

DOEACC SOCIETY, CHANDIGARH CENTRE**AN AUTONOMOUS SCIENTIFIC SOCIETY****OF****DEPARTMENT OF INFORMATION TECHNOLOGY,****MINISTRY OF COMMUNICATIONS & INFORMATION TECHNOLOGY,****GOVERNMENT OF INDIA****S.C.O. 114-116, SECTOR 17-B, CHANDIGARH**

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REQUEST FOR QUOTATION (RFQ)**FOR****ENGAGING MANAGED SERVICE PROVIDER(s) FOR****BIOMETRIC ENROLMENT****FOR****THE CREATION OF NATIONAL POPULATION REGISTER****(NPR) FOR USUAL RESIDENTS OF CHANDIGARH**

Date of Issue	Issued To (Name & Address)	Payment Details			Signature, Name & Designation of Issuing person
		DD No. and Date	Name of the Bank and Branch	Amount	

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1. INVITATION TO BID

THIS ‘INVITATION TO BID’ IS FOR ENGAGING MANAGED SERVICE PROVIDER(S) FOR BIOMETRIC ENROLMENT FOR THE CREATION OF NATIONAL POPULATION REGISTER FOR USUAL RESIDENTS OF CHANDIGARH.

THE ORGANIZATIONS (SINGLE AGENCIES/CONSORTIA) WHICH HAVE ALREADY BEEN EMPANELLED BY UNIQUE IDENTIFICATION AUTHORITY OF INDIA (UIDAI) AS “ENROLLING AGENCIES” FOR UNDERTAKING DEMOGRAPHIC AND BIOMETRIC DATA COLLECTION FOR ENROLMENT OF RESIDENTS OF UT CHANDIGARH ARE ELIGIBLE TO BID. THE LIST OF SUCH AGENCIES IS AVAILABLE AT [HTTP://UIDAI.GOV.IN](http://uidai.gov.in).

1.1. RFQ to Pre-Qualified Bidders

Date: DD-MM-YYYY

To,

1. DOEACC Society, Chandigarh Centre (hereinafter called “the Purchaser”) invites Financial Bids from pre-qualified bidders for **“Engaging Managed Service Provider(s) for Biometric Enrolment for the Creation of National Population Register (NPR) for Usual Residents of Chandigarh”**. The detailed scope of work for this assignment is provided in **Section 3 – Scope of Services**.
2. The selected bidder(s) will be called “Managed Service Provider (MSP)” for the purpose of this RFQ and for the whole duration of the contract thereof or till selected bidder is fully discharged from his obligations under this project, by purchaser, whichever is later.
3. All pre-qualified bidders are expected to submit only the “Financial Bid(s)” corresponding to Chandigarh as mentioned in this RFQ. Each Bidder must submit a single bid and provide quotes for individual Resident based on the eligibility criteria prescribed in this RFQ.

4. This 'Invitation to Bid' is only for the organizations (single agencies/consortia) which have already been empanelled by Unique Identification Authority of India (UIDAI) as "Enrolling Agencies" for undertaking demographic and biometric data collection for enrolment of residents of UT Chandigarh. The list of such agencies is available at <http://uidai.gov.in>.
5. In addition to the terms and conditions herein and all the provisions listed out in the "Request for Empanelment (RFE)" issued by the UIDAI and the Terms & Conditions of Empanelment by UIDAI shall be binding upon the UIDAI empanelled "Enrolling Agencies" participating as bidders for this RFQ.
6. This RFQ document shall be issued only to the above-mentioned pre-qualified bidders and is non-transferable/assignable. The notice regarding issue of this RFQ will be sent by email and/or speed post to the authorized contact person of the pre-qualified bidders and will also be published on the website of the Purchaser. Notice regarding issue of this RFQ will also be published in two national news papers (English & Hindi) and the Indian Trade Journal, Kolkata.
7. Any subsequent corrigenda/clarifications related to this RFQ will be published on the website of the Purchaser at www.doeaccchd.edu.in, www.doeacc.edu.in, www.mit.gov.in. All such subsequent corrigenda/clarifications shall be binding on the bidders.
8. Pre-qualified bidders are advised to study this RFQ document carefully before submitting their financial bids in response to the bid Invitation. Submission of a financial bid in response to this invitation shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
9. Pre-qualified bidders will need to submit their Financial Bid – in sealed envelope, at the address mentioned in the **Section 1.2. Important Information**. The formats for submission of bids have been given in the relevant sections in this document and shall be followed by the pre qualified bidder.
10. The Purchaser is not bound to accept any bids, and at its sole discretion reserves the right to annul the selection process at any time prior to the award of contract without assigning any reasons to the bidders whatsoever and without thereby incurring any liability to the bidders.
11. RFQ Document Fees:
The pre qualified bidders shall pay Rs 10,000/- (Rupees Ten Thousands only) in the form of a Demand Draft issued by a nationalized bank, drawn in favour of "**The Director, DOEACC Society, Chandigarh Centre**" payable at **Chandigarh**. This fee is non-refundable and shall be submitted along with the response to this RFQ to the Purchaser. The payment of Rs 10,000/- shall be the condition precedent for submitting the bid.
12. Earnest Money Deposit (EMD):
 - (i) All bids submitted in response to this RFQ document shall be accompanied by Earnest Money Deposit (EMD) of Rs. 10,00,000 (Rupees Ten Lakhs only) in the form of Demand Draft issued by a nationalized bank, drawn in favour of "**The Director, DOEACC Society, Chandigarh Centre**" payable at **Chandigarh..**
 - (ii) **Forfeiture of Earnest Money Deposit (EMD)**
The EMD submitted along with the bid shall be forfeited under the following conditions:
 - a) If the bid is withdrawn during the validity period or any extension agreed to by the Bidder thereof.

- b) If the bid is varied or modified in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof.
- c) If the Bidder tries to influence the evaluation process.
- d) If the Bidder withdraws his Bid during evaluation.
- e) If the Bidder does not accept the correction of errors in his bid.
- f) If the Bidder is successful and fails to sign the Contract within the time stipulated by the Purchaser.
- g) If the Bidder refuses to take up the job within the time stipulated by the purchaser.
- h) If the Bidder, having been notified of his selection, fails or refuses to submit the required Performance Bank Guarantee within the time stipulated by the Purchaser.

(iii) Refund of EMD

The EMD will be refunded as follows:

- a) In the case of unsuccessful bidders, the EMD will be returned to them without any interest accrued thereon at the earliest after the final bid validity period and latest on or before the 30th day after the award of the contract to the successful bidder.
- b) In the case of selected bidder(s), the EMD shall be refunded on receipt of the Performance Bank Guarantee.

1.2. Important Information

S. NO.	Information	Details
1.	Name of the purchaser	DOEACC SOCIETY, Chandigarh Centre
2.	Date of Issue of RFQ Document	04/05/2011
3.	Last date for Submission of Queries	20/05/2011 by 4:00 pm
4.	Response to Queries and Pre-Bid Conference	23/05/2011 at 3:00 PM Venue: DOEACC SOCIETY, Chandigarh Centre
5.	Issue of Corrigendum (if required)	25/05/2011
6.	Last date and time for Bid submission	27/05/2011 by 2:00 PM
7.	Date and Time for opening of Financial Bids	27/05/2011 at 3:00 PM
8.	Contact Person for queries	The Project Coordinator (NPR), DOEACC SOCIETY, Chandigarh Centre. SCO: 114-116, Sector-17B, Chandigarh – 160017 E-mail : dir_chd@doeacc.edu.in
9.	Addressee and Address at which bids in response to RFQ Invitation are to be submitted	The Director, DOEACC SOCIETY, Chandigarh Centre. SCO: 114-116, Sector-17B, Chandigarh – 160017

1.3. General Eligibility Criteria

- 1.3.1. Only those organizations will be eligible to bid for this RFQ which have already been empanelled by the Unique Identification Authority of India (UIDAI) as “Enrolling Agencies” for undertaking demographic and biometric data collection for enrolment of usual residents of India. The list of such agencies is available at <http://uidai.gov.in>.
- 1.3.2. The pre-qualified agencies which are empanelled with UIDAI [as mentioned under Para 1.3.1] will be eligible to bid if they have been empanelled by UIDAI for undertaking demographic and biometric data collection for enrolment of residents of **UT Chandigarh**.
- 1.3.3. Consortium: Those Consortia which are empanelled by UIDAI.
- 1.3.4. In case of a Consortium (as mentioned under Para 1.3.3), only a pre-qualified single agency (as mentioned under Para 1.3.1) must act as the Lead Bidder and shall be solely responsible to the Purchaser for executing the activities enlisted in this RFQ and the contractual obligations, if selected for carrying out these activities. The Lead Bidder shall submit the Financial Bid on behalf of the Consortium.
- 1.3.5. Agencies bidding as part of a consortium (as mentioned under Para 1.3.1 and Para 1.3.3) cannot bid in individual capacity.
- 1.3.6. The Bidder (single agency/all consortium members) should have been in existence i.e. legally registered /established and operative for a period of at least 2 years as of 31-March-2010.
- 1.3.7. The Bidder (single agency/all consortium members) must be incorporated or registered in India under the Indian Companies Act, 1956 (including Section – 25 of the Act) OR the Partnership Act, 1932 OR Societies Registration Act 1860 OR the Indian Trusts Act 1882/its equivalent in the respective states OR Proprietorship entities having a PAN of the Income-tax department, Govt of India.
- 1.3.8. The Bidder in case of Private/PSU/Govt. Company/Commercial Organization/Autonomous Body (single agency/Lead Bidder in case of a consortium) should have a Net Worth of at least Rs 50 lakhs as of 31-March-2010 as evidenced by the audited accounts of the organization.
- 1.3.9. The Bidder in case of NGOs/Not-for-Profit organization (single agency/Lead Bidder in case of a consortium) should have had an average annual turnover/grants-in-aid of at least Rs 50 lakhs in each of the last two financial years (2008-09 & 2009-10) as evidenced by the audited accounts. In addition, those NGOs/Not-for-Profit organizations that are receiving grants/aid from foreign sources must hold a valid registration with the Ministry of Home Affairs, Government of India. The NGO/Not-for-Profit organization must be a non-political and nondenominational organization with no affiliation to any political party or religion.
- 1.3.10. In case of a Consortium, the Net Worth (in case of Private/PSU/Govt. Company/Commercial Organization/Autonomous Body) of the Average Annual Turnover/Grant-in-aid (in case of NGOs/Not-for-Profit organization) of only the Lead Bidder will be considered for the purposes of evaluating the financial capability and allocating work to the Bidder.

- 1.3.11. The Bidder (single agency/all consortium members) should not have been blacklisted by the Central, any State/UT Government, or any central or state Government agency as on the date of issue of this RFQ or during the subsequent bid processing and evaluation.
- 1.3.12. Only those Bidders who meet the eligibility criteria specified above will be eligible to respond to this RFQ. The Bidder's bid shall contain the relevant information and supporting documents (as specified in Section 1.4 below against each criteria) to substantiate the eligibility of the Bidder vis-à-vis the pre-qualification criteria.
- 1.3.13. All Consortium members including Lead bidder shall be jointly and individually responsible and liable to the purchaser who shall have exclusive right to demand performance/payments/compensation in full or in part from any one or more or all the members of consortium.

1.4. Mandatory list of documents to be submitted

- 1.4.1. Certified true copies of Certificate of Incorporation from the Registrar of Companies (RoC) or certified copy of Certificate of Registration/Evidence of legal status of Bidder (Single Agency/all Consortium members).
- 1.4.2. True copy of Letter of Association in case of Consortium and certified true copy of the Consortium agreement between the Lead Bidder and the other members of the consortium, describing the respective roles and responsibilities of all the members in meeting the overall scope and requirements of this RFQ/project.
- 1.4.3. Audited and Certified financial statements for the financial years 2008-09 and 2009-10 (please include the sections on Profit & Loss (P&L)/Income and Expenditure, Turnover, and Assets and Liabilities) should be provided by all types of Bidders. In addition, an Auditor's certificate specifying the Net Worth and Turnover/Grants-in-aid of the Organization as of 31 March 2010 should be provided by all types of Bidders.
- 1.4.4. True copy of valid Registration Certificate from the Ministry of Home Affairs, Government of India for those NGOs/Not-for-Profit organizations that are receiving grants/aid from foreign sources.
- 1.4.5. Declaration in the form of affidavit by the President/CEO/CMD of the organization clearly stating that the organization has not been blacklisted by Central/State/UT Government or any Government agency and has not been charged for any fraudulent activity.
- 1.4.6. Proof for Organization's Income Tax PAN and VAT/Service Tax number.
- 1.4.7. Profile of the Organization giving relevant details of nature of work, experience, infrastructure, resources turnover, profit and loss etc .
- 1.4.8. Letter of Empanelment issued by UIDAI clearly stating that the organization (single agency/consortium as mentioned under Para 1.3.1 or the Lead Bidder in case of Consortium as mentioned under Para 1.3.3) is empanelled with UIDAI as an "Enrolling Agency" and indicating the technical and financial tier of the organization as assessed by UIDAI; also indicating the States and UTs for which the organization has been empanelled by UIDAI.

- 1.4.9. A Project Implementation Plan as per the format provided at **Annexure-8** detailing how the bidder plans to implement the project in Chandigarh.

1.5. Definitions and Acronyms

1. **Accounting Year** – shall mean the financial year commencing from 1st April of any calendar year and ending on 31st March of the next calendar year. In case of a global company, the commencement date and ending date should be read as 1st January and 31st December respectively of the calendar year.
2. **BG** – Bank Guarantee.
3. **Bid** – Bid means the *entire set of documents* including the financial bid or proposal that have been submitted by the bidders in response to this RFQ. A “Proposal” is referred to as “Bid” in this RFQ and shall have the same meaning for the purposes of this RFQ unless otherwise specified.
4. **Bidder** – Shall mean either a single company or a consortium of not more than three (3) companies participating in this bidding process. The bidder should **mandatorily** have relevant and demonstrable experience in Biometric Enrolment projects. Bidder shall be the pre qualified bidder means enrolled as an enrolling agency with UIDAI as mentioned in 1.3 above.
5. **Biometric Data** – refers to the facial image, Iris Scan of both eyes and 10 fingerprints collected by the Enrolment Agency from the enrollees based on the standards prescribed by the UIDAI.
6. **Consortium** – shall mean the association of companies not exceeding three (3) in numbers. The Purchaser will allow such consortium to participate in the bidding process if the consortium is empanelled with UIDAI as an ‘Enrolling Agency’ or the lead bidder of the consortium is empanelled with UIDAI as an Enrolling Agency.
7. **CPSU** – Consortium of Public Sector Undertakings.
8. **De-duplication** – the process of using the Demographic and Biometric data collected from an enrollee to check against data so as to avoid duplicate enrolments.
9. **Demographic Data** – refers to the personal information collected or verified in Census 2011 by the Census Enumerators based on the data fields prescribed by the Registrar General of India (RGI) for the NPR Schedules and by following the process laid down for the purpose.
10. **DIT** – Department of Information Technology, Ministry of Communications & Information Technology, Government of India.
11. **DOEACC** – DOEACC is an Autonomous Scientific Society under Ministry of Communications & Information Technology, Government of India, involved in large scale data processing, training (corporate, government & individual), consultancy, product development, entrepreneurship development & HRD in Information, Electronics & Communication Technologies. It has a network of centres in India.
12. **EMD** – Earnest Money Deposit.
13. **Enrolling Agency/ Enrolling Agencies** – The Agency/Agencies empanelled by UIDAI capable for undertaking demographic and biometric data collection and recording in prescribed manner thereof for enrolment of residents.

14. **Enrolment** – refers to the exercise of collection and recording in prescribed manner thereof of demographic as well as biometric data of the usual residents of India.
15. **GOI** – Government of India.
16. **ICR** – Intelligent Character Recognition and ICR Software shall mean Intelligent Character Recognition Software.
17. **Lead Bidder** – shall mean the member of consortium which shall act as the sole interface with the Purchaser on behalf of the consortium, contractually and for other interactions, and who shall be responsible and liable for successful execution of the project including support and maintenance activities if any for/after the entire agreement period and in accordance with any surviving provisions thereof. The lead bidder should have relevant and demonstrable experience in biometric Enrolment projects.
18. **LoI** – Letter of Intent.
19. **LRUR** – Local Register of Usual Residents
20. **MIS** – Management Information System. An online MIS tool shall be developed and provided by The Purchaser or any other agency on its behalf for supervision and monitoring of the entire process of demographic data digitization, biometric Enrolment & LRUR printing by the MSPs.
21. **MSP** – Managed Service Provider. This will be the selected bidder which will provide Biometric Enrolment services of usual residents.
22. **NeGP** – National e-Governance Plan.
23. **Net Worth** – Net Worth shall mean (Subscribed and Paid-up Equity + Reserves) less (Revaluation reserves + miscellaneous expenditure not written off + accrued liabilities).
24. **NGO** – Non Government Organization registered with Ministry of Home Affairs, Government of India.
25. **NPR** – National Population Register as notified by RGI/ORG&CCI from time to time.
26. **Operator** – Certified and trained person employed by the MSP and engaged in the digitization of demographic data.
27. **Operational Partner** – Member of Consortium having proven experience in Project Operations / Training / Logistics / supply chain management.
28. **ORG&CCI** – Office of the Registrar General and Census Commissioner, India.
29. **PBG** – Performance Bank Guarantee.
30. **Period of Contract** – 2 years from the date of signing of contract with the selected bidder(s), which may be extended by the Purchaser depending upon the nature of work.
31. **PoA** – Power of Attorney.
32. **Pre-qualified Bidders** – All Bidders who have been selected by UIDAI as “Enrolling Agencies” for undertaking demographic and biometric data collection for enrolment of residents.
33. **Proposal**: Proposal means the *entire set of documents* including the financial proposal that has been submitted by the bidders in response to this RFQ. A “Proposal” is referred to as “Bid” in this RFQ and shall have the same meaning for the purposes of this RFQ unless otherwise specified.

- 34. **Purchaser** - "Purchaser" means the entity with which the selected Bidder signs the Contract for the Services. In this RFQ and for the purposes of this project, the 'Purchaser' means the '**DOEACC Society, Chandigarh Centre**'.
- 35. **Record** - refers to the personal information collected or verified for each person by the Census Enumerators based on the data fields prescribed by the Registrar General of India (RGI) for the NPR Schedules and by following the process laid down for the purpose.
- 36. **Resident** – Usual resident of India.
- 37. **RFQ** – Request for Quotation.
- 38. **RGI** – Registrar General of India
- 39. **SLA** – Service Level Agreement.
- 40. **UID** – Unique Identification.
- 41. **UIDAI** – Unique Identification Authority of India.
- 42. **UT** – Union Territory.

2. INTRODUCTION

2.1. Background - Indian Census and National Population Register (NPR)

The Government of India has initiated the creation of Digitized National Population Register (NPR) by collecting specific information of all usual residents in the country during the Houselisting and Housing Census phase of Census 2011 during April 2010 to September 2010. The NPR is a comprehensive identity database to be maintained by the Registrar General and Census Commissioner of India, Ministry of Home Affairs, Government of India (RGI). The objective of creation of the NPR is to help in better utilization and implementation of the benefits and services under the government schemes, improve planning, improve security and prevent identity fraud.

PROCESS OF CREATION OF NPR

In the NPR process, following details are being gathered by designated enumerators by visiting each and every household:

- i. Name of the person in full and residential Status
- ii. Name of the person as should appear in National Population Register
- iii. Relationship to Head
- iv. Sex
- v. Date of Birth
- vi. Marital Status
- vii. Educational Qualification
- viii. Occupation/Activity
- ix. Name(s) of father, mother and spouse in full
- x. Place of Birth
- xi. Nationality as declared
- xii. Present address of usual residence
- xiii. Duration of stay at present address
- xiv. Permanent residential address

A specimen scanned copy of the NPR schedule is available for download from Census of India website at:

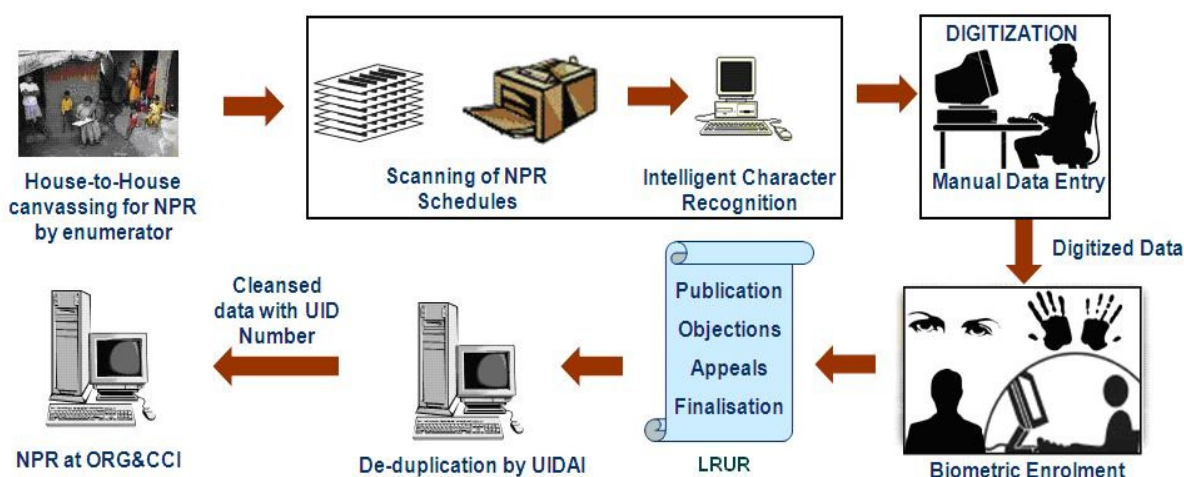
<http://www.censusindia.gov.in/2011-Schedule/Index.html>

The data thus collected will then be digitized in the local language of the State as well as in English. This digitization involves the scanning of the forms (NPR Schedules) and validating the data using an Intelligent Character Recognition Software (ICR). For this purpose, RGI has established a number of scanning centres across the country. The data thus stored in the form of scanned images will then be manually digitized.

Once this demographic database has been created, the biometrics enrolment (capture of 1 Photograph, 10 Finger Prints and Iris scan of both eyes) will be carried out for all persons aged 5 years and above by arranging enrolment camps in every village and at the ward level in every town. The collected data will be printed in the form of LRUR (Local Register of Usual

Residents) and displayed at prominent places within the village and ward for the public to see and raise objections and complaints. Objections will be sought and registered at this stage. Each of these objections will then be enquired into by the local Revenue Department Officer/ Census Department Officer/ Municipal Commissioner and a proper disposal given in writing. Once this process is over, the lists will be placed in the Gram Sabha in villages and the Ward Committee in towns. Claims and Objections will be received at this stage also and dealt with in the same manner described above. The Gram Sabha/Ward Committee has to give its clearance or objection within a fixed period of time after which it will be deemed that the lists have been cleared.

The information thus authenticated will then be sent to the UIDAI for de-duplication and issue of Unique Identification (UID) Numbers. The cleaned database along with the UID Number will then be sent back to the Office of the Registrar General and Census Commissioner, India (ORG&CCI) and would form the National Population Register. The diagram below shows the entire process of NPR in a nutshell.



METHODOLOGY FOR NPR CREATION

The Registrar General and Census Commissioner of India, Ministry of Home Affairs, Government of India, has entrusted the work of demographic data digitization and bio-metric collection to the Department of Information Technology/CPSUs. The Department of IT is spearheading the digitization process and envisages the participation of its societies -DOEACC, STPI and C-DAC in this project. It is estimated that the project will digitize the data of about 62.5 crore population of India and biometric capture of about 56.2 crore people. Biometric includes photograph, all ten finger prints and Iris capture for the population above 5 years age.

The digitization of NPR will be done in 6 months. The Biometric Enrolment will be done in 1 year.

2.2. Role of Department of Information Technology (DIT) in NPR

The Office of the Registrar General and Census Commissioner, India (ORG&CCI) has assigned Department of Information Technology (DIT) the responsibility of demographic data digitization and biometric data collection in 17 states and 2 Union Territories of India. .

DIT will undertake the following activities on behalf of the ORG&CCI to enable creation of the National Population Register and facilitate the issuance of UID number to the residents within the states assigned to DIT:

- **Digitization:** The ORG&CCI will be responsible for scanning and Intelligent Character Recognition (ICR) of schedules collected from the field. Once ICR has been performed, the scanned images will be handed over to DIT to complete manual data entry in two languages, i.e. English Language and Local Language of the State.
- **Biometric Enrolment:** Upon completion of manual data entry, DIT will capture biometric data of all residents aged 5 years and above.
- **Data Consolidation and Delivery:** DIT shall consolidate the captured data, including demographic and biometric data, and deliver the same to ORG&CCI for further de-duplication and assignment of UID number by the UIDAI.

DIT recognizes that this assignment calls for organizations which have demonstrable experience in demographic data digitization and enrolment and also requires significant financial commitments from them in order to successfully execute it within the stipulated time schedule.

2.3. Role of DOEACC

DOEACC Society is an autonomous Scientific Society of the Department of Information Technology, Ministry of Communications and Information Technology, Government of India. DOEACC has presence in 22 locations throughout the country having Head Quarter at New Delhi. The Society has immense capabilities for execution of e-Governance Projects.

ORG&CCI has decided to digitize the data of Chandigarh on priority basis. The NPR activities have to be carried out by DIT. The overall responsibility for completing the work of Demographic Data Digitization & Biometric Enrolment in Chandigarh has been delegated to DOEACC by DIT.

3. SCOPE OF SERVICES

The MSP(s) shall provide end-to-end Managed Biometric Enrolment Services to the Purchaser for the capture of Biometric Data (Face Photograph, Two Iris and Ten Fingers of hand), update demographic data (if required) and LRUR printing for the usual Residents of Chandigarh.

- The population coverage for this work is approximately 9.5 lacs (estimation based on 2011 Census data **Annexure-6**) usual residents of Chandigarh.
- The Biometric Enrolment needs to be performed for **100% resident population** of Chandigarh having age above 5 years.
- The Purchaser may select one or more successful bidders (single bidders or consortia) to execute the project. The Work Allocation Scheme is explained in detail in **Section 4 – Scheme for Work Allocation**. The Evaluation Procedure is explained in detail in **Section 7 – Proposal Opening and Evaluation**.
- The selected MSP(s) shall commence work within 30 days of award of contract. The work for Biometric Enrolment should be completed within **12 (twelve) months** starting from the 31st day after the award of contract. The overall duration of project will be of 2 years.
- **The responsibilities of the MSP(selected bidder(s)) will include the following:**
 - i. Based on the volume of work, allocated as per the bidding process, The MSP have to **procure/hire biometric devices** as per UIDAI norms/specifications. The set of devices for Biometric Enrolment include at least:
 - Laptop
 - Digital Camera
 - Finger print scanner
 - Iris Scanner
 - Printer
 - Other Requirements (if any) as per UIDAI
 - ii. Based on the volume of work, to set up camps in wards/villages with necessary infrastructure at various locations as and when desired by the Purchaser.
 - iii. The capturing of biometric data as per UIDAI norms is the prime responsibility of the Bidder.
 - iv. There must be camp supervisor to ensure smooth functioning of camps.
 - v. Receive digitized data of NPR schedules (pre-Enrolment data) from the Purchaser or their representative and carry out the Biometric Enrolment as per instruction of the Purchaser.
 - vi. Obtain the Biometric Enrolment Software from the Purchaser and ensure installation of software at all the Biometric Enrolment units.
 - vii. Ownership of the Biometric Enrolment Software shall vest exclusively with the RGI. MSP shall use such Biometric Enrolment Software only for the purpose of bio-metric capture which is assigned by the Purchaser. MSP shall be responsible and liable for legal actions and damages if it does any act (e.g. copying, duplicating software etc.) or omission other than capturing data for the project.
 - viii. Ensure Biometric Enrolment using the software received.

- ix. To capture KYR+ fields in addition to Biometric Capture, the seven fields, as suggested by RGI, will be captured through KYR+ software.
- x. Update/Edit/Modify the digitized demographic data (if required).
- xi. Printing of Acknowledgement Slip for each biometric capture/enrolment.
- xii. Training of own personnel on the Biometric Enrolment Software and KYR+ software as well as on the overall process and procedures with the help of training material provided by the Purchaser.
 - DOEACC will provide the required training free of cost to five (5) Master Trainers nominated by the selected bidder after the bidding process. Reimbursement of meal/hospitality expenses, not exceeding Rs. 500 per participant for the total duration of training will, however, be recovered by DOEACC from the concerned MSP.
 - On satisfactory conclusion of training, a certificate shall be provided by DOEACC to each participant.
 - These Master Trainers of MSP are expected to, in turn, train their operators/enrollers, supervisors, assistants etc involved in the process of Enrolment.
 - Training of own personnel on the biometric capturing software as well as on the overall process and procedures with the help of training material provided by the Purchaser.
 - MSPs should engage enrollers only after they have been trained and certified for Enrolment.
- xiii. Ensure Biometric Enrolment through UIDAI Certified manpower.
- xiv. Ensure the Biometric Enrolment as per guidelines provided by UIDAI/RGI.
- xv. Proper checking and verification of Captured Biometric data.
- xvi. Ensure regular backup of captured data over an external media and Ensure interim storage management of complete data.
- xvii. Provide data into an external media in the form prescribed by the Purchaser.
- xviii. Printing of 4 Copies of LRUR. Each LRUR page will have seven records.
- xix. Provide necessary assistance to data digitizing agency in correction of LRUR.
- xx. Submit the complete data to the Purchaser as per the timelines prescribed by the Purchaser.
- xxi. Ensure Interim storage management of complete data and ensure secure transfers of data from the camp to the Purchaser's designated locations of data collection.
- xxii. Ensure reporting of the complete work on a daily basis through the tool provided by the Purchaser.
- xxiii. Report in the prescribed formats, the progress of the biometric capturing work and other activities related to the project in writing to the Purchaser on a weekly basis.
- xxiv. Ensure complete security of the data provided and captured at all the stages and at times before, during and after entire operation.
- xxv. Prevent any unauthorized access to the data provided and the biometric captured at all stages at all the times before, during and after the entire operation.

- xxvi. Ensure that software and data captured /contained are at all times kept secured and free from viruses/ unauthorized access/ copying /editing/ transmitting/ storing / carrying etc.
- xxvii. Bidders acknowledge and accept that they shall not be entitled to any extra compensation /remuneration/ reimbursement / fees/ payments other than quoted rate, on account of (or for overcoming) difficulties / problems. It shall be the sole responsibilities of bidder to complete the entire entrusted work with quality and in time.

In order for the MSP(s) to effectively execute the above mentioned services, the Purchaser with help of RGI will provide all assistance and support in terms of identification and availability of Government Agencies required for these services, e.g. Local governing bodies at each level - Central/State/District/Tehsil/Ward, Physical security wherever necessary, using State Police/ Paramilitary forces etc. The tentative detailed methodology for Biometric Enrolment is attached as **Annexure-7**.

4. SCHEME FOR WORK ALLOCATION

The Purchaser recognizes that the distribution of work should be done in a manner so as to ensure that the following strengths of the bidders are leveraged:

- Process oriented approach of bidders with respect to biometric Enrolment and data management.
- Financial and technical capability of bidders to develop, operate and scale their presence, infrastructure and manpower required for this project.

The Purchaser also recognizes that managed service provisioning requires significant financial commitments over an extended period of time and this would require a matching revenue assurance from the parties willing to make such commitments.

All pre-qualified bidders shall submit their Financial Bids [Price per person for Biometric Enrolment including LRUR Printing] as per the **Annexure-2**.

The lowest price quoted (the price per person for Biometric Enrolment and LRUR Printing) shall be nominated as L1 and the rest of the quotes shall be ranked as L2, L3, L4 and so on. The work will then be allocated to the L1 bidder. However, if there are multiple L1 bidders, the work will be divided in nearly equal proportions amongst all L1 bidders subject to acceptance of all terms and conditions of this RFQ. An individual ward/village will be made the minimum unit of division in case of multiple L1 bidders. However, Prices quoted by bidder in words will be treated as final in case of any discrepancy.

The decision of the Purchaser regarding allocation of work for Biometric Enrolment to the successful bidder(s) will be final & binding on all the bidders and no further discussion will be held with the bidders on this matter under any circumstances.

5. PAYMENT TERMS

- 60% of the total payments due to MSP (based on the number of Biometric Enrolments done) will be made upon completion and acceptance of Biometric Enrolment work, as reported and as verified by the Purchaser or any agency nominated by the Purchaser on its behalf.
- The schedule for the initial 60% payments due to the MSP is as follows:

S. No.	Biometric Enrolments (% age of the total volume of data as per SLA [6.1]))	Number of Days	Payment (%age of total payments to be made)
1.	25%	1 to 90	15%
2.	25% (cumulative 50%)	91 to 180	15%
3.	25% (cumulative 75%)	181 to 270	15%
4.	25% (cumulative 100%)	271 to 360	15%
Total	100%	360	60%

- 20% of the total payment due to the MSP shall be made upon completion of LRUR printing and handing over biometric data to the Purchaser, as reported and after necessary certifications as provided in the RFQ. This may be as verified by the Purchaser or any agency nominated by the Purchaser on its behalf.
- The balance 20% payments due to the MSP will be made upon submission of completed data by the Purchaser to RGI and receiving an acceptance on the quality of data from RGI/UIDAI.
- The number of duplicate Biometric records, as found during the quality check process of RGI/UIDAI, will be deducted from the total number of records captured by the MSP and the adjustments thereof will be made out of the balance 20% payment due to MSP. In case of need for higher adjustments on this count, the Performance Bank Guarantee provided by the MSP may be invoked and encashed for this purpose and additional recoveries and penalties as required may be imposed as per rules set by the Purchaser from time to time.
- The selected bidder(s) will raise invoice for Biometric Enrolment done within the defined time period and submit such invoices to the Purchaser to the attention of following person:

The Director

DOEACC Society, Chandigarh

S.C.O. 114-116,

Sector 17-B,

Chandigarh-160017

- The Purchaser will make all efforts to release the payment within 30 days of submission of invoice to the extent possible subject to the verification of actual work completed by the selected bidder(s).
- If the actual quantum of work turns out to be lesser than estimated one, the rates quoted shall remain unchanged.

6. PERFORMANCE MANAGEMENT

6.1. Service Level Agreement (SLA)

The selected bidder(s) will be responsible for achievement of SLAs mentioned below during the entire period of the contract.

S. No.	Performance Indicator	Service Level Metric	Penalty on breach of service level
1	Biometric Data Completeness	All Biometric Data to be completely captured for each resident as per UIDAI Norms.	25% of the cost quoted per Biometric Enrolment and LRUR printing multiplied by the number of incomplete records PLUS (+) 5% of the cost quoted per Biometric Enrolment each day from the day of completeness check till all the incomplete records are completed correctly and accurately.
2	Biometric Data Capture targeted as per camp schedule/ population turnout.	The total volume of Biometric data records captured.	For each day of delay beyond target period (3 days), X% of the cost quoted per Biometric Enrolment, multiplied by the no. of records not captured/wrongly captured at the end of target period (3 days), where X is as follows: <ul style="list-style-type: none"> • 2% for 1 days • 4% for 2 days • 10% for 3 days or more
3	Quality of Biometric data	100% accurate capture of biometric data as per UIDAI Norms	25% of the cost quoted per Biometric Enrolment multiplied by the number of incomplete/incorrect records
4	Trained and Certified Staff	100% trained and certified enrollers as per the specifications of UIDAI/RGI.	100% of the cost quoted per Biometric Enrolment for 60 records, for each instance of records captured by untrained and uncertified staff.
5	Quality of LRUR Printing	100% accurate readable printing of LRUR as per specifications provided by the Purchaser/RGI.	5% of the cost quoted per Biometric Enrolment multiplied by the number of incomplete/incorrect records
6	Safe and secure custody of data	100% encrypted data with physical security	100% of the cost quoted per Biometric Enrolment multiplied by

		to ensure zero unauthorized access	the total number of Enrolment found in unencrypted manner or without physical security
7	Data transfer from the biometric camp to the Purchaser	Zero delay in transferring captured data to the Purchaser or any agency designated by the Purchaser from the target date	Rs. 1000/- per day of delay in transferring data to the Purchaser or any agency designated by the Purchaser
8	Assistance in the LRUR corrections	Zero delay in providing support from the target date	Rs. 1000/- per day of delay in assistance to data digitization MSP or any agency designated by the Purchaser

6.2. Debarment

If at any point of time, it is found that the selected bidder(s) is not enrolling biometric as per specifications given by the Purchaser, then the particular bidders(s) will be debarred from carrying out any further enrolment work with and other activities with immediate effect. In such cases, the Purchaser reserves the right to terminate the contract with the concerned Bidder(s), forfeit the EMD/Bank Guarantee, impose penalties and take further action as deemed fit as per rules.

6.3. Work Re-Allocation

During the course of project execution, if a selected bidder consistently fails to meet the performance expectations of the purchaser, as determined by the Purchaser, the Purchaser reserves the right to terminate contract with the concerned bidder(s), forfeit the EMD/Bank Guarantee, impose penalties and take further step as deemed fit as per rules set by the purchaser from time to time. The remaining work of such bidder will be got done by the Purchaser at risk and cost of the bidder. The outgoing bidder shall be liable to pay for reallocated work to new bidder at the rates finalized by purchaser. The bidder(s) agree and acknowledges that such rates may be higher than the rates quoted by L1. The Purchaser shall be entitled to recover/adjust/deduct such amounts payable (to new bidder) from outgoing bidder under this or any other transactions/order/contract etc... Nothing herein shall be construed as precluding the Purchaser from invoking the provisions of clause 13 [k] of **Annexure-4** to this RFQ.

7. BID OPENING AND EVALUATION

7.1. Evaluation Committee(s)

The Evaluation Committee(s) constituted by the Purchaser shall evaluate the financial Bids. The Committee(s) may choose to conduct negotiation or discussion with bidders as per standard government procedures.

The Evaluation Committee (s) shall at its own discretion have the authority to disqualify any or all bid(s) that it finds to be inappropriate without giving any reason/justification to the bidder.

The decision of the Evaluation Committee(s) on any of the above matters will be final and binding on all the bidders and no further discussion/interface will be held with the bidders whose bids are disqualified/ rejected.

7.2. Bid Opening and Evaluation

The financial evaluation of the bids will be taken into account on the basis of the information supplied by the bidders in their financial bid (as per format in **Annexure-2, Format of Financial Bid**) as well as all other relevant documents submitted by the bidder.

The Evaluation Committee(s) shall evaluate all documents (Certificate of Incorporation from Registrar of Companies, Letter of Association in case of Consortium, Auditor Certified financial statements, Proof for Organization PAN, VAT/ Service Tax number etc.) submitted by the bidder and may disqualify any bidder whose documents are not found to be in order.

Based on the price quoted by a bidder, the work will be allocated as per the work allocation mechanism defined under Section 4 of this RFQ. All bids shall be subject to arithmetical checking and corrections, if any, which will be carried out by the Purchaser. Ranking of bids as L1,L2 ... will be decided thereafter.

7.3. Signing of Contract

The selected bidder(s) shall be required to enter into a contract with the Purchaser, **within fifteen (15) days of the award of the contract** or within such extended period, as may be specified by the Purchaser.

This contract shall be on the basis of this document and such other terms and conditions as may be determined by the Purchaser, to be necessary for the due performance of the work, as envisaged herein and in accordance with the Bid and the acceptance thereof.

8. INSTRUCTIONS TO BIDDERS

8.1. Submission of Bid

1. The Bid Document should contain the following documents:

1.	Letter of Intent (LoI) to submit bid in response to RFQ Invitation	As per Annexure-1 , Format of Letter of Intent to submit bid in response to RFQ Invitation
2.	RFQ Document Fee Demand Draft	Section 1.1, point 11
3.	Earnest Money Deposit (EMD)	Section 1.1, point 12
4.	Financial Bid	As per Annexure-2 , Format of Financial Bid
5.	Power of Attorney for Authorized Signatory	Bidder/Lead Bidder of Consortium to provide as per Legal format for PoA
6.	This RFQ document	
7.	Annexures to this document	
8.	Any other corrigendum that the Purchaser might release on a later date	
9.	A Plan of Implementation for this project in Chandigarh	As per Annexure-8 , Format of Project Implementation Plan

Each page of the Bid document ***must be signed and stamped*** by the authorized signatory of the bidder, who has the Power of Attorney (PoA) to commit the responding firm to contractual obligations in lieu of acceptance of all terms and conditions of the RFQ.

In case of a discrepancy between the items on the above checklist and the actual documents/material submitted, the Purchaser reserves the right to declare the bid invalid and disqualify the bidder.

Also, in case the documents/material submitted are not as per the formats specified in this RFQ document, the Purchaser reserves the right to declare the bid invalid and disqualify the bidder.

Bid may be rejected at any stage of the evaluation, if it is found that the bidder has provided misleading information or has been black listed by a central or state government or agency thereof or has indulged in any malpractice/ unethical practice and has not honoured contractual obligation elsewhere.

2. The bids submitted in response to this RFQ, and all associated correspondence shall be written in English. Any interlineations, erasures or over writings shall be valid only if they are initialled by the authorized person signing the bid.
3. The currency (ies) of the Bid offer and the payments shall be in Indian Rupees (INR).

4. Bids received by facsimile shall be treated as defective, invalid and rejected. Only detailed complete bids received prior to the closing time and date for receipt of bids shall be treated as valid.
5. **One hard copy of the financial bid in a separate sealed envelope**, prepared in accordance with the procedures enumerated in the RFQ document should be submitted to the the Purchaser no later than the date and time laid down, at the address given in the **Section 1.2**.
6. The envelope should be super scribed with – **“FINANCIAL BID - RFQ FOR ENGAGING MANAGED SERVICE PROVIDER(S) FOR BIOMETRIC ENROLMENT FOR THE CREATION OF NATIONAL POPULATION REGISTER (NPR) FOR USUAL RESIDENTS OF CHANDIGARH”**.
7. All other eligibility documents mentioned at Section 1.4 along with other necessary and supportive document & EMD should be placed in a separate sealed envelope super scribed with – **“ELIGIBILITY DOCUMNETS - RFQ FOR ENGAGING MANAGED SERVICE PROVIDER(S) FOR BIOMETRIC ENROLMENT FOR THE CREATION OF NATIONAL POPULATION REGISTER (NPR) FOR USUAL RESIDENTS OF CHANDIGARH”**.
8. The sealed envelope containing the **FINANCIAL BID & ELIGIBILITY DOCUMNETS** should be placed in a larger single envelope, properly sealed, and super scribed with **“RFQ FOR ENGAGING MANAGED SERVICE PROVIDER(S) FOR BIOMETRIC ENROLMENT FOR THE CREATION OF NATIONAL POPULATION REGISTER (NPR) FOR USUAL RESIDENTS OF CHANDIGARH – DO NOT OPEN BEFORE “03:00 P.M ON 27-May-2011”**. All envelopes should be addressed to the Addressee specified at **Section 1.2** and bear the name and address of the Bidder/Lead Bidder of the consortium submitting the bid. CD media must be duly signed using a “Permanent Pen/Marker” and should bear the name of the Bidder/Lead Bidder of the consortium, submitting the Bid.
9. The Bids submitted should be concise and contain only relevant information as required under this RFQ document.
10. The bidders submitting their bids would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their bids, attending any pre-bid meetings and visiting the sites or any other location in connection therewith etc. the Purchaser shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.
11. Project Implementation Plan to be submitted as per the format provided at **Annexure-8** detailing how the bidder plans to implement the project in Chandigarh.

8.2. Validity of Bid submitted

The bids submitted by the firms/agencies shall remain valid for a period of 90 days after the closing date (deadline) for submission of bids prescribed in this document. A bid valid for shorter period may be rejected as non-responsive. The Purchaser may solicit the bidders' consent to an extension of RFQ validity (but without the modification in their Bid).

8.3. Clarifications on Bid submitted

During evaluation, the Purchaser may, at its discretion, ask the respondents for clarifications on their bids. The Bidders are required to respond within the time frame prescribed by the Purchaser.

8.4. Amendments of RFQ Document

At any time prior to the deadline for submission of the Bid, the Purchaser may for any reason, amend the RFQ document by issuing suitable Corrigendum. Any corrigendum issued in this regard will be published on the website of the Purchaser, and such amendments shall be binding on them.

8.5. Disqualification

The Purchaser may at its sole discretion and at any time during the evaluation of bid, disqualify any bidder, if the bidder:

- a. submits the bid after the response deadline;
- b. makes misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- c. Exhibits a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- d. Submits a bid that is not accompanied by required documentation or that is non-responsive to the terms and conditions and stipulations herein;
- e. fails to provide clarifications related thereto within given time frame, when sought;
- f. submits more than one bid;
- g. has been declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.

8.6. Performance Bank Guarantee

Within 7 days of the selected bidder(s) being intimated about their selection, they shall submit an unconditional, unequivocal and irrevocable Performance Bank Guarantee (PBG) of 10 % (Ten Percent) of the contract value, from any Nationalized Indian Bank and valid for the entire period of the contract plus an additional 12 months beyond the contract period and any applicable extension periods as may be required by the Purchaser. The format for PBG is provided in **Annexure-3, Format of Performance Bank Guarantee (PBG)**.

8.7. Period of Contract

The contract would be for an initial period of Two years (2 years), which may be extended depending upon the volume of work.

8.8. Confidentiality

Information relating to the examination, clarification, comparison and evaluation of the bids submitted shall not be disclosed to any of the responding firms or their representatives or to any other persons not officially concerned with such process until the selection process is over. The undue use by any responding firm of confidential information related to the process may result in rejection of its bid.

8.9. Disclaimer

Bids received late will not be considered and will be returned unopened to the respondents. The Purchaser reserves the right to

- a) Reject any / all bids without assigning any reasons thereof,
- b) Relax or waive any of the conditions stipulated in this RFQ document as deemed necessary in the best interest of the objective of the scheme/project without assigning any reasons thereof, and
- c) Include any other item in the scope of work at any time after consultation in the pre-bid meeting or otherwise.

8.10. Corrupt or Fraudulent Practices

In the event of the bidder engaging in any corrupt or fraudulent practices during the bidding process, the Purchaser reserves the right to reject such bids at its sole discretion.

For the purpose of this clause:

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of an official of the Purchaser or DIT in the selection process. It also includes bringing undue influence through any quarter or interfering directly or indirectly in the selection process to affect its outcome.

“Fraudulent Practice” means a misrepresentation of facts in order to influence the evaluation and selection process to the detriment of the Purchaser.

8.11. Limits on Promotion

The selected bidders shall not perform any kind of promotion, publicity or advertising etc. at the Purchaser or DIT and their field offices through any kinds of hoardings, banners or the like without the prior written consent of the Purchaser.

ANNEXURE 1

Format of Letter of Intent to submit bid in response to RFQ Invitation

(To be submitted on the Letterhead of the responding firm)

{Place}

{Date}

To

The Director,

DOEACC SOCIETY, Chandigarh Centre,

S. C. O. 114-116, Sector – 17 B,

CHANDIGARH – 160017

Ref: RFQ No. 02/2011 dated 04-May-2011

Subject: Submission of bid in response to the RFQ for **“Engaging Managed Service Provider(s) for Biometric Enrolment for the Creation of National Population Register (NPR) for Usual Residents of Chandigarh”** - RFQ No 02/2011.

Dear Sir,

1. Having examined the RFQ document, we, the undersigned, herewith submit our bid in response to your RFQ No. 02/2011 dated 04-May-2011 **for Engaging Managed Service Provider(s) for Biometric Enrolment for the Creation of National Population Register (NPR) for Usual Residents of Chandigarh**, in full conformity with the said RFQ document.
2. We have read and understood the provisions of the RFQ document and confirm that these are acceptable to us. We conform that only the terms and conditions in the RFQ shall apply; we further declare that additional conditions, variations, deviations, if any, found in our bid shall be without any effect whatsoever.
3. We hereby declare that we satisfy all the eligibility criteria as specified in this RFQ and agree to abide by all the terms and conditions specified therein.
4. We agree to abide by this bid, consisting of this letter, the detailed response to the RFQ and all attachments, and validity of the bid shall be for a period of **90 days** from the closing date fixed for submission of bids as stipulated in the RFQ document.
5. The Earnest Money Deposit (EMD) of **Rs 10,00,000/- (Rupees Ten Lacs only)** submitted by us in the form of Demand Draft may be forfeited under any of the circumstances as specified in Para 12(ii) under sub-section 1.1 of Section 1 of this RFQ.
6. We hereby declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
7. We conform that we have not been blacklisted by any department/society/body/organization of central/state government.

8. We hereby declare that all the information and statements made in this bid are true and accept that any misrepresentation/wrong information contained in it or /suppression of material or relevant facts/figures may lead to our disqualification
9. We understand that you are not bound to shortlist / accept any proposal you receive.

Our correspondence details with regards to this bid are:

S. No.	Information	Details
1.	Name of responding firm:	
2.	Address of responding firm:	
3.	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFQ:	
4.	Telephone no. of contact person:	
5.	Mobile no. of contact person:	
6.	Fax no. of contact person:	
7.	E-mail address of contact person:	
8.	Website URL of the responding firm	

We hereby declare that our bid submitted in response to this RFQ is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Yours Sincerely,

Date:

[FIRM'S NAME]

Place:

Authorized Signature [In full and initials]

Name and Title of Signatory:

Address of Firm:

Seal of the Firm:

ANNEXURE 2**Format of Financial Bid***(To be submitted on the Letterhead of the responding firm)**[Location, Date]*

To

The Director,

DOEACC SOCIETY, Chandigarh Centre,

S. C. O. 114-116, Sector – 17 B,

CHANDIGARH – 160017

Ref: RFQ No 02/2011 dated 04-May-2011

Subject: Submission of bid in response to the RFQ for “**Engaging Managed Service Provider(s) for Biometric Enrolment for the Creation of National Population Register (NPR) for Usual Residents of Chandigarh**” - RFQ No 02/2011.

Dear Sir,

We, the undersigned, offer to provide the **Managed Biometric Enrolment Services for creation of National Population Register (NPR) for usual Residents of Chandigarh** in accordance with your Request for Quotation dated 04-May-2011.

The cost per person for Biometric Enrolment including LRUR Printing is as follows:

UT	Cost per person for Biometric Enrolment including LRUR Printing (in Rs.)	Total Cost (in Rs.)
Chandigarh	[Quote amount in words and figure]	[Quote total amount by multiplying the cost per person for Biometric Enrolment including LRUR Printing and the total population of Chandigarh(as per annexure 6) in words and figure]

The above mentioned cost(s) per person for Biometric Enrolment & LRUR printing is inclusive of all Government taxes/ duties/ levies/cess etc.

We remain,

Yours Sincerely,

Date:

[FIRM'S NAME]

Place:

Authorized Signature [In full and initials]

Name and Title of Signatory:

Address of Firm:

Seal of the Firm:

ANNEXURE 3

Format of Performance Bank Guarantee (PBG)

BANK GUARANTEE NO.

DATE

PERIOD OF BANK GUARANTEE:- VALID UPTO (36 months from the date of Selection)

AMOUNT OF GUARANTEE: Rs. -----

To

The Director,
DOEACC SOCIETY, Chandigarh Centre,
S. C. O. 114-116, Sector – 17 B,
CHANDIGARH – 160017

THIS DEED OF GUARANTEE EXECUTED ON THIS ____ Day of _____ 2011 by {Name of the Bank issuing guarantee} a Nationalized bank , constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its registered office at _____, Head office at (H.O. Address) and one of the Branch offices at (Branch address) hereinafter referred to as the 'Guarantor Bank' (which expression unless it be repugnant to the context or meaning thereof shall include its successors and assigns.) in favour of **The Director, DOEACC SOCIETY, Chandigarh Centre, S.C.O. 114-116, Sector 17-B, Chandigarh** (hereinafter referred to as "Purchaser" which expression shall unless it be repugnant to the context or meaning thereof shall include its successors and assigns).

Whereas Selection Notification No. ----- dated ----- (Hereinafter called the "Selection Notification") for selecting M/s. ----- for Engaging Managed Service Provider(s) for Biometric Enrolment for the Creation of National Population Register (NPR) for Usual Residents of Chandigarh issued by the Purchaser on M/s. -----, (Hereinafter referred to as 'the Managed Service Provider ') stands accepted by the Managed Service Provider.

And whereas to ensure due performance of the obligations of the Managed Service Provider to the satisfaction of the Purchaser towards Engaging Managed Service Provider(s) for Biometric Enrolment for the Creation of National Population Register (NPR) for Usual Residents of Chandigarh the said performance and in terms thereof by the Managed Service Provider as aforesaid, the Guarantor Bank at the request of the Managed Service Provider has agreed to give guarantee as hereinafter provided.

NOW THIS GUARANTEE WITNESSETH AS FOLLOWS:

In consideration of the Purchaser, having engaged the Managed Service Provider for a period of two years for Engaging Managed Biometric Enrolment Services for the Creation of National

Population Register (NPR) for Usual Residents of Chandigarh (Name of the Guarantor Bank) do hereby undertake as under:

- a) To indemnify and keep indemnified the Purchaser to the extent of the sum of Rs. ----- -- /- (Rs. ----- only) for the losses and damages that may be caused to or suffered by the Purchaser in the event of non-performance or part/under performance of whatever nature on the part of the Managed Service Provider in discharging their obligations under the said contract against the above selection notification order and further undertake to pay immediately on demand to the Purchaser the amount claimed under this guarantee not exceeding Rs. ----- /- (Rs. -----only) without demur and without the Purchaser needing to prove or to assign reasons for the demand so made for the sum specified therein and mere written claim or demand of the Purchaser shall be conclusive and binding on the guarantor Bank as to the amount specified under these presents.
- b) The guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the obligations under the contract against the Selection Notification and that it shall continue to be enforceable till all the dues of the Purchaser under or by virtue of the said contract against the Selection Notification have been fully paid and its claims satisfied or discharged or till _____Office/Department/Ministry of _____ certifies that the terms and conditions of the said contract against the Selection Notification have been fully and properly carried out by the Managed Service Provider and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the _____ we shall be discharged from all liability under this guarantee thereafter.
- c) This guarantee shall not in any way be affected by the change in the constitution of the Managed Service Provider or of guarantor bank nor shall be affected by the change in the constitution, amalgamation, absorption or reconstruction of the Purchaser or otherwise but shall ensure for and be available to and enforceable by the absorbing amalgamated or reconstructed Company of the Purchaser.
- d) We, _____ (indicate the name of bank) further agree with the Purchaser that the Purchaser 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 contract against the Selection Notification or to extend time of performance by the Managed Service Provider from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the Managed Service Provider and to forbear or enforce any of the terms and conditions relating to the said contract against the Selection Notification and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the Managed Service Provider or for any forbearance, act or omission on the part of the Purchaser or any indulgence by the Purchaser to the Managed Service Provider or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
- e) We, _____ (indicate the name of bank) undertake not to revoke this guarantee during its currency except with the previous consent of the Purchaser in writing.
- f) Notwithstanding anything contained above

The liability of the guarantor Bank under this deed of guarantee is restricted to Rs. ----- /- (Rs. ----- only). This guarantee shall remain in full force till (mention date) and the guarantor Bank is liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if the Purchaser serves upon the guarantor Bank a written claim or demand on or before (mention date) at (name of the guarantor Bank and branch).

IN WITNESS WHEREOF the authorized signatories of the said (Guarantor Bank) have signed this deed for and on behalf of the guarantor on the date first hereinabove mentioned.

Place

For

Date

Authorized Signatories

Seal

ANNEXURE 4

Conditions of Managed Biometric Enrolment Services Contract

The operating clauses would emerge from the technical and financial processes finalized with the MANAGED SERVICE PROVIDER (MSP) selected for the project. In addition, the Managed Biometric Enrolment Services contract will inter-alia includes the following terms:

1. Definitions

In the Contract, the following terms shall be interpreted as indicated:

“DIT” means the Department of Information Technology, Government of India, or any other authorized representative of the DIT.

“DOEACC Society, Chandigarh Centre” (hereinafter called “the Purchaser”) means, DOEACC Society, Chandigarh Centre, A Unit of DOEACC Society, New Delhi, An Autonomous Scientific Society of Department of Information Technology, Ministry of Communication & Information Technology, Govt. of India.

The “Work Order” means the selection notification issued to the MSP by the Purchaser pursuant to the selection of the MSP for provision of Managed Biometric Enrolment Services for the Creation of National Population Register (NPR) for Usual Residents of Chandigarh.

The “Contract” means the Managed Biometric Enrolment Services agreement entered into between the Purchaser and the selected bidder (hereinafter called the MSP) as recorded in the Contract Form signed by the Purchaser and the MSP, including all attachments and annexure thereto and all documents incorporated by reference therein.

2. Deliverables

The final list of Deliverables would be finalized during contract negotiation with the selected MANAGED SERVICE PROVIDER (MSP).

3. Time Schedule

The Contract shall be valid initially for a time period of Two (2) Years from the date of award of contract and may be extended depending upon the volume of work.

4. Payment Terms and Schedule

The payment terms are explained in **Section 5 - Payment Terms**. A pre-receipted bill in triplicate (for the audit and independent monitoring) shall be submitted as per the schedule mentioned in the RFQ.

Note – All the payments will be made within 30 days of acceptance of deliverables for the corresponding period to the extent possible and subject to the verification done by the Purchaser on the actual work completed during the invoice period.

5. Commercial Terms

The Purchaser will release the payment within 30 days of submission of invoice, to the extent possible, subject to invoice and all supporting documents being in order and verification done by the Purchaser or any agency nominated by it on its behalf on the actual work completed during the invoice period.

6. Disclaimer

The selected MSP is not authorized to provide UID Number, Citizenship or any residency benefits to the enrollees. The selected bidder shall be only responsible for Biometric Enrolments and submitting it to the Purchaser, the Purchaser in turn will submit this data to ORG&CCI.

7. Liabilities

- (a) The MSP shall indemnify the Purchaser against all third party claims arising out of a court order or arbitration award for infringement of any of the intellectual property rights (e.g. patent, trademark/copy right /breach of confidentiality etc..) arising from the use of the supplied services or any part thereof or arising out of or incidental to the contract/workorder placed on MSP or for breach of security in relation to the data entrusted to or used by or provided by the MSP or for breach of clause 10 below..
- (b) Either party will accept liability without limit (i) for death or personal injury caused to the other party by its negligence or the negligence of its employees acting in the course of their employment; (ii) any other liability which by law either party cannot exclude. This does not in any way confer greater rights than what either party would otherwise have at law.
- (c) The Work Order does not contemplate any consequential, indirect, lost profit, claim for tort or similar damages of any form to be paid by the MSP to the Purchaser or any other organizations.
- (d) Except for the indemnification provisions ;Notwithstanding anything to the contrary contained in the Work Order, in no event will the MSP be liable to the Purchaser for any amount in excess of 100% of the total charges payable for the respective Project. This limit of liability is not applicable to clause (a) above.
- (e) No action regardless of form, arising out of this Contract, may be brought by either party more than three years after the cause of action has accrued.

8. Progress of the Project

Progress of the project should be updated on a daily basis on the Management Information System (hereinafter called “the MIS”) or any other method as specified by the Purchaser, that will be made accessible to the MSP by the Purchaser. Additionally, the progress of the project should be intimated in writing to the Purchaser on a weekly basis.

9. Confidentiality

- a) Neither party will disclose to any third party without the prior written consent of the other party any confidential information which is received from the other party for the purposes of providing or receiving Services which, if disclosed in tangible form is marked confidential or if disclosed otherwise is confirmed in writing as being confidential or if disclosed in tangible form or otherwise, is manifestly confidential. Each party will take measures to protect the confidential information of the other party that, in the aggregate are no less protective than those measures it uses to protect the confidentiality of its own comparable confidential information, and in any event, not less than a reasonable degree of protection. Both parties agree that any confidential information received from the other party shall only be used for the purposes of providing or receiving Services under this Contract. These restrictions will not apply to any information which:
- I. Is or becomes generally available to the public other than as a result of a breach of an obligation under this Clause; or
 - II. is acquired from a third party which owes no obligation of confidential in respect of the information ; or
 - III. is or has been independently developed by the recipient or was known to it prior to receipt
- b) Notwithstanding Clause (a) mentioned above, either party will be entitled to disclose confidential information of the other (1) to its respective insurers or legal advisors, or (2) to a third party to the extent that this is required by any or where there is a legal right. Duty or requirement to disclose, provided that in the case of sub- Clause(II) (and without breaching any legal or regulatory requirement) where reasonably practicable not less than 2 business days notice in writing is first given to the other party.
- c) Without prejudice to the foregoing provision of this Clause above, bidder may cite the performance of the services to clients and projective clients as an indication of its experience
- d) The MSP shall not, without prior written consent of the Purchaser, disclose the commercial terms of this work order and contract to any person or organization other than a person employed by the MSP in the course of performance of the Contract. Further, the extent of such disclosure shall be only to that required for performance of the services under this contract.
- e) This clause on Confidentiality shall be valid for a further period of two years from the date of expiry or termination of the contract or completion of the project in Chandigarh, or until the UIDs are informed to respective persons/citizens by RGI/Census office, whichever is later.

10. Confidentiality of Data

The MSP and its personnel shall maintain absolute confidentiality and security of data at all times before, during, and after the performance of its services. The MSP and its personnel shall not make or maintain unauthorized copies, either electronic or physical or in any other form, of the data or confidential information received or acquired during the course of performance of its services. The MSP and its Personnel shall not disclose, except with the

prior written consent of the Purchaser, any data or confidential information received or acquired during the course of performance of its services to any person or entity, nor shall the MSP and its Personnel make public the recommendations formulated in the course of, or as a result of, the performance of its services.

11. Other Terms & Conditions

- a) The end product of the work assignment carried out by the MSP, in any form, or/and/including any and all intellectual property created/developed by MSP or consortium members shall be the sole property of The Purchaser. The MSP or consortium member hereby undertakes to execute any document/ undertaking/ affidavit in favour of the purchaser to that effect
- b) The MSP shall not outsource the work to any other associate / franchisee / third party under any circumstances.
- c) The MSP shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training / consulting standard recognized by national / international professional bodies and shall observe sound management practice. It shall employ appropriate advanced technology, and safe and effective methods. The MSP shall always act, in respect of any matter relating to this Contract, as faithful advisors to the Purchaser and shall at all times, support and safeguard legitimate interests of the Purchaser.
- d) The MSP automatically agrees with the Purchaser for honoring all aspects of fair trade practices in executing the work orders placed by the Purchaser.
- e) In the event the MSP or the concerned Division of the company is taken over / bought over by another company, all the obligations under the agreement with the Purchaser, should be passed on for compliance by the new company / new Division in the negotiation for their transfer.
- f) Statutory Employment Records, submitted by the MSP as an evidence of employment of its personnel engaged in providing the managed services under the Contract, may be subject to Third Party examination
- g) Should any provision of this RFQ/contract be found to be inoperative, void or invalid by a court of competent jurisdiction, all other provisions of this RFQ shall remain in full force and effect for the duration of this RFQ, it being the intention of the parties that no portion of this RFQ or provision herein shall become inoperative or fail by reason of the invalidity of any other portion or provision.
- h) Award of contract to selected bidder shall not create any relationship between the Parties such as agency, partnership, employer-employee etc.
- i) E-mail correspondence should not be taken as substitute for any official signed hardcopy correspondence in all important matters such as responsibilities of parties, financial matters, termination, extension, modification etc.

12. Force Majeure

- a) Force majeure clause shall mean and be limited to the following in the execution of the contract placed by the Purchaser:
- War / hostilities
 - Riot or Civil commotion
 - Earth quake, flood, tempest, lightening or other natural physical disaster
 - Restriction imposed by the Government or other statutory bodies, which is beyond the control of the MSP, which prevent or delay the execution of the order by the MSP.
- b) Labour/manpower/financial/commercial/infrastructural/industrial / power/ material/ equipment shortage/ problems/ shortages/ difficulties/ breakdowns/ accidents etc. shall not be considered/ treated as force majeure events. The MSP shall advise the Purchaser in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, the Purchaser reserves the right to cancel the contract without any obligation to compensate the MSP in any manner for what so ever reason, subject to the provision of clause mentioned.

13. Termination

The Purchaser may, without prejudice to any other remedy for breach of Contract, terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) to (i) of this Clause. In such an occurrence, the Purchaser shall give a not less than thirty (30) days' written notice of termination to the Supplier, and sixty (60) days' in the case of the event referred to in (e).

- a) If the MSP does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Purchaser may have subsequently approved in writing
- b) If the MSP becomes (or, if the MSP consists of more than one entity, if any of its Members becomes and which has substantial bearing on providing Services under this contract) insolvent or go into liquidation or receivership whether compulsory or voluntary.
- c) If the MSP, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- d) If, as the result of Force Majeure, the MSP is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- e) If the Purchaser, in its sole discretion and for any reason or without any reason whatsoever, decides to terminate this Contract.
- f) If the MSP submits to the Purchaser a false/misleading statement which has a material effect on the rights, obligations or interests of the Purchaser.
- g) If the MSP places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Purchaser.

- h) If the MSP fails to provide the quality services as envisaged under this Contract.
- i) If the MSP fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause 14 hereof.
- j) In the event of any breach or failure on the part of the MSP to adhere to the Confidentiality norms as stipulated in the contract, penal provisions including both civil and criminal, as applicable under various laws and statutes of the land shall apply.
- k) In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not performed or not corrected/cured/repaired/rectified, and the MSP shall be liable to the Purchaser for any additional costs for such similar services/getting services corrected/cured/repaired/rectified. However, the MSP shall continue performance of the Contract to the extent not terminated.

14. Arbitration

- a) In the event of any dispute or differences arising under these conditions or any special conditions of the contract in connection with this contract or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to submit that dispute to arbitration under the Arbitration and Conciliation Act 1996. The language of the arbitration proceedings shall be English. The place of arbitration proceedings shall be Chandigarh.
- b) Any other terms and conditions, mutually agreed prior to finalization of the order/agreement shall be binding on the MSP.
- c) The Purchaser and the bidder shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them under or in connection with the purchase/work order/contract/RFQ.
- d) In the case of dispute arising upon or in relation to or in connection with the Contract between the Purchaser and the MSP, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to the sole arbitrator nominated by DIT.
- e) Arbitration proceedings shall be held in Chandigarh and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- f) The decision of the arbitrators shall be final and binding upon both parties. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by the Purchaser and the MSP. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself. All arbitration awards shall be in writing and shall state the reasons for the award. The courts in Chandigarh only shall have exclusive jurisdiction to try and entertain any dispute arising there from.

15. Applicable Law

The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

ANNEXURE 5**Composition of Districts in UT Chandigarh**

UT	District
Chandigarh	Chandigarh

ANNEXURE 6**Estimated Population of UT Chandigarh**

Name of District	Total Estimated Population	Estimated Population of 5+ age (90%) for Biometric Enrolment
CHANDIGARH	10,54,686	9,49,217

Note:

- 1. The population figures are estimated based on Census 2011 data.*
- 2. 90% of the total estimated population is assumed to be of 5+ age and will be considered for Biometric Enrolment.*
- 3. Actual population may differ from these figures.*

ANNEXURE 7

Tentative Detailed Scope & Plan for Biometric Enrolment Services

The scope is to set up an enrolment station/camps for enrolment of residents of India and providing requisite MIS reports to Registrar and UIDAI on enrolments completed on a daily basis till the whole enrolment operation for the targeted population is completed. The functional scope shall also include the collection of demographic details as per the KYR+ data requirements of RGI. The Enrolling Agency shall also be responsible for delivering additional services as required by DOEACC.

PROCURE BIOMETRIC DEVICES AS PER UIDAI SPECIFICATIONS

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

SETTING UP OF ENROLMENT STATIONS AND ENROLMENT CAMPS

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

1. Population to be covered
2. Density of population and
3. Maximum distance between two camps

CONDUCT ENROLMENT OPERATIONS AS PER STANDARD PROCESSES

Prior to the commencement of the Enrolment operations, the Enrolment Agency shall work closely with the local governing bodies. During the enrolment operation also publicity and awareness shall be done in coordination with the local authorities to encourage enrolment.

PRIVACY & SECURITY

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

A stationary enrolment station in this context would mean an enrolment station that shall be available at a particular location and address for a period more than 10 days to complete enrolment of the population in the catchment area assigned. A mobile enrolment station in this context would mean an enrolment station housed in a mobile vehicle with facilities as defined in this section and shall move around in the catchment area (locality) assigned until the

enrolment of the target population in the locality is completed. An enrolment station including a mobile enrolment station shall be equipped with all the necessary machinery which includes:

S. No.	Enrolment Camp
1	Backup power supply (generator) of 2 KVA capacity for every five enrolment stations kept in a camp
2	Fuel to run the generators
3	Printed enrolment forms for filling data available in sufficient numbers
4	Adequate lighting, fans & power points for plugging various biometric devices available
5	Local authorities informed of enrolment schedule
6	Introducers informed of enrolment schedule
7	Banner for the Enrolment Centre placed at entrance
8	Posters depicting enrolment process in English & the local language present in visible places
9	Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrolment centre
10	The User Manual of the software available for ready reference & operators aware of the same
11	Sponge for wetting and hand-cleaning cloth available

An enrolment camp shall be manned by a supervisor and technical personnel in addition to the operators at the enrolling stations. A ratio of 5:1 operators to supervisors as well as operators to technical staff subject to a minimum of one technical staff per one enrolment camp should be maintained by the Enrolment Agency. An area in the enrolment camp shall be clearly demarcated for enrollees waiting to be enrolled and facilities for seating should be provided. In case of mobile enrolment camps/stations, the decision on frequency/period of availability shall be decided by the DOEACC/RGI based on density of population, geographical terrain etc.

PROVIDE ELECTRONIC MIS REPORTS ON ENROLMENT STATUS DAILY:

Supervisor/ Operator shall update Enrolment statistics on enrolment status to the Purchaser on daily basis. The formats and contents of the reports shall be decided by the Purchaser.

INTRODUCTION TO BIOMETRIC DEVICES

In NPR digitization, biometric will be captured for all those people having age greater than 5 years. The following details for each person will be captured using biometric devices:

- Photograph of all individuals
- Finger print of all ten fingers of individuals above 5 years of age
- IRIS of Individuals above 5 years of age

Detailed Guidelines for Collecting Biometric Data**i. Fingerprint Capture**

a. **Left Hand Fingerprints:** The Enrollee should be requested to place all four fingers of the **left hand** to platen of the fingerprint scanner for the four-finger capture to ensure good contact and maximize the area of the captured fingerprints.



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

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

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

e. **Right Hand Fingerprints:** The Enrollee should be requested to place all four fingers of the **Right Hand** to platen of the fingerprint scanner for the four-finger capture to ensure good contact and maximize the area of the captured fingerprints.



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

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

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

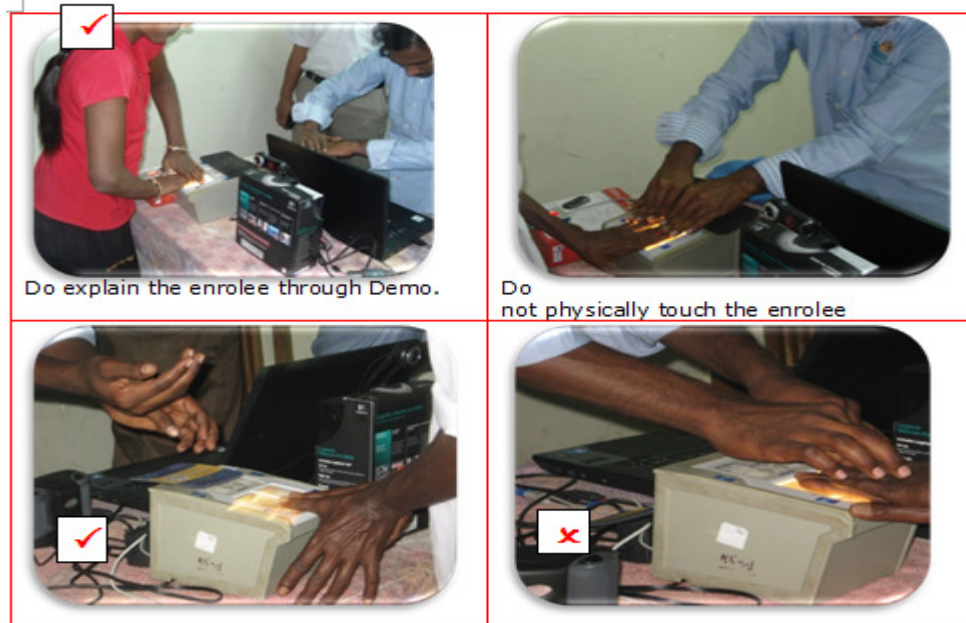
i. **Two Thumbs:** The Enrollee should be requested to place **Two Thumbs** to platen of the fingerprint scanner for the capture to ensure good contact and maximize the area of the captured fingerprints.



j. If **automatic** capture does not happen, the operator should force the capture through

option available in the enrolment software. The capture software will allow forced capture only after at least one attempted automatic capture for that Enrollee.

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



ii. Facial Image Capture

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

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

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

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

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

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



- g. However, accessories like eye patches are allowed due to medical reasons.
- h. Further, accessories like turban are also allowed as religious practices.
- i. Operators need to be trained to obtain the best possible face images that satisfy requirements.

iii. **Iris Capture**

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

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

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

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

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

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

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

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

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

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

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



- l. In order to achieve acceptable recognition accuracy, the iris acquisition sensor must achieve a signal-to-noise ratio of at least 36dB.
- m. Within the frequency range of interest, 700 to 900 nm, the iris sensor shall generate images with at least 8 bits per pixel.
- n. The operator, not the Enrollee will handle the capture device.
- o. The Enrollee will be required to sit (or stand) in a fixed position, like taking a portrait photograph.
- p. The iris capture device or the connected computer would be able to measure the iris image quality. An initial image quality assessment would be done to provide feedback to the operator during the capture process. The device alerts the operator if the captured iris image is of insufficient quality.

The iris capture process is sensitive to ambient light. No direct or artificial light should directly reflect off Enrollee's eyes.

ANNEXURE 8

Format for Project Implementation Plan

1 Introduction

1.1 Purpose

[Describe the purpose of the plan and describes the project to be implemented]

1.2 Project Overview

[A description of the system to be implemented and its organization]

1.2.1 Project Description

[An overview of the services the project will provide the system]

1.2.2 Assumptions and Constraints

[Describes the assumptions made regarding the development and execution of this document as well as the applicable constraints]

1.2.3 Project Organization

[A description of the project organization structure and the major components essential to its implementation]

1.3 Glossary

[Lists all terms and abbreviations used in this plan]

2 Management Overview

[A description of how the implementation will be managed and identifies the major tasks involved]

2.1 Description of Implementation

[A description of the planned implementation approach]

2.3 Major Tasks

[Descriptions of the major project implementation tasks]

2.4 Implementation Schedule

[A schedule of activities to be accomplished]

2.5 Security and Privacy

[An overview of the security and requirements that must be followed during implementation]

2.5.1 Security Setup

[A description of the security setup to address the Confidentiality and Privacy concerns]

2.6 Data Backup& Restore Procedure

[An overview of the Data Backup& Restore Procedure that must be followed during implementation]

3 Implementation Support

3.1 Hardware, Software, Facilities, and Materials

[Lists all support hardware, software, facilities, and materials required for the implementation]

3.2 Documentation

[Lists any additional documentation needed to assist implementation]

3.3 Personnel

3.3.1 Staffing Requirements

[Describes the number of personnel, length of time needed, types of skills, skill levels, expertise, and their roles and responsibilities]

3.3.2 Training of Implementation Staff

[Describes the training necessary to prepare staff for taking up the task]

3.6 Performance Monitoring

[Describes the performance monitoring tool, techniques and how it will be used to help determine if the implementation is successful]

4 Implementation Requirements by Site

[Describes site-specific implementation requirements and procedures]

4.1 Site Name or Identification for Site X

[Identifies the site by name, location and ownership]

4.1.1 Site Requirements

[Describes the requirements that must be met for the orderly execution of the project]

4.1.2 Site Implementation Details

[Description of the implementation team, schedule and processes required to accomplish the implementation at the site]

4.1.3 Risks and Contingencies

[Describes the risks and specific actions to be taken in the event the implementation fails]

4.1.4 Implementation Verification and Validation

[Describes the process for ensuring that task was not poorly executed]

4.2 Acceptance Criteria

[Describe the criteria that will be used to determine the acceptability of the deliverables]