

2026



RajCOMP Info Services Limited (RISL)

RFP for Selection of Manpower Agencies
for In-House Model Under UID Project
Through e-Procurement/e-Tender

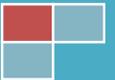




Table of Contents

1. ABBREVIATIONS & DEFINITIONS	5
2. PROJECT PROFILE & BACKGROUND INFORMATION	10
3. ELIGIBILITY CRITERIA	14
4. SCOPE OF WORK, DELIVERABLES, TIMELINES and PAYMENT SCHEDULE	21
5. INSTRUCTION TO BIDDERS (ITB)	31
6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	52
Definitions	52
1) Contract Documents	53
2) Interpretation	53
3) Language	54
4) Eligible Services	54
5) Service of Notice, Documents & Orders	54
6) Governing Law	54
7) Scope of Services	54
8) Delivery of Services	55
9) Supplier's/ Selected Bidder's Responsibilities	55
10) Purchaser's Responsibilities	55
11) Contract Price	55
12) Recoveries from Supplier/ Selected Bidder	56
13) Taxes & Duties	56
14) Copyright	56
15) Sub-contracting	56
16) Confidential Information	56
17) Insurance	57
18) Delivery period & Extent of Quantity – Repeat Orders	58
19) Payments	58
20) Settlement of Disputes	58
21) Legal	58
22) Indemnity	59
23) Limitation of Liability	60
24) Force Majeure	60
25) Change Orders and Contract Amendments	60
26) Duration of the Project/ Contract:	62



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e-Procurement/e-Tender

27) Termination	62
28) Exit Management	64
29) Consortium	68
7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	69
1) Payment Terms and Schedule	69
2) Basis of Payment	69
3) UIDAI Payment Cycle and Payment Schedule	70
4) SERVICE LEVELS AND PAYMENTS	71
5) OPERATOR PROTECTION & LABOUR LAW COMPLIANCE	73
ANNEXURE-1: Resource Requirement	75
ANNEXURE-2: PRE-BID QUERIES FORMAT	76
ANNEXURE-3:DEPLOYMENT PLAN	77
ANNEXURE-4: BIDDER'S AUTHORIZATION CERTIFICATE	78
ANNEXURE-5: SELF-DECLARATION	79
ANNEXURE-6: TECHNICAL BID & COVERING LETTER	80
ANNEXURE-7: FINANCIAL BID COVER LETTER AND FORMAT COVER LETTER	82
ANNEXURE-8 : Financial Bid Format	83
ANNEXURE-9: Bank Guarantee Format	85
Annexure- 10 Bank Guarantee Format- Performance Bank Guarantee (PBG)	90
ANNEXURE-11: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2012	93
ANNEXURE-12:UNDERTAKING FOR OFFICE SETUP	94
ANNEXURE-13: CV Format	95
ANNEXURE-14: Format of Consortium Agreement	96



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e-Procurement/e-Tender

Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

Mode of Bid Submission	Online though e-Procurement/ e-Tendering system at http://eproc.rajasthan.gov.in
Procuring Authority	MD RISL, First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)
Date of Pre-Bid Meeting	16/03/2026 at 11:00 AM
Last Date & Time of Submission of Bid	By 01:00 PM of 08/04/2026
Date & Time of Opening of Technical Bid	At 05:00 PM of 08/04/2026

Bidding Document Fee: Rs. 5000.00 (Rupees Five Thousand only)

Name of the Bidding Company/ Firm:	
Contact Person (Authorized Bid Signatory):	
Correspondence Address:	
Mobile No.	Telephone & Fax Nos.:
Website & E-Mail:	

RajCOMP Info Services Limited (RISL)

Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur (Rajasthan)

Phone: 0141-2927168

Web: <http://risl.rajasthan.gov.in>

Email: uid.doit.tender@rajasthan.gov.in

1. ABBREVIATIONS & DEFINITIONS

Act	The Rajasthan Transparency in Public Procurement Act, 2012 and Rules thereto, Aadhaar Act. 2016
A.O.	Administrative Order (A.O) containing process of procurement of services.
Authorized Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
BG	Bank Guarantee
Bid/ e-Bid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
Bid Security	A security provided to the procuring entity by a bidder for securing the fulfillment of any obligation in terms of the provisions of the bidding documents.
Bidder	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating alone or with consortium partners in the procurement/ bidding process with the procurement entity
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid.
BoM	Bill of Material
CMC	Contract Monitoring Committee
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. MD, RISL in this bidding document.
Contract/ Procurement Contract	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement
CV	Curriculum Vitae/ Resume
Day	A calendar day as per GoR/ Gol.
DoIT&C	Department of Information Technology and Communications, Government of Rajasthan/Registrar
FOR/ FOB	Free on Board or Freight on Board
Gol/ GoR	Govt. of India/ Govt. of Rajasthan
Goods	Means the services incidental to the supply of the services, such as design, installation, training and initial maintenance and other similar obligations of the successful/ selected bidder under the Contract.
GST	Goods and Services Tax
ICT	Information and Communication Technology.
IFB	Invitation for Bids (A document published by the procuring entity inviting Bids relating to the subject matter of procurement and any amendment thereto and includes notice inviting Bid and request for proposal)
INR	Indian Rupee (₹)
ISI	Indian Standards Institution

ISO	International Organization for Standardization
IT	Information Technology
ITB	Instruction to Bidders
LD	Liquidated Damages
LoI	Letter of Intent
NCB	A bidding process in which qualified bidders only from within India are allowed to participate
NeGP	National e-Governance Plan of Government of India, Department of Information Technology (DIT), Ministry of Communications and Information Technology (MCIT), New Delhi.
NIB	Notice Inviting Bid
Notification	A notification published in the Official Gazette
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PC	Procurement/ Purchase Committee
PQ	Pre-Qualification
Procurement Process	The process of procurement extending from the issue of invitation to Bid till the award of the procurement contract or cancellation of the procurement process, as the case may be
Project Site	Wherever applicable, means the designated place or places/ onsite.
PSD/ SD	Performance Security Deposit/ Security Deposit
Purchaser/ Tendering Authority/ Procuring Entity	Person or entity that is a recipient of a good or service provided by a seller (bidder) under a purchase order or contract of sale. Also called buyer. MD, RISL in this RFP document.
RISL	RajCOMP Info Services Limited/EA
RFP	Request For Proposal
RSDC	Rajasthan State Data Centre, Jaipur
Services	Consultancy Services to be provided to the Purchaser under the Contract
SI	System Integrator
SLA	Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
SSDG	State Services Delivery Gateway
State Government	Government of Rajasthan (GoR)
State Public Procurement Portal	http://sppp.rajasthan.gov.in
Subject Matter of Procurement	Any item of procurement whether in the form of goods, services or works
TIN	Tax Identification Number
TQ	Technical Qualification
WO/ PO	Work Order/ Purchase Order



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

Reference No: F4.2(659)/RISL/Tech/26-02889/6907

Date: 10.03.2026

UBN: RIS2526SLOB00090

Name & Address of the Procuring Entity	<ul style="list-style-type: none"> ● Name: RajCOMP Info Services Limited (RISL) ● Address: Ground Floor, Yojana Bhawan, C-Block, Tilak Marg C-Scheme, Jaipur
Name & Address of the Project Officer In-charge (POIC)	<ul style="list-style-type: none"> ● Name: Sh. Rakesh Kumar Verma ● Designation: System Analyst- Joint Director, DoIT&C ● Address: Ground Floor, Yojana Bhawan, C-Block, Tilak Marg C-Scheme, Jaipur
Subject Matter of Procurement	Selection of Manpower Agency/Agencies for Providing Manpower for Aadhaar Enrollment and Update ecosystem by RajCOMP Info Services Ltd. (RISL) for a period of 2 years.
Bid Procedure	<ul style="list-style-type: none"> ● Open competitive bidding: two part (envelope) open competitive e-Bid procedure at http://eproc.rajasthan.gov.in
Bid Evaluation Criteria (Selection Method)	Quality and Cost Based Selection (QCBS) method
Websites for downloading Bidding Document, Corrigendum's, Addendums and fees etc.	<ul style="list-style-type: none"> ● http://sppp.rajasthan.gov.in, http://eproc.rajasthan.gov.in, http://risl.rajasthan.gov.in, http://doit.rajasthan.gov.in, https://aadhaar.rajasthan.gov.in ● Bidding document fee: Rs. 5000 (Rupees Five thousand only) in Cash challan /Demand Draft/ BC in favour of "Managing Director, RISL" payable at "Jaipur" ● RISL Processing Fee: 2500/- (Rupees One Thousand only) in Demand Draft/BC in favour of "Managing Director, RISL" payable at "Jaipur".
Estimated Procurement Cost	Rs. 38 Cr (Indian Rupees Thirty Eight Crores)
Bid Security and Mode of Payment	<ul style="list-style-type: none"> ● 2% of the estimated procurement cost ● 0.5% of the estimated procurement cost for M.S.M.E. unit of Rajasthan and ● 1% of the estimated procurement cost for Sick Industries, other than MSME., whose cases are pending with Board of Industrial & Financial Reconstruction or as per Gov. Privilege rules ● Mode of Payment: Banker's Cheque or Demand Draft or Bank Guarantee (in the specified format), of a Scheduled Bank in favor of "Managing Director, RISL" payable at "Jaipur".
Period of download/Sale of Bidding Documents (Start/ End Date)	<ul style="list-style-type: none"> ● From 10/03/2026 05:00 PM to 08/04/2026 01:00 PM
Date/Time/Place of Pre-Bid	<ul style="list-style-type: none"> ● Date:- 16/03/2026 11:00 AM



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

Meeting	<ul style="list-style-type: none"> ● Place:- RISL/DoIT&C, IT Building Yojana Bhawan, Jaipur ● Last date of submitting pre-bid queries by the bidder : 18/03/2026 05:00 PM ● Queries submitted on uid.doit.tender@rajasthan.gov.in will be considered.
Manner, Start/ End Date for the submission of Bid	<ul style="list-style-type: none"> ● Manner: Online at e-Procurement website http://eproc.rajasthan.gov.in, ● Start Date:- 25/03/2026 ● End Date:- 08/04/2026 up-to 01:00 PM
Submission of Banker's Cheque/ Demand Draft for Tender fee, Bid Security, and Processing Fee*	<ul style="list-style-type: none"> ● Till dated 08/04/2026 05:00 PM
Date/ Time/ Place of Technical Bid Opening	<ul style="list-style-type: none"> ● Date: 08/04/2026 05:00 PM ● Place: Conference Room, Ground Floor, IT Building, Yojana Bhawan, C-Scheme, Jaipur
Date/ Time/ Place of Financial Bid Opening	Will be intimated later to the qualified bidders
Bid Validity	180 days from the bid opening date
<p>Note:</p> <ol style="list-style-type: none"> 1) Bidder (authorized signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, DD for Tender Fees, RISL Processing Fees and Bid Security should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of same should also be uploaded along with the technical Bid/ cover. 2) In case, the bidder fails to physically submit the Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and RISL Processing Fee up to the time and date mentioned in the NIB, Bid shall not be accepted. <ol style="list-style-type: none"> a. The Banker's Cheque/ Demand Draft for Bidding document fee and Bid Security should be drawn in favour of "Managing Director, RISL" payable at "Jaipur" and b. The RISL Processing Fee in favour of "Managing Director, RISL" payable at "Jaipur" from any Scheduled Commercial Bank. 3) To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic bids. Bidder can procure the same from any CCA approved certifying agency, i.e. TCS, Safe crypt, Ncode etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, bidder must register on http://eproc.rajasthan.gov.in (bidder already registered on http://eproc.rajasthan.gov.in before 30-09-2011 must register again). 4) RISL will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed; choking of web site due to heavy load or any other unforeseen problems. 5) Bidders are also advised to refer "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process. 	



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

6) Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by DoIT&C on a regular basis. Bidder interested for training may contact e-Procurement Cell, DoIT&C for booking the training slot.

Contact No: 0141-4022688 (Help desk 10 am to 6 pm on all working days)

e-mail: eproc@rajasthan.gov.in

Address : e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur

7) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids.

8) No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a formal contract is signed and executed between the procuring entity and the successful bidder.

9) Procurement entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidder to verify such information) and the information provided therein are intended only to help the bidder to prepare a logical bid-proposal.

The provisions of RTPP Act 2012 and Rules thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPP Act 2012 and Rules thereto, the later shall prevail.

SA-JD, DoIT&C



2. PROJECT PROFILE & BACKGROUND INFORMATION

2.1 About DoIT&C

Department of Information Technology & Communication (DoIT&C), Govt. of Rajasthan is responsible for implementation of various IT/e-Governance projects for the State of Rajasthan DoIT&C, GoR provides the State government a strong technical foundation to effectively serve the citizens and to create transparency, accountability and efficiency through computerization. It has implemented multiple citizen centric applications like E-Mitra, Jan-Aadhaar, GIS, Raj-Sampark, eLearning, eLibrary, ePDS, eOffice, RajFAB, SJMS, Analytics, eVault, eSign etc. DOIT&C is also **Registrar** for Aadhaar ecosystem under UIDAI and RISL is appointed as enrollment agency under DOIT&C.

2.2 About RajComp

RISL is a fully Government of Rajasthan owned Company. RISL is a leading consulting organization in the field of Information Technology. RISL operates under the aegis of Government of Rajasthan. RISL is the designated State Designated Agency (SDA) for implementation of National e-Governance Plan (NeGP) Components i.e. State Data Centre (SDC), State Wide Area Network (SWAN), Common Service Centre (CSC), State Service. Delivery and other state's Mission Mode Projects (MMPs). RISL is also a Technology Partner with departments like RIICO, Agriculture, State Election Department, JCTSL, Education Department, RHSDP etc. RISL takes up the activities of procuring and outsourcing of hardware, software, networking components and other products and services on behalf of Government Departments / Organization (users). RISL is working as Enrollment Agency (EA) under DoIT&C for Aadhar enrollment and update.

2.3 Project Profile

Government of Rajasthan (GoR) has envisaged comprehensive e-Governance programs across all departments to bring in greater efficiency and transparency in service delivery. Also, GoR is implementing and will implement the e-Governance project based on the Enterprise Architecture.

In order to make Aadhaar Enrollment Kits (AEKs) operational across the Rajasthan under **in-house model** for registrar DOIT&C. For this project and initiatives, RISL proposes to seek the services of Manpower agencies having relevant experience to work with the state.

The contract with the said manpower agencies shall be done for a period of two (2) years and may be extended for one (1) year as per RTPP act with the mutual consent of both parties. The Aadhaar Supervisors/Operators with support staff deployed have to work at various locations given (**Annexure-3**) for establishing AEKs.

Aadhaar is a unique identification (UID-Aadhaar) system of the Government of India,

established and administered by the Unique Identification Authority of India (UIDAI). The objective of Aadhaar is to provide every resident of the country with a unique identity number, enabling targeted, transparent, and efficient delivery of government schemes, services, and benefits. The Aadhaar ecosystem involves the collection, processing, and secure transmission of highly sensitive demographic and biometric data of residents; therefore, data security, privacy, and legal compliance are of paramount importance.

All activities related to Aadhaar are governed by the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016, along with the rules and regulations framed thereunder. The Act empowers UIDAI to regulate, supervise, and monitor Aadhaar-related operations and mandates strict safeguards for data security, privacy, and limited usage of Aadhaar information.

Further, UIDAI from time to time issues Aadhaar Enrolment and Update Regulations, security guidelines, Standard Operating Procedures (SOPs), circulars, and advisories, which are binding in nature. Compliance with these directions is mandatory for all agencies, operators, and service providers engaged in Aadhaar enrolment and update activities.

In addition, the provisions of the Information Technology Act, 2000, and the rules framed thereunder—particularly those related to data protection, cyber security, and electronic information security—are fully applicable to Aadhaar operations. Under the Digital India initiative and e-Governance framework, it is the responsibility of the State Government to ensure that Aadhaar-based services are delivered in a secure, transparent, and citizen-centric manner.

UIDAI, vide Office Memorandum dated 14 October 2022 and 30.01.2023 (URL), directed that Aadhaar centres operating under the Outsourced / VLE model be transitioned to the In-House Model for providing all enrolment and update services, in order to strengthen the security, transparency, and overall integrity of the Aadhaar ecosystem. In compliance with the said directions, it was further mandated that from 1st April 2023, all Aadhaar centers shall operate exclusively under the In-House model.

In line with these directions, the Department has already procured Aadhaar machines for deployment across the State. This Request for Proposal (RFP) is being issued to identify capable, experienced, and qualified agencies for providing Aadhaar supervisors/Operators and support staff for smooth and efficient operations of 800 In-House Aadhaar machines (As per requirement additional machines can be deployed), and Providing technical support, consolidated reporting, and payment collection /coordination also.

Considering the above legal, technical, and administrative framework, this RFP is being issued to hire competent manpower agencies capable of executing Aadhaar enrolment and update services in strict compliance with Aadhaar Act. 2016 and UIDAI office memorandums, regulations, circulars, and State Government policies issued



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

time to time.

The DOIT&C/RISL reserves the right to implement any amendments, guidelines, or policy changes issued by UIDAI or the State Government in the future, and such changes shall be binding on the selected agency without any additional financial liability to the Purchaser.

Through this RFP, the DOIT&C/RISL aims to ensure continued availability, quality, transparency, and accountability of Aadhaar services in strict adherence to the standards and directions prescribed by UIDAI and the Government of Rajasthan.

2.3.1. Area of Coverage

- AEKs will be live at various Government Premises of all districts across the Rajasthan proposed by District Aadhaar Committee (Page No 26 Point Number 2) and approved by State HQ DOIT&C (Registrar).
- Orders will be issued by DoIT&C/ RISL.
- Overall controlling and monitoring will be done by District Aadhaar Committee in coordination with DOIT&C/RISL State HQ.
- Payments against invoices raised by agencies will be released by RISL.

2.4 Project Background

RISL invites this Request for Proposal (RFP) from eligible, experienced, technically competent, and legally qualified agencies for ensuring the effective, secure, transparent, accountable, and sustainable operation of Aadhaar enrolment and update services at various government premises across the State.

With the objective of strengthening and expanding Aadhaar services in the State, the Department has implemented Aadhaar infrastructure under multiple operational models. At present, the following arrangements are in place:

1. 800 Aadhaar machines owned by the Department, which are to be operated under the In-House Model and
2. At present, Aadhaar machines (AEKs) established and operated under the VLE Model at various Government premises across the state under DOIT&C/RISL, which will be converted in UCL (Ultra Lite Client) once in-house model is established.

This RFP is being floated for the hiring of manpower agencies for operating of Aadhaar machines (Aadhaar Enrollment Kits) deployed at various Govt. premises under In-house model in a coordinated, controlled, and accountable service delivery framework, ensuring continuity of services, quality assurance, timely operations, and complete transparency.

All activities under this RFP shall be carried out in strict compliance with the provisions of the Aadhaar Act 2016, OMs/policies/guidelines and regulations (<https://uidai.gov.in/en/media-resources/uidai-documents/circulars-memorandums-notification-01.html>) issued by the Unique Identification Authority of India (UIDAI), agencies



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

will ensure strict compliances of information security and digital personal data protection Act-2023, and the prescribed audit framework. The selected agencies shall perform all activities under the supervision and control of the DoIT&C/RISL in its capacity as the Registrar/EA.

The selected agency shall be fully responsible for ensuring that all operations are carried out in strict adherence to the instructions, guidelines (**Annexure-C**) issued from time to time by UIDAI and the Government of Rajasthan. Compliance with statutory requirements, data security norms, and operational protocols shall be mandatory throughout the contract period.

3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA (Stage-1)

1) A bidder participating in the procurement process shall possess the following minimum pre- qualification/ eligibility criteria.

S. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity (For single bidder/Lead bidders as well as partner bidders for consortium case.)	<p>A. A company registered under Indian Companies Act, 1956 / 2013</p> <p>OR</p> <p>B. A partnership firm registered under Indian Partnership Act, 1932.</p> <p>OR</p> <p>C. Limited Liability Partnership (LLP) firm registered under Limited Liability Partnership Act, 2008</p> <p>OR</p> <p>D. An organization registered under The Rajasthan Societies Registration Act 1958.</p> <p>Note: Consortium up to two firms is allowed, subject to fulfillment of conditions laid down in RFP. The consortium shall not consist of more than two companies / corporations and shall be formed under a duly stamped consortium agreement. (Attach Proof). In a consortium, one of the partners shall be designated as a "Lead Partner". However, every member of the consortium shall be equally responsible and jointly and severally liable for the successful completion of</p>	<p>Copy of Certificate of Incorporation and Company Registration Certificate, as applicable.</p> <p>In case of a consortium, a Consortium Agreement (registered) must be submitted, duly signed by the consortium members. The Consortium Agreement (Annexure-14) must clearly specify the stake of each member and their roles and responsibilities.</p>

S. No.	Basic Requirement	Specific Requirements	Documents Required
		the entire project. In case of any issues, Lead Partner shall be responsible for overall execution of the project and all the penalties. In case of consortium, both members shall either of A/B/C/D mentioned above.	
2	Financial: Turnover (Applicable for Single Bidder/Lead bidder and partner bidders jointly fulfill this qualification in consortium cases)	Average Annual Turnover of the Bidder(s) from IT/ITeS Visual during last three financial years, i.e., from FY 2022-23, FY 2023-24 and FY 2024-25 as per audited balance sheet should be at least Rs. 30 Crores.	CA Certificate with UDIN (Unique Document Identification Number) and having CA's Registration Number and Seal
3	Financial: Net Worth (Applicable for Single Bidder/Lead bidder along with partner bidders in consortium cases)	The net worth of the Bidder(s), as on 31/03/2025, should be Positive.	CA Certificate with UDIN (Unique Document Identification Number) and having CA's Registration Number and Seal
4	Tax registration (Applicable for Single Bidder/Lead bidder along with partner bidders in consortium cases)	The bidder should have a registered number of i. GST Registration ii. Income Tax / PAN Number	Copies of relevant certificates of registration



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

S. No.	Basic Requirement	Specific Requirements	Documents Required
5	Certifications (Applicable for Single Bidder/Lead bidder along with partner bidders in consortium cases)	The bidder must possess, at the time of bidding, a valid ISO 9001:2015 and ISO 27001:2022 similar.	Copy of a valid certificate
6	Mandatory Undertaking (Applicable for Single Bidder/Lead bidder along with partner bidders in consortium cases)	bidder should: - a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons; b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; c) not have a conflict of interest in the procurement in question as specified in	A Self Certified letter as per Annexure-5: Self-Declaration

S. No.	Basic Requirement	Specific Requirements	Documents Required
		the bidding document. d) comply with the code of integrity as specified in the bidding document.	
7	Mandatory Requisites And Technical Capability (Applicable for single bidder/ Lead bidder in consortium case)	In addition to the above eligibility criteria, the bidder must possess proven experience in Aadhaar Enrollment and/or Update Services in accordance with UIDAI guidelines and standards. Minimum Eligibility Requirement: The bidder should have successfully worked as an Aadhaar Enrollment Agency / Aadhaar Operator Service Provider for any of the following authorities: <ul style="list-style-type: none"> • UIDAI /UIDAI Authorized Registrar or, • Central Government Department, or, • Registrars working with Government of Rajasthan or any other state government of India. 	The bidder shall submit the following documentary evidence: Copy of Work Order / Agreement issued by the concerned authority / Completion Certificate / Performance Certificate UIDAI / Registrar/Affidavit for mentioned experience on non-judicial stamp of value of Rs. 100 will also be provided by the bidder.

- 1) In addition to the provisions regarding the qualifications of the bidders as set out in (1) above: -
- a) The procuring entity shall disqualify a bidder as per the provisions under “Clause :Exclusion/ Disqualification of bids in Chapter-5: ITB”; and
 - b) The procuring entity may require a single bidder/lead bidder along with partner bidders in consortium case, who was/were pre-qualified, to demonstrate its qualifications again in accordance with the same criteria used to pre-qualify such bidder. The procuring entity shall disqualify any bidder that fails to demonstrate its qualifications again, if requested to do so. The procuring entity

shall promptly notify each bidder requested to demonstrate its qualifications again as to whether or not the bidder has done so to the satisfaction of the procuring entity.

Note :- Bidders who successfully qualify in Stage–1: Pre-Qualification (PQ) shall be considered eligible for Stage–2: Technical Evaluation.

Stage–2: Technical Evaluation

The Technical Evaluation shall be carried out to assess the bidder’s technical capability, domain experience, operational preparedness, manpower strength, and infrastructure readiness, compliance with UIDAI and DoIT&C guidelines, data security framework, and service delivery approach for the Aadhaar Project.

The evaluation shall be conducted by a duly constituted Technical Evaluation Committee, strictly in accordance with the technical parameters, sub-criteria, and scoring methodology specified in the tender document. Each eligible bidder shall be awarded technical marks against the prescribed criteria.

Only those bidders who secure the minimum qualifying technical score, as specified in the tender document, shall be considered Technically Qualified and shall be eligible for participation in the subsequent stage of evaluation, i.e., Financial Evaluation under QCBS.

The decision of the Technical Evaluation Committee shall be final and binding, subject to approval by the competent authority.

1. Broad Classification

Sl. No	Criteria	Marking Scheme	Max. Marks	Documentary Evidence
1	Average Annual Turnover (AAT) of the Bidder(s) from IT/ITeS during last three financial years, i.e., from FY 2022-23, FY 2023-24 and FY 2024-25 as per audited balance sheet	28>=AAT<30 Cr.: 05 Marks 30>=AAT<32 Cr.: 10 Marks 32>=AAT<34 Cr.: 15 Marks AAT>= 34 Cr.: 20 Marks	20	Audited & Certified balance sheet and P/L account by CA is required with UDIN
2	The bidder must have experience in the Aadhaar enrolment ecosystem till date of submission. <i>(Documentary proof need to be included in Technical Proposal)</i>	Less than 1 year: 0 mark Years>=1 and <3 : 5 Marks Years>=3 and <5: 10	20	Work Order / Completion Certificate / UIDAI Empanelment/



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

		Marks Years>=5 and <7: 15 Marks Years>=7 : 20 Marks		UIDAI / Registrar MIS Certificate/.
3	The bidder must have proven experience in successfully completed or On-going Aadhaar enrollment and update-related work in multiple States of India during the last three years.	If 1 State 5 Marks If 2 State 10 Marks If 3 State 15 Marks If 4 State or more 20 Marks	20	Work Order / Completion Certificate / UIDAI / Registrar MIS Certificate/
4	Whether the bidder has carried out Aadhaar enrollment and update (E&U) work done under any department of the Government of Rajasthan. (Yes/No) E&U = Aadhaar Enrollment and Updation carried out during the last three years for above mentioned experience.	If No then 0 Marks Else If E&U 50000- 250000 : 05 Marks Else If E&U 250001- 500000 : 10 Marks Else If E&U 500001- 750000 : 15 Marks Else E&U More then 750000 : 20 Marks	20	UIDAI / Registrar MIS / Certificate in this regard
5	Whether the bidder has carried out Aadhaar enrollment and update (E&U) work done under any registrars authorized by UIDAI for Rajasthan under In-house model. (Yes/No) AEKs = Aadhaar Enrollment Kits i.e Aadhar machines operated under in-house Model during the last three years for above mentioned experience.	If No then 0 Marks Else If AEKs 50-100: 05 Marks Else If AEKs 101-200: 10 Marks Else If AEKs 201-300 : 15 Marks Else AEKs more than 300 : 20 Marks	20	Work Order / Completion Certificate / UIDAI / Registrar MIS/ Certificate in this regard
		Total Marks	100	

***Note-** For the above point numbers 2,3,4 and 5 in regard to the experience bidder has to submit an affidavit for mentioned points related experience on non-judicial stamp of value of Rs. 100. In case the bidder submits false information regarding the same then the EMD of that bidder will be confiscated.

2. Minimum Qualifying Criteria

2.1. A bidder must secure minimum 50 (fifty) marks out of 100 in Quality Evaluation to qualify.

- 2.2. Bids not meeting the minimum qualifying marks in Quality Criteria shall be rejected.
2.3. Bids meeting the minimum qualifying marks shall be termed as “Qualified Bids” and shall be eligible for Financial Evaluation.

Stage–3: Financial Evaluation

1. Eligibility

Only those bidders who have secured the prescribed minimum qualifying marks in Stage–2: Technical Evaluation and have been declared Technically Qualified shall have their Financial Bids opened and evaluated.

2. Basis of Evaluation

The Financial Evaluation shall be carried out based on the total financial quote submitted by the bidder for providing the services under the Aadhaar Project, as specified in the tender document.

3. Determination of H1 Bid

Among all technically qualified bidders, the bidder quoting the lowest valid and responsive Financial Bid (L1) shall be awarded the maximum of 30 financial marks.

4. Financial Scoring of Other Bidders

The financial scores of the other technically qualified bidders shall be calculated on a pro-rata basis with reference to the L1 bid, in accordance with the financial scoring formula specified in the tender document.

5. Evaluation Method

Bids shall be evaluated both in terms of ‘Quality’ as well as ‘Quoted Price’, i.e. Quality & Cost Based Selection (QCBS) methodology. The weightage for Quality (Technical Bid) shall be 70 (Seventy) Quoted Price (Financial Bid) shall be 30 (Thirty)

6. QCBS Score Calculation

To ascertain inter-se ranking, the **QCBS methodology** shall be adopted as under:

$$B = (C_{low}/C) \times 100 \times X + (T/Thigh) \times 100 \times Y$$

- **B** = Evaluated Bid Score
- **C** = Evaluated Bid Price of the bidder
- **C_{low}** = Lowest evaluated bid price among responsive bids
- **T** = Total technical marks obtained by the bidder
- **Thigh** = Highest technical marks obtained among responsive bids
- **X** = 0.30 (Weightage for Price)
- **Y** = 0.70 (Weightage for Quality)

Note: Evaluated Bid Score (B) shall be considered up to two decimal places.

7. Award of Contract

7.1. The two bidders with the highest QCBS scores (Highest Evaluated Bid Score – H), namely H1 and H2, will be selected for contract award. The total work volume available in the seven divisions of Rajasthan will be allocated between H1 and H2 bidders in the ratio of 70% and 30%, respectively. The H1 bidder will be given priority in the selection of divisions, while the work for the remaining divisions will be allocated to the H2 bidder. However, it will be ensured that the divisions allocated to H2 include at least 30% of the total districts in the state.

7.2. In case of a tie, the bidder securing higher Quality Score shall be ranked higher.

7.4. The award of contract will be given to the H1 and H2 bidders on the quoted rates of H1 bidder if H2 bidder refuses the execution of the contract on quoted rates of H1 bidder then the contract shall be offered to the H3 and so on till H5 bidder. If H5 bidder also refuses the same then the complete work shall be allotted to the H1 bidder on the H1 quoted bid rates. If, in any case, H1 bidder refuses to execute the contract then the contract will be offered to the H2 and H3 bidders on quoted rate of H1 bidder.

Special Note:-Only those bids that are found to be in conformity with the technical specifications, terms, and conditions stipulated in the bidding document and are declared responsive after evaluation against the Bid Rejection Criteria (BRC) shall be considered for further evaluation. Further, the Registrar / DOIT&C reserves the right, at any stage of the evaluation process, to apply loading for deviations, impose penalties, or reject any bid, in accordance with Aadhaar Act, 2016, UIDAI policies/guidelines, applicable rules of the Government of Rajasthan, and the terms and conditions of the RFP.

4 SCOPE OF WORK, DELIVERABLES, TIMELINES, and Payment Schedule

The primary objective for scope of work of this RFP is to provide the manpower (Aadhaar Supervisor/Operators and operational supports services for running AEKs at various government premises (**Annexure 3**). It is hereby clearly stated that all activities to be performed by the selected bidders under this Request for Proposal (RFP) shall be strictly governed by the provisions of the **Aadhaar Act, 2016**, rules and regulations framed thereunder, guidelines, OMs/SOPs, circulars issued by UIDAI from time to time, orders issued by the Government of Rajasthan and the Department of Information Technology & Communication (DoIT&C), and the terms and conditions of this RFP and the ensuing Agreement.

The selected bidders shall be fully responsible for continuous and complete compliance with all such provisions during the entire contract period.

4.1 In-House Model Aadhaar Machines

The primary objective for scope of work of this RFP is to 'provide manpower to operator Aadhaar Enrolment Centers (AEKs) under in-house model and remain functional for define working hours by the selected bidders(s). The broad indicative scope of work / roles and

responsibility of service provider have been categorized into different parts which have been furnished in various section of RFP (**Annexure A and Annexure A Part-II**).

For the efficient, secure, uninterrupted, and quality operation of Aadhaar machines installed at various government premises under the In-House Model to be established by DOIT&C/RISL, the selected bidders shall be responsible for the following:

4.1.1 Deployment of Operators

- Deployment of one qualified and certified, trained, competent operator as per the guidelines (**Annexure-B**) of the UIDAI for each Aadhaar machine will be operated under the In-house model.
- Ensuring that the operator's UIDAI certification (Obtained from UIDAI Authorized agencies), login credentials, and all required authorizations remain valid and active throughout the contract period.
- The bidder shall ensure that the proposals for operator on-boarding are to be submitted to the Registrar, DOIT&C/RISL. Out of the proposals submitted by the bidders, only those Aadhaar supervisors/operators will be considered for on-boarding who will be found eligible as per the UIDAI provisions and guidelines and further SOPs issued by registrar DOIT&C from time to time.
- Bidder needs to ensure that the Aadhaar operators working under RISL from last one year or more (list will be provided by DOIT&C) will be given priority for Aadhaar operator on-boarding proposals.
- At least one Aadhaar operator with supervisor certification must be deployed at each District head-quarter and each Block Head-quarter.

4.1. 2 Replacement of resource

1) Replacement of resource(s) may be initiated by DOIT&C/RISL or the Selected Bidder.

1) Replacement is desired by DOIT&C/RISL

- a. The RISL will have the right to ask for replacement of any resource/resources because of, but not limited to, security risks, incompetence, conflict of interest, improper conduct, excess leaves, charged with having committed a criminal action etc.
- b. Selected Agency shall be communicated in written or through email for such replacements.
- c. Selected Agency shall promptly take action on such communication(s) and follow the process of deployment of resources, as described in clause 4.1.1 above, for such replacements.

2) If replacement is desired by the Selected Bidder:

- a. Selected Bidder shall generally not replace the deployed resource. However, if it becomes necessary, the Selected bidder shall inform about

the proposed replacement along with details of the resource(s) to be deployment as replacement. For this purpose, the Selected Bidder shall follow the process of deployment of resources, as described in clause 4.1.1 above, for such replacements

- b. The Selected bidder should notify DOIT&C/RISL about of resignation or willingly don't want to continue the bidder need to onboard operator maxi.

4.1.3 Compliance with UIDAI Standards

- Ensuring Aadhaar enrolment and update services needs to be performed strictly in accordance with UIDAI-prescribed Standard Operating Procedures (SOPs) / OMs / guidelines / Circulars, technical guidelines, service quality norms, and security protocols issued from time to time.

4.1.4 Technical & Operational Management

1) Technical Management

- Configuration and operations of Aadhaar client systems, biometric devices, and secure network infrastructure, technical support in co-ordination with DOIT&C/RISL Authorities.
- Proper and secure operations and management of all biometric devices, hardware, software, login systems, data capture processes, encryption mechanisms, data synchronization, and daily operational activities.
- Ensuring compliance with UIDAI technical standards, software versions, and security protocols in co-ordination with DOIT&C/RISL Authorities.
- Ensuring system integrity, uptime, and operational continuity.

2 Operational Management

- Onboarding proposals, training, and certification management of Aadhaar operators and supervisors.
- Monitoring daily enrollment and update transactions across the centers.
- Quality checks to minimize rejections, errors, and exception cases
- Coordination with Tech support of UIDAI and Registrar/EA for resolution of issues.
- MIS reporting, SLA adherence, and performance tracking
- Compliance with Aadhaar Act, UIDAI circulars, and periodic audit requirements
- Ensure compliance of data/information security acts/provisions.

3 Outcome

- Smooth Aadhaar enrollment and update operations
- Reduced technical downtime and transaction failures

- Improved citizen experience and faster service delivery
- Full regulatory and audit compliance

4.1.5 Data Security & Confidentiality

- Data Security & Confidentiality for UIDAI operations ensures the protection of Aadhaar data and related personal information in strict compliance with the guidelines, regulations, and security frameworks prescribed by Unique Identification Authority of India(UIDAI).
- Ensuring that no demographic or biometric data related to Aadhaar is misused, stored, copied, transferred, or disclosed in any unauthorized manner under any circumstances

1) Data Protection

- Strict adherence to UIDAI's data security and privacy policies, data and information security acts.
- No storage, sharing, or misuse of Aadhaar numbers, biometric data, or demographic information beyond permitted use
- Encryption of data during capture, transmission, and processing

2) Operational Confidentiality

- Mandatory confidentiality undertakings by all Aadhaar operators and supervisors
- Regular training on data privacy, information security, and UIDAI compliance
- Prohibition on use of personal devices, cameras, or unauthorized storage media at enrolment centers
- Remote access of Aadhaar enrollment or update systems, as well as sharing of login credentials, passwords, or authentication details with any unauthorized agency or person, is strictly prohibited as per UIDAI security and confidentiality norms.

3) Audit & Compliance

- Support for audits, inspections, and incident investigations by UIDAI or authorized agencies
- Immediate reporting and mitigation of any data breach or security incident

4) Outcome

- Protection of citizen data and privacy
- Zero tolerance for data leakage or unauthorized access
- Full compliance with UIDAI security and confidentiality requirements



4.1.6 Reporting & Documentation

1) Reporting Requirements

- Daily, weekly, and monthly reports of Aadhaar enrollment and update transactions.
- Monitoring of acceptance, rejection, and exception cases
- MIS reporting as per UIDAI and registrar-defined formats
- Timely submission of performance, SLA, and compliance reports

2) Documentation Management

- Maintenance of operator and supervisor on-boarding records, certifications, and authorization letters
- Proper record-keeping of device details, machine mapping, and center information
- Secure handling of consent forms and mandatory UIDAI documentation
- Preservation of audit logs and system-generated reports

3) Compliance & Audit Support

- Availability of records for UIDAI, registrar, or third-party audits
- Timely response to observations, discrepancies, and compliance notices
- Implementation and documentation of corrective and preventive actions

4) Outcome

- End-to-end operational transparency
- Smooth audit and inspection readiness
- Full adherence to UIDAI reporting and documentation standards

4.1.7 Payment Support & Coordination

1) Scope of Payment Support

- Coordination with the registrar, finance team, and service partners for release of payments
- Verification of transaction data, MIS reports, and performance metrics prior to invoicing
- Reconciliation of Aadhaar enrollment and update transactions with approved reports.
- Reconciliation of MIS Report regarding transaction may be tailed from Back Office Portal and EOD report of Operators which will be verified in 5th day of next month.
- Support in preparation and submission of invoices along with required supporting documents

- Compilation and submission of all required data, statements, performance reports, and verification documents related to Aadhaar services for payment processing.

2) Payment Documentation

- Submission of invoices as per agreed billing cycle and UIDAI/registrar norms
- Sharing of transaction summaries, commission details, and applicable deductions (including TDS, if any)
- Maintenance of payment records, acknowledgements, and correspondence

3) Coordination & Follow-up

- Regular follow-up with concerned departments for timely payment realization
- Resolution of discrepancies related to transactions, invoices, or deductions
- Escalation and closure of pending payment issues in coordination with stakeholders
- Coordination with the Department for smooth and timely processing of payments.

4.1.7 Issue Resolution**1) Scope of Issue Resolution**

- Identification and logging of technical issues related to Aadhaar enrollment/update software, biometric devices, and connectivity
- Resolution of operational issues such as operator availability, center readiness, and process deviations
- Handling of transaction failures, rejections, and exception cases

2) Escalation & Coordination

- Timely escalation of unresolved issues to UIDAI, registrar, or authorized technical service providers
- Coordination with UIDAI helpdesk and registrar teams for corrective action
- Tracking of issues until closure within defined SLAs

3) Compliance & Documentation

- Maintenance of issue logs, incident reports, and resolution records
- Immediate reporting of critical issues, security incidents, or non-compliance cases
- Prompt identification and resolution of any technical, operational, or manpower-related issues to ensure uninterrupted service delivery.

4.2.1 Technical Support

- Resolution of technical issues arising in In-house Aadhaar machines.
- Troubleshooting of hardware and software-related issues such as login failures, biometric device errors, network connectivity problems, etc.

- Providing technical guidance in accordance with UIDAI software updates, patches, and SOPs.
- Ensuring minimal downtime through remote support and field coordination.
- Hardware/Network/arrangement related issues must escalate timely to the DOIT&C/RISL authorities.

4.2.2 Operator & Machine Coordination

- Effective coordination with already deployed operators.
- Dissemination of UIDAI-issued updates, process changes, and operational instructions.
- Assistance in machine operation, login processes, data synchronization, and reporting activities.

4.2.3 Reporting & MIS Management

- Preparation of daily, weekly, and monthly reports for In-house based Aadhaar machines.
- Compilation of machine-wise and location-wise enrolment/update data.
- Submission of MIS reports in prescribed formats to the Department/UIDAI.
- Identification and resolution of data discrepancies in coordination with concerned stakeholders.

4.2.4 Payment Collection & Coordination

- Compilation of payment-related data based on Aadhaar enrolment/update work executed.
- Preparation of payment statements as per UIDAI/Registrar-approved rates.
- Coordination for submission of claims, records, and supporting documents.
- Ensuring transparency, accuracy, and timeliness in payment processing.

4.2.5 Quality, Security & Compliance

- Strict adherence to Aadhaar act 2016, Digital personal Data protection (DPDP) act, UIDAI and DoIT&C guidelines on data security, privacy, and compliance.
- Prevention of unauthorized access, data misuse, or violation of SOPs/guidelines/policies.
- Full cooperation during inspections, audits, and reviews conducted by the DoIT&C district authority or UIDAI.

4.2.6 Limitation of Responsibility

- Procurement, installation, relocation, or replacement of Aadhaar machines shall not fall under the scope of the agency.

- Any issue in AEKs arises due to operator's fault which will not be covered under warranty will be recovered by the bidder.
- The agency's role shall be strictly limited to technical support, reporting, and payment coordination.

4.3 Project Deliverables, Milestones & Time Schedule

4.3.1 Resource Deployment & Flexibility

The Purchaser envisages deployment of the required human resources for the entire project duration as per the scope defined in this RFP.

The Purchaser reserves the right to increase or decrease the number of deployed resources at any stage of the contract, based on operational requirements.

The Bidder shall be obligated to provide additional resources during the contract period whenever required by the Purchaser, at the same terms and conditions as finalized in the contract. The bidder must ensure that all the Aadhaar Enrollment Kit (AEK)/Aadhaar machine must remain operational at all defined times. (Page Number 23, 4.3.3) If any Aadhaar operator is suspended/disassociated/inactivated/blacklisted by UIDAI due to any circumstances that may get developed, then the bidder must ensure that the Aadhaar Enrollment Kit (AEK)/Aadhaar machine must remain operational under such circumstances.

4.3.2 Submission of Resource Profiles & Selection Process

The H-1 and H2 bidders shall submit detailed CVs / resumes of the proposed resources as per Manpower deployment plan (see Page Number Point number 7) within sixty (60) days from the date of issuance of the Letter of Intent (LoI).

All proposed resources must strictly meet the minimum qualification, experience, and skill requirements along with necessary certifications as specified in the RFP. The Selection Committee of Registrar DoIT&C/ EA RISL shall evaluate the submitted proposal. If the proposed resources do not meet the prescribed eligibility criteria, Registrar DOIT&C/EA RISL reserves the right to Reject the proposed resources, and/or Cancel the Letter of Intent issued to the H-1 and H2 bidders. In case the H-1 and H-2 bidders fails to provide suitable resources as per RFP requirements, RISL may Revoke the Letter of Intent, and Offer the LoI to the next eligible bidder, subject to matching the L-1 rates.

In such cases, the Earnest Money Deposit (EMD) of the concerned bidders may be forfeited and further action may be initiated as per Rajasthan Transparency in Public Procurement (RTPP) Rules.

4.3.3 Working Hours and Working Mode

- The H1 and H2 bidders will ensure that the Aadhaar center operates during government working hours on all working days. Holidays will be observed as per the Rajasthan Government Holiday calendar. However, the bidder must also ensure that the Aadhaar centers may be required to operate beyond the working hours or on

holidays as and when required, as per the directions that may be provided by the Government authorities.

- For critical project requirements or exigency conditions, working hours may be extended with prior approval of the DOIT&C.
- Since the project supports critical government service delivery, the agency shall ensure uninterrupted availability of resources as and when required.
- As per the directions from the Government/Government authorities Aadhaar Enrollment Kits/Aadhaar machines may be required to be setup and operated under Aadhaar camps as and when required, organized under various Government initiatives.
- Bidder need to ensure that Aadhaar Enrollment Kits/Aadhaar machines are operated in compliance of the UIDAI's guidelines/SOPs/OMs/Circulars regarding Aadhaar Enrollment and Update activities.

4.3.4 Execution, Review, Monitoring & Controlling Mechanism

The Review & Monitoring Mechanism under the UID Project of DoIT&C ensures effective supervision, performance tracking, and compliance of Aadhaar enrollment and update activities at the State, District, and Block levels, in alignment with the guidelines issued by **Unique Identification Authority of India (UIDAI)** and the DoIT&C/RISL.

1) State Level Monitoring

The OSD (UID)/Officer in-charge UID Projects shall:

- Review performance of deployed resources periodically
- Verify submitted deliverables
- Approve or reject submissions based on compliance and performance
- Task completion status
- Quality of deliverables
- Compliance with contractual obligations
- Overall governance and policy-level review of Aadhaar operations across the state
- Monitoring of enrollment and update performance against defined targets
- Review of compliance with UIDAI guidelines, circulars, and audit observations

The Project Manager deployed by the Bidder shall be responsible for:

- Monitoring overall project execution in coordination with DoIT&C/RISL State authorities.
- Reviewing deliverables before submission
- Ensuring adherence to timelines and quality standards

2) District Aadhaar committee (DAC)

At present 3- member based District Aadhaar Committee (DAC) constituted in each district for establishing, execution, controlling, and monitoring of the Aadhaar Enrollment Centers.



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

The same committee will be responsible for following activities under its respective district in coordination with DoIT&C state authorities as well as district coordinator deployed by bidder:

- Supervision of Aadhaar centers operating within the district
- Review of daily and monthly transaction volumes, acceptance/rejection rates
- Monitoring operator availability, infrastructure readiness, and SLA adherence
- Resolution and escalation of operational, technical, and compliance-related issues
- Surprise inspections as per UIDAI Guidelines/DoIT&C (SHQ) directions.
- To execute UID based district administration level works initiated by Central Government/State Government or Department of Information Technology and Communications
- Forwarding the proposals submitted by the bidders for operator on boarding to the headquarter after evolution of district level.
- If any complaint or irregularity is found against any operator, then the bidder has to give a proposal for replacement to the concerned District Aadhar Committee, on which the committee should ensure to send the report to the headquarters after review.

Above district committee will also constitute a block level committee to execute the above mentioned tasks at block level in coordination with district authorities as well as district coordinator deployed by bidder.

5. INSTRUCTION TO BIDDERS (ITB)

1) Sale of Bidding/ Tender Documents

- a) The sale of bidding documents shall be commenced from the date of publication of Notice Inviting Bids (NIB) and shall be stopped one day prior to the date of opening of Bid. The complete bidding document shall also be placed on the State Public Procurement Portal and e-Procurement portal. The prospective bidders shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.
- b) The bidding documents shall be made available to any prospective bidder who pays the price for it in cash or by bank demand draft, banker's cheque.
- c) Bidding documents purchased by Principal of any concern may be used by its authorized sole selling agents/ marketing agents/ distributors/ sub-distributors and authorized dealers or vice versa.

2) Pre-bid Meeting/ Clarifications

- a) Any prospective bidder may, in writing, seek clarifications from the procuring entity in respect of the bidding documents within the prescribed timeline.
- b) A pre-bid conference is also scheduled by the procuring entity as per the details mentioned in the NIB and to clarify doubts of potential bidders in respect of the procurement and the records of such conference shall be intimated to all bidders and where applicable, shall be published on the respective websites.
- c) The period within which the bidders may seek clarifications under (a) above and the period within which the procuring entity shall respond to such requests for clarifications shall be as under: -
 - a. Last date of submitting clarifications requests by the bidder: as per NIB
 - b. Response to clarifications by procuring entity: as per NIB
- d) The minutes and response, if any, shall be provided promptly to all bidders to which the procuring entity provided the bidding documents, so as to enable those bidders to take minutes into account in preparing their bids, and shall be published on the respective websites.

3) Changes in the Bidding Document

- a) At any time, prior to the deadline for submission of Bids, the procuring entity may for any reason, whether on its own initiative or as a result of a request for clarification by a bidder, modify the bidding documents by issuing an addendum in accordance with the provisions below.
- b) In case, any modification is made to the bidding document or any clarification is issued which materially affects the terms contained in the bidding document, the procuring entity shall publish such modification or clarification in the same manner as the publication of the initial bidding document.
- c) In case, a clarification or modification is issued to the bidding document, the procuring entity may, prior to the last date for submission of Bids, extend such time limit in order to allow the bidders sufficient time to take into account the clarification or modification, as the case may be, while submitting their Bids.

- d) Any bidder, who has submitted his Bid in response to the original invitation, shall have the opportunity to modify or re-submit it, as the case may be, within the period of time originally allotted or such extended time as may be allowed for submission of Bids, when changes are made to the bidding document by the procuring entity:

Provided that the Bid last submitted or the Bid as modified by the bidder shall be considered for evaluation.

4) Period of Validity of Bids

- a) Bids submitted by the bidders shall remain valid during the period specified in the NIB/ bidding document. A Bid valid for a shorter period shall be rejected by the procuring entity as non-responsive Bid.
- b) Prior to the expiry of the period of validity of Bids, the procuring entity, in exceptional circumstances, may request the bidders to extend the bid validity period for an additional specified period of time. A bidder may refuse the request and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited.
- c) Bidders that agree to an extension of the period of validity of their Bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security, is considered to have refused the request to extend the period of validity of its Bid.

5) Format and Signing of Bids

- a) Bidders must submit their bids online at e-Procurement portal i.e. <http://eproc.rajasthan.gov.in>.
- b) All the documents uploaded should be digitally signed with the DSC of authorized signatory.
- c) A Single stage-Two part/ cover system shall be followed for the Bid: -
- a. Technical Bid, including fee details, eligibility & technical documents
 - b. Financial Bid
- d) The technical bid shall consist of the following documents: -

S. No.	Documents Type	Document Format
Fee Details		
1.	Technical Bid Cover letter, Bidding document Fee (Tender Fee), RISL Processing Fee (e-Procurement), and Bid Security	Instrument/ Proof of submission (FEE.PDF) <ul style="list-style-type: none"> • Scanned copy of Fee Receipt/DD/Banker Cheque • Scanned copy of DD/Banker Cheque • Scanned copy of Challan/DD/ Banker's Cheque
Eligibility Documents		
2.	Bidder's Authorization Certificate	As per Annexure-4 and copy of PoA/ Board resolution stating that Auth. Signatory (DSC

		holder) can sign the bid/ contract on behalf of the firm.(AUTH.PDF)
3.	All the documents mentioned in the “Eligibility Criteria”, in support of the eligibility	All eligibility documents as per PQ Eligibility criteria in chapter-3
4.	Mandatory Undertaking	A Self Certified letter as per Annexure-5: Self-Declaration

b) Financial bid shall include the following documents: -

S. No.	Documents Type	Document Format
1.	Financial Bid – Covering Letter	On bidder’s letter head duly signed by authorized signatory as per Annexure-7 (FBCOVER.PDF)
2.	Financial Bid– Format	As per BoQ (.XLS) format available on e-Procurement portal

c) The bidder should ensure that all the required documents, as mentioned in this bidding document, are submitted along with the Bid and in the prescribed format only. Non-submission of the required documents or submission of the documents in a different format/ contents may lead to the rejections of the Bid submitted by the bidder.

6) Cost & Language of Bidding

- a) The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the procuring entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- b) The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the procuring entity, shall be written only in English Language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English/ Hindi language, in which case, for purposes of interpretation of the Bid, such translation shall govern.

7) Alternative/ Multiple Bids

Alternative/ Multiple Bids shall not be considered at all.

8) Bid Security

Every bidder, if not exempted, participating in the procurement process will be required to furnish the bid security as specified in the NIB.

- a) In lieu of bid security, a bid securing declaration shall be taken from Departments of the State Government, Undertakings, Corporations, Autonomous bodies, Registered Societies and Cooperative Societies which are owned or controlled or managed by the State Government and Government Undertakings of the Central Government.

- b) Bid security instrument or cash receipt of bid security or a bid securing declaration shall necessarily accompany the technical bid.
- c) Bid security of a bidder lying with the procuring entity in respect of other bids awaiting decision shall not be adjusted towards bid security for the fresh bids. The bid security originally deposited may, however, be taken into consideration in case bids are re-invited.
- d) The bid security may be given in the form of a banker's cheque or demand draft or bank guarantee, in specified format, of a scheduled bank or deposited through eGRAS. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.
- e) The issuer of the bid security and the confirmer, if any, of the bid security, as well as the form and terms of the bid security, must be acceptable to the procuring entity.
- f) Prior to presenting a submission, a bidder may request the procuring entity to confirm the acceptability of proposed issuer of a bid security or of a proposed confirmer, if required. The procuring entity shall respond promptly to such a request.
- g) The bank guarantee presented as bid security shall be got confirmed from the concerned issuing bank. However, the confirmation of the acceptability of a proposed issuer or of any proposed confirmer does not preclude the procuring entity from rejecting the bid security on the ground that the issuer or the confirmer, as the case may be, has become insolvent or has otherwise ceased to be creditworthy.
- h) The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.
- i) The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely: -
 - a. when the bidder withdraws or modifies its bid after opening of bids;
 - b. when the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period;
 - c. when the bidder fails to commence the supply of the goods or service or execute work as per supply/ work order within the time specified;
 - d. when the bidder does not deposit the performance security within specified period after the supply/ work order is placed; and
 - e. If the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- j) Notice will be given to the bidder with reasonable time before bid security deposited is forfeited.
- k) No interest shall be payable on the bid security.
- l) In case of the successful bidder, the amount of bid security may be adjusted in arriving at the amount of the Performance Security, or refunded if the successful bidder furnishes the full amount of performance security.

- m) The procuring entity shall promptly return the bid security after the earliest of the following events, namely:-
 - a. the expiry of validity of bid security;
 - b. the execution of agreement for procurement and performance security is furnished by the successful bidder;
 - c. the cancellation of the procurement process; or
 - d. The withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.
- 9) **Deadline for the submission of Bids**
 - a) Bids shall be received online at e-Procurement portal and up to the time and date specified in the NIB.
 - b) Normally, the date of submission and opening of Bids would not be extended. In exceptional circumstances or when the bidding document are required to be substantially modified as a result of discussions in pre-bid meeting/ conference or otherwise and the time with the prospective bidders for preparation of Bids appears insufficient, the date may be extended by the procuring entity. In such case the publicity of extended time and date shall be given in the manner, as was given at the time of issuing the original NIB and shall also be placed on the State Public Procurement Portal, if applicable. It would be ensured that after issue of corrigendum, reasonable time is available to the bidders for preparation and submission of their Bids. The procuring entity shall also publish such modifications in the bidding document in the same manner as the publication of initial bidding document. If, in the office of the Bids receiving and opening authority, the last date of submission or opening of Bids is a non-working day, the Bids shall be received or opened on the next working day.
- (a) Withdrawal, Substitution, and Modification of Bids**
 - a) If permitted on e-Procurement portal, a Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial cover) as per the instructions/ procedure mentioned at e-Procurement website under the section "Bidder's Manual Kit".
 - b) Bids withdrawn shall not be opened and processes further.
- (b) Opening of Bids**
 - a) The Bids shall be opened by the bid opening & evaluation committee on the date and time mentioned in the NIB in the presence of the bidders or their authorized representatives who choose to be present.
 - b) The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
 - c) The committee shall prepare a list of the bidders or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding bidders' names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of Bid opening committee with date and time of opening of the Bids.

- d) All the documents comprising of technical Bid/ cover shall be opened & downloaded from the e-Procurement website (only for the bidders who have submitted the prescribed fee(s) to RISL).
- e) The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the: -
 - a. bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable);
 - b. bid is valid for the period, specified in the bidding document;
 - c. bid is unconditional and the bidder has agreed to give the required performance security; and
 - d. Other conditions, as specified in the bidding document are fulfilled.
 - e. Any other information which the committee may consider appropriate.
- f) No Bid shall be rejected at the time of Bid opening except the Bids not accompanied with the proof of payment or instrument of the required price of bidding document, processing fee and bid security.
- g) The Financial Bid cover shall be kept unopened and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical Bids.

(c) Clarification of Bids

- a) To assist in the examination, evaluation, comparison and qualification of the Bids, the bid evaluation committee may, at its discretion, ask any bidder for a clarification regarding its Bid. The committee's request for clarification and the response of the bidder shall be through the e-Procurement portal.
- b) Any clarification submitted by a bidder with regard to its Bid that is not in response to a request by the committee shall not be considered.
- c) No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the committee in the evaluation of the financial Bids.

No substantive change to qualification information or to a submission, including changes aimed at making an unqualified bidder, qualified or an unresponsive submission, responsive shall be sought, offered or permitted.

10) Evaluation & Tabulation of Technical Bid

a) Determination of Responsiveness

- i. The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.
- ii. A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -
 - a. "deviation" is a departure from the requirements specified in the bidding document;



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

- b. “reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - c. “Omission” is the failure to submit part, or all of the information or documentation required in the bidding document.
 - iii. A material deviation, reservation, or omission is one that,
 - a. if accepted, shall: -
 - 1) affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
 - 2) limits in any substantial way, inconsistent with the bidding documents, the procuring entity’s rights or the bidder’s obligations under the proposed contract; or
 - b. If rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bid.
 - iv. The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.
 - v. The procuring entity shall regard a Bid as responsive if it conforms to all requirements set out in the bidding document, or it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the bidding document, or if it contains errors or oversights that can be corrected without touching on the substance of the Bid.
 - b) Non-material Non-conformities in Bid**
 - i. The bid evaluation committee may waive any non-conformities in the Bid that do not constitute a material deviation, reservation or omission, the Bid shall be deemed to be substantially responsive.
 - ii. The bid evaluation committee may request the bidder to submit the necessary information or document like audited statement of accounts/ CA Certificate, Registration Certificate within a reasonable period of time. Failure of the bidder to comply with the request may result in the rejection of its Bid.
 - iii. The bid evaluation committee may rectify non-material nonconformities or omissions on the basis of the information or documentation received from the bidder under (b) above.
 - c) Tabulation of Technical Bid**
 - i. If Technical Bids have been invited, they shall be tabulated by the bid evaluation committee in the form of a comparative statement to evaluate the qualification of the bidder against the criteria for qualification set out in the bidding document.

- ii. The members of bid evaluation committee shall give their recommendations below the table as to which of the bidders have been found to be qualified in evaluation of Technical Bid and sign it.
- iii. The number of firms qualified in technical evaluation, if less than three and it is considered necessary by the procuring entity to continue with the procurement process, reasons shall be recorded in writing and included in the record of the procurement proceedings.
- iv. The bidders who qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial Bids.

11) Evaluation & Tabulation of Financial Bid

Subject to the provisions of “Acceptance of Successful Bid and Award of Contract” below, the procuring entity shall take following actions for evaluation of financial Bids:-

- a) For two part / cover Bid system, the financial Bids of the bidders who qualified in technical evaluation, shall be opened online at the notified time, date and place by the bid evaluation committee in the presence of the bidders or their representatives who choose to be present.
- b) The process of opening of the financial Bids shall be similar to that of technical Bids.
- c) The names of the bidders, the rates given by them and conditions put, if any, shall be read out and recorded;
- d) Conditional Bids are liable to be rejected;
- e) The Commercial Evaluation will be done based on the quoted price mentioned in Annexure-6 - Financial Bid format.
- f) The calculation for the score of the bid will be as per the qualification criteria mentioned in the RFP document.
- g) The ‘**Least Rate**’ will be calculated on the basis of percentage of the standard rate of UIDAI in accordance with the terms and conditions of this RFP across rates quoted by all qualified bidders.
- h) The Price quoted by the Bidder should include all costs and all taxes / duties (except GST) applicable to the bidder as per law of the Central/ State Government/ Local Authorities, and the evaluation criteria specified in the bidding documents shall only be applied.
- i) The offers shall be evaluated and marked H1, H2, H3 etc. based on score obtained by the respective bidders. The bid evaluation committee shall prepare a comparative statement in tabular form in accordance with rules along with its report on evaluation of financial Bids.

- j) The contract will be awarded to two bidders (H1 and H2 and so on respectively) as per the quoted rates in the Financial bid. However, the award of contract to the H2 bidder will be given on the rates quoted by the H1 bidder (see at point 7.4 of sub clause 7-Award of Contract) .
- k) Other eligible bidder will also be allowed to match the 'H1 quoted rate' if other bidders in 'j' refuse to match the "quoted rates in accordance with the UIDAI's standard rates".
- l) If less than or equal to 3 bidders have fulfilled the eligibility criteria, then all the eligible bidders shall be allowed to match the 'Least rate' across all profile.
- m) Bidders meeting the above-criteria will be accepted as the qualified bidders and shall be eligible for award of contract by RISL.
- n) In case of tie between agencies, for "allowed to match the overall score" or "eligible for contract" then all agencies involved in tie, will be entitled for subsequent proceeding. In that case, number of agencies tied for eligibility for contract exceeds 3 agencies, then the decision taken by RISL shall be final and binding for all bidders.

12) **Correction of Arithmetic Errors in Financial Bids**

The bid evaluation committee shall correct arithmetical errors in substantially responsive Bids, on the following basis, namely: -

- a) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- b) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

13) **Negotiation**

- a) Except in case of procurement by method of single source procurement or procurement by competitive negotiations, to the extent possible, no negotiations shall be conducted after the pre- bid stage. All clarifications needed to be sought shall be sought in the pre-bid stage itself.
- b) Negotiations may, however, be undertaken only with the most advantageous bidder(s) when the rates are considered to be non-competitive.
- c) The bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.
- d) The most advantageous bidder(s) shall be informed in writing either through messenger or by registered letter and e-mail (if available). A minimum time of seven days shall be given for calling negotiations. In case of urgency the bid evaluation committee, after recording reasons, may reduce the time, provided the most

advantageous bidder has received the intimation and consented to regarding holding of negotiations.

- e) Negotiations shall not make the original offer made by the bidder inoperative. The bid evaluation committee shall have option to consider the original offer in case the bidder decides to increase rates originally quoted or imposes any new terms or conditions.
- f) In case of non-satisfactory achievement of rates from most advantageous bidder(s), the bid evaluation committee may choose to make a written counter offer to the most advantageous bidder(s) and if this is not accepted by him, the committee may decide to reject and re- invite Bids or to make the same counter-offer first to the second most advantageous bidder and to the third most advantageous bidder and so on in the order of their initial standing and work/ supply order be awarded to the bidder who accepts the counter-offer. This procedure would be used in exceptional cases only.

14) Exclusion of Bid/ Disqualification

- a) A procuring entity shall exclude/ disqualify a Bid, if:
 - i. the information submitted concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
 - ii. the information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and
 - iii. the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
 - iv. the Bid materially departs from the requirements specified in the bidding document or it contains false information;
 - v. the bidder, submitting the Bid, his agent or any one acting on his behalf, gave or agreed to give, to any officer or employee of the procuring entity or other governmental authority a gratification in any form, or any other thing of value, so as to unduly influence the procurement process;
 - vi. A bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.
- b) A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.
- c) Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be:
 - i. communicated to the concerned bidder in writing;
 - ii. Published on the State Public Procurement Portal, if applicable.

15) Lack of Competition

- a) A situation may arise where, if, after evaluation of Bids, the bid evaluation committee may end up with one responsive Bid only. In such situation, the bid evaluation committee would check as to whether while floating the NIB all necessary requirements to encourage competition like standard bid conditions, UIDAI friendly specifications, wide publicity, sufficient time for formulation of Bids, etc. were fulfilled. If not, the NIB would be re-floated after rectifying deficiencies. The bid process shall be considered valid even if there is one responsive Bid, provided that:
- i. the Bid is technically qualified;
 - ii. the price quoted by the bidder is assessed to be reasonable;
 - iii. the Bid is unconditional and complete in all respects;
 - iv. there are no obvious indicators of cartelization amongst bidders; and
 - v. The bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document.
- b) The bid evaluation committee shall prepare a justification note for approval by the next higher authority of the procuring entity, with the concurrence of the accounts member(s).
- c) In case of dissent by any member of bid evaluation committee, the next higher authority in delegation of financial powers shall decide as to whether to sanction the single Bid or re-invite Bids after recording reasons.
- d) If a decision to re-invite the Bids is taken, field assessment shall be carried out for estimation of the eligibility criteria and cost estimate.

16) Acceptance of the Successful Bid and Award of Contract

- a) The procuring entity after considering the recommendations of the bid evaluation committee and the conditions of Bid, if any, financial implications, trials, sample testing and test reports, etc., shall accept or reject the successful Bid(s). If any member of the bid evaluation committee, has disagreed or given its note of dissent, the matter shall be referred to the next higher authority, as per delegation of financial powers, for decision.
- b) Decision on Bids shall be taken within original validity period of Bid and time period allowed to procuring entity for taking decision. If the decision is not taken within the original validity period or time limit allowed for taking decision, the matter shall be referred to the next higher authority in delegation of financial powers for decision.
- c) Before award of the contract, the procuring entity shall ensure that the price of successful Bid(s) is reasonable and consistent with the required quality.
- d) A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.

- e) The procuring entity shall award the contract to the bidder whose offer has been determined to be the most advantageous in accordance with the evaluation criteria set out in the bidding document and if the bidder has been determined to be qualified to perform the contract satisfactorily on the basis of qualification criteria fixed for the bidders in the bidding document for the subject matter of procurement.
- f) Prior to the expiry bid validity period, the procuring entity shall inform the successful bidder(s), in writing, that its Bid has been accepted.
- g) As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen (15) days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.
- h) If the issuance of formal letter of acceptance is likely to take time, in the meanwhile a Letter of Intent (LOI) may be sent to the bidder. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by email (if available) to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance shall constitute a binding contract.
- i) The bid security of the bidders whose Bids could not be accepted shall be refunded soon after the contract with the successful bidder(s) is signed and its performance security is obtained.

17) Information and publication of award

Information of award of contract shall be communicated to all participating bidders and published on the respective website(s) as specified in NIB.

18) Procuring Entity's right to accept or reject any or all Bid

The Procuring entity reserves the right to accept or reject any Bid, and to annul (cancel) the bidding process and reject all Bid at any time prior to award of contract, without thereby incurring any liability to the bidder.

19) Right to vary quantity

Orders for extra items/services may be placed by the procuring entity in accordance with the Schedule of Powers as prescribed by the Finance

Department, for the original contract, if allowed in terms and conditions of the bidding documents.

20) Performance Security

- a) As per Rule 75 of RTPP Rule 2013, prior to execution of agreement, Performance security shall be solicited from all successful bidders except the departments of the State Government and undertakings, corporations, autonomous bodies, registered societies, co-operative societies which are owned or controlled or managed by the State Government and undertakings of the Central Government. However, a Performance Security Declaration shall be taken from them. The State Government may relax the provision of performance security in particular procurement or any class of procurement.
- b) Each of the bidders are required to submit 5% of the work order value as performance security for work order furnished as bank Guarantee or e-GRAS Chillan valid until project/ Contract Completion additionally of 90 days. Bid Security if submitted, adjust towards this amount but the total must not fall below the bid security value.
- c) As per the RTPP clause 75 A, the additional performance security shall also be taken from the successful bidder in case of unbalanced bid. The additional performance security shall be equal to 50 percent of the unbalanced bid amount.

Calculation- $(0.50 \times (0.85 \times \text{Estimated bid value} - \text{Bid amount})$

Unbalanced bid means- any bid below more than 15% of the estimated bid value

- d) If a selected agency fails to submit proposals against five-time continuous presentations, their PBG will be forfeited. The bidder will only be eligible for future presentations after submitting a new PBG.
- e) Performance security shall be furnished in any one of the following forms: -
 - i) Bank Draft or Banker's Cheque or BG of a scheduled bank;
- f) Performance security furnished in the form specified in clause [c.] above shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period if any.
- g) Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:-
 - i. When any terms and condition of the contract is breached.

- ii. When the bidder fails to satisfactorily complete work/ provide services as per scope of tender/ RFP.
- iii. If the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- h) No interest shall be payable on the PSD.
- i) In case of the successful bidder, the amount of bid security may be adjusted in arriving at the amount of the Performance Security, or refunded if the successful bidder furnishes the full amount of performance security

21) Execution of Agreement

- a) Procurement contract shall come into force from the date on which the contract/ agreement is signed.
- b) The successful bidder shall sign the contract within fifteen (15) days from the date on which the letter of acceptance or letter of intent is dispatched to the successful bidder.
- c) If the bidder, whose Bid has been accepted, fails to sign a written contract or fails to furnish the required performance security within the specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the procurement process or if it deems fit, offer for acceptance the rates of lowest or most advantageous bidder to the next lowest or most advantageous bidder, in accordance with the criteria and procedures set out in the bidding document.
- d) The bidder will be required to execute the agreement on a non-judicial stamp of specified value at its cost and to be purchase from anywhere in Rajasthan only.

22) Confidentiality

- a) Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to: -
 - i. impede enforcement of any law;
 - ii. affect the security or strategic interests of India;
 - iii. affect the intellectual property rights or legitimate commercial interests of bidder;
 - iv. affect the legitimate commercial interests of the procuring entity in situations that may include when the procurement relates to a project in which the procuring entity is to make a competitive bid, or the intellectual property rights of the procuring entity.

- b) The procuring entity shall treat all communications with bidder related to the procurement process in such a manner as to avoid their disclosure to competing bidder or to any other person not authorized to have access to such information.
- c) The procuring entity may impose on bidder and sub-contractors, if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting information, the disclosure of which violates (a) above.
- d) In addition to the restrictions specified above, the procuring entity, while procuring a 'subject matter' of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting confidentiality of such information.

23) Cancellation of Procurement Process

- a) If any procurement process has been cancelled, it shall not be reopened, but it shall also not prevent the procuring entity from initiating a new procurement process for the same subject matter of procurement, if required.
- b) A procuring entity may, for reasons to be recorded in writing, cancel the process of procurement initiated by it:
 - i. at any time prior to the acceptance of the successful Bid; or
 - ii. after the successful bid is accepted in accordance with (d) and (e) below.
- c) The procuring entity shall not open any bid or proposal after taking a decision to cancel the procurement and shall return such unopened bids or proposals.
- d) The decision of the procuring entity to cancel the procurement and reasons for such decision shall be immediately communicated to the bidder that participated in the procurement process.
- e) If a bidder is convicted of any offence under the Act, the procuring entity may: -
 - i. cancel the relevant procurement process if the Bid of the convicted bidder has been declared as successful but no procurement contract has been entered into;
 - ii. rescind (cancel) the relevant contract or forfeit the payment of all or a part of the contract value if the procurement contract has been entered into between the procuring entity and the convicted bidder.

24) Code of Integrity for Bidders

- a) No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.
- b) The code of integrity includes provisions for:
 - i. Prohibiting,
 - (1) any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;

- (2) any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation; any collusion, bid rigging or anti-competitive behavior to impair the transparency, fairness and progress of the procurement process;
- (3) improper use of information shared between the procuring entity and the bidder with an intent to gain unfair advantage in the procurement process or for personal gain;
- (4) any financial or business transactions between the bidder and any officer or employee of the procuring entity;
- (5) any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
- (6) any obstruction of any investigation or audit of a procurement process;
- ii. disclosure of conflict of interest;
- iii. Disclosure by the bidder of any previous transgressions with any Govt entity in India or any other country during the last three years or of any debarment by any other procuring entity.
- c) Without prejudice to the provisions below, in case of any breach of the code of integrity by a bidder or prospective bidder, as the case may be, the procuring entity may take appropriate measures including:
 - i. exclusion of the bidder from the procurement process;
 - ii. calling-off of pre-contract negotiations and forfeiture or encashment of bid security;
 - iii. forfeiture or encashment of any other security or bond relating to the procurement;
 - iv. recovery of payments made by the procuring entity along with interest thereon at bank rate;
 - v. cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;
 - vi. Debarment of the bidder from participation in future procurements of the procuring entity for a period not exceeding three (3) years.

25) Conflict of Interest

A Bidder may be considered to be in conflict of interest with one or more parties in a bidding process if, including but not limited to:

- a) they have controlling partners in common;
- b) they receive or have received any direct or indirect subsidy from any of them;
- c) they have the same legal representative for purposes of the bid;

- d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another;
- e) A bidder participates in more than one bid in the same bidding process.; or
- f) A bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the subject matter of procurement of the bidding process. All bidders shall provide in Eligibility Criteria documents, a statement that the bidder is neither associated nor has been associated directly or indirectly, with the consultant or any other entity that has prepared the design, specifications and other documents for the subject matter of procurement or being proposed as Project Manager for the contract.

26) Interference with Procurement Process

A bidder, who:

- a) withdraws from the procurement process after opening of financial bids;
- b) withdraws from the procurement process after being declared the successful bidder;
- c) fails to enter into procurement contract after being declared the successful bidder;
- d) fails to provide performance security or any other document or security required in terms of the bidding documents after being declared the successful bidder, without valid grounds, shall in addition to the recourse available in the bidding document or the contract, be punished with fine which may extend to fifty lakh rupees or ten per cent of the assessed value of procurement, whichever is less.

27) Appeals

- a) Subject to “Appeal not to lie in certain cases” below, if any bidder or prospective bidder is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of the Act or the rules or guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of 10 days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:
 - i. Provided that after the declaration of a bidder as successful in terms of “Award of Contract”, the appeal may be filed only by a bidder(s) who have participated in procurement proceedings.
 - ii. Provided further that in case a procuring entity evaluates the technical Bid before the opening of the financial Bid, an appeal related to the matter of financial Bid may be filed only by a bidder whose technical Bid is found to be acceptable.

- b) The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavor to dispose it of within 30 days from the date of filing of the appeal.
- c) If the officer designated under (a) above fails to dispose of the appeal filed under that sub-section within the period specified in (b) above, or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed, the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government in this behalf within 15 days from the expiry of the period specified in (c) above or of the date of receipt of the order passed under (b) above, as the case may be.
- d) The officer or authority to which an appeal is filed under (c) above shall deal with the appeal as expeditiously as possible and shall endeavor to dispose it of within 30 days from the date of filing of the appeal: -
- e) The officer or authority to which an appeal may be filed under (a) or (d) above shall be:
- First Appellate Authority: Secretary/ Principal Secretary, IT&C, Govt. of Rajasthan
 - Second Appellate Authority: Secretary, Finance (Budget) Department, Govt. of Rajasthan.
- f) Form of Appeal:
- i. Every appeal under (a) and (c) above shall be as per **Annexure-11** along with as many copies as there are respondents in the appeal.
 - ii. Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
 - iii. Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorized representative.
- g) Fee for Appeal: Fee for filing appeal:
- i. Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
 - ii. The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank payable in the name of Appellate Authority concerned.
- h) Procedure for disposal of appeal:
- i. The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.

- ii. On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall:
 - hear all the parties to appeal present before him; and
 - peruse or inspect documents, relevant records or copies thereof relating to the matter.
 - iii. After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
 - iv. The order passed under (c) shall also be placed on the State Public Procurement Portal.
- i) No information which would impair the protection of essential security interests of India, or impede the enforcement of law or fair competition, or prejudice the legitimate commercial interests of the bidder or the procuring entity, shall be disclosed in a proceeding under an appeal.

28) Stay of Procurement Proceedings

While hearing of an appeal, the officer or authority hearing the appeal may, on an application made in this behalf and after affording a reasonable opportunity of hearing to the parties concerned, stay the procurement proceedings pending disposal of the appeal, if he, or it, is satisfied that failure to do so is likely to lead to miscarriage of justice.

29) Vexatious Appeals & Complaints

Whoever intentionally files any vexatious, frivolous or malicious appeal or complaint under the “The Rajasthan Transparency Public Procurement Act 2012”, with the intention of delaying or defeating any procurement or causing loss to any procuring entity or any other bidder, shall be punished with fine which may extend to twenty lakh rupees or five per cent of the value of procurement, whichever is less.

30) Offenses by Firms/ Companies

- a) Where an offence under “The Rajasthan Transparency Public Procurement Act 2012” has been committed by a company, every person who at the time the offence was committed was in charge of and was responsible to the company for the conduct of the business of the company, as well as the company, shall be deemed to be guilty of having committed the offence and shall be liable to be proceeded against and punished accordingly:

Provided that nothing contained in this sub-section shall render any such person liable for any punishment if he proves that the offence was committed without his knowledge or that he had exercised all due diligence to prevent the commission of such offence.

- b) Notwithstanding anything contained in (a) above, where an offence under this Act has been committed by a company and it is proved that the offence has been committed with the consent or connivance of or is attributable to any neglect on the part of any director, manager, secretary or other officer of the company, such director, manager, secretary or other officer shall also be deemed to be guilty of having committed such offence and shall be liable to be proceeded against and punished accordingly.
- c) For the purpose of this section:
 - i. "company" means a body corporate and includes a limited liability partnership, firm, registered society or co- operative society, trust or other association of individuals; and
 - ii. "Director" in relation to a limited liability partnership or firm, means a partner in the firm.
- d) Abetment of certain offenses: Whoever abets an offence punishable under this Act, whether or not that offence is committed in consequence of that abetment, shall be punished with the punishment provided for the offence.

31) Debarment from Bidding

- a) A bidder shall be debarred by the State Government if he has been convicted of an offence,
 - i. under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988); or
 - ii. under the Indian Penal Code, 1860 (Central Act No. 45 of 1860) or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
- b) A bidder debarred under (a) above shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date on which he was debarred.
- c) If a procuring entity finds that a bidder has breached the code of integrity prescribed in terms of "Code of Integrity for bidder" above, it may debar the bidder for a period not exceeding three years.
- d) Where the entire bid security or the entire performance security or any substitute thereof, as the case may be, of a bidder has been forfeited by a procuring entity in respect of above ((a) & (b)) points for any procurement process or procurement contract, the bidder may be debarred from participating in any procurement process undertaken by the procuring entity for a period not exceeding three years.
- e) The State Government or a procuring entity, as the case may be, shall not debar a bidder under this section unless such bidder has been given a reasonable opportunity of being heard.

32) Monitoring of Contract

- a) An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by procuring entity to monitor the progress of the contract during its delivery period.
- b) During the delivery period the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of goods and/ or service delivery is in proportion to the total delivery period given, if it is a severable contract, in which the delivery of the goods and/or service is to be obtained continuously or is batched. If the entire quantity of goods and/or service is to be delivered in the form of completed work or entire contract like fabrication work, the process of completion of work may be watched and inspections of the selected bidder's premises where the work is being completed may be inspected.
- c) If delay in delivery of goods and / or service is observed a performance notice would be given to the selected bidder to speed up the delivery.
- d) Any change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the procuring entity and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- e) No new partner/ partners shall be accepted in the firm by the selected bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the procuring entity through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.
- f) The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of procuring entity.

33) Verification of eligibility documents by RISL

RISL reserves right to verify all statements, information and documents submitted by the bidder in response to the tender document. The bidder shall, when so required by RISL, make available all such information, evidence, and documents as may be necessary for such verifications. Any such verification or lack of verification by RISL shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of RISL thereunder. If any statement, information, and document submitted by the bidder is found to be false, manipulated or forged during verification process, strict action shall be taken as per RTPP Act, 2012.

34) Issuance of Work Order under Contract

- a) The procedure for issuance of Work Order to award contract to Agencies shall be defined in Administrative Order to be issued by RISL.
- b) Work order will be issued for the period of up-to 2 Years, SLA will be applicable till the entire duration of work order.



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

- c) Work order issued during the contract period will remain valid till the validity of agreement/contract.

35) General Instruction

Anything that is not mentioned/ covered explicitly in the RFP shall be governed by RTPP Act, 2012 and Rules thereto.

6 GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT

Bidders should read these conditions carefully and comply strictly while sending their bids.

Definitions

For the purpose of clarity, the following words and expressions shall have the meanings hereby assigned to them: -

- a) "Contract" means the Agreement entered into between the Purchaser and the successful/ selected bidder, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
- b) "Contract Documents" means the documents listed in the Agreement, including any amendments thereto.
- c) "Contract Price" means the price payable to the successful/ selected bidder as specified in the Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
- d) "Day" means a calendar day.
- e) "Man-Month" means one resource working for 1 month (Calendar working days as per GoR).
- f) "Delivery" means the transfer of the services from the successful/ selected bidder to the Purchaser in accordance with the terms and conditions set forth in the Contract.
- g) "Completion" means the fulfillment of the related services by the successful/ selected bidder in accordance with the terms and conditions set forth in the Contract.
- h) "Goods" means all of the services that the successful/ selected bidder is required to supply to the Purchaser under the Contract.
- i) "Purchaser" means the entity purchasing services, as specified in the bidding document.
- j) The "Services" means Consultancy Services to be provided to the Purchaser under the Contract
- k) "Related Services" means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other similar obligations of the successful/ selected bidder under the Contract.
- l) "Subcontractor" means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Goods/ Services to be supplied or execution of any part of the related services is subcontracted by the successful/ selected bidder.
- m) "Successful or Selected bidder or Selected Agency" means private or government entity, whose Bid to perform the Contract has been accepted by the Purchaser and is named as



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

such in the Agreement, and includes the legal successors or permitted assigns of the successful/ selected bidder.

- n) "The Site," where applicable, means the designated project place(s) named in the bidding document.
- o) "IPR (Intellectual Property Rights)" means any patents, copyrights, trademarks, trade names, industrial design, trade secret, permit, service marks, brands, proprietary information, knowledge, technology, licenses, databases, software, know-how, or other form of intellectual property rights, title, benefits or interest, whether arising before or after execution of the Contract.

Note: The bidder shall be deemed to have carefully examined the conditions, etc. of the RFP/ contract and the services to be rendered. If the bidder has any doubts as to the meaning of any portion of these conditions or of the scope or services to be rendered, he shall, before submitting the Bid and signing the contract refer the same to the procuring entity and get clarifications.

1) **Contract Documents**

Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

2) **Interpretation**

- a) If the context so requires it, singular means plural and vice versa.
- b) Entire Agreement: The Contract constitutes the entire agreement between the Purchaser and the Supplier/ Selected bidder and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.
- c) Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.
- d) Non-waiver: Subject to the condition (f) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.
- e) Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

- f) Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.
- 3) **Language**
- a) The Contract as well as all correspondence and documents relating to the Contract exchanged by the successful/ selected bidder and the Purchaser, shall be written in English language only. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the special conditions of the contract, in which case, for purposes of interpretation of the Contract, this translation shall govern.
- b) The successful/ selected bidder shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.
- 4) **Eligible Services**
- a) For purposes of this Clause, the term “services” includes Consultancy Services to be provided to the Purchaser under the Contract
- 5) **Service of Notice, Documents & Orders**
- A. A notice, document or order shall be deemed to be served on any individual by -
- a. delivering it to the person personally; or
- b. leaving it at, or sending it by post to, the address of the place of residence or business of the person last known;
- c. On a body corporate by leaving it at, or sending it by post to, the registered office of the body corporate.
- B. When the procedure laid down in (a) above is followed, service shall be deemed to be effected by properly addressing, preparing and posting the document, notice or order, as the case may be.
- C. A Notice shall be effective when delivered or on the Notice’s effective date, whichever is later.
- 6) **Governing Law**
- The Contract shall be governed by and interpreted in accordance with the laws of the Rajasthan State/ the Country (India), unless otherwise specified in the contract.
- 7) **Scope of Services**
- a) Subject to the provisions in the bidding document and contract, the services to be supplied shall be as specified in the bidding document.

- b) Unless otherwise stipulated in the Contract, the scope of supply shall include all such services/ deliverables not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the work/ project as if such services/ deliverables were expressly mentioned in the Contract.

8) Delivery of Services

- a) Subject to the conditions of the contract, the delivery of the services shall be in accordance with the delivery and completion schedule specified in the bidding document. The details of deliverables and other documents to be furnished by the successful/ selected bidder are specified in the bidding document and/ or contract.
- b) The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made as per Scope of RFP/ WO after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.
- c) The Supplier/ Selected Bidder shall arrange to deliver the services/ deploy the resources at various departments and/ or their offices/ locations mentioned in the PO/ WO.
- d) Shifting the place of deployment: The user will be free to shift the place of deployment of resources for the said services within the same city /town/ district/ division. The successful/ selected bidder shall provide all assistance, including transportation, in relocating the resources.

9) Supplier's/ Selected Bidder's Responsibilities

The Supplier/ Selected Bidder shall deliver services included in the scope of work (but not limited to) in accordance with the provisions of bidding document and/ or contract.

10) Purchaser's Responsibilities

- a) Whenever the services requires that the Supplier/ Selected Bidder obtain permits, approvals, and import and other licenses from local public authorities, the Purchaser shall, if so required by the Supplier/ Selected Bidder, make its best effort to assist the Supplier/ Selected Bidder in complying with such requirements in a timely and expeditious manner.
- b) The Purchaser shall pay all costs involved in the performance of its responsibilities, in accordance with the general and special conditions of the contract.

11) Contract Price

- a) The Contract Price shall be paid as specified in the contract subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.

- b) Prices charged by the Supplier/ Selected Bidder for the Services performed under the Contract shall not vary from the prices quoted by the Supplier/ Selected Bidder in its bid, with the exception of any price adjustments authorized in the special conditions of the contract.

12) Recoveries from Supplier/ Selected Bidder

- a) Recovery of penalties, etc. shall be made ordinarily from bills.
- b) The Purchase Officer shall withhold amount to the extent of short supply, or for delay in supply of services/deliverables unless these are replaced satisfactorily. In case of failure to withhold the amount, it shall be recovered from his dues and performance security deposit available with tendering authority for this tender.
- c) The balance, if any, shall be demanded from the Supplier/ Selected Bidder and when recovery is not possible, the Purchase Officer shall take recourse to law in force.

13) Taxes & Duties

- a) The TDS, GST, etc., if applicable, shall be deducted at source/ paid by RISL as per prevailing rates.
- b) For services supplied from outside India, the successful/ selected bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the country.
- c) For services supplied from within India, the successful/ selected bidder shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted services to the Purchaser.
- d) If any tax exemptions, reductions, allowances or privileges may be available to the successful/ selected bidder in India, the Purchaser shall use its best efforts to enable the successful/ selected bidder to benefit from any such tax savings to the maximum allowable extent.

14) Copyright

The copyright in all drawings, design documents, source code and other materials containing data and information furnished to the Purchaser by the Supplier/ Selected Bidder herein shall remain vested in the Supplier, or, if they are furnished to the Purchaser directly or through the Supplier/ Selected Bidder by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.

15) Sub-contracting

Sub-Contracting is not allowed under this RFP.

16) Confidential Information

- a) The Purchaser and the Supplier/ Selected Bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any drawings, documents, data, or other information furnished directly or indirectly (including hard and soft copies) by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.
- b) The Supplier/ Selected Bidder may furnish to its Subcontractor, if permitted, such documents, data, and other information it receives from the Purchaser to the extent required for the Subcontractor to perform its work under the Contract, in which event the Supplier/ Selected Bidder shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Supplier/ Selected Bidder.
- c) The Purchaser shall not use such documents, data, and other information received from the Supplier/ Selected Bidder for any purposes unrelated to the Contract. Similarly, the Supplier/ Selected Bidder shall not use such documents, data, and other information received from the Purchaser for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.
- d) The obligation of a party under sub-clauses above, however, shall not apply to information that: -
 - i. the Purchaser or Supplier/ Selected Bidder need to share with RISL or other institutions participating in the Contract;
 - ii. now or hereafter enters the public domain through no fault of that party;
 - iii. can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
 - iv. otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.
- e) The above provisions shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the supply or any part thereof.
- f) The provisions of this clause shall survive during the course of agreement and after three years of completion or termination, for whatever reason, of the contract.

17) Insurance

- a) The Purchaser shall not be liable for or in respect of any damages or compensation payable to any personnel provided to the Purchaser by Selected Agency other than

the death or injury resulting from any act or default of the Purchaser. The Selected Agency undertakes to indemnify and keep indemnified the Purchaser against all such damages and compensation and against all such claims proceedings, damages, costs, charges and expenses (including reasonable legal costs) whatsoever in respect thereof or in relation thereto

18) Delivery period & Extent of Quantity – Repeat Orders

- a) The time specified for delivery shall be deemed to be the essence of the contract and the successful bidder shall arrange supplies within the period on receipt of the firm order from the Purchase Officer.
- b) The selected bidder shall arrange supplies within the stipulated time period.
- c) If the orders are placed in excess of the quantities, the bidder shall be bound to meet the required supply. Repeat orders may also be placed on the rate and conditions given in the bidding document. If the bidder fails to do so, the Purchase Officer shall be free to arrange for the balance supply by limited tender or otherwise and the extra cost incurred shall be recoverable from the bidder.

19) Payments

- a) Advance Payment will not be made
- b) Unless otherwise agreed between the parties, payment for the delivery of the stores will be made on submission of bill in proper form by the bidder to the Purchase Officer in accordance with G.F.& A.R all remittance charges will be borne by the bidder.
- c) In case of disputed items, the amount of disputed items shall be withheld and will be paid on settlement of the dispute.
- d) Any Official travel to be undertaken for project work as directed by the Purchaser will be borne by the Purchaser.
- e) It is the clear understanding of the Selected Agency that the complete scope as defined or as may be required for the intended objective is included in the Rates by Level. No extra payment apart from the quoted Rate by Level will be made in order to achieve the intended objectives. Reasons like, Selected Agency having not envisaged / considered a particular activity or element of cost required to be carried out for achieving the intended objective or some activity not specifically mentioned in the Contract but required to be carried out for achieving the intended objective, will not form basis for considering extra payments.
- f) No extra payments will be made for working on extended hours / Saturdays / Sundays / Holidays to meet the committed/required time schedules.

20) Settlement of Disputes

Any dispute arising out of contract shall be settled as per the provisions of Arbitration and Conciliation Act 1996.



21) Legal

All legal proceedings, if necessary arise to institute may by any of the parties (Government of Contractor) shall have to be lodged in courts situated in Rajasthan and not elsewhere.

22) Indemnity

a) The supplier/ selected bidder shall, subject to the Purchaser's compliance with sub-clause (b) below, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of: -

- i. the installation of the Goods by the supplier/ selected bidder or the use of the Goods in the country where the Site is located; and
- ii. The sale in any country of the products produced by the Goods.

Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the supplier/ selected bidder, pursuant to the Contract.

- b) If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to above, the Purchaser shall promptly give the supplier/ selected bidder a notice thereof, and the supplier/ selected bidder may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
- c) If the supplier/ selected bidder fails to notify the Purchaser within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf.
- d) The Purchaser shall, at the supplier's/ selected bidder's request, afford all available assistance to the supplier/ selected bidder in conducting such proceedings or claim, and shall be reimbursed by the supplier/ selected bidder for all reasonable expenses incurred in so doing.
- e) The Purchaser shall indemnify and hold harmless the supplier/ selected bidder and its employees, officers, and Subcontractors (if any) from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the

supplier/ selected bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.

23) Limitation of Liability

Except in cases of gross negligence or wilful misconduct: -

- a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay penalties to the Purchaser; and
- b) the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement.

24) Force Majeure

- a) The supplier/ selected bidder shall not be liable for forfeiture of its PSD, Penalties, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the supplier/ selected bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the supplier/ selected bidder. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- c) If a Force Majeure situation arises, the supplier/ selected bidder shall promptly notify the RISL in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by RISL, the supplier/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical.
- d) If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.
- e) In case a Force Majeure situation occurs with the RISL, the RISL may take the case with the supplier/ selected bidder on similar lines.



25) Change Orders and Contract Amendments

- a) The Purchaser may at any time order the supplier/ selected bidder through Notice in accordance with clause “Notices” above, to make changes within the general scope of the Contract in any one or more of the following: -
 - i. Profile of Personnel required;
 - ii. the place of deployment; and
 - iii. the scope of services to be provided by the supplier/ selected bidder in terms of DPR, Bid Management, Project Management , etc.
- b) If any such change causes an increase or decrease in the cost of, or the time required for, the supplier’s/ selected bidder’s performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly should be amended. Any claims by the supplier/ selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the supplier’s/ selected bidder’s receipt of the Purchaser’s change order.
- c) Prices to be charged by the supplier/ selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier/ selected bidder for similar services.
- d) Procedure of change Order:-
 - a. Upon receiving any revised requirement/advice, in writing, from the Purchaser, the Selected Agency would discuss the matter with the Purchaser.
 - b. In case such requirement arises from the side of the Selected Agency, it would communicate in writing the matter with Purchaser as well as discuss the matter, giving reasons thereof.
 - c. In either of the two cases as explained in a. and b. above, both the parties will discuss on the revised requirement for better understanding and to mutually decide whether such requirement constitutes a Change Order or not.
 - d. If it is mutually agreed that such requirement constitutes a “Change Order” then the Selected Agency will study the revised requirement and assess subsequent schedule and cost effect, if any.
 - e. If Purchaser accepts the implementation of the Change Order in writing, then the Selected Agency shall commence to proceed with the enforcement of the Change Order.
 - f. In case, mutual Agreement under Clause d. above, i.e. whether new requirement constitutes the Change Order or not, is not reached, then the Selected Agency in the interest of the works, shall continue providing Services as defined under the Contract. The time and cost effects in such a case shall be mutually verified and



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

recorded. Should it establish that the said work constitutes a Change Order, the same shall be compensated taking into account the records kept in accordance with the Contract.

- g. The Selected Agency shall submit necessary back up documents for the Change Order showing the break-up of the various elements constituting the Change Order for the Purchaser's review. If no Agreement is reached between the Purchaser and Selected Agency within 30 days after Purchaser's instruction in writing to carry out the
- h. Change concerning all matters described above, either party may refer the dispute to the 'Management Committee' comprising of senior officials from the DOI&C, GOR.

26) Duration of the Project/ Contract:

- a) The term under this Contract will be for a period of 24 months which may be extended for one more year as per RTPP Rules/ Act with the mutual consent of both parties.
- b) If required by the Purchaser, an extension of the term can be granted to the Selected Agency. The final decision will be taken by the Purchaser.
- c) The Purchaser shall reserve the sole right to grant any extension to the term above mentioned and shall notify in writing to the Selected Agency, at least 1 month before the expiration of the term hereof, whether it will grant the Selected Agency an extension of the term. The decision to grant or refuse the extension shall be at the Purchaser's discretion.
- d) Where the Purchaser is of the view that no further extension of the term be granted to the Selected Agency, the Purchaser shall notify the Selected Agency of its decision at least 1 (One) month prior to the expiry of the Term. Upon receipt of such notice, the Selected Agency shall continue to perform all its obligations hereunder, until the day of expiry of contract.

27) Termination

a) Termination for Default

- i. The procuring entity may, without prejudice to any other remedy for breach of contract, by written a written notice of default of at least 30 days sent to the supplier/ selected bidder, terminate the contract in whole or in part: -
 - a. If the supplier/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL; or
 - b. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

- c. If the supplier/ selected bidder, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
- d. If the supplier/ selected bidder commits breach of any condition of the contract.
- ii. If RISL terminates the contract in whole or in part, amount of PSD may be forfeited.
- iii. Before cancelling a contract and taking further action, advice of senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained.
- iv. As on effective date of termination, Tendering Authority shall pay:
 - a. The unpaid value of all the assets/ services supplied by the bidders and accepted by the purchaser in accordance with the tender document.
 - b. All the services delivered by the bidder and accepted by the purchaser, the consideration payable shall be based on services rate as per agreement.

b) Termination for Insolvency

RISL may at any time, terminate the Contract by giving a written notice of at least 30 days to the supplier/ selected bidder, if the supplier/ selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the supplier/ selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to RISL.

c) Termination for Convenience

- i. RISL, by a written notice of at least 30 days sent to the supplier/ selected bidder may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- ii. Depending on merits of the case the supplier/ selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.
- iii. The services that are complete and ready for deployment/ delivery within twenty-eight (28) days after the supplier's/ selected bidder's receipt of the Notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining services, the Purchaser may elect:

- a. To have any portion completed and delivered at the Contract terms and prices; and/or
 - b. To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Services or and for materials and parts previously procured by the supplier/ selected bidder.
- iv. As on effective date of termination, Tendering Authority shall pay:
- a. The unpaid value of all the assets/ services supplied by the bidders and accepted by the purchaser in accordance with the tender document.
 - b. All the services delivered by the bidder and accepted by the purchaser, the consideration payable shall be based on services rate as per agreement.

28) Exit Management

- a) Preamble
 - i. The word 'parties' include the procuring entity and the selected bidder.
 - ii. This Schedule sets out the provisions, which will apply on expiry or termination of the Project Implementation and Operations and Management of SLA.
 - iii. In the case of termination of the Project Implementation and/ or Operation and Management SLA due to illegality, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
 - iv. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.
- b) Transfer of Assets
 - i. The selected bidder may continue work on the assets for the duration of the exit management period which may be a 45 days period from the date of expiry or termination of the agreement, if required by RISL to do so. During this period, the selected bidder will transfer all the assets in good working condition and as per the specifications of the bidding document including the ones being upgraded to the department/ designated agency. The security deposit/ performance security submitted by selected bidder will only be returned after the successful transfer of the entire project including its infrastructure.
 - ii. The selected bidder, if not already done, will transfer all the Software Licenses under the name of the RISL as desired by the procuring entity during the exit management period.
 - iii. RISL during the project implementation phase and the operation and management phase shall be entitled to serve notice in writing to the

selected bidder at any time during the exit management period requiring the selected bidder to provide RISL or its nominated agencies with a complete and up-to-date list of the assets within 30 days of such notice.

- iv. Upon service of a notice, as mentioned above, the following provisions shall apply: -
 - a. In the event, if the assets which to be transferred to RISL mortgaged to any financial institutions by the selected bidder, the selected bidder shall ensure that all such liens and liabilities have been cleared beyond any doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to RISL or its nominated agencies.
 - b. All title of the assets to be transferred to RISL or its nominated agencies pursuant to clause(s) above shall be transferred on the last day of the exit management period. All expenses occurred during transfer of assets shall be borne by the selected bidder.
 - c. That on the expiry of this clause, the selected bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure supplied by selected bidder to RISL.
 - d. That the products and technology delivered to RISL/ Line Departments during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by selected bidder to other locations apart from the locations mentioned in the this bidding document without prior written notice and approval of RISL/ Line Departments. Supplied software & documents etc., used by selected bidder for RISL/ Line Departments shall be the legal properties of RISL/Line Departments.
- c) Cooperation and Provision of Information during the exit management period
 - i. The selected bidder will allow RISL or its nominated agencies access to the information reasonably required to define the current mode of operation associated with the provision of the services to enable RISL or its nominated agencies to assess the existing services being delivered.
 - ii. The selected bidder shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project Implementation, the Operation and Management SLA and SOWs relating to any material aspect of the services provided by the selected bidder. RISL or its nominated agencies shall be entitled to copy all such information comprising of details pertaining to the services rendered

and other performance data. The selected bidder shall permit RISL or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by RISL or its nominated agencies to understand the methods of delivery of the services employed by the selected bidder and to assist appropriate knowledge transfer.

d) Confidential Information, Security and Data

The selected bidder will promptly on the commencement of the exit management period supply to RISL or its nominated agencies the following:

- i. Documentation relating to Intellectual Property Rights;
- ii. Project related data and confidential information, All current and updated data as is reasonably required for purposes of RISL or its nominated agencies transitioning the services to its replacement selected bidder in a readily available format nominated by RISL or its nominated agencies; and
- iii. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable RISL or its nominated agencies, or its replacement operator to carry out due diligence in order to transition the provision of the services to RISL or its nominated agencies, or its replacement operator (as the case may be).
- iv. Before the expiry of the exit management period, the selected bidder shall deliver to RISL or its nominated agencies all new or up-dated materials from the categories set out above and shall not retain any copies thereof, except that the selected bidder shall be permitted to retain one copy of such materials for archival purposes only.

e) Transfer of certain agreements

- i. On request by Procuring entity or its nominated agencies, the selected bidder shall effect such assignments, transfers, innovations, licenses and sub-licenses as Procuring entity or its nominated agencies may require in favour of procuring entity or its nominated agencies, or its replacement operator in relation to any equipment lease, maintenance or service provision agreement between selected bidder and third party leasers, operators, or operator, and which are related to the services and reasonably necessary for carrying out of the replacement services by RISL or its nominated agencies, or its replacement operator.
- ii. Right of Access to Premises: At any time during the exit management period and for such period of time following termination or expiry of the SLA, where assets are located at the selected bidder's premises, the selected bidder will be obliged to give reasonable rights of access to (or, in the case of assets located on a third party's premises, procure reasonable

rights of access to RISL or its nominated agencies, and/ or any replacement operator in order to inventory the assets.

- f) General Obligations of the selected bidder
 - i. The selected bidder shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to RISL or its nominated agencies or its replacement operator and which the operator has in its possession or control at any time during the exit management period.
 - ii. The selected bidder shall commit adequate resources to comply with its obligations under this Exit Management Clause.
- g) Exit Management Plan
 - i. The selected bidder shall provide RISL or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.
 - ii. A detailed program of the transfer process that could be used in conjunction with a replacement operator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and
 - iii. Plans for the communication with such of the selected bidder's, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on RISL/ designated departments operations as a result of undertaking the transfer; and
 - iv. If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to RISL or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
 - v. The Bidder shall re-draft the Exit Management Plan annually after signing of contract to ensure that it is kept relevant and up to date.
 - vi. Each Exit Management Plan shall be presented by the selected bidder to and approved by RISL or its nominated agencies.
 - vii. In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each party shall comply with the Exit Management Plan.



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

- viii. During the exit management period, the selected bidder shall use its best efforts to deliver the services.
 - ix. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
 - x. It would be the responsibility of the selected bidder to support new operator during the transition period.
- h) Training, handholding and knowledge transfer
- i. The selected bidder shall hold technical knowledge transfer sessions with designated technical team of RISL or Line Departments (if any) in the last 45 days of the project duration.
 - ii. The selected bidder shall hold operational hand-holding sessions on the developed mobile applications with the designated officers/ staff members, so that RISL or line departments (if any) can continue with the applications even after selected bidder exits the project.

29) Consortium

A) Roles and Responsibilities-

- i)** In case of a consortium, the lead member will act as the authorized representative, handling all communications, submitting proposals, and managing the bidding process. They are generally liable for ensuring all members fulfill their obligations.
- ii)** The consortium must define the specific roles of each member (e.g., technical, financial, or legal) in the agreement, which is submitted as part of the proposal.
- iii) Consortium Agreement:** A legally binding agreement must be submitted with the proposal, detailing the commitment of each member.
- iv) Technical and Financial Requirements:** The combined entity must meet the minimum technical, financial, and quality criteria (e.g., ISO certifications) set out in the RFP.
- v) Bid Security:** The Lead Member must furnish the bid security on behalf of the consortium.
- vi) Documentation:** The bidder must submit detailed information of the each member, including financial statements, past performance records etc.

vii) Any consortium partner cannot be partner of more than one bidder under this bid. Furthermore, if any bidder is applying as a partner under consortium then the said party cannot apply as an individual bidder separately under this bid

viii) Compliance: Bidder must adhere to all terms and conditions, including non-conflict of interest declarations.

7) SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT

1) Payment Terms and Schedule

The Aadhaar services prescribed by UIDAI include new Aadhaar enrolment, mandatory biometric updates, demographic updates, biometric updates, and e-Aadhaar download, as notified by UIDAI from time to time. The applicable service charges, exemptions, and free provisions for these services will be as per UIDAI notifications. All payments include GST, and the prescribed service and service charges are as per UIDAI's office memorandum number

Multiple field updates carried out in a single transaction shall be treated as one update. New Aadhaar enrolment and mandatory biometric update shall remain completely free of cost for all residents.

Applicable charges shall be revised from time to time as per UIDAI notifications.

1.1 Payment Collection from Residents

Service charges for the above-mentioned enrollment and update services, wherever applicable, will be collected from residents by the Bidders on behalf of DoIT&C/RISL. RISL's share will be paid periodically as per the stated percentage (%) of the service-wise rates specified by UIDAI. Reports of all such successful and UIDAI-approved transactions will be provided by DoIT&C/RISL from time to time. The online MIS portal will be designed and maintained by the Agency, and the necessary access, including interface with the Command and Control Centre, will be provided by the Bidders.

*The applicable fee structure shall be clearly displayed at each enrolment center.

1.2 Payment received from UIDAI:

Under the services provided free of cost to the residents payment is made by UIDAI to DOIT&C at defined standard rates against successfully generated/updated EIDs. After adjusting the share of RISL which will be collected by the bidders, payment to the bidder by RISL shall be made on the basis of a quoted percentage (%) of the service-wise rates notified by UIDAI (**Annexure D**).

1.3 The quoted percentage shall be deemed to be inclusive of:



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e- Procurement/e-Tender

- All applicable taxes including GST,
- Manpower cost, operational expenses, infrastructure cost, and administrative overheads.

2) Basis of Payment

36) Payment to the agency shall be made only for:

- Successful and UIDAI-approved transactions, and
- As per the final MIS and payment reports available on the UIDAI portal/CIDR.

37) Payment shall be applicable for the following services:

- a.37.1. New Aadhaar Enrolment
- a.37.2. Mandatory Biometric Update(MBU)
- a.37.3. Demographic Update
- a.37.4. Biometric Update
- a.37.5. Any other Aadhaar-related service as notified by UIDAI

3) UIDAI Payment Cycle & Payment Schedule

38) As per UIDAI processes:

- a.38.1. Final confirmation of successful transactions and corresponding payment reports are generally received after a period of approximately three (03) months.

39) Payment to the agency shall be made only after actual receipt of payment from UIDAI.

40) Upon receipt of payment from UIDAI, DoITC shall first adjust:

- a.40.1. Its applicable Revenue Share,
- a.40.2. Any SLA violations, penalties, or other contractual /statutory deductions.

41) After the above adjustments, the net payable amount shall be released to the agency through PFMS / NEFT / RTGS.

42) In case of delay in payment from UIDAI No claim for advance payment, interest or compensation by the agency from DoITC shall be admissible.

b) Payment Calculation Formula

Payable Amount=

$\text{UIDAI Notified Service-wise Rate} \times \text{Number of UIDAI-approved Successful Transactions} \times \text{Quoted Percentage (\%)}$

Above formula is applicable for all enrollment/update services.

c) Deductions & Penalties

Payments shall be subject to deductions in the following circumstances:

- SLA/TAT violations
- Incorrect, failed or rejected transactions
- Non-compliance with UIDAI/DoITC guidelines
- Data security breaches or procedural irregularities
- Any kind of tax liabilities

4. SERVICE LEVELS AND PENALTIES

4.1 Service Level Standards/ Requirements/ Agreement:

- a) **Purpose & Duration of SLA:** The SLA purpose is to enforce a contract between the selected bidder and Purchaser. The SLA would come into effect from the date of agreement and until the successful completion of the work order period.
- b) Selected Agency is expected to meet the following Service Levels in the normal course of carrying out the activities as per the detailed Scope of Work. In case of default on any or all such Service Levels, the Purchaser will reserve the rights to levy Penalties on the Selected Agency

#	Services	Expected Service level	Financial disincentive in case of default
1	Deployment of manpower for the deployed machines (List will be provided by DoIT&C) after signing the Contract with the Purchaser	6 Weeks	Per day INR 500 per Un-operational machine
2	Any subsequent requirement/replacement from the Purchaser during the Contract period.	4 Weeks	Per day INR 500 per Un-operational machine
3	AEKs Not working due to un – availability of manpower for Working hours as defined (Page Number) or due to any incident at the part of bidder.	1 Day	Per day INR 500 per Un-operational machine
4	Non-display of compulsory material like the latest list of acceptable documents, charges, any other IEC	At start 4 Week, further 1 week after reported by concerned	Per day INR 100 for per default center.

	material provided for compulsory display with Address details	authority	
5	Non-deposit of RISL revenue share of cash collected by bidders from Aadhaar Number Holder (ANH) against the Aadhaar update services wherever applicable.	30 Days After the Reports of all such successful and UIDAI-approved transactions will be provided by DoIT&C/RISL	If not rectified within 5 working days of the issue of notice. INR.1000 per day.

The above service levels are only illustrative. DOIT&C/RISL reserves the right to decide any other service levels and the liquidity damage/financial dis-incentive to be imposed for the violation/ non adherence to such other service levels. Further, in case of serious errors, the Registrar/ UIDAI may file criminal cases against the concerned operator and supervisor, especially in case an attempt to fraud is established.

All financial dis-incentives against SLAs other than imposed on DOIT&C by UIDAI shall be capped to 10% of the invoice value for that month.

The bidders need to provide the manpower as per the defined scope of work to make all the AEKs Operational. In case any personnel remain absent the bidder must arrange alternate for him.

If bidder does not deploy the required manpower or the AEKs remains un-manned due to unavailability of the manpower for more than two days in a month, there would be a SLA-2 defined in above table and will be deducted from the monthly bills.

If any fault or error is observed in the operation of the Aadhaar Enrollment Kit (AEK) at any given time, it is the responsibility of the bidder to report the same to the authorities at the Block/District level without any delay, if the operation due to delay in such incident reporting happens, it will be under the liability of the bidder.

4.2 Financial dis-incentive imposed by UIDAI.

As per UIDAI's office memorandum OM Dated the financial disincentive against various adverse activities done by operator imposed to the DOIT&C will have to be borne by the bidders and operator will also be deactivated/suspended/blacklisted accordingly.
Annexure C.

4.3 Requirements:

- (a) All the required consumable for AEK example Paper, ink, stapler and stationary items will be provided by bidders for AEK Operations

- (b) IEC branding material for example rate list, updated document list, service provided by AEKs Center Name with Address etc. will be arranged and display by the bidders.

4.4 Calculation of Financial Dis-incentive:

- (a) The Financial dis-incentive percentages applicable for violation of Service Levels are specified in the table above. In any case, the maximum financial dis-incentive for any given Quarter shall not exceed 10% of the total work order value.
- (b) In situation, where the Selected Agency has incurred a Financial dis-incentive of equal to or more than Ten(10) % for Three (3) consecutive months at any time during the Contract Period, the Purchaser reserves the right to either invoke the Termination Clause or terminate the Contract altogether.
- (c) The Purchaser also reserves the right to invoke the Performance Security furnished by the Selected Agency at the time of signing the Contract with the Purchaser, if for any reason stated in the Contract document, the Contract of the Selected Agency is terminated.

5. Operator Protection & Labour Law Compliance

5.1 The selected agency shall ensure that all Aadhaar Operators, Supervisors and support staff engaged for Aadhaar enrolment and update activities are paid regular monthly wages in accordance with the Minimum Wages notified by the Government of Rajasthan from time to time.

5.2 The responsibility for payment of wages to operators shall solely rest with the selected agency, irrespective of:

- Whether payment has been received from DoITC or not,
- Any delay in receipt of payment from UIDAI ,or
- Non-receipt of successful transaction reports.

5.3 It is explicitly clarified that payment by DoITC to the agency shall be made only after receipt of successful enrolment/update reports and actual payment from UIDAI, which may generally take around three (03) months.

5.4 Delay in payment from UIDAI shall not be a valid ground for:

- Non-payment of wages to operators,
- Deduction or reduction in wages, or
- Claiming advance payment, interest or compensation from DoITC.

5.5 In addition to minimum wages, all statutory liabilities including EPF, ESI, bonus, insurance, leave wages and any other statutory dues shall be borne entirely by the selected agency.

5.6 In the event it is found that:

- Minimum wages have not been paid to operators, or
- Labour laws have been violated, DoITC shall have the right to:
 - Withhold payments to the agency,
 - Impose penalties, and/or
- Take appropriate action as per the terms and conditions of the contract.
 - Apart from this, incentives will be payable based on monthly performance as follows:
 - Rs. 3000 for 100-200 Successful transactions,
 - Rs. 4000 for 201-300 Successful transactions,
 - Rs. 5000 for 301-400 Successful transactions,
 - Rs 6000 for more than 400 Successful transactions.

The operator will carry out enrolment and update activities as per the terms and conditions of the contract.

ANNEXURE-1

DEPLOYMENT OF RESOURCES

To undertake above activities the bidder has to provide minimum resources as defined in the following tables and having requisite qualification and experience as mentioned in Annexure 1 of this RFP. The bidder needs to submit one CV against each job description. The required resources for setting up of Manpower services details follows:-

S. No.	Category of Resource	No. of Resource required	Roles and Responsibility
1	Project Manager	1	Overall operation and coordination with DoIT&C. Monitoring Performance, Compliance, and Delivery.
2	Inventory Manager	1	Inventory managements and keeping inventory ready.
3	Division Managers	7	All Roles and responsibilities of AEKs under his allocate division.
4	MIS Coordinator	2	Provide details Report of transaction by AEKs every day and Monthly Reports
5	Help Desk	5	Providing Technical Supports
6	District Coordinator	41	All Roles and responsibilities of AEKs under his allocate district.
7	Operators for AEKs	800	Role and Responsibility of Operator as per UIDAI Standard.
8	Back up operators/Supervisor cum Resource	80	10% additional operator must be kept as backup to ensure uninterrupted operations.

Note:-Kindly Note the Operators on boarded must fulfill the Qualification and certification as per UIDAI Standard.



ANNEXURE-2: PRE-BID QUERIES FORMAT

Name of the Company/Firm:

Name of Person(s) Representing the Company/ Firm:

Name of Person	Designation	Email-ID(s)	Tel. Nos. & Fax Nos.

Company/Firm Contacts:

Contact Person(s)	Address for Correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.

Query / Clarification Sought:

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Clarification	Suggestion/

Note: - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX/ .PDF). Queries not submitted in the prescribed format will not be considered/ responded at all by the procuring entity

ANNEXURE-3: Deployment Plan

Sr. No.	DISTRICT	State HQ	DHQ	Municipal Corporation with zone	Municipal Council	BLOC K HQ	Total
1	Ajmer		2	1	2	9	14
2	Alwar		2	1		9	12
3	Balotara		2		1	9	12
4	Banswara		2		1	13	16
5	Baran		2		1	8	11
6	Barmer		2		1	12	15
7	Beawar		2		1	5	8
8	Bharatpur		2	1		7	10
9	Bhilwara		2		2	13	17
10	Bikaner		2	1		10	13
11	Bundi		2		1	5	8
12	Chittorgarh		2		1	11	14
13	Churu		2		3	8	13
14	Dausa		2		1	12	15
15	Deeg		2		1	5	8
16	Dholpur		2		1	6	9
17	Didwana-Kuchaman		2		3	7	12
18	Dungarpur		2		1	12	15
19	Hanumangarh		2		1	7	10
20	Jaipur	19	2	10	2	19	52
21	Jaisalmer		2		1	7	10
22	Jalore		2		2	10	14
23	Jhalawar		2		1	8	11
24	Jhunjhunu		2		1	11	14
25	Jodhpur		2	2		14	18
26	Karauli		2		2	8	12
27	Khairthal-Tijara		2		3	4	9
28	Kota		2	2		5	9
29	Kotputli-Behror		2		2	6	10
30	Nagaur		2		1	8	11
31	Pali		2		1	9	12
32	Phalodi		2		1	7	10
33	Pratapgarh		2		1	8	11
34	Rajsamand		2		1	8	11
35	Salumbar		2		1	6	9
36	Sawai Madhopur		2		2	7	11
37	Sikar		2		3	12	17
38	Sirohi		2		1	5	8
39	Sri Ganganagar		2		2	9	13
40	Tonk		2		1	7	10
41	Udaipur		2	1	0	16	19
	Total	19	82	19	51	362	533

Note- The list of the remaining of the locations will be shared with the work order of the second phase.



ANNEXURE-4: BIDDER'S AUTHORIZATION CERTIFICATE {to be submitted by the bidder on his Letter head}

To,
The Managing Director
RajCOMP Info Services Limited
Yojana Bhawan Campus,
Tilak Marg, C-Scheme,
Jaipur, Rajasthan

I/ We {Name/ Designation} hereby declare/ certify that {Name/Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with NIB reference No. _____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____



ANNEXURE-5: SELF-DECLARATION {to be submitted by the bidder on his Letter head}

To,
The Managing Director
RajCOMP Info Services Limited
Yojana Bhawan Campus,
Tilak Marg, C-Scheme,
Jaipur, Rajasthan

In response to the NIB Ref. No. _____ dated _____ for
{Project Title}, as an Owner/ Partner/ Director/ Auth. Sign.of
_____, I/ We hereby declare that presently our Company/
firm _____, at the time of bidding, :-

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- d) does not have any previous transgressions with any entity in India or abroad during the last 3 years
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h) does not have conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i) will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoR, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____



ANNEXURE-6: TECHNICAL BID COVERING LETTER (To be submitted only on Letter Head duly signed by Auth. Sign.)

To,
The Managing Director
RajCOMP Info Services Limited
Yojana Bhawan Campus,
Tilak Marg, C-Scheme,
Jaipur, Rajasthan

Ref: Request for Proposal (RFP) Notification dated _____ RFP No. _____
(Aadhaar Manpower Supply Services)

Dear Sir,

1. We, the undersigned Bidder, having carefully read, examined and understood the complete RFP document, the receipt of which is hereby duly acknowledged, hereby submit our Technical Bid and offer to provide Aadhaar Enrolment & Update Manpower Services in accordance with the Scope of Work, Technical Specifications, Service Level Requirements (SLAs) and other terms and conditions stipulated in the RFP document.
2. We hereby declare that our bid has been submitted in good faith, without any collusion, fraud or misrepresentation, and that all information provided in the bid is true, correct and complete to the best of our knowledge and belief.
3. We hereby unconditionally accept all the terms, conditions, requirements and provisions of the RFP document without any deviation, assumption, qualification or reservation.
4. Until a formal contract is prepared, executed and signed, this bid, together with your written acceptance thereof and Notification of Award / Letter of Intent (LoI), shall constitute a binding contract between us.
5. We agree to keep our bid valid for a period of ninety (90) days from the last date of submission of bids, as stipulated in the RFP document.
6. We undertake that, while competing for and in the event of award and execution of the contract, we shall strictly observe and comply with all applicable laws in force in India relating to fraud and corruption, including the "Prevention of Corruption Act, 1988".
7. We confirm that the manpower proposed for Aadhaar Enrolment and Update services shall be deployed strictly in accordance with the guidelines, certifications, security protocols and operational instructions issued by the Unique Identification Authority of India (UIDAI) from time to time.
8. We undertake to ensure full compliance with all applicable labour laws, including but not limited to Minimum Wages, EPF, ESI, Bonus, Insurance and other statutory obligations, and to deposit all statutory dues within the prescribed timelines.
9. We certify that wages/salaries to deployed manpower shall not be less than the minimum wages notified by the Government of Rajasthan and that salary payments shall be made within the stipulated time period.
10. We undertake to comply with all Service Level Requirements (SLRs) / SLAs specified in the RFP, including timely deployment, replacement of personnel, attendance monitoring,



quality of service and compliance reporting. We accept the penalty provisions applicable in case of SLA breaches.

- 11. In the event of award of the contract, we undertake to establish a local office at Jaipur within one (01) month from the date of issuance of the Letter of Intent (LoI). **OR (strike out whichever is not applicable)**

We have an existing office at Jaipur at the following address:-

.....

.....

.....

- 12. We understand that the Purchaser is not bound to accept any bid or to award the contract in response to this RFP.
- 13. In case we are engaged by the Purchaser, we shall extend full cooperation and assistance to the Purchaser, appointed audit agencies (if any), State Government officials and other stakeholders for the successful execution of the project. We understand that non-cooperation may lead to termination of the contract.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____



ANNEXURE-7: FINANCIAL BID COVER LETTER & FORMAT COVER LETTER {to be submitted by the bidder on his Letter head}

To,
The Managing Director
RajCOMP Info Services Limited
Yojana Bhawan Campus,
Tilak Marg, C-Scheme,
Jaipur, Rajasthan

Reference: NIB Number: _____ Date: _____

Dear Sir,

We, the bidders signing below, having read and examined the bidding document in detail, the receipt of which is duly acknowledged, offer to supply/execute the work as per the bidding document.

I/We undertake that: -

- The prices quoted are in accordance with the stated requirements. The quote/price includes all possible costs incurred in carrying out the work. The prices are inclusive of all government taxes/duties as specified in the Financial Bid (BoQ).
- If awarded the contract, I/We will deposit the agreed performance security deposit and deliver the work as per the agreed timeline.
- This bid will be valid and binding on us for _____ days after the deadline for submission of bids, and may be accepted at any time before the expiration of that period.
- Until a formal contract is prepared and finalized, this bid, with your written approval and your notice of receipt, will constitute an effective contract between us.
- Our bid is made in good faith, without collusion or fraud, and the information provided in the bid is true and accurate to the best of our knowledge and belief.

- You are not required to accept the lowest or any bid received.

We unconditionally agree to all terms and conditions set forth in the bidding document and represent that we have not made any changes to them.

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____



ANNEXURE-8: Financial Bid Format {To be submitted by the bidder only in BoQ format (.XLS) available at eProc portal}

PERCENTAGE BASED FINANCIAL BID FORMAT

Date: _____

IMPORTANT NOTE:

Bidder shall quote percentage (%) of UIDAI notified service rates applicable for all types of Aadhaar related services as notified by UIDAI / Registrar from time to time. The quoted percentage shall be inclusive of GST and all applicable taxes, manpower, infrastructure, operations and overheads.

A. PRICE BID / FINANCIAL BID (PERCENTAGE FORMAT)

Details	Quoted Percentage (%)
<p>Price for all UIDAI notified services including but not limited to:</p> <ul style="list-style-type: none"> • New Aadhaar Enrolment • Mandatory Biometric Update (MBU) <p><i>(Subject to a minimum cap of 70% inclusive of all taxes)</i></p>	<p>_____ %</p>
<p>Total Effective Payable Rate</p>	<p>UIDAI Notified Rate × Quoted Percentage (%)</p>

In Words (Inclusive of all Taxes):

Quoted _____ Percent (only) of UIDAI notified service rates for all Aadhaar related services.

Evaluation & Compliance Notes:

1. The quoted percentage shall be uniformly applicable to all UIDAI services during the contract period.
2. Financial evaluation shall be carried out by applying the quoted percentage on service-wise UIDAI notified rates.



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e-Procurement/e-Tender

3. In case of discrepancy between percentage in figures and words, percentage quoted in words shall prevail.
4. Price Bid of only technically qualified bidders shall be opened.
5. Any service introduced by UIDAI during the contract period shall automatically be governed by the same quoted percentage.
6. The minimum acceptable quote shall be 70% (inclusive of all taxes). Any bid quoting below 70% shall be liable for rejection.

For the Bidder's Firm

(Authorized Signatory with Name, Designation & Seal)



ANNEXURE-9: BANK GUARANTEE FORMAT {To be submitted by the bidder's bank}

BANK GUARANTEE FORMAT – BID SECURITY

(To be stamped in accordance with Stamp Act and to be issued by a Nationalised/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan. As per current prevailing Finance Department/Registration & Stamps Department notifications, the stamp duty of bank guarantee is 0.25% of bank guarantee value or 25000 whichever is lower. It will be paid as per prevailing notifications of aforementioned departments.)

To,

The Managing Director,

RajCOMP Info Services Limited (RISL),

First Floor, Yojana Bhawan, C-Block, C-Scheme, Jaipur-302005 (Raj).

Sir,

1. In accordance with your Notice Inviting Bid for <please specify the project title> vide NIB reference no. <please specify> M/s. (Name & full address of the firm) (Hereinafter called the "Bidder") hereby submits the Bank Guarantee to participate in the said procurement/ bidding process as mentioned in the bidding document.

It is a condition in the bidding documents that the Bidder has to deposit Bid Security amounting to <Rs. _____ (Rupees <in words>> in respect to the NIB Ref. No. _____ dated _____ issued by RISL, First Floor, Yojana Bhawan, CBlock, C-Scheme, Jaipur, Rajasthan (hereinafter referred to as "RISL") by a Bank Guarantee from a Nationalised Bank/ Scheduled Commercial Bank having its branch at Jaipur irrevocable and operative till the bid validity date (i.e. <please specify> days from the date of submission of bid). It may be extended if required in concurrence with the bid validity.

And whereas the Bidder desires to furnish a Bank Guarantee for a sum of <Rs. _____ (Rupees <in words>> to the RISL as earnest money deposit.

2. Now, therefore, we the (Bank), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act. 1969 (delete, if not applicable) and branch Office at..... (hereinafter referred to as the Guarantor) do hereby undertake and agree to pay forthwith on demand in writing by the RISL of the said guaranteed amount without any demur, reservation or recourse.
3. We, the aforesaid bank, further agree that the RISL shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL on account thereof to the extent of the Earnest Money required to be deposited by the Bidder in respect of the said bidding document and the decision of the RISL that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL shall be final and binding on us.
4. We, the said Bank further agree that the Guarantee herein contained shall remain in full force and effect until it is released by the RISL and it is further declared that it shall not be necessary for the RISL to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be invoked against the Bank, notwithstanding any security which the RISL may have obtained or shall be obtained from the Bidder at any time when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.
5. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.
6. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.
7. The right of the RISL to recover the said amount of <Rs. _____ (Rupees <in words>)> from us in manner aforesaid will not be precluded/ affected, even if, disputes have been raised by the said M/s.(Bidder) and/ or dispute or disputes are pending before any court, authority, officer, tribunal, arbitrator(s) etc..
8. Notwithstanding anything stated above, our liability under this guarantee shall be restricted to <Rs. _____ (Rupees <in words>)> and our guarantee shall remain in force till bid validity period i.e. <please specify> days from the last date of bid submission and unless a demand or claim under the guarantee is made on us



in writing within three months after the Bid validity date, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liability thereunder.

9. This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

10. We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

Date (Signature)

Place (Printed Name)

(Designation)

(Bank's common seal)

In presence of:

WTTNESS (with full name, designation, address & official seal, if any)

(1)

.....

(2)



.....

Bank Details

Name & address of Bank :

Name of contact person of Bank:

Contact telephone number:

GUIDELINES FOR SUBMISSION OF BANK GUARANTEE

The Bank Guarantee shall fulfil the following conditions in the absence of which they cannot be considered valid: -

1. Bank Guarantee shall be executed on non- judicial stamp paper of applicable value purchased in the name of the bank.
2. Two persons should sign as witnesses mentioning their full name, designation, address and office seal (if any).
3. The Executor (Bank Authorities) may mention the power of attorney No. and date of execution in his/ her favour authorizing him/ her to sign the document. The Power of Attorney to be witnessed by two persons mentioning their full name and address.
4. The Bank Guarantee should be executed by a Nationalised Bank/ Scheduled Commercial Bank only.
5. Non – Judicial stamp paper shall be used within 6 months from the date of Purchase of the same. Bank Guarantee executed on the non-judicial stamp paper after 6 (six) months of the purchase of such stamp paper shall be treated as non-valid.
6. The contents of Bank Guarantee shall be strictly as per format prescribed by RISL
7. Each page of Bank Guarantee shall bear signature and seal of the Bank and B.G. number.
8. All corrections, deletions etc. in the Bank Guarantee should be authenticated by signature of Bank Officials signing the Bank Guarantee.



9. The stamp duty should be payable as per Rajasthan Stamp Act, 1998 for BG against EMD and PBG.

10. Bank should separately send through registered post/courier a certified copy of Bank Guarantee, mentioning Bid reference, Bid title and bidder name, directly to the Purchaser at the following address:

The Managing Director,
RajCOMP Info Services Limited (RISL),
First Floor, Yojana Bhawan, C-Block,
Tilak Marg, C-Scheme, Jaipur-302005 (Raj).



ANNEXURE-10: BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)

(To be stamped in accordance with Stamp Act and on a Stamp Paper purchased from Rajasthan State only and to be issued by a Nationalised/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan. As per current prevailing Finance Department/Registration & Stamps Department notifications, the stamp duty of bank guarantee is 0.25% of bank guarantee value or 25000 whichever is lower. It will be paid as per prevailing notifications of aforementioned departments.)

To,
The Managing Director,
RajCOMP Info Services Limited (RISL),
First Floor, Yojana Bhawan, C-Block,
C-Scheme, Jaipur-302005 (Raj).

1. In consideration of the RajCOMP Info Services Limited (hereinafter called "RISL") having agreed to exempt M/s(hereinafter called "the said Contractor(s)" from the demand, under the terms and conditions of an Agreement No.....datedmade between the RISL through and(Contractor) for the work(hereinafter called "the said Agreement") of Security Deposit for the due fulfilment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production

of a Bank Guarantee for Rs.....(rupeesonly), we (indicate the name of the Bank), (hereinafter referred to as "the Bank") at the request of Contractor(s) do hereby undertake to pay to the RISL an amount not exceeding Rs..... (Rupees.....only) on demand.

2. We..... (Indicate the name of Bank), do hereby undertake to pay Rs..... (Rupees.....only), the amounts due and payable under this guarantee without any demur or delay, merely on a demand from the RISL. Any such demand made on the bank by the RISL shall be conclusive as regards the amount due and payable by the Bank under this



guarantee. The Bank Guarantee shall be completely at the disposal of the RISL and We..... (Indicate the name of Bank), bound ourselves with all directions given by RISL regarding this Bank Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees.....only).

3. We.....(indicate the name of Bank), undertake to pay to the RISL any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal or Arbitrator etc. relating thereto, our liability under these presents being absolute, unequivocal and unconditional.

4. We.....(indicate the name of Bank) further agree that the performance guarantee herein contained shall remain in full force and effective up to <DATE> and that it shall continue to be enforceable for above specified period till all the dues of RISL under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the RISL certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.

5. We(indicate the name of Bank) further agree with the RISL that the RISL 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 Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the RISL against the said Contractor(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 Contractor(s) or for any forbearance, act or omission on the part of the RISL or any indulgence by the RISL to the said Contractor(s) or by any such matter or thing whatsoever which would but for this provision, have effect of so relieving us.

6. The liability of us (indicate the name of Bank), under this guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).



7. We (indicate the name of Bank), lastly undertake not to revoke this guarantee except with the previous consent of the RISL in writing.

8. This performance Guarantee shall remain valid and in full effect, until it is decided to be discharged by the RISL. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs..... (Rupees.....only).

9. It shall not be necessary for the RISL to proceed against the contractor before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank notwithstanding any security which the RISL may have obtained or obtain from the contractor.

10. We (indicate the name of Bank) verify that we have a branch at Jaipur. We undertake that this Bank Guarantee shall be payable at any of its branch at Jaipur. If the last day of expiry of Bank Guarantee happens to be a holiday of the Bank, the Bank Guarantee shall expire on the close of the next working day.

11. We hereby confirm that we have the power(s) to issue this guarantee in your favor under the memorandum and articles of Association/constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power(s) and has/have full power(s) to execute this guarantee for the power of attorney issued by the bank.

Dated.....day of.....For and on behalf of the <Bank> (indicate the Bank)

Signature
(Name & Designation)

Bank's Seal

The above performance Guarantee is accepted by the RISL

For and on behalf of the RISL

Signature



(Name & Designation)

ANNEXURE-11: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2012

Appeal Noof

Before the (First/ Second Appellate Authority)

1. Particulars of appellant:

- a. Name of the appellant: <please specify>
- b. Official address, if any: <please specify>
- c. Residential address: <please specify>

2. Name and address of the respondent(s):

- a. <please specify>
- b. <please specify>
- c. <please specify>

3. Number and date of the order appealed against and name and designation of the officer/ authority who passed the order (enclose copy), or a statement of a decision, action or omission of the procuring entity in contravention to the provisions of the Act by which the appellant is aggrieved: <please specify>

4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative: <please specify>

5. Number of affidavits and documents enclosed with the appeal: <please specify>

6. Grounds of appeal (supported by an affidavit): <please specify>

7. Prayer: <please specify>

Place

Date



Appellant's Signature

ANNEXURE-12 UNDERTAKING FOR OFFICE SETUP

To,
The Managing Director,
RajCOMP Info Services Limited (RISL),
First Floor, Yojana Bhawan,
C-Scheme, Jaipur-302016 (Raj.)

Reference: NIB No.: _____ Dated: _____

1. We hereby declare that we have our office at Jaipur at following address:

Phone No:

OR

2. We hereby undertake to establish local support office in Jaipur within one month of issue of work order

Authorized Signatory Name:

Designation:

Note: Strikeout 1 OR 2 whichever is not applicable



ANNEXURE-13 CV FORMAT



ANNEXURE-14: Format of Consortium Agreement (On non-judicial stamp paper of appropriate value to be purchased in the name of executants companies or as required by the jurisdiction in which executed)

This Consortium Agreement executed on this day of..... Two Thousand By: M/s. under the a Company incorporated laws of..... and having its registered office at (hereinafter called the “Lead Member/First Member” which expression shall include its successors); and M/s. incorporated under the laws of a Company and having its registered office at (hereinafter called the “Second Member” which expression shall include its successors).

The Lead Member/First Member and the Second Member shall collectively hereinafter be called as the “Consortium Members” for the purpose of submitting a proposal (hereinafter called as “Bid”) for the work of(Name of work).....for (Name of project) of M/s..... to Government of Rajasthan (GoR)/ RajCOMP Info Services Limited (herein after called the ‘Owner’ or ‘RISL’), RISL being a Company incorporated under the Companies Act, 1956 having its registered office at Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur, India (hereinafter called the “Owner/GoR/ RISL”) in response to GoR/ RISL Request for Proposal Document (hereinafter called as “RFP” Document) Dated..... for the purposes of submitting the bid no. and entering into a contract in case of award for the work of(Name of work).....for (Name of project) of GoR/ RISL.

WHEREAS, the Owner invited bids vide its RFP document no. for the work of AND WHEREAS as per document, Consortium bids will also be considered by the Owner provided they meet the specific requirements in that regard.

AND WHEREAS the PQ bid is being submitted to the Owner vide proposal dated based on the Consortium Agreement being these presents and the PQ bid with its PQ bid forms and



submission documents, in accordance with the requirement of PQ document conditions and requirements have been signed by all the partners and submitted to the Owner.

AND WHEREAS Clause of RFP document stipulates that a Consortium of maximum two companies, meeting the requirements stipulated in the RFP document may submit a Proposal signed by Lead Member of the Consortium Members so as to legally bind all the Members of the Consortium who will be jointly and severally liable for the performance and all obligations thereunder to GoR/RISL and duly signed Consortium Agreement shall be attached to the Proposal.

NOW THEREFORE, in consideration of the mutual covenants of the members of the Consortium, the sufficiency whereof is hereby acknowledged and other good valuable consideration, we agree as follows:

1. We the members in the Consortium hereby confirm that the name and style of the Consortium shall be..... Consortium.
2. M/s. shall act as Lead Member for self, and for and on behalf of M/s (Second Member) and further declare and confirm that we shall jointly and severally be bound unto the Owner for the successful performance of the obligations under the Request for Proposal (RFP) and resulting Contact Agreement(s) submitted / executed by the Lead Member in the event of the selection of Consortium. Further, the Lead Partner is authorized to incur liabilities and receive instructions for and on behalf of any or all partners of the CONSORTIUM.
3. That M/s which is the Lead Member of the Consortium shall invest and continue to invest % (at least 51% to be invested by Lead Bidder) interest in the Consortium for the Lock in Period (Complete Project Period) as specified in the RFP document.
4. That M/s _____, (Second Member) shall invest and continue to invest % interest of the Consortium for the Lock in Period (Complete Project Period) as specified in the RFP document.
5. The composition or the constitution of the consortium shall not be altered without the prior consent of GoR/RISL.

6. The roles and responsibilities of the lead bidder and the second member of the consortium for execution of various components/activities as defined in the RFP document shall be as under :

S. No.	Project Component / Activity	Roles & Responsibility of Lead Bidder	Roles & Responsibility of Second Member of Consortium

7. It is expressly agreed by the members that all members of the consortium shall be held equally responsible for the obligations under the RFP Document, Contract and this Agreement, irrespective of the specific roles/responsibilities undertaken by them.

8. For the purpose of this Agreement, the RFP Document and the Contract, the Lead Partner shall be the single point of contact for the GoR/ RISL, shall have the overall responsibility of the management of the Project and shall have single point responsibility for ensuring that all members of the consortium are complying with the terms and conditions set out in the Contract and the RFP Document.

9. All instructions/communications from PMC to the Lead Partner shall be deemed to have been duly provided to all the members of the consortium.

10. If GoR/ RISL suffers any loss or damage on account of any breach in the stipulation of the Agreements to be entered into by the Consortium Members, upon its selection pursuant to RFP (the "Agreements") or any shortfall in the performance of the Transaction or in meeting the performances guaranteed as per the RFP and the Agreements, the Consortium Members hereby jointly and severally undertake to promptly make good such loss or damages caused to GoR/ RISL on its demand without any demur or contest. The Owner shall have the right to proceed against anyone of the partners and it shall neither be necessary nor obligatory on the part of the Owner



to proceed against the Lead Partner before proceeding against or dealing with the other Member.

11. The financial liability of the Consortium Members to the GoR/ RISL, with respect to any of the claims arising out of the performance or non-performance of obligations under the RFP and the resulting Agreement(s) shall not be limited so as to restrict or limit the liabilities of any of the Members and the Members shall be jointly and severally liable to GoR/RISL.

12. It is expressly agreed by the Members that all the due payments shall be made by the Owner to Lead Bidder only.

13. This Consortium agreement shall be construed and interpreted in accordance with the laws of India and the Courts of Jaipur (Rajasthan) shall have the exclusive jurisdiction in all matters arising there under.

14. It is also hereby agreed that Lead Member shall, on behalf of the Consortium shall submit the Bid and performance Security as specified by owner in the RFP document.

15. It is further agreed that this Consortium Agreement shall be irrevocable and shall continue to be enforceable till the same is discharged by GoR/RISL.

16. This Agreement shall come into force as of the date of signing and shall continue in full force and effect until the complete discharge of all obligations, concerning the carrying out of the Project, which have been taken on by the Parties under the Contract, RFP Document and under this Agreement.

17. Any other terms and conditions not in contradiction to the RFP and above-mentioned terms and conditions.

IN WITNESS WHEREOF, the Members to the Consortium agreement have through their authorised representatives executed these presents and affixed common seal of their companies, on the day, month and year first mentioned above.

Common Seal of has been affixed in my/our Lead Member presence pursuant to Board of Director"s resolution dated	For and on behalf of M/s..... (Lead Bidder)
---	---



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e-Procurement/e-Tender

..... 1) Witness 2) Witness	(Signature of authorized representative) Name: Designation:
Common Seal of has been affixed in my/our Lead Member presence pursuant to Board of Director"s resolution dated 1) Witness 2) Witness	For and on behalf of M/s..... (Second Member) (Signature of authorized representative) Name: Designation:



RFP for Selection of Manpower Agencies for In-House Model Under UID Project through e-Procurement/e-Tender

F.No. HQ-16024/4/2020-EU-I-HQ-Part (1)
GOVERNMENT OF INDIA
Ministry of Electronics & IT
UNIQUE IDENTIFICATION AUTHORITY OF INDIA
(Enrolment & Update Division)

7th Floor, UIDAI Headquarters,
Behind Kali Mandir, Bangla Sahib Road,
Gole Market, New Delhi – 110001
Dated : 14 October, 2022

OFFICE MEMORANDUM

Subject: - Shifting the Registrar/EA working under outsourced/VLE model to in-house model-reg

Reference is invited to UIDAI DO letter No. 4(4)/57/146/2016/E&U/Vol.VI/Pt dated 28.06.2017 vide which Chief Secretaries of the States were requested to shift the enrolment centers from private and unsecured locations to secure government premises such as those inside District Collectorates/ Zilla Parishad Offices/ Municipal Offices / Block Offices/ taluka offices and other public delivery offices run by the State Government where direct supervision by the Government can be ensured.

2. It was also requested in the letter that the State Government may setup its own enrolment centers within the government or municipal premises with their own personnel as enrolment operators.

3. UIDAI has already issued more than 134 crore Aadhaar numbers covering more than 93% of overall population and nearly 100% of adult population. The requirement for new enrolment is mainly for the children in the age group of 0-18 years. Considering the same, UIDAI already restricted new enrolment of Adult residents at the designated Aadhaar centres only vide OM No. 16027/1/2022-EU-I-HQ dated 21.09.2022.

4. In order to cater to the expected demand for mobile number updation in Aadhaar and Child enrolment in 0-5 age-group, UIDAI on-boarded India Post Payments Bank (IPPB) as its Registrar to provide the services through its vast network of about one lakh Postmen/GDS. Already 50,000+ certified operators are onboarded in system.

5. In order to cater for the requirement of Child enrolment and Biometric update of children (after attaining 5 & 15 years of age), School Education department and WCD department of State Govt have been provided with ICT Assistance for procurement of Kits. Nodal departments of State Govt were also provided ICT assistance in 1st Phase of ICT assistance program by UIDAI.

6. It may also be noted that Residents have an option to update their demographic information through myAadhaar portal where resident can update their name, date of birth, gender and address from the comfort of their home at ease.

7. It has been discussed in past at various stages to bring all functions of Aadhaar Enrolment Centres to in-house model with following requirements:

- i. The machine is owned by the Registrar/EA.
- ii. Operator/Supervisor: Employee/contract employee on roll of the Registrar/EA or hired from a manpower hiring agency on salary basis.

However, many centres are still continuing under outsourced / VLE model where VLE brings his own kit and working under Revenue sharing model.

8. Aadhaar has gained popularity as primary identification document in recent time. There has been a growing concern on possible ramifications of any fraudulent enrolment/ update activities on national security. Therefore, a need has been felt to further strengthen the Aadhaar enrolment ecosystem and it has been decided that Registrar/EA working under outsourced / VLE model shall be shifted to in-house model by 31st March 2023. Accordingly, UIDAI ROs to implement the above direction with following plan of action and timeline in respect of Registrars mapped with the RO:

- i. No new operators on-boarding and new activation of Client shall be done if it is not following the in-house model.
 - ii. The existing operators & Clients not working under in-house model shall be identified Registrar wise. Further 20% of such operators & Clients shall be deboarded every month (20% each on 30th November, 31st December 2022, 31st January, 28th February and 31st March 2023). The list of such operators & Clients may be obtained from respective Registrar for de-boarding during the month.
9. Considering the above, all ROs are requested to pursue the matter with

I/17975/2022

Registrars/EAs functioning under their jurisdiction for shifting from outsourced/VLE model to in-house model so that all Aadhaar Center are working only under in-house model w.e.f. 01.04.2023.

10. This issues with the approval of Competent Authority.

Signed by Prabhakaran

C.r.

Date: 14-10-2022 16:09:46

(Prabhakaran R)

Deputy Director (E&U-I)

To,
All UIDAI Regional Offices

Copy to:

1. OSD to CEO UIDAI
2. All Registrar/EAs
3. Tech Development Division
4. Tech Operations Division
5. File

HQ-16024/4/2020-EU-I-HQ-Part (1)
Government of India
Ministry of Electronics & IT (MeitY)
Unique Identification Authority of India (UIDAI)
(Enrolment & Update-I)

7th Floor, UIDAI Headquarters,
Behind Kali Mandir, Bangla Sahib Road,
Gole Market, New Delhi-110001.
Dated: 30 January, 2023

OFFICE MEMORANDUM

Subject: Strengthening of Aadhaar Enrolment Ecosystem - Aadhaar-services by Registrars/EAs not working under in-house model reg.

Ref: OM No. HQ-16024/4/2020-EU-I-HQ Part (1) dated 14.10.2022 & 12.01.2023.

1. This Office Memorandum is being issued in continuation to and partial modification of the OM dated 12.01.2023 on the subject cited above.

2. In order to ensure proper monitoring and to ensure enrolment at a secured environment, the concept of in-house model was introduced. The enrolment centres functioning under the following conditions shall be considered as working under **in-house model**:

Category A- Ministries/Departments/Agencies of Central/State Government:

- i. Machine (AEK) owned by the Registrar/EA (procured using ICT assistance from UIDAI/GoI or procured using own fund of State Registrar/EA)
- ii. AEK is located and functioning from Government owned/hired premises under the overall supervision of Government official.

Category B - Other Registrars:

- i. Machine (AEK) owned by the Registrar/EA
 - ii. Operator/Supervisor: Employee/contract employee on roll of the Registrar/EA or hired from a manpower hiring agency on salary basis.
 - iii. AEK is located and functioning from Registrar/EA premises.
3. Registrar/EAs not working under in-house model shall be permitted

to provide Aadhaar services in the manner prescribed as under:

Cat-I	Registrar/EA not working under in-house model and willing to shift en-masse to in-house model within 31.03.2023.	The Registrar shall continue to provide all the enrolment and update services. The migration to in-house model to be completed by 31.03.2023. (Adult enrolment shall be regulated as per OM No.HQ-16011/2/2022-EU-I-HQ. dated 21 st Oct 2022).
Cat-II	Registrar/EA not working under in-house model and proposing to shift to in-house model partially within 31.03.2023.	The Registrar shall continue to provide all the enrolment and update services under in-house model with the existing EA code. The migration to in-house model to be completed by 31.03.2023. (Adult enrolment shall be regulated as per OM No.HQ-16011/2/2022-EU-I-HQ. dated 21 st Oct 2022). Remaining operators not working under in-house model to be de-boarded from existing EA Code and shifted to new EA Code with fresh Registration within 31.03.2023. These operators shall be permitted to operate Update Client Lite (UCL) having provision for address update, mobile/email update and document update.
Cat-III	Registrar/EA not working under in-house model and also proposing not to shift to in-house model within 31.03.2023	Existing services will continue till 31 st March, 2023. Thereafter, the existing EA code will be migrated to UCL with provision for address update, mobile/email update and document update.

4. Process to be followed by respective stakeholders:

- i. Registrar to submit a plan for migration to new EA Code, if required, to Regional Office along with request for new EA Code by 31st Jan 2023.
- ii. Request of Registrar for new EA Code to be forwarded to HQ with

RO recommendation by 15th February 2023.

- iii. HQ to allot new EA Code to the Registrar for migrating and ROs to complete on-boarding process by contacting Tech Centre as per the existing process.
 - iv. ROs to share the Station IDs of AEKs to be migrated to the new EA Code and Tech Centre to complete the registration process in a time bound manner.
 - v. The entire migration process to be completed by 31.03.2023.
5. Post 31.03.2023, the services available in UCL client shall be restricted to with provision for address update, mobile/email update and document update only.
6. The policy is applicable for ECMP/UCL clients only.
7. This issues with the approval of Competent Authority.

Signed by Prabhakaran

C.r.

Date: 30-01-2023 16:06:53

(Prabhakaran C R)

Reason: Approved
Deputy Director (E&U-I)

To,

1. All UIDAI Regional Offices.
2. Tech Development Division and
3. Tech Operations Division.

Copy to:

1. All Registrar/EAs
2. ASK Service Providers
3. Legal Division

No. HQ-27/06/2022-TNG-TST-HQ
Government of India
Ministry of Electronics & Information Technology
Unique Identification Authority of India
(Training, Testing & Certification Division)

7th Floor, UIDAI Headquarter,
Bangla Sahib Road, Behind Kali Mandir,
Gole Market, New Delhi – 110 001
Dated 17th February, 2023

Standard-Operating Procedure (SOP) for Training, Testing and Certification of Enrolment & Update (E&U) Operators

1. **Purpose:**

To define the Standard Operating Procedure (SOP) for the training, testing and certification of Enrolment & Update Operators in Aadhaar ecosystem within the framework of Training, Testing & Certification Policy dated 02.01.2023 of UIDAI.

2. **Scope:**

This SOP is applicable to Enrolment & Update Operators in the Aadhaar ecosystem.

3. **Regulatory framework:**

As per Regulation 25 of Unique Identification Authority of India (Enrolment and Update) Regulations, 2016 (No. 1 of 2016),

- i. an enrolling agency shall ensure that the operators, supervisors, and other enrolment staff employed or engaged by it are duly certified for carrying out enrolment through a certification process as may be specified by the Authority.
- ii. The Authority may designate testing and certification agencies for this purpose.
- iii. The Authority may specify the minimum qualifications required for being engaged for any of the roles in the enrolment process, the process of their appointment, and the detailed roles and responsibilities of such personnel.

4. **Eligibility:**

The minimum qualification criteria for an Enrolment & Update Operator is as under:

12th (Intermediate/Senior Secondary)
or
Matriculation + 2 years ITI
or
Matriculation + 3 years Polytechnic Diploma

[In case of India Post Payments Bank (IPPB)/Anganwadi Asha Worker - 10th (Matriculation)]

5. **Procedure:**

- i. In order to become an Aadhaar Enrolment & Update Operator, the candidates sponsored by any active Registrar/ Enrolment Agency of UIDAI, shall be required to register on the link (as per the instructions) given under 'Training, Testing & Certification Ecosystem' available on the UIDAI

website (<https://uidai.gov.in>) . Any candidate attempting to register with incorrect Registrar/ Enrolment Agency combination and/or multiple registrations with single mobile number / email-id shall be debarred permanently. **(Candidates without the sponsorship/authorization of an active Registrar/Enrollment Agency are not allowed to register).**

- ii. The candidates shall be required to undergo online training on Learning Management System (LMS) Portal of UIDAI (<https://e-learning.uidai.gov.in/login/index.php>).
- iii. After online training on LMS, the candidate will be required to take an assessment test.
- iv. Once the candidate passes the assessment test, he/ she shall undergo classroom training, provided by the Training Partner, duly identified by UIDAI, followed by a 'Certification Examination'.
- v. For appearing in 'Certification Examination', the candidate should carry the authorization letter (in original) issued from the Registrar/ Enrolment Agency; **else the candidate will not be allowed to appear for the examination.** The format of Authorization letter has already been shared with Registrars/Enrolment Agencies. **(Annexure 'A')**.
- vi. Passing in the above said 'Certification Examination' will enable the candidate to onboard in Aadhaar ecosystem as 'E&U Operator' under the Registrar/Enrolment Agency (authorizing the candidate with a Certificate with three (3) years validity). In case, the candidate fails in the said 'Certification Examination', there should be a gap of minimum of 1 (one) month for re-appearing in the next Certification Examination. Further, if any candidate, already working under a Registrar/ Enrolment Agency, wants to work as an Operator for a different Registrar/ Enrolment Agency, then he/she will have to appear afresh for the Certification Examination, duly authorized by the respective Registrar/Enrolment Agency.
- vii. Once on-boarded, the Operators shall be required to go for refresher training every year.
- viii. The Operators will be required to reappear in the Certification Examination, within 6 (six) months from the expiry of the current Certificate validity. Reappearance and passing in Certification Examination will extend the validity of existing Certificate for further three (3) years from its date of expiry. In case, the candidate fails in Certification Examination, there will be a gap of minimum 15 days for re-appearing in Certification Examination.

6. **Phase-wise re-certification of existing E&U Operators:**

For the existing E&U Operators in Aadhaar ecosystem, the training, testing and certification will be done in phases, as follows:

<u>Period of certification of Operators</u>	<u>Operators will have to take Certification Examination</u>
before 1 st January 2011	before 1 st May, 2023
1 st January 2011 to 31 st December 2013	before 1 st August, 2023
1 st January 2014 to 31 st December 2016	before 1 st November, 2023
1 st January 2017 to 31 st December 2019	before 1 st February, 2024
1 st January 2020 to 31 st December 2022	before 1 st May, 2024

R.V.N. Srinivas

(RVN Srinivas)
Director, IT&C Division

31
राज्य/ RVN SRINIVAS
निदेशक / Director
भारतीय विशिष्ट पहचान प्राधिकरण / Unique Identification Authority of India
इलेक्ट्रॉनिक्स एवं सूचना प्रौद्योगिकी मंत्रालय / Ministry of Electronics & I.T.
भारत सरकार, नई दिल्ली - 110001 / Govt. of India, New Delhi-110001

Authorization Letter Format

Letter No :-

Date:-DD/MM/YYYY

TO WHOM IT MAY CONCERN

This is to authorize Sh./Smt./Ms./Kumari

S/D/W of Sh.....having

Aadhar No. -to register for Enrolment Client

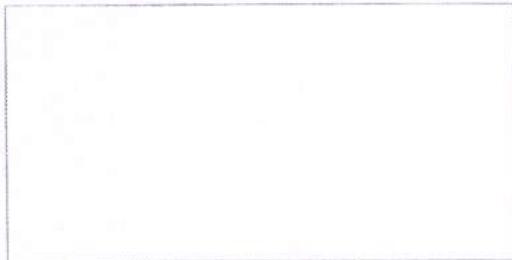
Multi Platform (ECMP) Operator or Child Enrolment Lite Client(CELC) Operator Exam.

The details of Registrar Name/Code....., EA

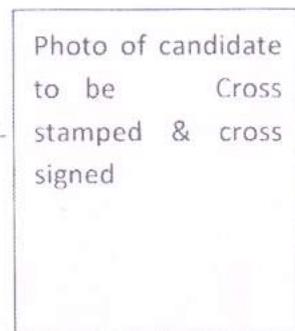
Name & Code..... mentioned are under

respective RO (Name.....).

Authorization is valid for one month only. In case the candidate fails to appear in Exam in a month. He has to obtain the authorization again.



EA/ Registrar Signature, Code with Stamp



F. no. HQ-16024/2/2020-EU-I-HQ
Unique Identification Authority of India
(Enrolment and Update Division)

UIDAI Head Office
Bangla Sahib Road, Behind Kali Mandir
Gole Market, New Delhi – 110 001
Dated 12.03.2025

Circular no. 1 of 2025

Subject: Policy regarding action in case of default in adherence to or violation of any regulation, process, standard, guideline or order issued by the Unique Identification Authority of India, by registrars, enrolment agencies or other service providers

The policy regarding action in case of default in adherence to or violation of any regulation, process, standard, guideline or order issued by the Unique Identification Authority of India, by Registrars, enrolment agencies or other service providers, version 5.0 (hereinafter referred to as the “instant policy”), annexed hereto, is issued hereby, pursuant to the provisions contained in sub-regulation (3) of regulation 26 of the Aadhaar (Enrolment and Update) Regulations, 2016, made in exercise of the powers conferred by, *inter alia*, sub-section (1) and sub-clause (s) of sub-section (2) of section 54 of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016, read with, *inter alia*, clause [F] (“Financial Disincentives”) of the terms of engagement of registrar, issued *vide* UIDAI’s OM F. no. HQ-16024/4/2020-EU-I-HQ Part (1), dated 29.9.2022 and revised *vide* its OM of even number, dated 23.3.2023 and signed and furnished to UIDAI by registrars.

2. The instant policy supersedes the policy issued *vide* the Authority’s circular policy issued *vide* UIDAI’s circular F. no. HQ-16024/2/2020-EU-I-HQ, dated 30.11.2022 and modified *vide* its circular bearing the said number, dated 03.10.2023 and shall come into effect from 01.04.2025.

3. This issues with the approval of competent authority.

Signed by Prabhakaran C R
Date: 17-03-2025 13:27:09

(Prabhakaran C. R.)
Deputy Director
Tel.: 011-23478444
Email: dd.eu1-hq@uidai.net.in

To:

1. All UIDAI Regional Offices
2. Deputy Director General, UIDAI Tech Centre
3. Deputy Director General (Finance), UIDAI HO
4. All Enrolment Registrars
5. Guard file

[Issued *vide* Circular no.1 of 2025, dated 12.03.2025]

Policy regarding action in case of default in adherence to or violation of any regulation, process, standard, guidelines or order issued by the Unique Identification Authority of India, by Registrars, enrolment agencies or other service providers (version 5.0)

1. Appointment of Registrars, enrolment agencies and other service providers is governed by Chapter V (Regulations 21 to 26) of the Aadhaar (Enrolment and Update) Regulations 2016. Regulation 26 thereof reads as under:

“26. Liability of Registrars, enrolling agencies and other service providers and action in case of default— (1) The Registrars, enrolling agencies, and other service providers, and the supervisors, operators or any other persons or agencies employed by them shall adhere to all regulations, processes, standards, guidelines, and orders issued by the Authority from time to time, and the code of conduct provided in Schedule V.

(2) The Authority shall monitor the enrolment activities of the Registrars, enrolling agencies and the operators, supervisors and other personnel associated with enrolment.

(3) Without prejudice to any other action which may be taken under the Act, for violation of any regulation, process, standard, guideline or order, by a Registrar or Enrolment Agency or any service provider or any other person, the Authority may immediately suspend the activities of such a Registrar or Enrolment Agency or service provider or concerned person, and after holding due enquiry, it may take steps for imposition of financial disincentives on such a Registrar or Enrolment Agency or service provider or any other person and for cancellation of the credentials, codes and permissions issued to them pursuant to the Act or these regulations, or any other steps as may be specifically provided for in the terms of engagement with the Authority.”

2. Further, clause [F] (“Financial Disincentives”) of the terms of engagement of Registrar, issued *vide* UIDAI’s OM F. no. HQ-16024/4/2020-EU-I-HQ Part (1), dated 29.9.2022, reads as under:

“[F] Financial Disincentives

a. UIDAI without prejudice to any other action which it may take under the Act, for violation of the Act, any regulation, direction issued by the Authority, process, standard, guideline or order, by the Registrar or its Enrolling Agency (through Registrar), may immediately suspend the activities of the Registrar or its Enrolling Agency after holding due enquiry, it may take steps for imposition of financial disincentives on the Registrar as per the UIDAI policy or guidelines and for cancellation of the credentials, codes and permissions issued to them pursuant to the Aadhaar Act, 2016 and regulations framed thereunder.

...

g. The financial disincentive shall be levied upon the Registrars against defaults as per the Policy for enforcing of Aadhaar (Enrolment and Update) Regulations 2016, process, standards, guidelines, Data Quality and containing corrupt / fraudulent practices issued by UIDAI, as modified from time to time.”

3. This policy is issued pursuant to the provisions contained in sub-regulation (3) of regulation 26 of the Aadhaar (Enrolment and Update) Regulations, 2016, read with the terms

of engagement of Registrar (hereinafter referred to as “instant policy”). The instant policy provides for the policy, process and guidelines for suspension of activities and the steps that may be taken for the imposition of financial disincentives and cancellation of credentials etc., for non-adherence to or violation of any regulation, process, standard, guideline or order issued by UIDAI, by a Registrar, enrolment agency or service provider, and any agency or other person employed by the aforesaid.

4. The provisions of the instant policy are without prejudice to any other action that may be taken as provided for under the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (hereinafter referred to as “the Act”) or any other applicable law.

5. **Procedure for establishing non-adherence to or violation of any regulation, process, standard, guideline or order**

5.1 Operator at an Aadhaar enrolment centre is required to follow the procedure as per regulation 11 of the Aadhaar (Enrolment and Update) Regulations, 2016 while providing Aadhaar enrolment or update services to an individual seeking enrolment or update of information in Aadhaar. Further, all equipment used in enrolment, such as computers, printers, biometric devices and other accessories need to be as per the specifications issued by the Authority for this purpose. The Authority while processing the information/data collected at the enrolment centre and uploaded to Central Identities Data Repository (CIDR), pursuant to regulation 13 and 14 of the Aadhaar (Enrolment and Update) Regulations, 2016 read with code of conduct as set out in Schedule V, may reject an enrolment or update request due to quality or any other technical reason, in the course of checking by UIDAI for quality of information/data collected (hereinafter referred as ‘QC process’). In case the request is rejected the QC process, it is marked with applicable error category.

5.1.1 The list of error categories, along with the nature of violation of any regulation, process, standard, guideline or order is at Annex I. Based on the type and count of errors marked during QC process, UIDAI generates a Registrar-wise data quality and deficiency report (DQDR) on a monthly basis or otherwise. The DQDR forms the basis for action as specified in Annex II to be taken for violation of any regulation, process, standard, guideline or order.

5.2 Sub-section (I) of section 23 of the Act empowers the Authority to call for information and records, conduct inspections, inquire and audit the operations of the CIDR, Registrars, enrolling agencies and other agencies. Non-adherence to or violation of any regulation, process, standard, guideline or order may also be established through such calling for information and records, inspections, inquiry and audit as follows:

- (a) UIDAI has put in place a system of Out Bound Dialling (OBD) survey to collect feedback from the individuals on the Aadhaar enrolment and update services availed by them. Grievances pertaining to overcharging and corrupt practices by a Registrar, enrolment agency, service provider or other person are also investigated by UIDAI through the system of OBD survey.

- (b) UIDAI also performs various checks at the backend to detect violations relating to bypassing of or tampering with the enrolment software.
- (c) Physical audit and inspections of the enrolment centres are conducted through Regional Offices and other means to monitor the activities of the Registrars, enrolling agencies, operators, supervisors and other personnel associated with enrolment and update.

5.2.1 In case any violation of any regulation, process, standard, guideline or order as set out in Schedule V or any other provisions of the Aadhaar (Enrolment and Update) Regulations, 2016 is identified through calling for information and records, inspections, inquiries and audit, action as specified in Annex III shall be initiated against the Registrar, and operator concerned, which can be in addition to the action already taken for violations as mentioned in paragraph 5.1.1.

6. Procedure for imposition of financial disincentives on Registrars

6.1 UIDAI generates — (i) consolidated Registrar-wise Aadhaar generation (AG) report, (ii) detailed EID-wise report of successful and unsuccessful transactions, and (iii) DQDR on monthly basis or otherwise and shares the same with the Registrars.

6.2 All the Registrars are mapped to any one of the UIDAI Regional offices (RO) for administrative purpose. On receipt of the above reports along with calculations, every Registrar concerned shall submit to the RO concerned a tax invoice if registered under GST or an invoice if not registered under GST, for processing of payment for the month or otherwise.

6.3 The total amount of financial disincentives on account of violations specified in paragraph 5.1.1 for each calendar month or otherwise shall be capped at 10% of the amount of financial assistance due from UIDAI (excluding GST) for the corresponding period.

6.4 There shall be no capping on the amount of financial disincentives on account of the violations as mentioned in paragraph 5.2.1. In case the total amount of financial disincentives on account of such violations exceeds the amount of financial assistance due from UIDAI during the relevant month, the excess amount is liable to be recovered from the future payments.

7. Procedure for suspension of activities, cancellation of credentials, codes and permissions, and training and testing of operator

7.1 *Procedure in respect of violations specified in Annex II*

7.1.1 In the event of an operator exceeding any threshold specified in Annex II, UIDAI Technology Centre may suspend the activities of the operator concerned and permissions of the operator under intimation to the Registrar, enrolment agency and RO concerned. Further steps shall be taken by the Registrar as applicable and specified in **Annex II**.

7.2 Procedure in respect of violations specified in Annex III

7.2.1 In the event of an operator committing any violation as specified in Annex III, the RO concerned shall communicate the same to the UIDAI Technology Centre for the suspension of activities or the cancellation of the credentials, codes and permissions, or both, of such operator, and the Technology Centre shall give effect to the same, under intimation to the Registrar, enrolment agency and RO concerned. Further steps shall be taken by the Registrar as applicable and specified in **Annex III**.

8. Re-training and certification

8.1 Violation of any regulations, process, standards, guidelines or order by an operator in the course of carrying out the enrolment or update process is likely to result in rejection of the request or recording of inaccurate information in CIDR, or both, to the detriment of the individual undergoing such process or a requesting entity that may rely on such information, or both. Therefore, it is necessary that operators exercise due care and caution in the performance of their duties. While operators who commit a violation as is specified at serial number 1 in Annex II, or in Annex III, shall not be permitted to continue in the system, in respect of other violations, the operator concerned shall be provided opportunity for re-training and certification as follows:

(a) Errors with error code DOE-1: On the first and second instances of an operator committing Document Error-1 (“DOE-1”) as specified in Annex II, an email alert shall be sent to the Registrar, enrolment agency and operator concerned. In case a third instance of such violation by such operator in the same month, the activities of the operator shall be suspended forthwith. Registrar will have the discretion to consider re-onboarding such operator after one month of such deactivation, on completion of re-training and certification through LMS portal of UIDAI. Upon receipt of request from the Registrar concerned, the RO concerned may re-onboard such operator.

(b) Errors with error code -AL, DOE-2, DE, BE, RSV: On the 10th, 20th and 25th instances of an operator committing any of the errors namely, Abusive Language (“AL”), Document Error-2 (“DOE-2”), Demographic Error (“DE”), Biometric Error (“BE”), Rejection during Source Verification (“RSV”) as specified in Annex II, an email alert shall be sent to the Registrar, enrolment agency and operator concerned. In case of 30th instance of such violation by such operator in the same month, the activities of the operator shall be suspended forthwith. Registrar will have the discretion to consider re-onboarding such operator after one month of such deactivation, on completion of re-training and certification through LMS portal of UIDAI. Upon receipt of request from the Registrar concerned, the RO concerned may re-onboard such operator.

8.2 In case an operator is re-onboarded after re-training and certification as described at paragraph 8.1(a) and 8.1(b) above, and the activities of such an operator is suspended again for any violation subsequently, he shall not be given the opportunity for undergoing re-training and re-onboarding within a period of 12 months from the date of such suspension.

8.3 The condition mentioned at paragraph 8.2 will not be applicable to regular Government employees working as Aadhaar operators under various State and Central Government Registrars.

9. Mechanism for reconsideration of the action taken against violations of regulations, processes, standards, guidelines, orders and the code of conduct

9.1 A Registrar, enrolment agency, service provider or other person aggrieved by any action taken pursuant to the instant policy may, within a period of 45 days from the date of receipt of communication in this regard, represent to the Deputy Director General (DDG) in charge of the RO concerned, for reconsideration of such action. In the case of an enrolment agency, service provider or other person, the submission of such representation shall be done through the Registrar concerned. Such DDG shall consider and decide the representation and shall cause the substance of such decision to be conveyed in writing to the representing Registrar or, through the Registrar concerned, to the representing enrolment agency, service provider or other person concerned, as the case may be. The decision so conveyed shall be final.

10. The instant policy supersedes the policy issued *vide* UIDAI's circular F. No. HQ-16024/2/2020-EU-I-HQ, dated 30.11.2022 and modified *vide* its circular bearing the said number, dated 03.10.2023 (hereinafter referred to as "superseded policy"). However, such supersession shall not affect—

- (a) any suspension of activities, credentials or codes or permissions cancelled, or other steps taken under the superseded policy;
- (b) any right, obligation or liability acquired, accrued or incurred under the superseded policy; or
- (c) any steps initiated under the superseded policy for the cancellation of credentials, codes or permissions, which may continue to be proceeded with under the superseded policy as if the instant policy has not come into effect:

Provided that where the operator whose activities were suspended for a period of one year under the superseded policy for a deficiency other than the deficiency listed at serial number 2 in the table below clause (xviii) of paragraph 4 of the said policy, such operator may, on successful completion of re-training and certification as referred to in paragraph 8 of the instant policy and if a request is made by the Registrar concerned in this regard, be re-onboarded before expiry of the said period of one year.

.....

Annex I

List of error categories along with nature of violation of regulations / processes / standards / guidelines / orders

S. No	Nature of violation of regulations / processes / standards / guidelines / orders	Error category
1	Photo on photo (POP) of the individual seeking enrolment/ update	POP
2	Document Error-1 (DOE-1) (a) Uploading of overwritten/tampered system generated documents issued by Central/State Governments (b) Uploading of photo of object/ screenshot/ picture etc. against document	DOE-1
3	Use of unparliamentarily language / abusive language in demographic details	AL
4	Document Error-2 (DOE-2) (a) Uploading of poor-quality document/scan (b) Uploading of blank document or document not as per list of supporting documents (c) Uploading of wrong document in the selected document type (d) Uploading of expired or outdated documents like DL, passport, electricity bill, post-paid telephone bill, water bill, etc. (if not otherwise specified) (e) Uploading of only one side of a document whose both sides required for validation (e.g. one side of voter id card is not valid for proof of address) or not uploading all the relevant pages of a document (f) Uploading of photoshop document or document generated from unauthorised website (g) Uploading of wrong relationship document (e.g., relationship mentioned in the address part of the document as w/o, h/o, c/o, d/o, s/o etc. shall not be acceptable) (h) Uploading of photocopy of document (i) Uploading of invalid document (j) Uploading of document bearing correction fluid/overwriting/ cutting etc. without attestation by issuer	DOE-2
5	Demographic Error (DE) (a) Minor typographical errors or demographic data mismatch (b) Transliteration error (c) Wrong selection of gender type/ relationship type (d) Visible age/photo mismatch (e) Any other document or data entry mistakes not covered under DOE-1	DE
6	Biometric Error (BE) (a) Photo not captured as per guidelines (b) Biometric exception photo not captured properly (c) Photo not of the individual seeking Enrolment/Update	BE

	(d) Biometric exception photo not of individual seeking enrolment/ update	
7	Rejection during source verification at QC (RSV): Document found invalid during source verification	RSV
8	Rejection due to technical issues at UIDAI's end (TR)	TR

Annex II

**Action to be taken for violations of regulations, processes, standards, guidelines,
orders and the code of conduct provided in the Aadhaar (Enrolment and
Update) Regulations, 2016 as identified in the QC processes***

S. No.	Error category	Nature of violation of regulations / processes / standards / guidelines / orders	Action to be taken	Rate of financial disincentive
1	POP	Photo on photo (POP) of the individual seeking enrolment/ update	(1) Suspension of the activities of the operator concerned with email notification to operator/EA /Registrar concerned (2) Consider imposing financial disincentives on the Registrar	₹ 25,000 per packet
2	DOE-1	Document Error 1 (DOE-1) (a) Uploading of overwritten/tampered system generated documents issued by Central/ State Governments (b) Uploading of photo of object/ screenshot/ picture etc. against document	(1) Email notification to operator/EA/Registrar concerned on 1 st and 2 nd violation. (2) Suspension of the activities of the operator concerned on 3 rd violation within the month along with email notification to operator/EA/Registrar concerned. (3) Consider imposing financial disincentives on the Registrar	₹10,000 per packet
3	AL	Use of unparliamentarily language / abusive language in demographic details	(1) Email notification to operator/EA/Registrar concerned on 10 th , 20 th and 25 th violation. (2) Suspension of the activities of the	₹50 per packet

			operator concerned on 30 th violation within the month along with email notification to operator/EA/Registrar concerned. (3) Consider imposing financial disincentives on the Registrar	
4	DOE-2	<p>Document Error-2 (DOE-2)</p> <p>(a) Uploading of poor-quality document/scan</p> <p>(b) Uploading of blank document or document not as per list of supporting documents</p> <p>(c) Uploading of wrong document in the selected document type</p> <p>(d) Uploading of expired or outdated documents like DL, passport, electricity bill, postpaid telephone bill, water bill, etc. (if not otherwise specified)</p> <p>(e) Uploading of only one side of a document whose both sides required for validation (e.g. one side of voter id card is not valid for proof of address) or not uploading all the relevant pages of a document</p> <p>(f) Uploading of photoshop document or document generated from unauthorized website</p> <p>(g) Uploading of wrong relationship document (e.g. relationship</p>	<p>(1) Email notification to operator/EA/Registrar concerned on 10th, 20th and 25th violation.</p> <p>(2) Suspension of the activities of the operator concerned on 30th violation within the month along with email notification to operator/EA/Registrar concerned.</p> <p>(3) Consider imposing financial disincentives on the Registrar</p>	₹ 50 per packet

		<p>mentioned in the address part of the document as w/o, h/o, c/o, d/o, s/o etc. shall not be acceptable)</p> <p>(h) Uploading of photocopy of document</p> <p>(i) Uploading of invalid document</p> <p>(j) Uploading of document bearing correction fluid/overwriting/ cutting etc. without attestation by issuer</p>		
5	DE	<p>Demographic Error (DE)</p> <p>(a) Minor typographical errors or demographic data mismatch</p> <p>(b) Transliteration error</p> <p>(c) Wrong selection of gender type/relationship type</p> <p>(d) Visible age/photo mismatch</p> <p>(e) Any other document or data entry mistakes not covered under DOE-1</p>	<p>(1) Email notification to operator/EA/Registrar concerned on 10th, 20th and 25th violation.</p> <p>(2) Suspension of the activities of the operator concerned on 30th violation within the month along with email notification to operator/EA/Registrar concerned.</p> <p>(3) Consider imposing financial disincentives on the Registrar</p>	₹50 per packet
6	BE	<p>Biometric Error (BE)</p> <p>(a) Photo not captured as per guidelines</p> <p>(b) Biometric exception photo not captured properly</p> <p>(c) Photo not of the individual seeking Enrolment/Update</p> <p>(d) Biometric exception photo not of individual seeking enrolment/update</p>	<p>(1) Email notification to operator/EA/Registrar concerned on 10th, 20th and 25th violation.</p> <p>(2) Suspension of the activities of the operator concerned on 30th violation within the month along with email notification to operator/EA/Registrar concerned.</p> <p>(3) Consider imposing financial disincentives on the Registrar</p>	₹1,000 per packet

7	RSV	Rejection during source verification at QC (RSV): Document found invalid during source verification	(1) Email notification to operator/EA/Registrar concerned on 10 th , 20 th and 25 th violation. (2) Suspension of the activities of the operator concerned on 30 th violation within the month along with email notification to operator/EA/Registrar concerned. (3) Consider imposing financial disincentives on the Registrar	₹ 250 per packet
8	TR	Rejection due to technical issues at UIDAI's end (TR)	—	—

**Without prejudice to any other action which may be taken under the Act.*

Note: In case of multiple errors in a single packet, the error with higher amount of financial disincentive to be marked.

Annex III

Action to be taken for violations of regulations, process, standards, guidelines, orders and the code of conduct provided in the Aadhaar (Enrolment and Update) Regulations, 2016 as identified through other sources or means**

S. No.	Incident / criteria	Action	Rate of financial disincentive
1	Enrolment of adult as a child with age less than five years to avoid collection of biometric	(1) Suspension of the activities of the operator concerned (2) Consider imposing financial disincentives on the Registrar (3) Registrar may file FIR on the operator and shall be reviewed in the SRC meeting	₹ 25,000 per incident
2	Gross violation of the stipulated guidelines such as tampering of UIDAI's software/ Hardware (BYPASS of operator /supervisor Biometrics)	(1) Suspension of the activities of the operator concerned (2) Consider imposing financial disincentives on the Registrar	₹ 25,000 per machine
3	Enrolment of an adult as a child with age less than 18 years to	(1) Suspension of the activities of the operator concerned	₹ 25,000 per incident

	avoid individual's verification	(2) Consider imposing financial disincentives on the Registrar (3) Registrar may file FIR on the operator and shall be reviewed in the SRC meeting	
4	Wrong capturing of biometrics such as capturing reverse biometrics, toes instead of fingerprints, reverse iris etc.	(1) Suspension of the activities of the operator concerned (2) Consider imposing financial disincentives on the Registrar (3) Registrar may file FIR on the operator and shall be reviewed in the SRC meeting	₹ 25,000 per incident
5	Capturing of mixed biometrics	(1) Suspension of the activities of the operator concerned (2) Consider imposing financial disincentives on the Registrar (3) Registrar may file FIR on the operator and shall be reviewed in the SRC meeting	₹ 25,000 per incident
6	Capturing of biometrics using gummy fingers	(1) Suspension of the activities of the operator concerned (2) Consider imposing financial disincentives on the Registrar (3) Registrar may file FIR on the operator and shall be reviewed in the SRC meeting	₹ 25,000 per operator
7	Operating unauthorised enrolment center/ operating from unauthorised location	(1) Suspension of the activities of the operator concerned (2) Consider imposing financial disincentives on the Registrar	₹ 25,000 per operator
8	Overcharging for Aadhaar enrolment and update services/ involvement in corrupt practices	(1) Suspension of the activities of the operator concerned (2) Consider imposing financial disincentives on the Registrar	₹ 25,000 per operator
9	Wrong capturing of biometrics as biometric exception case	(1) Suspension of the activities of the operator concerned (2) Consider imposing financial disincentives on the Registrar (3) Registrar may file FIR on the operator and shall be reviewed in the SRC meeting	₹ 25,000 per packet
10	Identified for non-displaying of rate chart, available services or/and list of documents at	(1) Issue notice to Registrar with details and proof for corrective action within one	₹ 1,000 per incident

	enrolment centres during inspection.	week (2) Consider imposing financial disincentives on the Registrar for non-compliance.	
--	--------------------------------------	--	--

***Without prejudice to any other action which may be taken under the Act.*

F. no. HQ-16033/1/2020-EU-I-HQ-Part (2)
Unique Identification Authority of India (UIDAI)
 (Enrolment and Update-I Division)

7th floor, UIDAI Head Office
 Behind Kali Mandir, Bangla Sahib Road
 Gole Market, New Delhi – 110 001
 Dated: 19 September 2025

Office Memorandum

Subject: Rates of financial assistance provided by UIDAI to registrars against Aadhaar generation and Mandatory Biometric Update (MBU) services, and fees to be collected by registrars for other Aadhaar services – regarding

In supersession of the OM of even number dated 20.4.2023, and pursuant to the approval accorded by the Authority, the rates of financial assistance provided by UIDAI to registrars against Aadhaar generation and MBU services, and fees to be collected by registrars for other Aadhaar services stand revised as follows:

Table-1

Effective for the period from 1.10.2025 to 30.9.2028:

S. no.	Service	Rate of assistance to registrar*	Fee to be collected from resident by registrar/service provider
		(₹, incl. GST)	(₹, incl. GST)
1	Aadhaar Generation of residents in 0-5 age group (ECMP/ UC or CEL Client enrolment)	75	Free of cost
2	Aadhaar Generation of residents more than 5 years age	125	Free of cost
3	Mandatory Biometric Update (5 to 7 years and 15 to 17 years)	125	Free of cost
4	Mandatory Biometric Update (7 to 15 years & more than 17 years)	-	125
5	Other Biometric Update (with or without Demographic Update)	-	125
6	Demographic update (update of one or more fields) in online mode or at Aadhaar Enrolment Centre using ECMP/ UCL/ UC/ CELC	-	75
7	PoA/PoI Document Update at Aadhaar Enrolment Centre	-	75

8	PoA/PoI Document Update through SSUP (myAadhaar) Portal	-	75
9	Aadhaar Search using eKYC/ Find Aadhaar/any other tool & colour printout on A4 Sheet	-	40

**Financial assistance is applicable only to the successful transactions*

Table-2

Effective for the period from 1.10.2028 to 30.9.2031:

S. no.	Service	Rate of assistance to registrar*	Fee to be collected from resident by registrar/service provider
		(₹, incl. GST)	(₹, incl. GST)
1	Aadhaar Generation of residents in 0-5 age group (ECMP/ UC or CEL Client enrolment)	90	Free of cost
2	Aadhaar Generation of residents more than 5 years age	150	Free of cost
3	Mandatory Biometric Update (5 to 7 years and 15 to 17 years)	150	Free of cost
4	Mandatory Biometric Update (7 to 15 years & more than 17 years)	-	150
5	Other Biometric Update (with or without Demographic Update)	-	150
6	Demographic update (update of one or more fields) in online mode or at Aadhaar Enrolment Centre using ECMP/ UCL/ UC/ CELC	-	90
7	PoA/PoI Document Update at Aadhaar Enrolment Centre	-	90
8	PoA/PoI Document Update through SSUP (myAadhaar) Portal	-	90
9	Aadhaar Search using eKYC/ Find Aadhaar/any other tool & colour printout on A4 Sheet	-	50

**Financial assistance is applicable only to the successful transactions*

2. The charges for Home enrolment services shall be ₹700 (including GST) and will be charged in addition to the normal fee applicable for demographic/biometric update in Aadhaar. If the service is availed by more than one resident at the same address (as per Aadhaar), ₹700 service charge (including GST) will be charged for first resident and ₹350 (including GST) for each additional resident.

3. For Registrars which are not functioning under in-house model as per OM No. 16024/4/2022-EU-I-HQ-Part(1) dated 30.01.2023, the applicable rates for assistance remain unchanged, as tabulated below:

Table-3

S. no.	Service	Rate of assistance to registrar*	Fee to be collected from resident by registrar/service provider
		(₹, incl. GST)	(₹, incl. GST)
1	Aadhaar Generation	50	Free of cost
2	Mandatory Biometric Update (with or without Demographic Update)	50	Free of cost

**Financial assistance is applicable only to the successful transactions*

4. This issues with the approval of competent authority.

Yours faithfully,

Digitally signed by
Himanshu

Date: 21-09-2025

10:12:01(Himanshu)

Deputy Director (E&U-I)

To:

All Registrars/EAs (through notification)
Regional Offices of UIDAI

Copy to:

UIDAI Technology Centre, Bengaluru
Media/CRM Division
File.