, technical staff and managerial staff for the project to be on Agencies payrolls and paid atleast more than Minimum Wages and after following all relevant Labor laws in the State. The payment should be made through banking channels only. The EAs need to open Aadhaar enabled bank accounts of the staff members for the same.

All the staff deployed by the enrolment agency at the enrolment centers should clearly display their company ID Card with name and photograph.

**3.2.1.5 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. The bidders shall also print

copies of such material as per their need to be displayed in the centers. The EAs need to prepare and put the IEC at prominent places in the centers, failing which they may be liable for penalties (which may include the cost of printing the said publicity material).

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 5.1.1, 5.1.2 in Annexure III for detailed standards and guidelines for demographic data collection. Please refer to process 4.5 for the detailed process flow of capturing Demographic and Biometric data capture. Please note that the enrolment agency shall be responsible for printing of the forms, acknowledgement receipts etc.

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

The bidder shall collect the KYR data and KYR+( as indicated in Annexure - IV) after due verification by the Verifier

.

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

Please refer to 5.1.4 & 5.1.5 in Annexure III for detailed standards and guidelines for capture of Biometric data. Please refer to the process flow 4.5 and 4.6 Capture Demographic & Biometric Data & Ready for Transfer Sub Process Description of Annexure III for detailed steps involved in Biometric data collection

**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 then printed and provided to the enrollee as a reference.

Consent letter has to be given on the spot and under no circumstances should the citizen be asked to come later to collect it. Also, under no circumstances should a citizen be given a hand written consent form and in case the printer in the enrolment center is not working, then the center should be shut down till the print is repaired/made working.

**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.

The bio-metric data of the seafarers required by the Registrars for the issuance of SID to the seafarers should be encrypted and made available to the Registrar for the issuance of SID.

The KYR + data thus collected for the issuance of SID would also be transmitted to the Directorate General of Shipping for de-duplication, allotment of SID no. and issuance ofSID Card. All such KYR+ data collected should be stored in the separate server or cloud computing with a government agency to be supplied / arranged by the enrollment agency and such server should be also maintained by them.

The machines should be synced with the Central CIDR Server as per the frequency and guidelines being issued by UIDAI from time to time. Presently, the kits need to be synced with the UIDAI CIDR server every 10 days or 1000 enrolments, whichever is earlier.

The printing of enrolment forms for collection of KYR data, along with the acknowledgements/receipts shall be done by the bidder in the format prescribed by UIDAI/Directorate General of Shipping, Similarly, the printing of enrolment forms for collection of KYR+ data for the issuance of SID, along with the acknowledgements/receipts shall be done by the bidder in the format prescribed by Directorate General of Shipping,

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.

However, please note that any change made in the enrolment process by UIDAI at any point of time shall be applicable to the bidder.

|  |  |  |  |
| --- | --- | --- | --- |
| **Enrolment process flow** | | | |
|  | **Enrolment Agency(Operator)** | **Resident** | **Registrar** |
| Execution Ownership: Enrolment Centre | Start  Prefilled    3. Get Demographic Data Filled  2. Provide Paper Form  1. Data collection?  Paper Form  G    6. Search by Registrar’s Identifier, if prefilled data    8. Check Resident’s consent for UID enabled bank account  7. Enter Demographic Details in Enrolment Software  Q    No  10. Capture Required Details  11. Resident has RGI’s TIN?  yes  NoYes    13. Is Resident’s Age <5 years?  12. Capture Required Details      Yes    14. Enroll Based on Parent/ Guardian details  17. Show Data to Resident  No  15. Check and Record any Missing Eye/finger  20. Correct Data    Yes    16. Capture Biometrics Facial Image. Exception(If any). IRIS, Fingerprints.        22. Provide Own Fingerprint to Sign-Off the Data Capture  25. Take Consent and File it.    26. Take up for Transfer  24. Print Consent Letter and Acknowledgement Slip  23. Record and Get Supervisor to Sign- Off Exceptions | 21. Approve  9. Resident gives consent?  19. Correction Required?  18. Validate Data  4. Get Demographic Data verified | 5. Verification Sub-process |

**3.2.1.6 Send Enrolment Data to CIDR**

The Aadhaar enrolment data needs to be sent to the CIDR server within the minimum frequency and timeframe defined by UIDAI. The transfer of data shall be as per the method prescribed by UIDAI for the same.

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 enrolment agency must ensure that the data collected for the purpose of enrolment is safe and secure and there is no data loss before transmission to CIDR due to any negligence on part of the bidder.

**3.2.1.7 Document Management System**

UIDAI has appointed an agency for Document Management Services for pickup of hard copy documents, scanning and storage etc. The enrolment agencies need to provide the hard copy of the documents collected in the format prescribed by UIDAI to the DMS agency.

The responsibility of safe custody of the documents till the handover to the DMS agency

of UIDAI lies entirely with the enrolment agency and any non compliance of the same shall attract strict penalties**.**

UIDAI is expected to continue with the above mentioned DMS process for about the next 6 months (approx.) during which the agencies need to handover the hard copy of the documents to the DMS agency. UIDAI is expected to discontinue the DMS process after that period and the agencies may need to scan the documents at the enrolment centers during the time of enrolment and upload the scanned documents as part of the enrolment data packet. The hard copy of the documents is to be returned to the residents after completion of the enrolment. The detailed guidelines for the same shall be released by UIDAI shortly and the same shall be applicable to the project.

**3.2.1.8 Scanning of documents**

Presently, no scanning needs to be done by the enrolment agencies at the enrolment centers.The hard copy collected from the residents need to be handed over to the DMS agency appointed by UIDAI.

UIDAI is expected to discontinue the DMS process after about 6 months and the agencies may need to scan the documents at the enrolment centers during the time of enrolment itself and upload the scanned documents as part of the enrolment data packet. The hard copy of the documents is to be returned to the residents after completion of the enrolment. The detailed guidelines for the same shall be released by UIDAI shortly and the same shall be applicable to the project. Once the scanning needs to be done at the enrolment centers, the enrolment agencies shall carryout the scanning without any extra cost.

3.2.1.8.1. Additional services to be provided by enrollment agency.

In case if GPS requirement is coming into force the enrollment agency shall install the same with their kit at no extra cost.

**3.2.1.9 Support in IEC activities in the State**

IEC is a critical and key component of the UID project. The Enrolment Agencies are expected to ensure adequate display of the IEC material in the enrolment centers. The enrolment centers should display the following items without any deviation:

1. Any IEC Material provided by the. Directorate General of Shipping / UIDAI

2. Basic UID enrolment guidelines

3. The opening and closing time of the enrolment center

4. Name and Contact No. Of the Supervisor

5. Contact details of UIDAI Support Centre/ Call Centre for registering queries/ complaints

6. Clear Notice that the enrolment process is free of cost

**3.2.1.10 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. 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.

Any non compliance of the same leading to loss, misuse, compromise of the data shall be dealt with strongly by the State Government and may lead to criminal proceeding against the enrolment agency and its staff.

**3.2.1.8 Provide Electronic MIS Reports on Enrolment Status Daily**

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

**3.2.2 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 V of this RFQ. The geographical locations/area and the target population for that geographical location/area to be catered to by the Enrolment Agency is given in Annexure V

**3.2.2.1. Service Levels**

The following service levels shall be applicable for the entire duration of the project:

1. Penalty of Rs 150 per error for every demographic error made

2. Penalty of Rs. 500 for every serious error like biometric mix up, process violation such as capturing multiple residents photograph or biometrics in the same packet, capturing photo from a photo, recording residents as biometric exception when their biometric modalities are available and can be captured etc.

3. Any additional penalty/ service level imposed by UIDAI will be pasted on to the enrollment agency.

4. The following, the service level penalties may be also applicable.

**SLAs for time bound implementation and Quality of enrolments**

|  |  |  |  |
| --- | --- | --- | --- |
| Sr. No | Parameters | Timeline | Penalty on delay |
| 1. | Approval of detailed project plan | To+14 | ` 5000/- per day delay |
| 2. | Placement of resources | To+30 | Refer Table below |
| 3. | Set up 40% of total Enrolment Stations per schedule and Commencement of Enrolment Activities | To +30 | ` 1000/- per station per day delay |
| 4. | Set up 100 % Enrolment Stations per schedule and Commencement of Enrollment Activities | To +60 | ` 2000/- per station per day delay |
| 5. | Data Quality – Enrolment rejected/ complaint received due to incorrect gender |  | ` 200 per such case |
|  | Data Quality – Enrolment rejected/ complaint received due to incorrect photograph |  | ` 200 per such case |
|  | Data Quality – Enrolment rejected/ complaint received due to incomplete address |  | ` 100 per instance |
| 6. | Invalid document accepted as proofs for KYR and KYR+ |  | ` 100 per such case |

**Operational & Maintenance SLAs**

|  |  |  |  |
| --- | --- | --- | --- |
| Sr. No | Parameters | Timeline | Penalty on delay |
| 1. | Upload of KYR, KYR+ data to CIDR/GSIDBS | 7 days from the date of enrolment | ` 500/- per day up to three days and thereafter ` 1000/- per day |
| 2. | Data packets rejected / hold by CIDR due to enrolment through unregistered stations, operators, supervisors and introducers |  | ` 50/- per instance |
| 3. | Submission of MIS | weekly | ` 100/- per day delay |
| 4. | Resumption of enrolment from major disruption leading to non- continuity of operations owing to reasons attributable to EA such as but not limited to following:   * Failure of devices * Systems & peripherals * Non- availability of staff * Non- availability of Power etc. | Within 48 hrs | ` 500/- per day up to three days and thereafter ` 1000/- per day per station Delay |
| 5. | Loss of enrolment data before final dispatch to GSIDBS/UIDAI | As and when reported | ` 50/- per record lost |
| 6. | Adherence to enrolment schedule Submitted |  | ` 500- per day up to three days and thereafter ` 1000/- per day |

**SLAs and penalties related to resource deployment**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sr. No | Parameters | Number Required | To be placed by | Penalty on delay |
| 1. | Project Manager | 1 per Enrolment Agency | T0 + 30 | ` 5000/- per day delay |
| 2. | Quality Control Officer | 1 per Enrolment Agency | T0 + 30 | ` 2500/- per day delay |
| 3. | Supervisors | As required in the ratio 1 supervisor : 4 operators | As per Enrolment Stations deployed | ` 500/- per day delay |
| 4. | Operators | As per no of station | As per Enrolment Stations deployed | ` 250/- per day delay |
| 5. | Technical personnel | 1 per 3 enrolment centers | As per Enrolment Centers | ` 200/- per day delay |

In case of serious errors, the Directorate General of Shipping/ UIDAI may file criminal cases against the concerned operator and supervisor in case an attempt to fraud can be established.

“UIDAI process & guidelines have to be followed strictly. Any violation will dealt as per the general punitive clauses of UIDAI and the contract.

**3.2.2.2. Roles and Responsibilities**

The roles and responsibilities of the various parties involved in the Enrolment process are defined below:

|  |  |
| --- | --- |
| **Role** | **Responsibilities** |
| Enrolment  Agency | Procure certified biometric devices  Procure other hardware & infrastructure for enrolments  Ensure enrolment software is installed on required laptops /desktops  Load pre-enrolment residents data on enrolment stations laptop, where applicable  Ensure UIDAI processes & standards are followed  Assist Registrar develop enrolment schedules  Work closely with the Registrar in enrolment publicity & awareness at grass-root level  Work Closely with the Registrar in the IEC activities  Ensure availability of certified operators & supervisors at enrolment centers  Ensure availability of certified technical staff  Ensure all staff are on the rolls of the enrolment agency  Ensure adequate number of stationary are available  Ensure adequate backup arrangement at enrolment centre  Setup enrolment stations  Capture demographic and biometric data  Handle exception cases during capture of data  Obtain consent letters and make corrections in data recorded, if required  Provide acknowledgement slips to Residents  Handle issues and concerns of operators and residents  Ensure audit feedback, if any, incorporated in process  Ensure regular sync of data with CIDR as per the frequency and guidelines of UIDAI  Enable successful data transfer to CIDR as per the frequency and guidelines of UIDAI  Provide hard copy of the documents in the required format to the DMS agency  appointed by UIDAI (this will be till the timeframe provided by UIDAI)  Scanning of documents at the enrolment centers along with the enrolment of residents (this will start only after notification of the same from UIDAI/ State Govt.)  File, back up & store enrolment data as per UIDAI guidelines  Take remedial / corrective action in case of process / quality Deviations  Provide MIS data as and when needed |
| Registrar | Audit of Enrolment Centers readiness  Audit of enrolment agency processes and their effectiveness  Verify PoI, PoA, DoB documents in case of document based verification (through the Verifiers appointed by the Registrar)  Define enrolment plan including locations & timeframe  Identify suitable locations for setting up enrolment centers  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 through IEC  Provide template for paper-based enrolment form containing  KYR fields  Setup mechanism for periodic process & data quality |
| UIDAI | Facilitate certification of biometric devices  Provide training content  Facilitate certification of operators, supervisors, technical staff  Appoint a training and certification agency and provide testing content to this agency  Appoint DMS agency  Provide required standards & guidelines  Vet awareness & publicity content  Provide MIS/reports to the Registrar |

* + - 1. **Timelines**

The enrolment process shall be entrusted to the enrollment agency for 24 months as per the terms of the contract. Withdrawal of an awarded contract can be possible only on a minimum notice of 6 months from the enrollment agency. In case of withdrawal without 6 months notice the performance guarantee will be forfeited.

An estimated two lakhs seafarers have to be enrolled during this two years for the three enrolment centre at Mumbai / Kolkata/Chennai. As enrolment of other residence may be incidental, the total enrolment can be considered as approximately two lakhs. Considering enrolment of approximately fourty kits per day, the enrolment agency may keep /provide at least 12 work station (6 at Mumbai, 3 each at Kolkata & Chennai).

**3.2.2.4. Payment to the Enrolment Agency**

1. UID:

Payment shall be made to the Enrollment Agency by the Registrar on a monthly basis based on the number of enrollments completed and converge of the scope of work based on the following terms and after deduction of penalilties as applicable after the corresponding has been received from UIDAI.

|  |  |  |
| --- | --- | --- |
| Sr. No. | Activity | Payment |
| 01. | Successful Generation of UID | 80% |
| 02. | Submission of KYR and KYR+ data along with document of residents to the Registrar | 20% |

This payment shall be subject to adherence to the Service Level Agreements and after deducting TDS as applicable.

1. SID:

i. The enrolment agency shall be responsible for the collection of payment towards the enrolment & issuance of SID from the seafarers as per the fee fixed by the Directorate General of Shipping. The enrolment agency shall take the fee per SID finalized as per the agreed & finalized tender contract by D.G. Shipping from the fee collected and remit back the administrative charges of DIS to the concerned Shipping Masters office.

ii. Any penalty levied on the enrolment agency for not following the proscribed service levels in the RFQ shall be deducted from the performance Guarantee if such penalties are recovered from it.

This payment shall be subject to adherence to the Service Level Agreements and after deducting TDS as applicable.

3.3. **Scope of Work for Enrollment and issuance of SID**

The scope of work of the Enrolling Agency (EA) for carrying out the Enrollment and issuance of SID is defined below;

1. Functional scope

2. Geographical scope

**3.3.1. Functional scope**

The Enrolling Agency shall also be responsible for delivering additional services of collecting additional demographic details from the seafarers as indicated in the KYR + , and issuance of a bio-metric seafarers identity document in the form of a barcoded card as per the ILO Convention 185 specification as required by the Registrar through this RFQ. The complete technical specification and other requirements for the enrolment of seafarers identity document is specified in Section 3.1.

**3.3.1.1. Conducting Pre Enrolment Activities**

The pre enrolment activities including hiring, training and certification of resources for the project, for the SID project can be utilize from the resources of UID project. However, additional manpower requirement if any has to be access by the enrollment agencies and accordingly, arranged.

**3.3.1.2. Procurement of hardwares for SID**

The enrollment agency should also procure and setup the following hardwares**.**

**3.3.1.3. Setting up of Enrolment Stations and Enrolment Centers**

The process for setting up Enrolment centre is defined in 4.3 Set up Enrolment centre sub process flow in Annexure III. SID Enrollment also will utilize the above enrollment centre facility of UID.

**3.3.1.4. Hire, Train and Certify Manpower for Enrolment**

Hiring, Training the additional Manpower requirement if required for the SID project shall be carried out as per the procedures laid down for UID in section 3.2.

1. Biometric Plastic barcoded card printer at the 3 Shipping Master Office, Mumbai Chennai & Kolkata.
2. Biometric Plastic barcoded card reader at the 3 Shipping Master Office, Mumbai Chennai & Kolkata.
3. Procuring server of required capacity and install it at Data Centre at Mumbai or arrange for cloud computing with a Government agency for storing & accessing of data.
4. All stored data shall be within the control of DGS.
5. All materials supplied should meet ILO specification.

**3.3.1.5. Conduct Enrolment Operations as per Standard Processes specified by the Registrar**

Clear-cut standard processes for enrolment for SID has been mentioned in this section above. For enrollment for SID additional demographic data are required to be collected from the seafarers for which a separate software has to be develop by the enrollment agencies.

The KYR + activities mainly is aimed at collection of additional data required from the seafarers for the issuance of a biometric seafarer identification document in the form of a Plastic Identification Card with bar coding. The card has to be issued as per the ILO Convention no. 185 on biometric SID standards. The details of operation involved in such an issue are indicated below;

**Step 1. Collection of additional demographic data after due verification**

The KYR data has to been collected by the enrollment operator under the UIDAI requirement. The KYR+ requirement is for the issuance of SID to the seafarers. The SID request data form is enclosed in Annexure – I. The additional KYR+ data for SID other than already collected KYR data for UID has to be collected by the enrollment agencies from the seafarer after due verification by the verification Officer for the issuance of SID. The detailed standards & guidelines for demographic data collection is elaborated in this section.

**Step 2. Scanning of Document.**

The documents prescribed in the format have to be scanned by the enrollment agencies it is not uploaded by the seafarers in his online application at the enrollment centers and upload the scanned data as part of the enrollment data package.

**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 verifier. A consent letter has to be printed and the signature/ thumb impression of the enrollee obtained and the letter filed. An acknowledgement receipt is then printed and provided to the enrollee as a reference.

Consent letter has to be given on the spot and under no circumstances should the citizen be asked to come later to collect it. Also, under no circumstances should a seafarer be given a hand written consent form and in case the printer in the enrolment center is not working, then the center should be shut down till the print is repaired/made working.

**Step 4. Data back up and transfer**

The KYR + data thus collected would also be transmitted to the Directorate General of Shipping for duplication, allotment of SID no. and issuance of SID Card.

The bio-metric data of the seafarers required by the Registrars for the issuance of SID to the seafarers should be encrypted and made available to the Registrar for the issuance of SID.

The printing of enrolment forms for collection of KYR+ data, along with the acknowledgements/receipts shall be done by the bidder in the format prescribed by UIDAI.

Directorate General of Shipping, Similarly, the printing of enrolment forms for collection of KYR+ data for the issuance of SID, along with the acknowledgements/receipts shall be done by the bidder in the format prescribed by Directorate General of Shipping,

Process flow for Enrolment operations is as given below.

Online application by seafarer

Collection of fee

Scanning of data and checking by enrollment agency

Collection of biometric data & demographic data for UID

Enrollment

Centre

Verification of data

Acknowledgement of seafarer

Transfer of data to data centre

Data Centre

Issuance &

Issuance of SID after checking by issuance Office

Dispatch

Centre

Printing by enrollment agency

**Dispatch by**

**Enrollment agency**

**3.3.1.6 Send Enrolment Data to Server in the Data Center**

The SID enrolment data needs to be sent to the Server in the Data Center located at Mumbai within the minimum frequency and timeframe defined by the Directorate General of Shipping. The while transferring the data the Environment Agencies shall also encrypted the two finger biometric, demographic details & Photograph collected in the Aadhar enrollment data and transfer the same to the above server in the data center.

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 enrolment agency must ensure that the data collected for the purpose of enrolment is safe and secure and there is no data loss before transmission to Server in the Data Center due to any negligence on part of the bidder.

5.5.1.7 Document Management System

The enrollment agencies need to provide the hard copy of the documents collected in the format prescribed by Directorate General of Shipping & Shipping Master of the respective centre if decided by DGS.

The responsibility of safe custody of the documents till the handover to DGS lies entirely with the enrolment agency and any non compliance of the same shallattract strict penalties**.**

**3.3.1.8 Scanning of documents**

The seafarer has to scan the document and upload during the time of application

The enrollment agencies need to scan the documents at the enrolment centers during the time of enrolment itself and upload the scanned documents as part of the enrolment data packet it the scanned document by the seafarer is not proper. The hard copy of the documents is to be returned to the seafarer after completion of the enrolment. The enrolment agency shall carryout the scanning without any extra cost.

**3.3.1.9 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 DGS. Mechanisms to ensure the same have to be put in place by the Enrolling agency and shall be subject to audit by UIDAI/Registrar/ILO/their representative from time to time.

Any non compliance of the same leading to loss, misuse, compromise of the data shall be dealt with strongly by the DGS.

**3.3.10 Provide Electronic MIS Reports on Enrolment Status Daily**

Operator shall send enrollment statistics on enrolment status to Registrar/DGS on a regular basis. The formats of the MIS reports shall be decided by the DGS. The following minimum reports have to be submitted to DGS.

1. SID Issuance Report

This report enlists the details of SID issued in specified period

1. SID Online Application Report

This report enlists the details of online application received for SID within specified period.

1. Centre Wise Verified Application Report

This report enlists the center wise details of verified applications in specified period.

1. Category Wise SID Issuance Report

This report enlists the category wise details of issued SID in specified period

1. Rank wise SID Issuance Report

This report enlists the rank wise details of issued SID in specified period.

1. SID Expiry Report

This report enlists the details of SID expiring in specified period.

1. Duplicate SID Cases Report

This report enlists duplicate cases of SID applications.

1. Other reports if necessary at a subsequent date.

**3.3.2 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 V of this RFQ. The geographical locations/area and the target population for that geographical location/area to be catered to by the Enrolment Agency is given in Annexure V

**3.3.3 Service Levels**

The following service levels shall be applicable for the entire duration of the project:

1. Server Downtime : 0.5% in 365 days
2. Breakdown Rectification time: 2 hours.
3. Penalties
   1. A Penalty of ` 2000/- per hour for server downtime for 1st 2 hrs after the service level prescribed and there after ` 5000/- per hour. .
   2. A Penalty of ` 2000/- per hour for service Breakdown Rectification time 1st 2 hrs after the service level prescribed and there after ` 5000/- per hour.

3.3. Penalty of Rs 150 per error for every demographic error made

**3.3.4 Roles and Responsibilities**

The roles and responsibilities of the various parties involved in the Enrolment process are defined below:

|  |  |
| --- | --- |
| **Role** | **Responsibilities** |
| Enrolment  Agency | Procure other hardware & infrastructure for enrolments  Ensure enrolment software is installed on required laptops /desktops  Load pre-enrolment residents data on enrolment stations laptop, where applicable  Ensure SID processes & standards are followed  Assist Registrar develop enrolment schedules  Work closely with the Registrar in enrolment publicity & awareness at grass-root level  Ensure availability of certified operators & supervisors at enrolment centres  Ensure availability of certified technical staff  Ensure all staff are on the rolls of the enrolment agency  Ensure adequate number of stationary are available  Ensure adequate backup arrangement at enrolment centre  Setup enrolment stations  Capture demographic data  Handle exception cases during capture of data  Obtain consent letters and make corrections in data recorded, if required  Provide acknowledgement slips to Residents  Handle issues and concerns of operators and residents  Ensure audit feedback, if any, incorporated in process  Ensure regular sync of data with CIDR as per the frequency and guidelines of Directorate General of Shipping  Enable successful data transfer to CIDR as per the frequency and guidelines of Directorate General of Shipping  Scanning of documents at the enrolment centres along with the enrolment of residents File, back up & store enrolment data as per Directorate General of Shipping guidelines  Take remedial / corrective action in case of process / quality Deviations  Provide MIS data as and when needed |
| Registrar | Audit of Enrolment Centers‟ readiness  Audit of enrolment agency processes and their effectiveness  Verify documents (through the Verifiers appointed by the Directorate General of Shipping)  Define enrolment plan including locations & timeframe  Identify suitable locations for setting up enrolment centers( At present at Mumbai, Chennai & Kolkata)  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  Provide template for paper-based enrolment form containing  KYR + fields  Setup mechanism for periodic process & data quality |

**3.3.5. Appendix**

***3.3.5.1 Standards and Guidelines***

**3.3.1.1 KYR + Standards for Collecting Additional Demographic Data for SID is furnished below;**

The applications for SID shall be submitted by the seafarers online with required scanned documents. The profoma of the application is enclosed. The profoma contains demographic data which have been already produced by the seafarer to obtain his UID. Therefore, the demographic data in excess of the above already submitted to UID have to be now collected for SID.

|  |  |  |  |
| --- | --- | --- | --- |
| **Information** | **Fields** | **Verification**  **Required** | **Verification Procedure**  Personal |
| Payment Details | Bank Challan No. or e-payment details. | Yes | **--------** |
| Dated |
| Amount |
| Bank/ Branch |
| Continuous Discharge Certificate-cum-Seafarers Identity Document. | CDC No. | Yes | To be verified with CDC data base |
| Date of Issue |
| Date of Expiry |
| Issuing Authority |
| Rank |
| INDOS | INDOS No. | Yes | To be verified with INDOS data base |
| Date of Issue |
| Personal  Details | Name | Yes | To be verified with the original CDC/ Passport |
| Date of Birth ## |
| Place of Birth |
| Sex |
| Nationality |
| Mobile Number | No | ------ |
| Email Address |
| Passport | Passport No. | Yes | To be verified with the original Passport |
| Place of Issue |
| Date of Issue |
| Date of Expiry |
|  |
|  |
| Address Details | Present Address | Yes | To be verified with the original CDC/Passport |
| Permanent Address |
| Nearest Police Station:- | **\_\_\_\_** | To be taken from Aadhar Details |
| Parent/ Guardian  Details | Fathers/  Name | \_\_\_\_\_ | To be taken from Aadhar Details |
| Physical Features | Height | Yes | To be verified with the original CDC/ Passport |
| Color of Hair |
| Color of Eyes |
| Identification Marks |
| Details of Sea Experience | From | Yes | To be verified from original certificates |
| 2 |
| Name of Ship |
| IMO No. |
| Employer |
| Details of Experience(Professional Category) | Professional Qualification Certificate Details | Yes | To be verified from original certificates |
| Experience | Certificate No. | Yes | To be verified from original certificates |

**4. FINANCIAL BID FORMS**

The Financial Bid consists of one Schedule each for each geographical area outlined in Section 4.2. 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 separately:

1. The total cost for providing services as per the Scope of Work given in Section 4 which shall include the cost for collection of demographic and biometric details of seafarers and residents as per the requirements of Directorate General of Shipping and UIDAI and the cost for providing all 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, taxes and duties. The price quoted should be inclusive of all taxes, cess etc.

2. Total services for providing services as per scope of work given in section – which shall include cost of collection of additional demographic details of seafarers for the issuance of SID and all other services specified in the scope of work at section .The price quoted should be inclusive of all taxes, cess, etc.

**4.1 Financial Bid Covering Letter**

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

**4.2 Financial Bid Form**

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

**Annexure I – Financial Bid Covering Letter**

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

To,

Directorate General of Shippping,

Jahaz Bhavan,

Walchand Hirachand Marg, Ballard Estate,

Mumbai – 400001,Maharashtra

Dear Sir,

Ref: Request for Quotation (RFQ) Notification dated 00-00-2013.

1. Having examined the RFQ document, we, the undersigned, herewith submit our response to your RFQ Notification dated 13/04/2012 for Selection of Enrolment Agency for UID and SID, 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 Directorate General of Shipping, Mumbai for carrying out the enrolment and other related functions for Enrolment of seafarers and Residents from the cities of Mumbai, Chennai, Kolkata for UID and SID 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 all the following Schedules and

have submitted the financial bids for each Schedule specified below:

a. Schedule – 1

b. Schedule – 2

c. Schedule – 3

d. Schedule - 4

Note: Bid has to be submitted for all schedules compulsorily.

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.

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 Directorate General of Shipping, Mumbai is not bound to accept any bid received in response to this RFQ.

12. In case we are engaged by Directorate General of Shipping, Mumbai as an Enrolling Agency, we shall provide any assistance/cooperation required by Directorate General of Shipping, Mumbai*,* UIDAI appointed auditing agencies/ UIDAI officials for performing their auditing and inspection functions. Similarly, we shall also provide any assistance/ cooperation required by Directorate General of Shipping, DG Shipping appointed / ILO audit agencies for performing 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 Directorate General of Shipping, Mumbai.

14. The financial bid includes all costs as per the Scope of Works in section 4 & mentioned in the tender document.

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:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(Affix the Official Seal of the Firm)*

**Annexure II – Financial Bid Format**

|  |  |  |  |
| --- | --- | --- | --- |
| Schedule No. | Schedule Name | Details | Price per enrolment in INR  (inclusive of all taxes) \* |
| Schedule No. 1 | Software & Maintenance | Part-I: Development of software KYR+ & Development of integration software. | [The estimated quote to this scheduled has to be distributed ] in scheduled 02 to 04 |
|  |  | Part-II: Operation and maintenance of SID data base. | The estimated quote to this scheduled has to be distributed ] in scheduled 02 to 04 |
| Schedule No. 2 | Mumbai | Part-I: UID Enrollment |  |
|  |  | Part II: Collection of Additional Data for SID enrollment & other related works for issuance of SID |  |
| Schedule No. 3 | Chennai | Part I: UID Enrolment |  |
|  |  | Part II: Collection of Additional Data for SID enrollment & other related works for issuance of SID |  |
| Schedule No.4 | Kolkata | Part I: UID Enrolment |  |
|  |  | Part II: Collection of Additional Data for SID enrollment & other related works for issuance of SID |  |

\* This shall include all costs as per the Scope of Work and all items like the equipment costs, manpower costs, vehicle costs, travel and lodging costs, taxes and duties and any other miscellaneous costs.

**Note:**

1. The Contract Value for the purpose of calculation of the Bank Guarantee shall be computed as: Total Cost of the Schedule as per the Financial Bid x (Target population for the Schedule – Total No. of enrolments completed in the Schedule in approx.)

Annexure III – Guidelines for Enrolment

**2. How to Read This Document**

This process document is organized into below sections:

2.1. Process Overview

a) Goals and Objectives: The section provides a description of what this process document intends to accomplish. The objectives represent specific measurable outcomes of this process document.

b) Scope: This section lists the key activities covered in this process document.

c) Prerequisites for Process: This section lists criteria that need to be fulfilled before the enrolment process covered in the scope of this document begins.

d) End of Process: This section informs what is the output of the Resident Enrolment Process.

2.2. Process Details

a) Process Flowcharts: Flowchart diagrams are used to define process in this document, showing the steps as boxes of various kinds, and their order by connecting these with arrows. This diagrammatic representation gives a step-by step process flow. Process step is represented in these boxes, and arrows connecting them represent flow / direction of flow of data/information. Refer the Legends section to understand the significance of various symbols used in flowchart.

b) Process Description: Process description is used for each flowchart to convey to the reader, a detailed description of each process step and references to annexure/other processes and sub processes. Refer Abbreviations used section for deciphering abbreviations used in the descriptions.

2.3. Annexure

a) Standards and Guidelines: This section describes the standards recommended by UIDAI that need to be referred to during the enrolment process. Guidelines are provided to streamline the processes and help achieve better quality output.

b) Formats, Templates and Checklists: This section consists of sample formats of various forms and checklists used in the scope of this process.

***Legends***

|  |  |
| --- | --- |
|  | Signifies Start /End of Process |
|  | Signifies Activity/Task |
|  | Signifies an off page reference of a Sub Process |
|  | Signifies a Decision Box |
|  | Signifies a Reference to either a Guideline(G), Form(F) or Quality Check point (Q) depending on the text used inside the circle |
|  | Signifies an external process being referred |

***Abbreviations used***

 UID - Unique Identification

 UIDAI - Unique Identification Authority of India

 DDSVP - Demographic Data Standards and Verification Procedure

 KYR - Know Your Resident

 KYR+ - Fields required in addition to KYR fields required by the Registrars

 PoI - Proof of Identity

 PoA - Proof of Address

 DoB - Date of Birth

 RGI - Registrar General of India

 TIN - Temporary Identification Number provided by RGI

 NGO - Non Government Organization

 CSO - Civil Society Outreach

 FI - Financial Inclusion

**3 Process Overview**

***3.1 Goals and Objectives***

This document is intended to provide necessary inputs to the Enrolment Agency to make sure that the data capture is done in a proper manner and also the verification of the details given is done as prescribed for the process of issuing AADHAAR. The objective is to provide detailed guidelines for the enrolment process which consists of setting up enrolment centers, capturing demographic data and biometric data, handling exceptions, and storage of data.

***3.2 Scope***

 Readiness of Enrolment Centers in terms of logistics, devices, hardware, software and trained operators

 Verification of Residents information according to prescribed verification Procedure

 The exercise of collection of demographic data, biometric data and storage

 Readiness for submission of enrolment data by Enrolment Agencies

***3.3 Prerequisites for Process***

 Enrolment Agencies appointed by Registrars

 Registration number provided to registrars, enrolment agencies and enrolment centre (*Registrar On-Boarding Process*)

 Introducers identified (*Introducer Enrolment and Monitoring Process*)

 Client enrolment software shared with enrolment agencies (*Registrar On-Boarding Process*)

 Grievance handling and technical support for enrolment agencies and residents in place (*Grievance Handling Process*)

 Training and certification modules for enrolment agencies in place

 Communication content and methodology for residents defined (*Resident Awareness and Demand Generation Process*)

***3.4 End of Process***

 UID data and biometrics for residents captured and ready to be taken to a designated location for transfer to CIDR (*1st Mile Logistics Process*)

***3.5 Roles and Responsibilities***

|  |  |  |
| --- | --- | --- |
| **Role** | **Organization** | **Responsibilities** |
| Enrolment  Agency  Point of  Contact | Enrolment  Agency | Procure certified biometric devices  Procure other hardware and infrastructure for enrolments  Ensure enrolment software is installed on required laptops / desktops  Load pre-enrolment residents data on enrolment stations laptop, where applicable  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 centers  Ensure adequate stationary is available  Ensure adequate backup arrangement at enrolment centre  Take remedial / corrective action in case of process / quality deviations  Enable successful data transfer to CIDR |
| Enrolment  Centre  Supervisor | Enrolment  Agency | Setup enrolment station  Supervise enrolment process  Handle issues and concerns of operators and residents  Act as an operator, when required  Ensure checklists are filled  Ensure audit feedback, if any, incorporated in process  Take enrolment data to a designated location for transfer to CIDR  File, back up and store enrolment data as per UIDAI Guidelines |
| Enrolment  Operator | Enrolment  Agency | Capture demographic and biometric data  Handle exception cases during capture of data  Obtain consent letters and make corrections in data recorded, if required  Provide acknowledgement slips to Residents |
| Registrars  Supervisor | Registrar | Audit of Enrolment Centers readiness  Audit of enrolment agency processes and their  effectiveness  Verify PoI, PoA, DoB documents in case of document based verification |
| Registrar  point of  contact | Registrar | Define enrolment plan including locations and timeframe  Identify suitable locations for setting up enrolment centers  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 |
| UIDAI  point of  contact | UIDAI | 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 |
| Introducer | Registrar | Confirm the identity of the resident by giving his/her UID and fingerprints for verification |
| Resident | -- | Provide demographic and biometric information  Provide authentic documentation or be introduced by an Introducer |

**4 Process Details**

***4.1 Resident Enrolment Process Flow***

|  |  |  |
| --- | --- | --- |
| Enrolment Process –L1 Flow | | |
| Execution Ownership- Enrollment Centre | Enrolment Centre | UIDAI & Registrar |
| 2. Capture Demographic & Biometrics Data Sub Process & Ready for Transfer  1. Setup Enrolment Center Sub Process | 3. Process, Sample Data Audit and feedback |

***4.2 Resident Enrolment Process Description***

|  |  |  |  |
| --- | --- | --- | --- |
| **S. No** | **Step** | **Responsibility** | **Reference** |
|  | Start  This process begins when an Enrolment Agency is ready to start enrolling residents. To begin  enrolments, Enrolment Agency needs to Setup  Enrolment Centre. Go to Step 1. |  |  |
| 1. | Setup Enrolment Centre  Initiate sub process 4.3 Setup Enrolment Centre.  This contains details on setting up an enrolment centre. | Enrolment  Agency | 4.3 Setup  Enrolment  Centre |
| 2. | Capture Demographic and Biometric Data and  Ready for Transfer  After an enrolment centre is ready, Enrolment  Agencies can begin the process of capturing  residents‟ demographic and biometric data. For  details on how to capture data, go to sub process  4.5 Capture Demographic and Biometric Data.  After Data Capture, Data files are to be ready at  identified/specified location for transfer to CIDR.  Refer external process for 1st Mile logistics which  prescribes the methods by which the data has to be transferred to the Authority. 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 Unique Identification Authority of India (UIDAI) accords highest importance and primacy to the security of data collected on the enrollees who enroll themselves to obtain Unique Identification Numbers. It is the responsibility of the enrolling agencies to make sure that the data is kept in a very secure and confidential manner and under no circumstances shall they use the data themselves nor part with the data to any other agency than the UIDAI. Privacy of an individual’s data is accorded utmost importance by the UIDAI. If there is any violation of privacy by the enrolling agency or  through its employees, contractual or otherwise,  there shall be a breach of contract, apart from  attracting the penal provisions of the Act which will govern the operations of the Authority. | Enrolment  Agency | 4.5 Capture  Demographic  c and  Biometric  Data and  Ready for  Transfer  Sub Process  External  process for  1st Mile  logistics  Process |
| 3. | Process , Sample Data Audit and feedback UIDAI may do sample data audits for quality. This will reduce the chances of enrolment  failures/rejections later due to poor data quality.  Registrar should audit adherence to process by  enrolment agency to prevent malpractices. These  audits may be conducted by the Registrar, a 3rd  party appointed by the Registrar or by any other  party/mechanism deemed fit by the Registrar.  UIDAI may also undertake sample process audit  during enrolment and also provide feedback on the audit conducted by the Registrar. Based on feedback, Enrolment Agency may need to make some adjustments/changes in its process. | UIDAI and  Registrar |  |
|  | ***End*** |  |  |

* 1. ***Setup Enrolment Centre Sub Process Flow***

|  |  |  |  |
| --- | --- | --- | --- |
| Setup Enrolment Centre Sub Process Flow | | | |
| Execution Ownership: Enrolment Centre | Enrolment Centre  (Supervisor) | Registrar | UIDAI |
| 3. Deploy Required Devices, Hardware & Software  5. Load Pre- enrolment Data, if Applicable  8. Help Create Awareness  9. Ensure availability of certified Operators Supervisors.  Q  10. Ensure Site Readiness As Per Checklist | 7. Create Awareness  Q  11. Audit Site Readiness As Per Checklist  4. Share Pre-Enrolment Data  2. Decided No. of Stations for Each Centre  1. Identify Suitable Locations for Centre | 6. Share Awareness and Publicity Content |

***4.4 Setup Enrolment Centre Sub Process Description***

|  |  |  |  |
| --- | --- | --- | --- |
| **S. No** | **Step** | **Responsibility** | **Reference** |
| c | Start  To setup enrolment centers, activities that need to  be initiated are:  Step 1 Identify suitable locations for Enrolment  Step 4 Share Pre-Enrolment Data, if used  Step 6 Ensure Availability of Certified Operators, Supervisors  Step 7 Share Awareness and Publicity Content |  |  |
| 1. | Identify Suitable Locations for Centre Registrar identifies suitable locations where enrolment centers may be setup as follows:  Assess details of the area including the terrain, local weather conditions, law and order situation, logistics support etc.  The enrolment Centre selected must be secured and protected from the natural elements so that there is no damage or loss to the devices and data.  Co-ordinate with the local district administration right from the planning stage to the actual roll-out of the enrolment.  In order to cover the difficult-to-reach areas and villages where proper premises are not available, it may be necessary to have mobile enrolment centers. The list of difficult areas will be available with the State Government.  In case of mobile enrolment centres/stations, the decision on frequency/period of availability shall be decided by the Registrar based on density of population, geographical terrain etc. |  |  |
| 2. | Decide Number of Stations for Each Centre. The number of stations can be decided based on the target number of days for completion of enrolment in the particular area or the district and the expected number of enrollees in the area. It should be borne in mind that only 60-70 enrolments can be done by one station in a day.  Typically, the Enrolment Centre’s set up in an area / district should be able to complete the coverage in 20 – 25 days. This would help focus the efforts of the district/ area administration in the area and also ramp up the publicity in all the modes so as to bring the residents to the Enrolling Centre’s for the enrolment. | Registrar |  |
| 3. | Deploy Hardware, Software for Enrolment Ensure all hardware and software as mentioned in the 5.2.1 are deployed at the enrolment centre. Test the hardware / software for proper working. | Enrolment  Agency | 5.2.1  Checklist for  Setting up  Enrolment Centre |
| 4. | Share Pre-enrolment Data Available, if Used Where applicable, share the pre-enrolment data / beneficiary database with Enrolment Agencies for carrying out the enrolments. The details of the database need to be discussed and sent to UIDAI in advance in prescribed format and aligned to UIDAI requirements as per technology integration toolkit. | Registrar | 5.1.1  KYR  Standards for  Collecting  Demographic  Data |
| 5. | Load Pre-enrolment Residents Data on the Enrolment Station Laptop Load and test beneficiary database on enrolment centre laptops / desktops and ensure it is accessible / searchable. | Enrolment  Agency |  |
| 6. | Share Awareness and Publicity Content Share awareness and publicity content, as detailed in the external process, with the Registrar. Guide them in adapting the content / communication. | UIDAI |  |
| 7. | Create Awareness in Target Beneficiaries / Residents  Ensure right communication reaches the target resident groups with respect to timing and location for enrolment centres, benefits of enrolling etc. | Registrar |  |
| 8. | Help Create Awareness  Enrolment Agency needs to assist the Registrar in communication and generating resident awareness.  The role of the enrolment agency should be limited to publicizing the content provided by the UIDAI/ Registrars. The EA should not add to / modify /delete the content provided by Registrar/ UIDAI. | Enrolment  Agency |  |
| 9. | Ensure Availability of Certified Operators, Supervisors  Although training is not mandatory, certification is  mandatory for Operators. Ensure certified Operators and Supervisors are available at enrolment centres. The no. of certified Operators should be more than the no. of stations for job rotation and avoiding Operator fatigue. The supervisor is required to handle any situation that requires immediate attention and handle exceptions at the enrolment centre itself and inform  the Registrar subsequently.  Technical personnel for attending power /system / biometric instrument related maintenance problems should be available on call in a centrally located  place covering about six enrolment centres so that the downtime can be minimized. Proceed to Step 10. Ensure Site Readiness and Fill Checklist. |  |  |
| 10. | Ensure Site Readiness and Fill Checklist  Ensure the enrolment centre is setup as per 5.2.1  Checklist for Setting up Enrolment Centre.  Document exceptions, if any, and sign-off the  checklist. | Enrolment  Agency | 5.2.1  Checklist for  Setting up  Enrolment  Centre |
| 11. | Audit Site Readiness  Audit enrolment centre for readiness using 5.2.1 Checklist for Setting up Enrolment Centre. The  Registrars supervisor will also sign-off the checklist. | Registrar  (Supervisor) |  |
|  | End |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | ***4.5 Capture Demographic and Biometric Data and Ready for Transfer Sub Process Flow***   |  |  |  |  | | --- | --- | --- | --- | | Capture Demographic & Biometrics Data & Ready for Transfer Sub Process | | | | |  | **Enrolment Agency(Operator)** | **Resident** | **Registrar** | | Execution Ownership: Enrolment Centre | Start  Prefilled    3. Get Demographic Data Filled  2. Provide Paper Form  1. Data collection?  Paper Form  G    6. Search by Registrar’s Identifier, if prefilled data    8. Check Resident’s consent for UID enabled bank account  7. Enter Demographic Details in Enrolment Software  Q    No  10. Capture Required Details  11. Resident has RGI’s TIN?  yes  NoYes    13. Is Resident’s Age <5 years?  12. Capture Required Details      Yes    14. Enroll Based on Parent/ Guardian details  17. Show Data to Resident  No  15. Check and Record any Missing Eye/finger  20. Correct Data    Yes    16. Capture Biometrics Facial Image. Exception(If any). IRIS, Fingerprints.        22. Provide Own Fingerprint to Sign-Off the Data Capture  25. Take Consent and File it.    26. Take up for Transfer  24. Print Consent Letter and Acknowledgement Slip  23. Record and Get Supervisor to Sign- Off Exceptions | 21. Approve  9. Resident gives consent?  19. Correction Required?  18. Validate Data  4. Get Demographic Data verified | 5. Verification Sub-process | |  |  |

***4.6 Capture Demographic and Biometric Data and Ready for Transfer Sub Process***

***Description***

|  |  |  |  |
| --- | --- | --- | --- |
| **S. No** | **Step** | **Responsibility** | **Reference** |
|  | Start  This is the sub-process where actual resident enrolment begins. This process begins when a resident approaches an Enrolment Centre for enrolment. |  |  |
| 1. | Pre-Filled Data?  Initial collection of demographic data can happen via multiple channels. The data can be either extracted from a pre-filled database OR the data can be filled in a paper-based form when a resident approaches an enrolment centre. If pre-filled data is not available, proceed to Step 2.  Provide Paper Form  Else go to step no. 4. | Enrolment  Agency  (Operator) |  |
| 2. | Provide Paper Form  Enrolment forms (containing KYR fields) must be filled up at the enrolment centre along with Residents signature. A Registrar can choose to have the Enrolment form as a part of their enrolment form OR to have separate forms for capturing KYR and KYR+ fields. These paper-based forms are to be maintained at enrolment centres. | Enrolment  Agency  (Operator) | 5.2.2  Enrolment  Form |
| 3. | Get Demographic Data Filled Up  Guide resident in filling up and signing the form. If the Resident is unable to fill the form himself / herself, operator may take assistance from local support such as (but not limited to) Village Accountant, Field Inspector, Introducer, NGOs / CSOs etc. Refer standard 5.1.1 for details on capturing the KYR field. Refer guideline 5.1.2 for details on capturing resident demographic information. | Enrolment  Agency  (Operator) | 5.1.1. KYR  Standards for  Collecting  Demographic  Data  5.1.2.  Detailed  Guidelines for  Recording  Demographic  Data |
| 4. | Get demographic data verified.  Resident needs to get the demographic data provided by him/her verified. Resident need to carry Original documents and a photocopy of PoI, PoA, DoB for verification. | Resident |  |
| 5. | Refer Verification Sub Process Flow for details 2 Distinct methods of verification are discussed in this document   * Based on supporting documents * Based on introducer system | Registrar  (Supervisor) |  |
| 6. | Retrieve by Registrars Identifier, if prefilled data If the resident is already a part of the Registrar’s beneficiary database, retrieve resident’s demographic details using the Registrar’s Identifier. Some examples are (but not limited to)   * Ration card no (Food and Civil Supplies Department as Registrar) * Job card no (Rural Development Department as Registrar) * Policy no (LIC as Registrar) * TIN (RGI as Registrar) * EPIC no (Election Commission as Registrar) * PAN no (Income Tax Department as Registrar) | Enrolment  Agency  (Operator) |  |
| 7. | Enter Demographic Details in Enrolment Software. Enter the verified demographic details in the enrolment software. The software has built-in features to ensure completion of mandatory data fields. In case data has been retrieved using Registrars identifier, then check and correct/complete the demographic data. | Enrolment  Agency  (Operator) |  |
| 8. | Check Residents Consent to participate in FI?  Check with resident if he/she wants to participate in the scheme of financial inclusion (FI) by linking his current Bank A/C to his UID or by opening a new Bank A/C on the basis of his UID. | Enrolment  Agency  (Operator) |  |
| 9. | Resident gives consent  If the resident has consented with a “Yes” to participate in financial inclusion and linking/opening a bank A/C with his UID, proceed to step 10 to Capture Required Details. If resident does not give his/her consent, proceed to step 11 Resident has RGI‟s TIN? | Resident |  |
| 10. | Capture Required Details  If the resident has an existing bank A/C, the following details must be procured:  *Name, Bank, Bank Branch, A/C Number and IFSC Code*(to be filled in by the enrolment operator from the dropdown hell have access to, in case the resident is unaware of the same).  Irrespective of the registrar being a bank or nonbank, the above details have to be mandatorily filled in the enrolment form. Any additional information that a bank registrar would want to process may well be done after the above requirements are fulfilled.  If a resident has consented to participate in FI, and doesn’t have an existing bank A/C, then the enrolment station must procure from the resident his preferred bank in which he wants to open a UID enabled bank account from the list of banks available with the enrolment station, and fill in the BIN (Bank Identification Number) for the same. If the Registrar involved in enrolment is a bank, determine if the resident has an existing A/C in this Registrars bank. In such a case, an existing A/C in any other bank will mean the same as having „No bank account. If the registrar is a bank, then their own BIN must be entered. This is subject to the approval of the residents consent to open a new account with the registrar bank. If the resident denies doing so, proceed to check in step 11. |  |  |
| 11. | Resident has RGIs TIN?  The Operator should check with the resident if the RGI (census) officials have visited his / her household for the census survey.   * If yes, proceed to Step 12. Capture TIN in the Form * If no, proceed to next check in Step 13. Is Residents Age< 5yrs? | Enrolment  Agency |  |
| 12. | Capture TIN in the Form  The RGI official would have provided a TIN / schedule no. to the household / individual. Capture the same in the enrolment software. Operator can inform the resident that this will be used for sharing residents AADHAAR number with RGI. The resident may already have an AADHAAR prior to RGI process. | Enrolment  Agency  (Operator) |  |
| 13. | Is Residents Age< 5yrs?  Check if the residents age is less than 5 years. If yes, proceed to Step 14. Enroll based on Parent/Guardian Details If no, proceed to Step 15. Check and Record for any Eye/ Finger Missing | Enrolment  Agency  (Operator) |  |
| 14. | Enrol based on Parent/Guardian Details  In case of children below the age of 5 years one of the parent’s or guardian’s name shall be recorded and UID or Enrolment Number (either of the two numbers) shall be recorded. This is mandatory. If the child is being enrolled along with his father /mother / guardian, first enrol the parent / guardian and record the parent’s enrolment no. in the child’s form. If the father /mother / guardian of the child has either not enrolled or does not possess AADHAAR number at the time of enrolment, the enrolment of that child cannot be done unless the above requirements are fulfilled. | Enrolment  Agency  (Operator) |  |
| 15. | Check and Record for any Eye/ Finger Missing Check resident’s eyes and fingers for fitness (missing/amputated). If the resident has any deformities, these also have to be captured on the Demographic screen. Enter Details of “Missing Eye Indication” or “Missing Finger Indication” as appropriate. In such a case, the operator shall assist the resident in the fingerprint capture to avoid capture of the extra finger/s. | Enrolment  Agency  (Operator) |  |
| 16. | Capture Biometrics - Facial Image, IRIS and  Fingerprints  Guide the resident to occupy the chair in front of the enrolment station. The resident should be instructed to be seated properly with their back upright and their face towards the camera. The images of all the ten fingers are to be captured. The fingerprints must be captured in the sequence of slaps of four fingers of left hand, right hand followed by the two thumbs. The Operator can visually verify facial image quality. Apart from this in-built quality checks in the software indicate the quality of biometrics at each stage. If any biometric exceptions have been specified on the demographic screen, these should be captured as photographs on the Photograph screen. The software forces re-captures for a fixed number of times when quality is not OK. Afterwards the Operator may try capture again but will not be forced by the system. However, it should be borne in mind that the forced capture should not become harassment for the resident. If required, ask resident to clean hands on towel and/or help to apply little more pressure on hand while taking image again. Similarly, guide resident to get appropriate quality of iris and facial images.  Policies for biometric capture:   * Iris - above 5 yrs mandatory (also used for deduplication) * Fingerprint - above 5 yrs capture * Fingerprint - above 15, treated like adult * Face - all mandatory including infants * Below 5 yrs - guardian/parent mandatory, after that optional * Any biometric exception (any finger missing, any eye missing) - extra photo as well as supervisor Signature *AADHAAR Enrolment Client software automatically takes care of enforcing these policies. UIDAI may, from time to time, make modifications to these policies* | Enrolment  Agency  (Operator) | 5.1.4  Biometric  Data Capture  Standards  5.1.5  Detailed  Guidelines for  Collecting  Biometric  Data |
| 17. | Show Data to Resident  The Operator shows the data entered to the resident on a monitor facing the resident and if required, reads out the content to the enrolee, to ensure that all details captured are correct. | Enrolment  Agency  (Operator) |  |
| 18. | Validate data  The resident will ensure that all details entered in Demographic form are correct. | Resident |  |
| 19. | Correction Required?  In case any errors are pointed out to the Operator. go to step no.20, Correct Data. Else go to step no. 21, Approve. | Resident |  |
| 20. | Correct Data  The EA Operator then corrects the errors pointed out and again shows the data to the resident. | Enrolment  Agency  (Operator) |  |
| 21. | Approve  If no corrections are required, resident will approve  the data. | Resident |  |
| 22. | Provide Own Fingerprint to Sign-off the data capture  The Operator will then provide own Fingerprint to sign-off the data captured. CIDR will process for an operator that is enrolled and has been added to valid operator list by EA. | Enrolment  Agency  (Operator) |  |
| 23. | Record and Get Supervisor to Sign Off Exceptions The Supervisor may sign off any exceptions observed in Data Collection. | Enrolment  Agency  (Operator) | 5.1.6  Handling  Exceptions |
| 24. | Print Consent Letter and Acknowledgement  Print Acknowledgement slip and provide to resident. | Enrolment  Agency  (Operator) | 5.2.3  Acknowledgement Slip and  Consent  Letter(draft  format) |
| 25. | Take Consent and file it  Operator will take Residents consent (signature/thumb impression) and file this copy. | Enrolment  Agency  (Operator) |  |
| 26. | Take Backup for Transfer  Operator maintains backup of data captured. Also, Operator exports data to a memory stick and keeps it ready for transfer at a specified location. Refer 1st Mile Logistics Process for Data Transfer flow and Guidelines | Enrolment  Agency  (Operator) | External  Process  Refer 1st Mile  Logistics  Process for  Data Transfer  flow and  Guidelines |
|  | End |  |  |

***4.7 Verification Sub Process Flow***

|  |  |  |  |
| --- | --- | --- | --- |
| Verification Sub Process | | | |
| Execution Owner Registrar | Registrar | Enrollment Center  (Operator) | Introducer |
| 1. Type of Verification?  Document Based  2. Verify documents | 5. Paste bar coded stickers on Consent Letter, Pol & PoA  4. Store Documents – hard copy: online scan: Offline scan.  3. Data Capture  I Offline | Introducer Based  6. Endorse Resident by Giving Fingerprint |

***4.8 Verification Sub Process Description***

|  |  |  |  |
| --- | --- | --- | --- |
| **S. No** | **Step** | **Responsibility** | **Reference** |
|  | Start  It is essential that key demographic data is verified properly. |  |  |
| 1. | Type of Verification  2 Distinct methods of verification are discussed in this document   * Based on supporting documents * Based on introducer system | Registrar |  |
| 2. | Verify Documents  Registrar’s Supervisor verifying the documents should be a pre enrolled resident. He may be covered during the special drive for Introducers. For Verification based on Documents, the Registrars Supervisor present at the Enrolment Centre will verify the documents and sign/stamp the documents as a proof of Verification. If pre-enrolment data is used Registrars Supervisor will verify those documents (like Ration Card, NREGA job card etc.). In case Enrolment form is used for filling demographic data, then Supervisor will verify form details against PoI, PoA, DoB documents. Verify Name, Date of Birth, Address against PoI, DoB and PoA documents. Refer Guideline 5.1.3 for list of applicable documents. Verify Name and UID of Parent/Guardian in case of children. Registrars Supervisor will then sign and stamp the photocopy of documents verified. | Registrar  (Supervisor) | 5.1.3.  Documents  for Verifying  PoI, PoAand  DoB |
| 3. | Capture Demographic and Biometrics Data and Ready for Transfer Sub Process After verification by Registrar, the Operator will follow the process of capturing Demographic and Biometrics Data and keep it ready for transfer to CIDR.  Refer 4.5 Capture Demographic and Biometrics Data and Ready for Transfer Sub Process | Enrolment  Agency  (Operator) | 4.5 Capture  Demographic  and  Biometrics  Data and  Ready for  Transfer Sub  Process |
| 4. | Store Documents  These documents need to be maintained by the Registrar at least for 7 years from the date of capture or as specified by UIDAI from time to time. In case of any legal requirements, Registrar shall furnish necessary documents as required by UIDAI. The Registrar may store documents in either   * Hard copy or * Digitise documents by online scanning during the process of data capture or * Digitise documents offline and allot Document Identification Number(DIN) – barcode Registrar to prescribe suitable documentation management system for easy tracking and retrieval of documents. If Scanned offline, bar coding can be useful in tracking, as explained in step no.5. Else End. | Enrolment  Agency  (Operator) |  |
| 5. | Paste bar coded stickers on Consent Letter, PoI and PoA To save on online scanning cost and time, a Registrar may opt for offline scanning of documents. If this is the case, the Operator will paste pre-printed bar coded stickers on these documents. The bar code will be read and stored on the Resident file. When scanning of documents will take place at a later stage, then the bar code reader will read the bar code on any of these documents. PoI, PoA documents will then be scanned and attached to the data file of the Resident that is retrieved using bar code. | Enrolment  Agency  (Operator) |  |
| 6. | Endorse Resident by giving fingerprint The Introducer will go through all the details to ensure that he endorses correctly. The Introducer ensures that all the residents that he is about to endorse are known and given particulars are correct. The concept of inclusiveness should not take away the credibility of the Introducer system. Any false verification by Introducer shall make him liable for legal action. The Introducer can endorse a resident and vouch for the validity of Resident’s information by giving his/her thumbprint in the enrolment software's “Review” tab. In addition he/she should sign the Enrolment form endorsing the resident. Introducer will validate by giving fingerprint. | Introducer |  |
|  | End |  |  |

**5. Appendix**

***5.1 Standards and Guidelines***

**5.1.1 KYR Standards for Collecting Demographic Data**

|  |  |  |  |
| --- | --- | --- | --- |
| **Information** | **Fields** | **Verification**  **Required** | **Verification Procedure**  Personal |
| Personal  Details | Name | Yes | * Any of the POI documents * Introducer for people who have no documents |
| Date of Birth ## | No | --- |
| Gender | No | --- |
| Address Details | Residential Address(For UID letter delivery and other communications) | Yes | * Any of the POI documents * Introducer for people who have no documents * Address will be physically verified during UID letter delivery. But Resident’s physical presence not required during letter delivery |
| Parent/ Guardian  Details | Fathers/  Husbands/  Guardians Name\* | Conditional | * No Verification of Father/ Husband/ Guardian in the case of adults * No Verification of Mother/Wife/Guardian in the case of adults |
| Fathers/  Husbands/  Guardians UID\* | Conditional |
| Mothers/ Wifes/  Guardians Name\* | Conditional |
| Mothers/ Wifes/  Guardians UID\* | Conditional |
| Introducer  Details | Introducer Name\*\* | Yes | * Introducer’s Name, UID on the form * Introducer’s thumbprint endorsing the resident in the Review tab of the enrolment software. In case Introducer is not present at the time of enrolment, he/she can review the list later and endorse. |
| Introducers UID\*\* |  |
| Contact Details | Mobile Number | No | --- |
|  | Email Address | No | --- |
| ## A flag is maintained to indicate if Date of Birth (DoB) is verified, declared, or  approximate. In case exact DoB is not known, resident should indicate the age only.  Enrolment software has the provision to capture age & calculate the year of birth. | | | |
| \* For infants, Father/ Mother/ Guardians name (at least one) and UID is mandatory.  \* For children under a particular age, biometric de-duplication will not be done. Hence  their UID will be flagged as such until they are biometrically de-duplicated at a later age.  Their UID will be linked to at least one of the parents UID.  \* In the case the adult is not in a position or does not want to disclose, name of either  Father/ Husband/ Guardian or Mother/ Wife/ Guardian, select the flag in the enrolment  software to indicate that resident has not given the relationship details. | | | |
| \*\* For residents with no document proof, an “Introducer” should certify his/ her identity. | | | |

**5.1.2 Detailed Guidelines for Recording Demographic Data**

**i. Name**

1. The Enrolment Agency should verify the proof of identity documents produced by the individual before recording the name.

2. The name of the person in fullshould be entered in the boxes provided for this purpose. Leave single box between two separate words.

3. It is very important to write the person’s name very carefully and correctly. For example, the respondent may tell that his name is V. Vijayan whereas his full name may be Venkatraman Vijayan and similarly R. K. Srivastavas full name may actually be Ramesh Kumar Srivastava. Similarly, a female enrollee may tell her name as K. S. K. Durga while her full name may be Kalluri Surya Kanaka Durga.

4. Ascertain from her/him the expansion of her/his initials and check the same in the documentary evidence produced before recording the name in full.

5. In case of difference in the name declared and the one in document (PoI), the name as declared by the resident may be recorded by the Enrolment Agency provided the difference is only in spelling.

6. If two documentary proofs produced by the enrollee have variation in the same name (i.e., with initials and full name), the enrollees preferred name should be recorded.

7. Sometimes the infants and children may not have been named yet. Please try to ascertain the intended name for the child by explaining to the enrollee the importance of capturing the name of the individual for allotting UID.

8. In case of non availability of supporting documents for PoI, the name should be recorded with the assistance of the Introducer.

**ii. Date of Birth (DoB)**

1. Write date of birth of Enrolment Agency, indicating day, month and year in the relevant boxes provided. Record the day (2 digits), month (2 digits) and year (4 digits).

2. In the Date of Birth Field, depending on the clarity / proof provided by the resident, following should be captured:

* “V" – When the DoB can be verified from a documentary evidence
* “D” – When resident declares the DoB without any documentary evidence
* “A” – When the resident is unable to give exact DoB and the approximate age has been given

**iii. Gender:**

1. Gender has to be recorded by the Enrolment Agency as declared by the enrollee in the box provided by recording Male, Female or Transgender „M‟ or „F‟ or „T‟ respectively.

**iv. Residential Address:**

1. Record the residential address in the boxes provided.

2. The address should be recorded as available in the documentary evidence produced by the enrollee. Leave space between two words. Please ensure that the particulars are filled up correctly.

3. In line 1 of the address capture “care of” persons name if any. (Usually this has to be captured for children and old age people living with parents and children respectively). If not available, leave the Address line 1 blank.

4. Generally in rural areas, Building number, House number etc. are not available. If not available leave the address line 2 blank.

5. Write the Street Name, if any, in Address line 3, otherwise leave it blank.

6. Write major/minor landmark if any in address line 4 otherwise leave it blank.

7. Write name of Mohalla/Locality/Post Office in address line 5, otherwise leave it blank.

8. Name of the village/town/city is to be written in address line 6.

9. Write the name of District and State in address line 6 and 7.

10. Ascertain the Postal Index Number Code(PIN code) and record in the boxes.

**v. Parent/ Spouse /Guardian Information (Conditional)**

1. Filling the father / husband / guardian or Mother / Wife / Guardian field is mandatory for all. If they are enrolled their UID should be recorded.

2. In case the adult is not in a position or does not want to disclose, xxx should be recorded in the field.

3. In case of children below the age of 5 years one of the parents or guardians name is recorded and UID or Enrolment Number is recorded. It is mandatory.

4. If the childs father /mother / guardian has / have not enrolled and / or do / does not possess an UID at the time of enrolment, the enrolment of that child cannot be done unless the above requirements are fulfilled.

**vi. Relationship type (Conditional):**

1. This field is mandatory if the information in the above field is available, otherwise leave this field as blank.

2. Here the relationship type of the above field to be recorded as “F” for Father, “M” for Mother, “H” for Husband, “W” for Wife and “G” for Guardian.

**vii. Introducers Name (Conditional):**

1. Name of the Introducer has to be recorded in this field in case where enrollee is not able to produce any documentary evidence as PoI and PoA.

2. When the enrollee depends on Introducer for proof of verification, the UID of the Introducer is mandatory.

**viii. Mobile Number (optional):**

1. If the enrollee possesses and is willing to provide his/her mobile/landline number, this optional field can be filled in.

**ix. Email address (optional):**

1. If the enrollee possesses and is willing to provide his/her e-mail ID, this optional field can be filled in.

5.1.3 Documents for Verifying PoI, PoA and DoB

This would be as per the GR issued by the State Government earlier on this subject.

To Discuss

**5.1.4 Biometric Data Capture Standards**

The biometrics are to be collected by the Enrolling Agency based on the standards laid down by the UIDAI. The recommended standards for the capture of facial image, finger prints and the iris are as follows:

**i. Face Image Capture**

|  |  |
| --- | --- |
| **Key Decisions** | **Summary of Decisions** |
| **Enrolment** | |
| Image capture | Full frontal, 24 bit colour |
| Digital / Photographic  requirements | Per ISO 19794-5 Section 7.3, 7.4, 8.3 and 8.4 with Section 8.3 of Technical Corrigendum 2. Inter-eye distance – minimum 120 pixels. |
| Pose | Per ISO 19794-5 Section 7.2.2 |
| Expression | Neutral expression. Specified as best practices. |
| Illumination | Per ISO 19794-5 Section 7.2.7 |
| Eye Glasses | Per ISO 19794-5 Section 7.2.11 |
| Accessories | Permissible for medical and ethical reasons only. |
| Multiple samples of face | Yes. Recommended for automatic face recognition. |
| Operational | Per ISO 19794-5 Section 7.2.4 – 7.2.10 |
| Assistance | Yes. Specified as best practices. |
| Segmentation and feature  extraction | Recommended for automatic face recognition |
| Quality check | Yes. Specified as best practice. |
| Storage and compression | Uncompressed image strongly recommended. For legacy reasons, lossless JPEG 2000 colour accepted. |
| **Authentication** | |
| Image capture | Same as enrolment |
| Compression | JPEG 2000 colour compression recommended. Compression ratio to be less than 10:1 |
| Number of Images | One full frontal image |

**ii. Finger Print Capture**

|  |  |
| --- | --- |
| **Key Decisions** | **Summary of Decisions** |
| **Enrolment** | |
| **Image capture** | |
| Plain or rolled | Plain, live scan |
| Number of fingers | Ten |
| Device characteristics | Setting level 31 or above, EFTS/F certified |
| Quality check | Yes – Specified as best practice. Avoid NFIQ quality 4 and 5 level fingerprints. |
| **Operational** | |
| Assistance | Yes – Specified as best practice |
| Corrective measure | Yes – Specified as best practice |
| Storage and transmission  Compression | Uncompressed image strongly recommended. For legacy reasons, JPEG 2000 or WSQ compression accepted. |
| Storage format | Per ISO Section 8.3 No deviation necessary |
| Minutiae format | Per ISO Section 8.3. No deviation necessary |
| Multi-finger fusion algorithm | Recommended. Application dependent. |
| **Authentication** | |
| **Image capture** | |
| Number of fingers | No minimum, no maximum. Application  dependent. Recommended as best practice |
| Any finger option | Yes. Recommended as best practice |
| Retry | Maximum 5. Recommended as best practice. |
| Device characteristics | Setting level 28 or above |
| Transmission format | Per ISO. No tailoring necessary |
| Compression | JPEG 2000 compression recommended. Compression ratio to be less than 15:1 |
| Minutiae format | Per ISO 19794-2. No tailoring necessary |

**iii. Iris Capture**

|  |  |
| --- | --- |
| **Key Decisions** | **Summary of Decisions** |
| **Enrolment** | |
| Image | Two eyes, > 140 pixel image diameter (170 pixel preferred), image margin 50% left and right, 25% top and bottom of iris diameter |
| Device Characteristics | Tethered, autofocus, continuous image capture, exposure < 33 mille-second, distance >300 mm for operator control, > 100mm Enrole control |
| Operational | Operator controlled strongly preferred. No direct natural or artificial light reflection in the eye, capture  location: indoor. |
| Segmentation | Non-linear segmentation algorithm |
| Quality Assessment | Per IREX II recommendations |
| Compression and Storage | ISO 19794-6 (2010) data format standard as tailored in Section 11 JPEG 2000 or PNG lossless compression, KIND\_VGA of Table A.1 of ISO 19794-6 (2010) |
| Authentication | Same as enrolment except One and / or two eyes JPEG 2000 |

**5.1.5 Detailed Guidelines for Collecting Biometric Data**

i. **Fingerprint Capture**

a. **Left Hand Fingerprints:** The Enrolee should be requested to place all four fingers of the left

hand to platen of the fingerprint scanner for the four finger capture to ensure good contact

and maximize the area of the captured fingerprints.



b. If automaticcapture does not happen, the operator should force the capture through option available in the enrolment software. The capture software will allow forced capture only after at least one attempted automatic capture for that Enrolee.

c. The operator should visually check the image for quality and for typical problems. In case there are problems go back to steps above to retry the capture.

d. If capture is still not possible, move on to the next step to capture the fingerprints of the right hand.

e. **Right Hand Fingerprints:** The Enrolee should be requested to place all four fingers of the

Right Handto platen of the fingerprint scanner for the four-finger capture to ensure good

contact and maximize the area of the captured fingerprints.



f. If automaticcapture does not happen, the operator should force the capture through option available in the enrolment software. The capture software will allow forced capture only after at least one attempted automatic capture for that Enrolee.

g. Visually check the image for quality and for typical problems. In case there are problems go back to steps above to retry the capture.

h. If capture is still not possible, move on to the next step to capture the fingerprints of the two thumbs.

**i. Two Thumbs:** The Enrolee should be requested to place Two Thumbsto platen of the fingerprint scanner for the capture to ensure good contact and maximize the area of the captured fingerprints.

****

j. If **automatic** capture does not happen, the operator should force the capture through option available in the enrolment software. The capture software will allow forced capture only after at least one attempted automatic capture for that Enrolee.

k. Visually check the image for quality and for typical problems. In case there are problems go back to steps above to retry the capture.



ii. **Facial Image Capture**

a. **Enrolee Position:** For capturing facial image, it is advisable for the operator to adjust the camera instead of the Enrolee to position herself/himself at the right distance or in the right posture.

b. **Focus:** The capture device should use auto focus and auto-capture functions. The output image should not suffer from motion blur, over or under exposure, unnatural coloured lighting, and radial distortion. Interlaced video frames are not allowed.

c. **Expression:** Expression strongly affects the performance of automatic face recognition and also affects accurate visual inspection by humans. It is strongly recommended that the face should be captured with neutral (non-smiling) expression, teeth closed and both eyes open.



d. **Illumination:** Poor illumination has a high impact on the performance of face recognition. It is difficult for human operators to analyze and recognize face images with poor illumination. Proper and equally distributed lighting mechanism should be used such that there are no shadows over the face, no shadows in eye sockets, and no hot spots.

e. **Eye Glasses:** If the person normally wears glasses, it is recommended that the photograph be taken with glasses. However, the glasses should be clear and transparent so that pupils and iris are visible. If the glasses are with tint, then direct and background lighting sources should be tuned accordingly.

f. **Accessories**: Use of accessories that cover any region of the face is not permitted.

g. However, accessories like eye patches are allowed due to medical reasons.

h. Further, accessories like turban are also allowed as religious practices.

i. Operators need to be trained to obtain the best possible face images that satisfy requirements.

iii. **Iris Capture :**

a. Iris pattern of each eye is not correlated, and gives two independent biometric feature sets. It assures correct assignment of left and right eyes and allows for more accurate estimation of roll angle.



b. In order to obtain good quality template, the iris image diameter should be a minimum of 170 native pixels.

c. In order to retain sufficient image surrounding the iris for the purpose of identifying the left or right eye as well as for a more accurate iris segmentation, the margins around the iris portion of the image need to be at least 50% of the iris diameter on the left and right sides of the image, and a least 25% of the iris diameter on the top and bottom of the image.

d. The capture device should be more than 300 mm away from the Enrolee to be considered non-intrusive.

e. The capture device should use auto focus and auto-capture functions.

f. In special circumstances where the Enrolee has to position herself or himself, the capture device should be more than 100mm away but the device should use a visor or other mechanical alignment aid to enable the Enrolee to position themselves.

g. In order to provide an acceptable level of usability and ease of alignment, the camera must allow for some variability in the position of the iris centre relative to the camera. This variability is defined by position tolerances in the horizontal, vertical, and axial dimensions that together define a volume (the “capture volume”) within which the centre of the iris must be located in order to enable image capture.

h. For two eye capture devices, the capture volume dimensions for devices without mechanical alignment aids are 19 mm wide, 14 mm high, and 20 mm deep, and for devices with such aids, 19 mm wide, 14 mm high, and 12 mm deep.

i. The iris image capture device must be capable of capturing light in the range of 700 to 900 nanometres. The cameras near infrared illuminator(s) must have a controlled spectral content, such that the overall spectral imaging sensitivity, including the sensor characteristics, transfers at least 35% of the power per any 100 nm-wide sub-band of the 700 to 900 nm range.

j. The iris image capture sensor shall use progressive scanning.

k. Illumination shall be compliant with illumination standard IEC 825-1 and safety specification ISO 60825-1.

l. In order to achieve acceptable recognition accuracy, the iris acquisition sensor must achieve a signal-to-noise ration of at least 36dB.

m. Within the frequency range of interest, 700 to 900 nm, the iris sensor shall generate images with at least 8 bits per pixel.

n. The operator and not the Enrolee will handle the capture device.

o. The Enrolee will be required to sit (or stand) in a fixed position, like taking a portrait photograph.

p. The iris capture device or the connected computer would be able to measure the iris image quality. An initial image quality assessment would be done to provide feedback to the operator during the capture process. The device alerts the operator if the captured iris image is of insufficient quality.

q. The iris capture process is sensitive to ambient light. No direct or artificial light should directly reflect off Enrolees eyes.

**5.1.6 Handling of Exceptions**

There would be instances where the enrole would not be in a position to give complete set of biometrics as required by the UIDAI owing to reasons such as injury, amputation of the fingers / hands and similar problems with the eyes. The following sets of guidelines are to be borne in mind while handling such exceptions.

**i. Exceptions in capturing Facial Image capture**

|  |  |  |
| --- | --- | --- |
| **S. No** | **Problem** | **Suggestions** |
| a. | Unable to capture image due to poor light: | a. No flash is to be used.  b. Contact the local state government authorities to improve the ambient light.  c. If there is inadequate lighting because of low voltage, use the generator backup to improve the lighting.  d. Consider moving the enrollment station to a location in the room with better light.  e. The non-capture could be because of bright light behind the backdrop. The backdrop should be preferably placed against an opaque wall/partition. |
| b. | Unable to crop image because of  turban / head scarf: | a. If it is strict religious attire, choose the manual capture option.  b. If the headgear can be removed this may be requested politely by the operator.  c. In the case of lady enrollees, it would be advisable for a lady operator, or volunteer to undertake this process. |
| c. | Enrollee unable to keep head / torso  still and vertical: | Assistance may be provided to the enrollee. In case of lady enrollees, assistance is to be provided by the lady operators or volunteers. |

**ii. Exceptions in handling Fingerprint Image capture**

|  |  |  |
| --- | --- | --- |
| **S. No** | **Problem** | **Suggestions** |
| a. | Missing / amputated / bandaged  fingers | i. The same is noted in the data as provided in the software  ii. The fingerprints of remaining fingers are captured by the operator |
| b. | Unable to crop image because  of turban / head scarf | i. If it is strict religious attire, choose the manual capture option.  ii. If the headgear can be removed this may be requested politely by the operator.  iii. In the case of lady enrollees, it would be advisable for a lady operator, or volunteer to undertake this process. |
| c. | Fingerprint captured is not of the requisite quality | i. If standard image of the finger prints are not possible for an enrollee despite repeated attempts, the operator should politely ask the enrollee to wash his hands. The operator can provide a wet sponge or towel available in  the centre.  ii. The operator can request the enrolled to apply pressure on the platen to increase the area of contact and thereby obtain image of the requisite quality.  iii. For applying pressure he would firstly rely on efforts of the enrollee. If not successful, the operator can take the permission of the enrollee and assist her/him in applying the pressure to capture the image.  iv. It has to be ensured that assistance to women enrollees has to be provided by women operators / volunteers.  v. The operator would make a reasonable number of attempts to capture the biometrics of the resident. The number of attempts that can be made is built into the software |
| d. | Inability to flatten the fingers | i. The operator with due permission from the enrollee may assist the enrollee in order to attempt capture of the fingerprints.  ii. In case this is not successful, the operator may try to obtain fingerprints to the extent that the enrollee is able to flatten and place her / his fingers on the platen.  iii. The enrollee can then be made to move to the next set of fingerprints of the other hand or the two thumbs. |
| e. | Worn out ridges or hands blackened through mehendi or any other substance | a. Attempt a manual capture  b. Proceed to capture fingerprints of fingers which are not blackened or without worn out ridges. |

**iii. Exceptions in handling Iris Image capture**

If capturing Iris image is not possible due to non-existence of one or both eyes or bandage across one or both eyes / any other deformity or disease the same has to be recorded in the system.

|  |  |  |
| --- | --- | --- |
| **S. No** | **Problem** | **Suggestions** |
| a. | Squint / disoriented eye | a. If the capture of both eyes at a time is not possible, the single eye iris scan device may be used.  b. In case the single eye iris device is not available, the operator can make use of the dual eye device to capture one of the irises correctly |
| b. | Inability to open the eyes properly | a. Guide the enrollee to open the eyes wide to enable the capture  b. Manually assist the enrollee to open the eyes with the help of his own hands so that the iris can be scanned. |

**iv. General exceptions**

The enrolee may not be in a position to keep herself / himself in correct posture for reaching

biometric instruments or for photograph due to old age or sickness. In such cases the operator

should arrange to take the biometric data by moving the equipment close to the enrolee.

***5.2 Formats, Templates and Checklists***

Checklist for Setting up Enrolment Centre

|  |  |
| --- | --- |
|  | **Mandatory Requirements** |
| **A** | **Enrolment Station** |
| A.1 | Laptop available |
| 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 | Iris capturing device available(record Make & Model) |
| A.5 | Fingerprint capturing device available(record Make & Model) |
| A.6 | Digital Camera(record Make & Model) |
| A.7 | White back ground screen available for taking photographs |
| A.8 | Extra monitor for residents to verify their data (15-16" with a resolution above 1024x768) |
| A.9 | All devices as per UIDAI standards |
| A.10 | Working of all equipment at every station tested |
| A.11 | Data backup device (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 | GPS Receiver (USB/built in) |
| A.15 | Anti Virus / Anti Spyware checks |
| A.16 | Data Card /Internet connectivity for Enrolment Client to be online every 24-48 hrs |
| A.17 | All Operators and Supervisors enrolled into AADHAAR and registered with CIDR |
| A.18 | The pre-enrolment data from the Registars, if used, is available for import on laptops |
| A.19 | If Registrar has additional fields to be captured , then the KYR+ software for capturing the KYR+ fields is configured and tested |
| A.20 | Additional hardware’s as elaborated at section – for SID enrollment & issuance. |
|  | **Mandatory Requirements** |
| **B** | **Enrolment Centre** |
| B.1 | Backup power supply (generator) of 2 KVA capacity for every five enrolment stations kept in a centre |
| B.2 | Fuel to run the generators |
| B.3 | Printed enrolment forms for filling data available in sufficient numbers |
| B.4 | Preprinted Bubble Envelopes size 10 , for pen drive transfer to CIDR via India Post (2 Envelopes/day/centre. Enrolment Centre should maintain a stock of 20 days) |
| B.5 | Adequate lighting, fans & power points for plugging various biometric devices Available |
| B.6 | Local authorities informed of enrolment schedule |
| B.7 | Introducers informed of enrolment schedule |
| B.8 | Banner for the Enrolment Centre placed at entrance |
| B.9 | Posters depicting enrolment process in English & the local language present in visible places |
| B.10 | Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrolment centre |
| B.11 | The User Manual of the software available for ready reference & operators aware of the same |
| B.12 | Sponge for wetting and hand-cleaning cloth available |
|  | **Desired** |
| **C** | **Other Logistics** |
| 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 and moisturizer |
| 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 enrolee while capturing biometric information |
| C.8 | At least one station is suitable for physically challenged, pregnant women, women with infants and elderly enrolees. 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 enrol “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 enrolees from carrying bags / suitcases or any other material into the enrolment centres |
| 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 | Scanner (Optional as per Registrar's mandate) |
| C.19 | Bar Coded Stickers (Optional as per Registrar's mandate) |
| C.20 | Bar Code Reader (Optional as per Registrar's mandate) |
|  | **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 |
| 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 |

The formats for Enrolment Form, Acknowledgement slip and Consent Slip shall be prescribed by the Registrar/UIDAI.

***References***

Enrolment Manual

Enrolment Software Manual

Demographic Data Standards and Verification Procedure (DDSVP) Committee Report

**5.3 Enclosure - I Specification and Formats for capture of KYR+ Information and other related works for the issuance of SID.**

The format for the collection of KYR + data for SID is given below as a reference.

The applications for SID shall be submitted by the seafarers online with required scanned documents. The profoma contains demographic data which have been already produced by the seafarer to obtain his UID. Therefore, the demographic data in excess of the above data already submitted to UID have to be now collected for SID. The details of guidelines for the verification of demographic data to be collected are given in the tabulation.

Apart from collection of KYR+ details, the additional requirement for SID involves development of software for such a collection of additional data, software development for encrypting required data including biometric details from UID, supply of hardware, management of hardware and rendering assistance in the issuance of SID. Hence, the elaborate details of these requirements under KYR+ is given as scope of work for SID in Section 6.

**GOVERNMENT OF INDIA**

**MINISTRY OF SHIPPING**

**APLLICATION FORM FOR SEAFARERS IDENTITY DOCUMENT (SID)**

**READ INSTRUCTIONS CAREFULLY BEFORE FILLING UP THE APPLICATION FORM**

**BANK CHALLAN DETAILS**

|  |
| --- |
| **TO BE FILLED BY THE APPLICANT**  BANK CHALLAN NO: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** Dated : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Amount: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Bank/  Branch: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Category I Category II Category III

|  |
| --- |
| 1. CDC No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of Issue: \_\_\_\_\_\_\_\_\_\_\_\_\_ Expiry Date: \_\_\_\_\_\_\_\_\_\_\_\_  2. Rank in which CDC was issued: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  3. INDOS No:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of Issue: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Category II

|  |
| --- |
| 4. Details of Sea Service Experience   1. From \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2. Name of the Ship \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ IMO No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 3. Details of Employer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   (with Address, Tel/Fax No)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Category III

|  |
| --- |
| 5. Details of proficiency/ Qualification Certificate in the Professional  Category:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  6. Details of Experience:   1. Certificate No.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2. Name of Employer(with address/ telephone/e-mail   address):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  7. Details of letter of engagement/ / from ship owner/ employer for engagement contract  on board ship\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  8. |

9. Name of the Candidate:

|  |
| --- |
|  |

(As entered in CDC for category I & II and in Passport for category III)

10. Father’s Name:

|  |
| --- |
|  |

D D M M Y Y

11. Sex 12. Date of Birth

13. Nationality: 14. Place of Birth:

15. Passport:

a. Place of Issue:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of Issue: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Expiry Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Others

Engine

Deck

16.

17. Permanent Address:

House No. Street: Village/Post Office

Tehsil: District: State:

PIN Code: Phone No.

with STD Code:

18. Nearest Police Station:

19. Present Address:

House No. Street: Village/Post Office

Tehsil:

District: State:

PIN Code: Phone No.

with STD Code:

20. Nearest Police Station:

21. Email Address:

Mobile Number :

22. Physical Features:

Height: cms Color of Hair: Color of Eyes:

Identification Marks:

23. Attachments: (Self attested copies)

Passport CDC Certificate INDOS No.

Proof of Date of Birth Matriculation Certificates

24. Have you ever applied for SID before Yes No

If it is Yes in Clause No. 20 Provide Details (mentioning reason with File Number)

Signature: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DECLARATION

1. I hereby declare that all the statements made in this application are true and complete to the best of my knowledge and belief and nothing has been concealed/ distorted.

2. I also affirm and declare that I have not previously been issued with a Seafarer's Identification of Document (SID) and I have not submitted an application for SID to any other Shipping Master in India.

3. I am aware that, if at any time, I am found to have concealed/distorted any material information and the Shipping Master has reasons to believe that I have obtained the SID by presenting false or erroneous information, my SID will be cancelled/suspended forth with as per the provisions contained in Rule 10 of the Merchant Shipping (Seafarer's Identification of Document) Rules, 2001, as amended.

Place: ………………………… Signature of the Applicant…………………………………

Date: …………………………. Name of the Applicant ……………………………………..

SPECIMEN SIGNATURES OF THE APPLICANT

(Signatures are to be confined to each of the boxes)

|  |  |  |
| --- | --- | --- |
| 1 | 2 | 3 |
|  |  |  |

List of Enclosures:-

1.

2.

3.

4.

5.

6.

7.

8.

9.

Strike out whichever is not applicable.

The applications for SID shall be submitted by the seafarers online with required scanned documents. The profoma of the application is enclosed. The profoma contains demographic data which have been already produced by the seafarer to obtain his UID. Therefore, the demographic data in access of the above already submitted to UID have to be now collected for SID.

|  |  |  |  |
| --- | --- | --- | --- |
| **Information** | **Fields** | **Verification**  **Required** | **Verification Procedure**  Personal |
| Payment Details | Bank Challan No. or e-payment details. | Yes | -------- |
| Dated |
| Amount |
| Bank/ Branch |
| Continuous Discharge Certificate-cum-Seafarers Identity Document. | CDC No. | Yes | To be verified with CDC data base |
| Date of Issue |
| Date of Expiry |
| Issuing Authority |
| Rank |
| INDOS | INDOS No. | Yes | To be verified with INDOS data base |
| Date of Issue |
| Personal  Details | Name | Yes | To be verified with the original CDC/ Passport |
| Date of Birth ## |
| Place of Birth |
| Sex |
| Nationality |
| Mobile Number | No | ------ |
| Email Address |
| Passport | Passport No. | Yes | To be verified with the original Passport |
| Place of Issue |
| Date of Issue |
| Date of Expiry |
|  |
|  |
| Address Details | Present Address | Yes | To be verified with the original CDC/Passport |
| Permanent Address |
| Nearest Police Station:- | **\_\_\_\_** | To be taken from Aadhar Details |
| Parent/ Guardian  Details | Fathers/  Name | \_\_\_\_\_ | To be taken from Aadhar Details |
| Physical Features | Height | Yes | To be verified with the original CDC/ Passport |
| Color of Hair |
| Color of Eyes |
| Identification Marks |
| Details of Sea Experience | From | Yes | To be verified from original certificates |
| 2 |
| Name of Ship |
| IMO No. |
| Employer |
| Details of Experience(Professional Category) | Professional Qualification Certificate Details | Yes | To be verified from original certificates |
| Experience | Certificate No. | Yes | To be verified from original certificates |
| Date |
| Name of Employer |

**5.4. Enclosure -II Population and Schedule Details**

**A.** The tables below give details about the Population of the various districts

|  |  |  |
| --- | --- | --- |
| **Division** | **District** | **Total Population as per Census 2011** |
| Mumbai | Resident Enrollment | As per Census |
|  | Seafarers Enrollment | Approximately 100000 |
|  |  |  |
| Chennai | Resident Enrollment | As per Census |
|  | Seafarers Enrollment | Approximately 30000 |
|  |  |  |
| Kolkata | Resident Enrollment | As per Census |
|  | Seafarers Enrollment | Approximately 20000 |

**B. The details regarding the various schedules are given below:**

|  |  |  |
| --- | --- | --- |
| **Schedule** | **Name** | **Type** |
| Schedule 1 | Part I: UID Enrollment  Part II: Collection of Additional Data for SID enrollment & other related works for issuance of SID | Mumbai |
| Schedule 2 | Part I: UID Enrollment  Part II: Collection of Additional Data for SID enrollment & other related works for issuance of SID | Chennai |
| Schedule 3 | Part I : UID Enrollment  Part II: Collection Additional Data for SID enrollment & other related works for issuance of SID | Kolkata |

**C. Indicative Training Design Structure as per UIDAI guidelines**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Module Name & Course Duration** | **Master Trainer** | **Enrolment**  **Operator** | **Supervisor** | **Technical**  **Support** | **Registrar**  **Representative** |
| UIDAI Overview | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 |
| Introduction of 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 | ----- | 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 | ------ | 1.5 |  |
| Setting up an Enrolment Center | 0.5 | ----- | 1.0 | 1.5 |  |
| Enrolment Centre Management | 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 | ----- |
| Training Delivery Techniques | 1.5 | ----- | ----- | ----- |  |
| Total | 8 | 8 | 8 | 8 | 2 |

**5.5. Enclosure – III Guidelines for deciding on Turnover and Net Worth Criteria**

**Guidance for deciding the Technical Capability – LEVEL**

|  |  |  |
| --- | --- | --- |
| **Sl. No** | **Type of Expertise Desired** | **Technical Capability Required in LEVEL** |
| 1 | In case the Registrar wants to employ a company with prior experience in Biometric Enrolments | T2 |
| 2 | In case the Registrar wants to employ a company with not much experience in Biometric Enrolments | T1 |

**Guidance for deciding the Financial Capacity – TIER**

|  |  |  |
| --- | --- | --- |
| **Sl. No** | **Target Population for any specified**  **Geographical region (as per each Schedule)** | **Financial Capacity**  **Required in TIER** |
| 1 | Less than 15 Lakhs | F1 |
| 2 | Between 15 Lakhs and 35 Lakhs | F2 |
| 3 | Between 35 Lakhs and 125 Lakhs | F3 |
| 4 | Between 125 Lakhs and 500 Lakhs | F4 |

5.6 Enclosure – IV: STANDARD CONTRACT

**5.6.1 Contract Form**

THIS AGREEMENT is made on this\_\_\_\_\_\_\_\_ (eg. 3rd) day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(eg. February),\_\_\_\_\_(eg. 2010), between \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_of

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (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,

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 Suppliers 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.,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (eg.

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.:

1. The General Conditions of Contract;
2. The Special Conditions of Contract;

c) 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

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]*

[***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]*

**5.6.2 General Conditions of Contract**

**1. GENERAL PROVISIONS**

|  |  |
| --- | --- |
| **1.1 Definitions** | Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:  (a) “Applicable Law” means the laws and any other instruments having the force of law in India.  (b) “Purchaser” means the entity purchasing the services under this Contract  (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” means 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 Agreement  (k) “Member” means any of the entities that make up the joint venture/consortium/association, and “Members” means all these entities.  (l) “Party” means the Purchaser or the Supplier, as the case may be, and “Parties” means both of them.  (m) “Personnel” means persons hired by the Bidder and assigned to the performance of the Services or any part thereof.  (n) “SC” means the Special Conditions of Contract by which the GC may be amended or supplemented.  (o) “Services” means the work to be performed by the Supplier pursuant to this Contract, as described in Appendix A hereto.  (p) “Bidder” means the entity bidding for the services under the Contract.  (q) “Resident” means normal resident of India  (r) “UIDAI” means Unique Identification Authority of India  (s) “In writing” means communicated in written form with proof of receipt. |
| **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. |
| **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 such indirect taxes, duties, fees, and other impositions levied under the Applicable Laws of India |
| **1.9 Fraud and Corruption** |  |
| **1.9.1 Definitions** | It is the Purchasers 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:  (a) defines, for the purpose of this provision, the terms set forth below as follows:  (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; |
| **1.9.2 Measures to be taken by the Purchaser** | (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;  (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 |
| **1.9.3 Commissions and Fees** | c) Purchaser will require 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. |
| **1.10 Interpretation** | In this Contract unless a contrary intention is evident:  (a) the clause headings are for convenient reference only and do not form part of this Contract;  (b) unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;  (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;  (d) a word in the singular includes the plural and a word in the  plural includes the singular;  (e) a word importing a gender includes any other gender;  (f) a reference to a person includes a partnership and a body  corporate;  (g) a reference to legislation includes legislation repealing, replacing or amending that legislation;  (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;  (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 |

**2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF**

|  |  |
| --- | --- |
| **2.1 Effectiveness of Contract** | This Contract shall come into effect on the date the Contract is signed by both Parties or such other later date as may be stated in the SC. The date the Contract comes into effect is defined as the Effective Date. |
| **2.2 Termination of**  **Contract for Failure to**  **Become Effective** | 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. |
| **2.3 Commencement of**  **Services** | The Supplier shall begin carrying out the Services not later than the number of days after the Effective Date specified in the SC. |
| **2.4 Expiration of Contract** | 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. |
| **2.5 Entire Agreement** | 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. |
| **2.6 Modifications or Variations** | 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.  (b) In cases of substantial modifications or variations, the prior written consent of the Purchaser is required. |
| **2.7 Force Majeure** |  |
| **2.7.1 Definition** | 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 nonperformance  or delay in performance, and which makes a Partys  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.  (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.  (c) Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder. |
| **2.7.2 No Breach of Contract** | 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. |
| **2.7.3 Measures to be Taken** | (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.  (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.  (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.  (d) During the period of their inability to perform the Services as a result of an event of Force Majeure, the Supplier, upon instructions by the Purchaser, shall either:  (i) Demobilize,; or  (ii) Continue with the Services to the extent possible, in which case the Supplier shall continue to be paid proportionately and on prorate basis, under the terms of this Contract.  (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. |
| **2.8 Suspension** | 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. |
| **2.9 Termination** |  |
| **2.9.1 By the Purchaser** | 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) through (i) 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 (e).  (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.  (b) If the Supplier becomes (or, if the Supplier consists of more than one entity, if any of its Members becomes and which has 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) through (i) 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 (e).  (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.  (b) If the Supplier becomes (or, if the Supplier consists of more than one entity, if any of its Members becomes and which has |
| **2.9.2 By the Supplier** | 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:  (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.  (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.  (c) If the Purchaser fails to comply with any final decision reached as a result of arbitration pursuant to Clause GC 8 hereof.  (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 Suppliers notice specifying such breach. |
| **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 3.3 hereof, (iii) the Suppliers obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GC 3.5 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:  (a) If the Contract is terminated pursuant to Clause GC 2.9.1 (d), (e),  (g), (h) 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;  (b) If the agreement is terminated pursuant of Clause GC 2.9.1 (a) (c) and (f) to (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 Meruit 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. |
| **2.9.6 Disputes about**  **Events of Termination:** | If either Party disputes whether an event specified in paragraphs (a)  through (g) of Clause GC 2.9.1 or in Clause GC 2.9.2 hereof has occurred, such Party may, within forty-five (30) days after receipt of  notice of termination from the other Party, refer the matter to Clause  GC 8 hereof, and this Contract shall not be terminated on account of  such event except in accordance with the terms of any resulting  arbitral award. |
| **2.10 Extension of Contract** | 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. |

**3. OBLIGATIONS OF THE SUPPLIER**

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| --- | --- |
| **3.1 General** |  |
| **3.1.1 Standard of**  **Performance** | 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 Purchasers legitimate interests in any dealings with third Parties. |
| **3.2.1 Suppliers Not**  **to Benefit from Commissions,**  **Discounts, etc.** | a) The payment of the Supplier pursuant to Clause GC 6 shall  constitute the Suppliers 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 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.  (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 Purchasers 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. |
| **3.2.3 Prohibition of**  **Conflicting**  **Activities** | The Supplier shall not engage, and shall cause their Personnel as well as and their Personnel not to engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract. |
| **3.3 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. |
| **3.4 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 Purchasers 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. |
| **3.5 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, 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.  (b) The Purchaser shall have the right to carry out inspection checks, audits of the Suppliers premises and/ or locations, facilities, or point of delivery of services performed under this contract.  (c) The Purchaser shall have the right to carry out scheduled/ unscheduled visits to any of the locations, enrolment centres manned by the Supplier and oversee the processes and operations of the Supplier |
| **3.6 Subcontracting** | The Supplier shall not be permitted to sub-contract any part of its  obligations, duties, or responsibilities under this contract No Outsourcing of working shall be allowed, and all supervisors, operators, technical staff and managerial staff for the project to be on Agencies payrolls and paid atleast more than Minimum Wages and after following all relevant Labor laws in the State. The payment should be made through banking channels only. The Supplier need to open Aadhaar enabled bank accounts of the staff members for the same. |
| **3.7 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. |
| **3.8 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. |
| **3.9 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 Purchasers 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. |
| **3.10 Equipment and 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. |
| **3.11 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 |
| **3.12 Assignment** | The Supplier shall not assign, in whole or in part, their obligations under this Contract |

**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. The qualifications shall be as per the guidelines given by UIDAI |
| **4.2Project 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**

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| **5.1 Assistance and**  **Exemptions** | Unless otherwise specified in the SC, the Purchaser shall use its best efforts to ensure that the Government shall:  (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.  (b) Provide to the Supplier and Personnel any such other assistance as may be specified in the SC.  (c) Other assistance/ exemption as specified in SC 5.1 (c) |
| **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** | (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.  (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 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** | (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.  (b) Professional and support counterpart personnel, excluding Purchasers 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. |

**6. PAYMENTS TO THE SUPPLIER**

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| --- | --- |
| **6.1 Total Cost of Services** | (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.  (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.  (c) Notwithstanding Clause GC 6.1(b) hereof, if pursuant to of 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. |
| **6.2 Currency of Payment** | All payments shall be made in Indian Rupees |
| **6.3 Terms of Payment** | The payments in respect of the Services shall be made as follows:  (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.  (b) All payments under this Contract shall be made to the accounts of the Supplier specified in the SC.  (c) In case of early termination of the contract, the payment shall be made to the Supplier as mentioned here with:  (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 |

**7. GOOD FAITH**

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| **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**

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| --- | --- |
| **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 and attempt to reach an amicable settlement through the following method:  The matter shall be referred to a three member expert committee constituting of The Deputy Director General (West), UIDAI and one representative each from two eminent institutions, namely IIT Mumbai and CDAC.  The three member expert committee shall hear the  representations of both the sides and pass its verdict to resolve  the issue in an amicable manner, which shall be applicable to  both the parties.  If the dispute cannot be amicably settled or either parties is not  satisfied with the proposed solution within 60 days, 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 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 reenactment thereof, shall apply to these arbitration proceedings.  (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.  (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. |

**9. LIQUIDATED DAMAGES**

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| **9.1** | 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. |
| **9.2** | The amount of liquidated damages for services under this Contract shall not exceed the Contract Price. |
| **9.3** | The liquidated damages shall be applicable under the following circumstances:  (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 performance, subject to a maximum of 10% of the value of the such services.  (b) In addition, the Supplier is liable to the Purchaser for payment of penalty as specified in the SLA  (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. |

**10. ADHERENCE TO RULES & REGULATIONS**

|  |  |
| --- | --- |
| **10.1 Adherence to**  **Safety Procedures,**  **Rules, Regulations,**  **& Restrictions** | (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.  (b) Access to the data centre/ data processing sites and Purchasers  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.  (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.  (d) 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.  (e) The Supplier shall at all times indemnify and keep indemnified the Purchaser for any situation arising out of this clause while providing its services under the Project. |
| **11.1 Limitation of**  **Liability** | Except in case of gross negligence or willful misconduct:  (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  (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 infringe |

**12. MISCELLANEOUS PROVISIONS**

|  |  |
| --- | --- |
| **12.1 Miscellaneous Provisions** | (i) Any failure or delay on part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.  (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.  (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.  (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.  (v) The Supplier shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the Supplier.  (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 |

**5.6.3 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** | The addresses are:  Purchaser: <Designation>  Attention: <Address>  Facsimile: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  E-mail:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Supplier: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Attention:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Facsimile: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  E-mail:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **{1.7}** | {The Supplier is *[insert name]*} |
| **1.7** | The Authorized Representatives are:  For the Purchaser: Name of Officer\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  For the Supplier: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **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: <Enter number of months> |
| **3.5** | The risks and the coverage shall be as follows:  (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;  (b) Third Party liability insurance, with a minimum coverage of the value of the contract  (c) Professional liability insurance, with a minimum coverage of the value of the contract  (d) Purchasers 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  (e) Insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Suppliers property used in the performance of the Services, and  (iii)Any outputs prepared by the Supplier in the performance of the Services. |
| **5.1 (c)** | The Purchaser shall provide the following assistance and exemptions to the Supplier for the effective implementation of the services under this Contract:  <The Purchaser may include the relevant provisions here> |
| **6.2** | The amount in Indian Rupees (INR) is *[insert amount]*. |
| **6.3** | **General terms and conditions of Payment Schedule**  1) All payments shall be made by the Purchaser in favour of the  Supplier.  2) The release of payments will be Performance (output) based, where the payments are made for measured deliverables and outputs.  3) Supplier shall obtain sign-off for each milestone completed from the Purchaser and raise invoice against the same.  4) Eligible Payments against invoice submitted (accompanied with all requisite documents) shall be released within 60 days of submission of invoice.  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.  7) All payments under this Contract shall be made to the account of the Supplier with (Bank & A/c No.): 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:  **Payment Schedule**  <Insert Payments Schedule here> |
| **8.2 (a)** | <Name of the Authority who will appoint the Presiding Arbitrator> |
| **8.2 (b)** | The Arbitration proceedings shall take place in <Enter City> in India. |

**5.6.4 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, 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".]*

**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 Government an amount not exceeding Rs. \_\_\_\_\_\_\_\_\_\_\_\_\_\_

against any loss or damage caused to or suffered or would be caused to or suffered by the Government 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 Government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Government 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 Government 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 there under 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

Government under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Office/Department/Ministry of\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ certifies that the terms

and conditions of the said Agreement have been fully 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 Government that the Government 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 Government 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 Government or any indulgence by the Government 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 Government in writing.

8. Dated the \_\_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_ for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(indicate the name of the Bank).

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

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