

**ELECTRONICS CORPORATION OF INDIA LIMITED
HYDERABAD**

**PERMANENT NPR ENROLMENT CENTRES
IN JAMMU & KASHMIR STATE**

REQUEST FOR PROPOSAL

18th November 2014

Reference No: ECIL/CD/NPR/PNEC/39-5534/J

Enquiry Ref: ECIL/CD/NPR/NPEC/39-5534/J

DT: 18-11-2014

To

Sir,

**Sub: Request for Proposal for Appointment of Service Providers for
Setting up and operation of Permanent NPR Enrollment Centers**

Consortium of Central Public Sector Undertakings (CPSUs) consisting of Bharat Electronics Limited (BEL), Electronic Corporation of India Limited (ECIL) and ITI Limited (ITI) are setting up and operating Permanent NPR Enrolment Centres for the Office of Registrar General India, Ministry of Home Affairs, Govt. of India.

ECIL is setting up and operating NPR Permanent Enrolment Centers in Jammu & Kashmir State.

As part of the project, ECIL is planning to appoint Service Providers for setting up and operating the Permanent Enrolment Centres in the above State for a period of 9 - 12 months.

The tender will be processed in TWO BID System (Eligibility Bid and Price bid).

The interested bidders who are satisfying the Eligibility Criteria can participate in the tender process.

Bid Schedule

RFP release	18-11-2014
Last date for receipt of request for clarifications from bidders	25-11-2014
Publication of reply to clarification from ECIL	29-11-2014
Due date for submission of bid at RCD, CD, ECIL, Hyderabad	09-12-2014 14.00 hrs
Eligibility Bid opening	09-12-2014 14.30 hrs
Reference No.	ECIL/CD/NPR/PNEC/39-5534/J

Interested bidders are advised to study this RFP document carefully before submitting their bids. Submission of a bid in response to this RFP shall be deemed to have been done after careful study and examination of this document with full understanding of its Scope, Specifications, Terms, conditions & Implications.

Bidders shall submit their bid at the address mentioned below on or before the due date and time specified.

In case of any clarifications please contact the undersigned

Thanking you,

Yours Faithfully
for Electronics Corporation of India Limited

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1.00 Project Background - National Population Register (NPR)

The Government of India has initiated the creation of National Population Register (NPR) of all usual residents in the country based on Census 2011. The NPR is a comprehensive identity database to be maintained by the Registrar General & Census Commissioner, India, Ministry of Home Affairs, Government of India. The objective of creation of the NPR is to help in better targeting of the benefits and services under the government schemes, improve planning, improve security and prevent identity fraud.

NPR Process

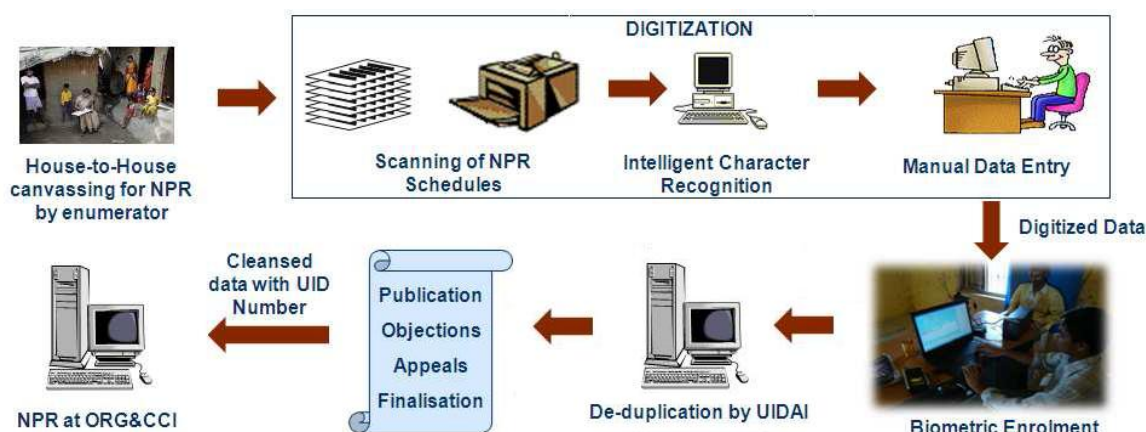
In the NPR process, following details were gathered by designated enumerators by visiting each and every household:

- i. Name of the person
- 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

The data thus collected was then digitized in the local language of the States 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 centers across the country. The data thus scanned in the form of TIFF images are digitized to form the demographic database.

Based on the demographic database created, the biometric enrollment (capture of Photograph, 10 Finger Prints and Iris scan of both eyes) will be carried out for all persons aged 5 years and above by arranging enrollment camps in every village / town. UIDAI's biometric enrollment process will be followed. The information thus collected 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 (RG&CC,I) and would form the National Population Register.

The data collected along with Aadhaar number will be printed in the form of LRUR (Local Register of Usual Residents) and displayed at prominent places within the village and ward for inviting claims / objections from the public. Each of these claims/ objections will then be enquired into by the Local Registrar (local Revenue Official) and disposed off through a set process as per instructions of the Office of RGI. Once this process is over, the lists will be placed before the Gram Sabha in villages and the Ward Committee in towns for vetting the list of usual residents. Once the list is cleared, the same would be authenticated by the District Collector/ Magistrate. Corrections/ modifications in the LRUR would then be carried out.



2.00 Role of Consortium of Central Public Undertakings (CPSUs) in NPR Project

Consortium of Central Public Sector Undertakings (CPSUs) consisting of Bharat Electronics Limited (BEL), Electronic Corporation of India Limited (ECIL) and ITI Limited (ITI) is implementing Creation of National Population Register (NPR) for Office of Registrar General India, Ministry of Home Affairs, Govt. of India.

ECIL will undertake the following activities on behalf of the ORGI to enable Creation of the National Population Register for the residents in Jammu & Kashmir State:

- Set up a Static/Permanent NPR Enrolment Centres at Tehsil /Ward/Town Head Quarters.
- Biometric Enrollment of the residents aged 5 years and above.
- Consolidation and Delivery of data consisting of demographic and biometric fields, upload biometric data to CIDR (UIDAI's Central Identity Data Repository), integrate Aadhaar number in the NPR and submit the same to ORGI for further action.

ECIL is appointing Service Providers for setting up and operation of Centers.

3.00 DEFINITIONS

- 3.01 **“CPSUs”** - means Consortium of Central Public Sector Undertakings consisting of Bharat Electronic Limited (BEL), Electronics Corporation of India Limited (ECIL) and Indian Telephone Industries Limited (ITI).
- 3.02 **“BME”** – Biometric Enrollment
- 3.03 **“EMD”** - Earnest Money Deposit
- 3.04 **“Letter of Intent (LoI)”** - means a letter issued by the Tendering Agency indicating his intention to place Purchase Order on the successful bidder.
- 3.05 **“CIDR”** - Central Identity Data Repository
- 3.06 **“NDA”** - Non Disclosure Agreement
- 3.07 **“UIDAI”** - means Unique Identity Authority of India.
- 3.08 **“NPR”** - National Population Register
- 3.09 **“PBG”** - Performance Bank Guarantee
- 3.10 **“RFP”** - Request for Proposal.
- 3.11 **“RG& CC,I”** - Registrar General & Census Commissioner, India.
- 3.12 **“Tendering Agency”** - means the agency which has released the Request for Quotation, i.e., ECIL, ECIL Post, Cherlapally, Hyderabad, Telangana, India.
- 3.13 **“The Bidder”** – means Organization participating in this bidding process.
- 3.14 **“The Purchase Order”** - means the order placed by ECIL on the service provider for the required services as per the RFP. This shall be deemed as “Contract”.
- 3.15 **“The Service Provider”** - means Organization, who is successful bidder and on whom ECIL has placed a Letter of Intent / Purchase Order for rendering the services as per the RFP.

4.00 SCOPE OF WORK

Scope of work shall include the following:

Setting up and operation of Static/Permanent NPR Enrollment Centers at Tehsil/Wards/Town Head Quarters. The Service Provider shall provide Certified operators and Supervisors in the center to carry out the work related to NPR Biometric Enrollment, Birth / Death registration and any other related data entry operation or Biometric enrollments of beneficiaries of various schemes like DBT,DBTL,PMJDY etc as and when required.

- 4.01 Service Provider has to setup Static / Permanent NPR enrollment centers at Tehsil / wards / town Head Quarters in Jammu & Kashmir State.
- 4.02 The space and power required for setting up of the centers will be provided by the State administration.
- 4.03 The Biometric Hardware – Laptop, Finger print scanner, Iris scanner, web camera shall be provided by ECIL. The required application software for executing the work in the centre will be provided by ECIL.
- 4.04 All other hardware and items required for the NPR enrollment such as additional monitor, printer, UPS, back ground standee, printing cartridge, Paper, CFL lamp for photo capture, necessary furniture etc. shall be provided by the Service Provider.
- 4.05 **Each center shall have two sets of Enrollment Hardware supported by one certified operator and one certified supervisor.**
- 4.06 The biometric enrollment shall strictly be as per the UIDAI norms including continuous updates as and when released by UIDAI. Biometric enrollment includes, capture of Photograph, 10 Finger prints and Iris of both eyes and collection of KYR+ data for all usual residents of age 5 years and above.
- 4.07 All KYR+ data shall be entered into the data base using relevant software exactly as per the filled KYR+ Application form
- 4.08 During the BME, Operator/Supervisor shall ask the question on bank details and information sharing consent from each resident before saving the enrolled data.
- 4.09 Any correction required by the resident on the already digitized demographic data shall be carried out during the BME by the Operator/Supervisor after due verification
- 4.10 Any correction after the Biometric enrollment (After the generation of Acknowledgement slip) shall be carried out by the service provider as per UIDAI norms.

4.11 Mandatory requirements for Enrollment Centers

1	Laptop available
2	UIDAI software installed, tested, configured, registered with CIDR as per installation and configuration manual
3	Pre enrollment data for biometric enrollment shall be loaded on the laptop
4	Iris capturing device available
5	Fingerprint capturing device available
6	Web Camera available
7	White back ground screen(standee) available for taking photographs
8	Extra monitor for residents to verify their data (15-16" with a resolution above 1024x768)
9	All devices as per UIDAI standards
10	Working of all equipments at every centre tested
11	Data backup device (4 GB pen drive sufficient for 1 centre/day i.e. ~2 stations. Enrollment Centre should maintain a stock of 20 days)
12	Printer (A4 laser printer; must print photo with good quality receipt).
13	Printer Paper GSM 75 and printer cartridge inventory to be maintained.
14	GPS Receiver (USB/built in)
15	Anti Virus / Anti Spyware checks
16	Data Card /Internet connectivity for Enrollment Client to be online every 24-48 hrs
17	All Operators and Supervisors enrolled into AADHAAR and registered with CIDR
18	If Registrar has additional fields to be captured , then the KYR+ software for capturing the KYR+ fields is configured and tested
19	Printed enrollment forms for filling data available in sufficient numbers
20	Banner for the Enrollment Centre placed at entrance
21	Posters depicting enrollment process in English & the local language present in visible places
22	Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrollment centre
23	The User Manual of the software available for ready reference & operators aware of the same
24	Sponge for wetting and hand-cleaning cloth available
25	Material required for a separate enclosure to enroll "Purdah-nasheen" women

- 4.12 Service provider shall also deploy infrastructure including but not limited to the following for Biometric enrollment as per UIDAI norms
- a. The furniture required for the center.
 - b. Light used for capture of facial image should be white in color (CFL, 25-34 watt) to be used.
 - c. Power / extension distribution boards with sufficient cable length.
 - d. Maintenance and repair of Laptop, Camera, F.P. device and Iris will be the responsibility of the Service Provider. Ensuring utilization of resources above 90% per day is the responsibility of the Bidder.
 - e. Daily status of equipment utilization shall be sent by the Bidder to ECIL.
 - f. White standard portable background screen of minimum size 1m width*3m height (with Stand/frame) for photography. **Fixing of white cloth on walls with nails, pins, white sheets etc. are not permitted.**
 - g. Tissue papers / wet papers shall be provided for cleaning the finger print device after every use.
 - h. Permanent center should have drinking water facility and other basic amenities like fan, light etc.
 - i. Hardware, consumables and stationary including A4 paper (75 GSM), cartridge etc for printing the acknowledgement slip as per UIDAI norms is the scope of the Service Provider. Acknowledgement slip and Consent slip should be printed on an A4 sheet (should be legible) immediately after the enrollment and signed by Operator/Supervisor and enrollee respectively. Acknowledgement slip shall be handed over to the enrollee immediately and consent slip is retained with EA. No hand written acknowledgement slip should be given to the enrollee.
 - j. One 15-16" Monitor with a resolution above 1024x768, printer, UPS etc as per UIDAI norm) is the scope of the Service Provider.
- 4.13 Latest version of UIDAI's Aadhaar client at the time of BME shall be used for BME and the application software for entry of KYR + data, which will be provided by ECIL.
- 4.14 The Biometric data packets after the capture have to be stored properly. The CIDR packets shall be uploaded to UIDAI server on a daily basis and the RGI packets shall be sent to ECIL Head Quarters on a regular basis.
- 4.15 The service provider shall ensure that the laptop used for BME at the Centre is synchronized with UIDAI server, using the current version of Aadhaar client mandatorily once in three days.

General

4.16 Service Provider shall ensure that UIDAI Certified Biometric operators/supervisor are active on their respective Enrollment Agency's Portal and they should not be blacklisted/suspended/deactivated etc by UIDAI.

4.17 Service Provider shall establish one Project Management Team, headed by a project manager who should in turn report to ECIL State Nodal officer.

4.18 It is recommended to have the qualification and experience for all the persons involved in the project as given below:

The Service Provider shall deploy manpower to operate the enrollment station/center as per the guidelines prescribed by UIDAI.

Operator: The service provider shall deploy manpower (operator) to execute enrollment at the enrollment stations as per the criteria provided below;

- The operator should have passed Matriculation
- The operator should have a basic understanding of operating a computer and should be comfortable using the computer.
- The operator should have undergone training on the various BME equipments.
- The operator should have passed the Operator test for UID enrollment and certified from a testing and certifying agency authorized by UIDAI.

Supervisor: The service provider shall deploy Supervisors to supervise enrollment at the enrollment centers as per the criteria provided below

- The supervisor shall be a graduate
- The supervisor shall have a good understanding and experience in using a computer.
- The supervisor should have undergone training on the various BME equipments.
- The supervisor should have passed the Supervisor test and certified from a testing and certifying agency authorized by UIDAI.

4.19 **Manpower:**

Designation	Qualification	Experience (Similar projects)	Remarks
State Nodal Officer / Project Manager	Graduate	5 years(Min)	Min. one per State
Field Supervisor	Graduate	2-3 years(Min)	One for every FIVE centers
BME Supervisor	UIDAI certified		One per center
BME Operator			One per center

The operators / Supervisors shall be UIDAI certified and familiar with Local Language and English.

- 4.20 Service Provider shall issue Company ID badge with Photo for all their Personnel.
- 4.21 Service Provider shall issue an appointment letter providing the personnel details of their persons, as required by the district authorities/Security agencies for verification and security clearance within 15 days of the LOI/order placement. Only Indian Nationals should be appointed.
- 4.22 The Service Provider shall deploy operators for Biometric enrollment only after certification from the UIDAI's certified agency. The Service Provider shall submit details of all the Manpower before commencement of work.
- 4.23 The Permanent Center shall be set-up by Service Provider at the respective location as directed by State Authority at Tehsil / ward / town levels.
- 4.24 Set up of Center shall be as per UIDAI norms and should be completed in advance for commencement of the service in the center.
- 4.25 Service Provider shall ensure that Center operates for a minimum of 8 hours as per the schedule provided by the State Authority.
- 4.26 The Service Provider shall ensure that Biometric exceptions captured are genuine and not resort to any malpractices such as fake Biometric exception. Any Biometric exceptions to be reported to ECIL for further verification on a daily basis.
- 4.27 If Operators/Supervisor/Technical Staff are found to be demanding / collecting money for enrollment shall be immediately terminated and recommended for Blacklisting.
- 4.28 Service Provider shall support the State / District Administration in improving the publicity to get the people to the center.
- 4.29 Daily report on the status of the activities carried out should be submitted as per ECIL requirement (web/email) without fail within 24 hours.
- 4.30 Daily attendance of the operator and supervisors certified by the State Authority shall be maintained.
- 4.31 Service Provider shall comply with Document Management System (DMS) requirements as per UIDAI norms and report to ECIL on monthly basis.
- 4.32 Service Provider shall work in liaison with designated ECIL personnel, District authorities and staff from ORGI/DCO for smooth execution of the project.

- 4.33 The operator/supervisor in the Centre shall approach the enrollee with smile and proper salutation. The friendly and polite appearance, courtesy and few well chosen words from the BME team can put the enrollee at ease and in a right state of mind for the enrollment. This will make the enrollment process easier, interesting and error free. Care and preference shall be given to physically challenged, aged and sick persons.
- 4.34 The job awarded cannot be sublet/subcontracted to any other third party in any kind of arrangement

5.00 ELIGIBILITY CRITERIA (The bidder has to submit all relevant documents / Copies as proof for Qualifying)

- 5.01 The bidder shall have an average turnover of Rs. One Crore for the last three financial years (2011-12, 2012-13 and 2013-14) i.e. sum of turnover for the last three years divided by three shall be minimum Rs. 1 Crore. Copies of audited statement or balance sheet certified by their appointed statutory auditor must be provided.
- 5.02 The bidders shall have minimum 30 certified operators for the particular State under their EA code.
- 5.03 The Bidder is eligible to quote if they have carried out min.5,000 Nos. of Biometric enrollment in the State and also have carried out min.10 Lakh BME across the country as per UIDAI norms, for either NPR or UIDAI.
- 5.04 The bidder must submit an EMD in the form of DD drawn in favour of M/s. ECIL, Hyderabad from any nationalized / scheduled bank in the eligibility bid. The EMD value is Rs. 3.5 Lakh.
- 5.05 With an intention to ensure fair and wider base of participation & execution by the bidders across the country:
- a) There shall be ONE bid only from any company / firm / individual / society etc falling under the same Management.
 - b) Partnership firm / LLP (Limited Liability Partnership) in which any director or his relative are interested shall submit ONE bid only.
 - c) Proprietary concerns among the family members shall submit ONE bid only.
 - d) All bidders are required to furnish the information sought as per Annexure D
- 5.06 The Bidder shall attach Service Tax Registration no, IT Permanent Account No. (PAN), PF and ESI registration with relevant certificates as applicable.
- 5.07 The authorization for signing the Bid document shall be indicated by a written power of attorney (in a legally valid Rs. 100/- stamp paper) duly notarized from the competent authority accompanying the bid.

- 5.08 The Bidder should not be blacklisted / suspended by any Ministry or Department of the Central Government including UIDAI, or by any of the State Governments/UT or any of Public sector companies as on last date of bid submission / before placement of Purchase Order. Declaration in this regard shall be submitted by the duly authorized signatory.
- 5.09 Bidder shall not have any litigation/arbitration/court cases pending with any of the CPSU members (M/s BEL, M/s ECIL & M/s ITI). Declaration in this regard shall be submitted by the authorized signatory.
- 5.10 The Bidder shall submit a clause-wise compliance statement confirming the acceptance of all the Clauses and sub-Clauses of the tender document.
- 5.11 The bid received from all the bidders will be analyzed by a committee to assess the credentials of the bidder vis-à-vis the experience with ECIL's Projects wherever applicable. The committee can disentitle the bidder after such deliberations and credentials irrespective of the technical criteria suitability of the bidder. The committee will also consider and analyze all the information received till the bid issue date about the bidders from all sources including non-payment issues in the field.
- 5.12 The bidder shall submit an undertaking on a legally valid stamp paper of Rs. 100/- value as per **Annexure-C**.
- 5.13 The bidder shall sign an Integrity Pact – Format attached as **Annexure-E**. The signed integrity format shall be submitted as part of the Eligibility Bid. The successful bidder shall be required to execute the Integrity Pact (IP) in a legally valid stamp paper and also submit Integrity Pact Bank Guarantee (IPBG) (as per clause 8.0 of the IP) with ECIL immediately after receipt of LOI.
- 5.14 Validity of the bid shall be 180 days from the date of bid submission.
- 5.15 The Bidder shall submit duly filled questionnaire / eligibility / document check list as per **Annexure A**
- 5.16 Documentary evidences for all the Eligibility Criteria are required to be submitted as part of the Eligibility Bid. Non-compliance with one or more of the requirements covered under Eligibility Criteria, will lead to summarily rejection of the bid.

6.00 SPECIFICATION OF FACE PHOTO CAPTURE

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

7.00 SPECIFICATION OF FINGER PRINT CAPTURE.

Key Decisions	Summary of Decisions
Enrollment	
Image capture	
Plain or rolled	Plain, live scan
Number of fingers	Ten
Device characteristics	Setting level 31 or above, EFTS/F certified
Quality check	Yes – Specified as best practice. Avoid NFIQ quality 4 and 5 level fingerprints.
Operational	

Key Decisions	Summary of Decisions
Assistance	Yes – Specified as best practice
Corrective measure	Yes – Specified as best practice
Storage and transmission Compression	Uncompressed image strongly recommended. For legacy reasons, JPEG 2000 or WSQ compression accepted.
Storage format	Per ISO Section 8.3 No deviation necessary
Minutiae format	Per ISO Section 8.3. No deviation necessary
Multi-finger fusion algorithm	Recommended. Application dependent.
Authentication	
Image capture	
Number of fingers	No minimum, no maximum. Application dependent. Recommended as best practice
Any finger option	Yes. Recommended as best practice
Retry	Maximum 5. Recommended as best practice.
Device characteristics	Setting level 28 or above
Transmission format	Per ISO. No tailoring necessary
Compression	JPEG 2000 compression recommended. Compression ratio to be less than 15:1
Minutiae format	Per ISO 19794-2. No tailoring necessary

8.00 SPECIFICATION OF IRIS CAPTURE

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

9.00 Detailed Guidelines for Collecting Biometric Data

9.01 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 enrollment 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.



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

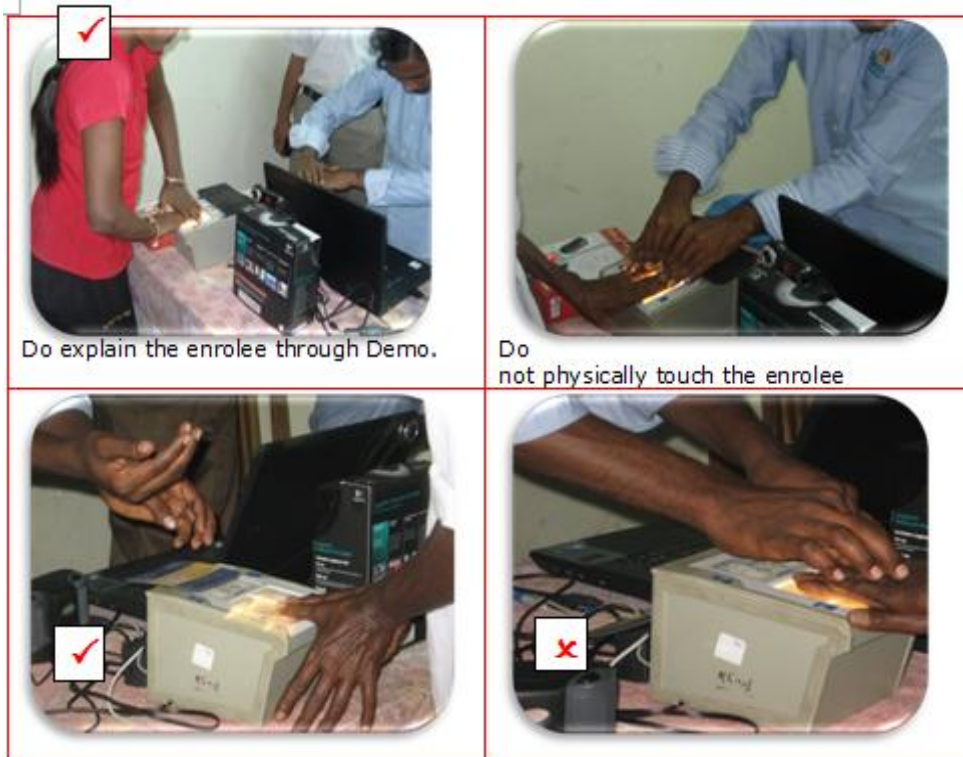
- d. **Right Hand Fingerprints:** The Enrollee should be requested to place all four fingers of the **Right Hand** to platen of the fingerprint scanner for the four-finger capture to ensure good contact and maximize the area of the captured fingerprints.
- e. If **automatic** capture does not happen, the operator should force the capture through option available in the enrollment software. The capture software will allow forced capture only after at least one attempted automatic capture for that Enrollee.
- f. Visually check the image for quality and for typical problems. In case there are problems go back to steps above to retry the capture.
- g. If capture is still not possible, move on to the next step to capture the fingerprints of the two thumbs.



move
the



- h. **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.
- i. If **automatic** capture does not happen, the operator should force the capture through option available in the enrollment software. The capture software will allow forced capture only after at least one attempted automatic capture for that Enrollee.
- j. Visually check the image for quality and for typical problems. In case there are problems go back to steps above to retry the capture.



9.02 FACIAL PHOTO 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.

9.03 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 cameras near infrared illuminator(s) must have a controlled spectral content, such that the overall spectral imaging sensitivity, including the sensor characteristics, transfers at least 35% of the power per any 100 nm-wide sub-band of the 700 to 900 nm range.
- j. The iris image capture sensor shall use progressive scanning.
- k. Illumination shall be compliant with illumination standard IEC 825-1 and safety specification ISO 60825-1.
- l. In order to achieve acceptable recognition accuracy, the iris acquisition sensor must achieve a signal-to-noise ration of at least 36dB.
- m. Within the frequency range of interest, 700 to 900 nm, the iris sensor shall generate images with at least 8 bits per pixel.
- n. The operator and not the 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.
- q. The iris capture process is sensitive to ambient light. No direct or artificial light should directly reflect off Enrollee’s eyes.

9.04 Handling of Exceptions

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

i. Exceptions in capturing Facial Image capture

S.No	Problem	Suggestions
a.	Unable to capture image due to poor light:	<ul style="list-style-type: none"> i. No flash is to be used. ii. Improve the ambient light. iii. If there is inadequate lighting because of low voltage, use the generator backup to improve the lighting. iv. Consider moving the enrollment station to a location in the room with better light. v. The non-capture could be because of bright light behind the backdrop. The backdrop should be preferably placed against an opaque wall/partition.
b.	Unable to crop image because of turban / head scarf:	<ul style="list-style-type: none"> i. If it is strict religious attire, choose the manual capture option. ii. If the headgear can be removed this may be requested politely by the operator. iii. In the case of lady enrollees, it would be advisable for a lady operator, or volunteer to undertake this process.
c.	Enrollee unable to keep head / torso still and vertical:	Assistance may be provided to the enrollee. In case of lady enrollees, assistance is to be provided by the lady operators or volunteers.

ii. Exceptions in handling Fingerprint Image capture

S.No	Problem	Suggestions
a.	Missing / amputated / bandaged fingers	<ul style="list-style-type: none"> i. The same is noted in the data as provided in the software ii. The fingerprints of remaining fingers are captured by the operator
b.	Fingerprint captured is not of the requisite quality	<ul style="list-style-type: none"> i. If standard image of the finger prints are not possible for an enrollee despite repeated attempts, the operator should politely ask the enrollee to wash his hands. The operator can provide a wet sponge or towel available in the centre. ii. The operator can request the enrolled to apply pressure on the platen to increase the area of contact and thereby obtain image of the requisite quality. iii. For applying pressure he would firstly rely on efforts of the enrollee. If not successful, the operator can take the permission of the enrollee and assist her/him in applying the pressure to capture the image. iv. It has to be ensured that assistance to women enrollees has to be provided by women operators / volunteers.

S.No	Problem	Suggestions
		v. The operator would make a reasonable number of attempts to capture the biometrics of the resident. The number of attempts that can be made is built into the software.
c.	Inability to flatten the fingers	i. The operator with due permission from the enrollee may assist the enrollee in order to attempt capture of the fingerprints. ii. In case this is not successful, the operator may try to obtain fingerprints to the extent that the enrollee is able to flatten and place her / his fingers on the platen. iii. The enrollee can then be made to move to the next set of fingerprints of the other hand or the two thumbs.
d.	Worn out ridges or hands blackened through mehendi or any other substance	i. Attempt a manual capture. ii. Proceed to capture fingerprints of fingers which are not blackened or without worn out ridges.

iii) Exceptions in handling Iris Image capture

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

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

iv) General exceptions

The enrollee may not be in a position to keep herself / himself in correct posture for reaching biometric instruments or for photograph due to old age or sickness. In such cases the operator should arrange to take the biometric data by moving the equipment close to the enrollee.

10.00 QUALITY CHECK FOR BIOMETRIC DATA CAPTURE

10.01 Necessary corrections of CIDR data are to be done on UIDAI correction portal as per UIDAI norms and standards.

11.00 EARNEST MONEY DEPOSIT (EMD)

- 11.01 The bidder must submit an EMD in the form of DD drawn in favour of M/s. ECIL, Hyderabad from any nationalized / scheduled bank in the eligibility bid. The EMD value is Rs. 3.5 Lakh.
- 11.02 EMD DD shall be submitted along with Eligibility Bid. In case EMD submitted is less than the required amount, then the bid will be summarily rejected.
- 11.03 The EMD of unsuccessful bidder in the Eligibility bid will be returned within 30 days from the date of bid opening. The EMD of unsuccessful bidders on price bid will be returned after finalization of the price bid. The EMD of successful Bidders will be returned after receipt of PBG as per clause 16.00
- 11.04 EMD of the bidder will be forfeited if the bidder fails to submit the performance bank guarantee as per clause 16.00. The total EMD of the L1 bidder will be forfeited if the bidder fails to accept any of the LoI / Purchase Orders issued based on the L1 status.

12.00 INSTRUCTION TO THE BIDDERS

- 12.01 The tender will be processed in a TWO BID SYSTEM (Eligibility Bid, and Price Bid)
- 12.02 The Eligibility bids shall be submitted in a separate sealed envelope superscribing "Eligibility bid" indicating our enquiry reference and due date. The cover marked Eligibility Bid shall have all necessary documents and proof to support the Eligibility Criteria in clause 5.00.
- 12.03 The Price bids shall be prepared as per the Price bid format at **Annexure-B** and shall be submitted in a separate sealed envelope superscribing "Price bid" indicating our enquiry reference and due date. The cost details (**Annexure- B1**) shall be enclosed with the Price Bid **Annexure-B. Absence of this detailed cost estimation Annexure-B1 will lead to rejection of the PRICE BID even after Price bid opening.**
- 12.04 The price bid shall be submitted exactly as per the format given. Any deviation will lead to rejection of whole price bid.
- 12.05 All two sealed bids (Eligibility bid and Price bid) shall be submitted in an outer cover and sealed. The outer cover and the inner cover / envelopes shall bear the details of the RFP reference, due date, bidders address and addressed to ECIL at the following address:

Dy. General Manager, Purchase,
RCD, Components Division & NPR Division
Electronics Corporation of India Limited
ECIL Post, Cherlapalli,
Hyderabad
Telangana, INDIA-500 062.
Phone No: +91 040 27182248
Fax No. +91 040 27120288
Email: nprpurchase@ecil.co.in

12.06 Time schedule for various Bid related events:

RFP release	18-11-2014
Last date for receipt of request for clarifications from bidders	25-11-2014
Publication of reply to clarification from ECIL	29-11-2014
Due date for submission of bid at ECIL, Hyderabad	09-12-2014 14.00 hrs
Eligibility Bid opening	09-12-2014 14.30 hrs
Reference No.	ECIL/CD/NPR/PNEC/39-5534/J

12.07 Any bid received at M/s. ECIL, Hyderabad after the deadline for submission of bids prescribed by ECIL, will be rejected. ECIL assumes no responsibility of Bids delivered to any other address other than mentioned delivery address, it will be the bidder's responsibility to ensure that the bids are submitted at the correct delivery address and before the bid closing time. Any Bid submitted not in line with the clause 12.02 to 12.07, will be summarily rejected.

12.08 ECIL will open first the Eligibility Bids and the Bidders who fulfill the Eligibility Criteria will be short listed. The evaluation of the bids will be carried out by the committee of ECIL to assess and finalize the acceptability of the bids. The Price bids of qualified Bidders only will be considered for further processing. Price bid opening date will be informed to the qualified Bidders before price bid opening.

12.09 Clarification of Bids

A prospective bidder requiring any clarification of the bidding documents may notify ECIL in writing to the address provided above. ECIL will respond in writing to any request for clarification of the bidding documents. Requests for clarification on telephone will not be entertained. Reply to clarifications / amendments / addendum if any will be published in the Website of the tendering agency as corrigendum to RFP.

12.10 Period of Validity

Bids shall remain valid for 180 days after the due date of bid submission. ECIL shall reject a bid as non-responsive if the bid is submitted with a shorter validity period.

12.11 Format and Signing of Bids

The bid shall be signed by the authorized person or persons. The authorization for signing the Bid document shall be indicated by a written power of attorney (in a legally valid Rs. 100/- stamp paper) duly notarized from the competent authority accompanying the eligibility bid.

Bid should be bound securely before submitting.

12.12 The bidders shall submit the methodology of arriving at their quote as per the **Annexure – B1**. The Price bid will be summarily rejected if Price bid (**Annexure – B**) is not accompanied with **Annexure – B1**.

13.00 PAYMENT TERMS

Service Providers will be paid on Monthly basis. Service Providers are required to submit their bills once in a month to ECIL. The bills shall be certified by ECIL.

- (i) 90% payment will be made for the monthly bills within 30 days of submission. 100% Service Tax along with first 90% subject to documentary proof.
- (ii) Balance 10% payment will be made after completion of the Project.

The following documents / records / Packets shall be submitted with the monthly bill:

- 1) Attendance record of Operators and Supervisor in the respective centers and certified by the State Authority.
- 2) Self declaration stating that payment to the operators / supervisors are disbursed through their bank account. The payment to the operators and supervisors shall be operated through their Bank account only. ECIL reserve the right to audit the document at any point of time.
- 3) End of Day (EOD) report for the entire month.
- 4) Registrar Packets
- 5) KYR+ Packets
- 6) CIDR Upload report.

14.00 TERMS AND CONDITIONS

14.01 **Availability of Manpower:** The project is highly Man power intensive and availability of operators & supervisors at the permanent NPR enrollment centers are of Utmost important. Mechanism should be devised and system should be in place to ensure availability of the enrollment personnel in the

PNEC centers at the designated times and at every day for the general public. The total time period of the project is 9-12 months from the date of LOI. The centers should start functioning from 1st of January 2015 and the LOIs will be subsequently issued.

14.02 Minimum one UID certified operator and one UID certified Supervisor are required to be deployed on each Permanent / Static Center.

14.03 Both orders for the State will be at L1 rate. If other than L1 Bidders fail to accept the offered L1 rate, ECIL reserve the right to distribute the orders among other qualified bidders.

14.04 The allocation of centers within the State is as per the Clause 25.00

14.05 Decision of ECIL will be final in allocation of Purchase Order quantities and Center.

14.06 Availability of certified manpower and the Bidder managing their service at the Center are of major importance in this people centric project. Bidder shall strictly comply with all statutory rules and regulations regarding Bidders staff (Like Minimum wages, PF, ESI etc.) as per applicable law. Bidder shall be solely responsible for payment of wages or any other remuneration or compensation or claims or expenses of whatsoever nature of its employees on regular basis. If any dues are reported to ECIL, the ECIL may at its sole discretion withhold from the bills of the Bidder such amount, which will be released only after such disputes are settled amicably. It is clearly understood that ECIL shall not have any responsibility or liability whatsoever towards the employees of Bidder.

Bidder shall indemnify ECIL in respect of any costs, claims or liabilities whatsoever arising from death or injuries to employees of Bidder and all damage to property, death or personal injuries whatsoever, caused by negligent acts or omissions of such employees during their presence in the project premises in connection with this Agreement

14.07 The salary / payments to the operators and supervisors deployed in the project shall be disbursed only through their individual bank account. Relevant monthly statements / records shall be forwarded to ECIL.

14.08 ECIL reserves the right to change the operators if the quality of the work is not satisfactory. Bidder is responsible for immediate replacement of these personnel.

- 14.09 No price escalation will be entertained during entire project duration.
- 14.10 The Bidder shall not assign, in whole or in parts, its obligations to perform under the contract to third party.
- 14.11 ECIL reserve the right to accept or reject any or all bids without assigning any reasons. Bids may be accepted or rejected in total or in any part thereof. Any bids not containing sufficient information in view of the ECIL, to permit a thorough analysis may be rejected.
- 14.12 ECIL reserve the right to verify the validity of bid information, and to reject any bids where the contents appears to be incorrect, in accurate or inappropriate in ECIL estimation.
- 14.13 ECIL shall have the right to cancel the RFP process at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders.
- 14.14 ECIL reserve the right to cancel the order without any liability to ECIL account if the progress is not satisfactory in terms of quality, quantity, time and then ECIL reserve the right to award the contract to any Bidder to complete the work in time.
- 14.15 Data storing/keeping a copy in an unauthorized way and utilizing the Data / BME hardware for any other purpose will attract serious legal/criminal proceedings. Such act will lead to cancellation of contract with penalties and such bidders will be black listed by ECIL.
- 14.16 Along with PO acceptance, Bidder should submit detailed schedule of setting up of the centers. ECIL will conduct surprise audit to ensure compliance to the process with reference to quality plan.
- 14.17 A complaint Register shall be kept at every center to register the complaint if any by the Enrollee.

15.00 SIGNING OF CONTRACT

At the same time as ECIL notifies the successful bidder that its bid has been accepted, ECIL will send the contract form to the bidder incorporating all agreements between the parties. Immediately on the receipt of contract form the successful bidder shall sign and date the contract and return it to ECIL.

16.00 PERFORMANCE BANK GUARANTEE (PBG)

Within Two weeks of receipt of the order from ECIL, Bidder shall submit a PBG of Rs 1.00 Lakh. per Centre in the form of Bank Guarantee from any Nationalized /Scheduled Bank. The format for bank guarantee will be provided to the successful bidder by ECIL. The bank guarantee should be valid for a period of 18 months from the date of Bank Guarantee.

17.00 CHANGE ORDERS

ECIL may at any time by written order given to the Supplier / Bidder, make changes within the general scope of contract.

18.00 CONTRACT AMENDMENTS

Subject to condition of contract clause 17.00 no variation in or modification of the terms of the contract shall be made except by amendment signed by both the parties.

19.00 TERMINATION

ECIL may, without prejudice to any other remedy, by written notice of termination sent to the Bidder, terminate the contract, in whole or part, without any liability to ECIL whatsoever, if:-

- a. There is abnormal high rate of biometric capture coupled with mistakes;
- b. There is misappropriation of data, duplication of records partly or fully, repetition of same data with special motives;
- c. The progress is not satisfactory in terms of quality, quantity and time;
- d. The Bidder fails to deliver any or all of the services within the periods specified in the contract, or within any extension thereof granted by ECIL pursuant to conditions of contract or if the Bidder fails to perform any other obligations under the contract;
- e. The Bidder becomes bankrupt or otherwise insolvent.
- f. In any of the above event termination will be without compensation to the Bidder, and that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue hereafter to ECIL. The Bidder shall be responsible for the difference in prices of new contract for services and ECIL price up to a maximum of 5% of ECIL price for such services, purchased elsewhere.

20.0 NON DISCLOSURE AGREEMENT

20.01 The bidder (and his employees) shall not, disclose any part or whole of this RFP document, of the proposal and/or any specification, plan, drawing, pattern, sample or information furnished by ECIL (including the users) in connection therewith to any person other than a person employed by the bidder in the performance of the proposal and/or contract. Disclosure to any

20.02 such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. The employees or the third party such as security personnel, etc., engaged by the bidder will maintain strict confidentiality.

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

20.03 In case of breach ECIL shall take such legal action as it may be required.

21.00 FORCE MAJEURE

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

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

22.00 TERMINATION FOR INSOLVENCY

ECIL may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue hereafter to ECIL.

23.00 RESOLUTION OF DISPUTES AND ARBITRATION

23.01 All disputes arising between the Parties hereto out of or in connection with this contract shall be amicably settled between the Parties. Where the Parties hereto fail to settle the disputes amicably, within sixty (60) days of the written notice of its existence given by either Party to the other, then such dispute shall be settled by arbitration by a sole Arbitrator in accordance with the provisions of Arbitration & conciliation . The arbitration proceedings shall take place in Hyderabad. Preferred medium is English for Arbitration proceedings

23.02 The award may be entered into a court of competent jurisdiction for its execution forthwith. The court at Hyderabad shall have exclusive jurisdiction.

24.00 SERVICE LEVEL AGREEMENT

Sl. No.	Activity	Required Service Level	Penalty on breach of Service Level
01	Commencement of Service	With 15 days from the date of space allocation	Rs. 1000/- per day per Center for the delayed days
02	Availability of operator and supervisor at the center	100%	Rs. 500/- per day per Center for the absent days.

Note: Reasons beyond services providers' control will be considered before imposing penalty.

25.00 SUMMARY OF ALLOCATION OF PERMANENT CENTERS FOR NPR ENROLMENT

Sl. No	State	Number of Centres	Allocation	
			L1	L2
1	Jammu & Kashmir	82	50	32

Note:-

1. Both Orders for the State will be at respective L1 Rate. The L1 rate will be offered to L2, L3, L4.....etc.
2. ECIL reserve the right to change the number of centers in the State before ordering.
3. The number Centers may vary + / -10%

QUESTIONNAIRE / ELIGIBILITY / DOCUMENT CHECK LIST- EVALUATION SHEET

(To be filled by the bidder)

1	Name and address of the Bidder	:			
2	Name, address, email id and mobile number of authorized contact person	:			
3	Turn over Details, Clause 5.01	:	2011-12	2012-13	2013-14
4	Number of Certified operators in the State quoted with proof attached (Clause 5.02)	:			
5	Number of NPR / UIDAI BME enrolments carried out by the bidder in the State quoted with proof attached (Clause 5.03)	:			
6	Name of the State quoted, Clause 5.04	:			
7	EMD Amount and details, Clause 5.05	:			
8	Duly filled Annexure-D regarding the information sought on clause 5.06 is attached?	:	YES / NO		
9	Whether copies of service tax registration/PAN/PF/ESI are attached? (ref. clause 5.07)	:	YES/NO		
10	Name of authorized signatory for signing the bid document along with Power of Attorney (ref. Clause 5.08)	:			
11	Whether the declaration as per clause 5.09 is attached in the minimum eligibility	:	YES / NO		
12	Whether the declaration as per clause 5.10 is attached?	:	YES / NO		
13	Whether Clause-wise compliance submitted in the Eligibility bid? (Clause 5.11)?	:	YES/NO		
14	Undertaking as per Annexure-C is submitted in the eligibility bid? (Clause 5.13)?	:			
15	Whether Price bid format dully filled as per Annexure B and Cost estimate as per Annexure-B1 is attached in the price bid?	:	YES/NO		

16	Signed integrity format (Annexure- E) is attached (clause 5.14)?	:	YES /NO
17	Validity of Bid document (180 days from the due date of bid submission)	:	YES / NO

We undertake that we fulfill the Eligibility Criteria, as per Clause 5. We agree to abide by this bid, for the bid validity period and it shall remain binding upon us and may be accepted at any time before the expiry of that period. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of the award shall constitute a binding contract between us.

Dated this.....day of.....2014.....

(Signature in the capacity of duly authorized to sign and on behalf of)

PRICE BID FORMAT

Sl. No	State	Centres	Unit Rate for ONE Centre per Month in Rs. (exclusive of tax)	
			In figure	In words
1	Jammu & Kashmir	82		

Note:

1. The bidder shall quote the rate exactly as per the above format. Any change in format will lead to disqualification of the price bid.
2. The bidder shall indicate ‘No Bid’ for the States not quoted.
3. Service tax will be extra as applicable. Currently the rate is 12.36%.
4. Supporting documents with detailed cost elements to execute the project shall be provided along with price bid as per Annexure- B1. Non submission and absence of this detailed cost structure “Annexure B1” in the price bid will lead to rejection of the PRICE BID even after Price bid opening

For the Bidder’s Firm

(Authorized Signatory with Name and Stamp)

COST ESTIMATION

The bidder shall specify the details of cost build up for the following items. The bidder is advised to carefully go through the RFP and ascertain and depict the costs for every phase / activity of setting up of Centre and Service. All statutory requirement of bidders' staff like, minimum wages, PF, ESI etc. as per the State Government shall be met by the bidder. The monthly salary / payments of the operators and supervisors deployed in the Permanent Enrolment Centers shall be arranged through their Bank account and bidder shall provide this information on monthly basis. The cost heads may include but not be limited to: (Cost should be filled in by the Bidder)

S1. No	Details	Qty	Unit	Cost / Unit	Estimated Cost/Center in Rs.
1	Printer		No		
2	UPS		No		
3	Additional Monitor		No		
4	White Back drop standee		No		
5	Flash Light for Photo capture		No		
6	Any other Misc				
Total Hardware Cost--- A = S1 No(1+ 2+ 3+ 4+ 5+ 6)					
S1 No	Monthly recurring cost	Per Month		Rate/Month in Rs	
7	Hardware cost (A) Amortized over a period 9-12 months	Lumpsum /month/center			
8	Printing Cost (Paper & Consumables)	Lumpsum /month/center			
9	Communication, Couriers, Storage media, Logistics etc	Lumpsum /month/center			
10	Data center Supervisor salary	Per Month/Supervisor			
11	Data center Operator salary	Per Month/Operator			
12	Field supervisor salary	Per Month/Supervisor			
13	Technical support & Project Management	Lumpsum /month/center			
TOTAL Cost per center Per Month -B = S1 No (7+ 8+ 9+ 10+ 11+ 12+ 13)					
Overheads/Fin/Margin C =					
GRAND TOTAL D = B + C					

Note1:- For every 5 Centers there shall be a field Supervisor / In-charge

Note2:- The Cost details (**Annexure "B1"**) shall be enclosed with the Price Bid "**Annexure B**". Absence of this detailed cost structure "**Annexure B1**" will lead to rejection of the PRICE BID even after Price bid opening.

Note3: ECIL estimated cost per center is approximately Rs. 30,000/- month.

(Authorized Signatory)

Undertaking

(To be submitted along with Eligibility Bid on a legally valid stamp paper of Rs.100/-)

We, the undersigned hereby give our unconditional acceptance to all the Clause of Request for Quotation against the enquiry ref: ECIL/CD/NPR/PNEC/39-5534/J Dt. 18.11.2014

We unconditionally agree that ECIL have all the rights to evaluate the bids and the decision taken by ECIL is final and binding on us.

We agree that ECIL reserves the right to cancel the order without any liability to ECIL account if the progress is not satisfactory in terms of quality, quantity, time and then ECIL reserve the right to award the contract to any Bidder to complete the work.

Further, **we agree unconditionally** that in the event of our deviation from the tender conditions during the execution of the project which results in project delays or affects the quality of the outputs, **ECIL can terminate** the contract without assigning any reasons and we will not lodge any claims on ECIL for any liabilities.

For the Bidder's Firm

(Authorized Signatory with Name and Stamp)

Information sought as per clause 5.06

Sl. No.	Information required	To be filled by the Bidder
1	Name of all the directors (direct or indirect) of the bidding company/firm	
2	Indicate if there are any related directors as per section 6 of companies act and nature of the relationship	
3	List all the private companies (with full postal address and contact details) in which any director/relatives of directors of the bidding company is a director/member	
4	List all the firms (with full postal address and contact details) in which any of the directors of the company is a partner	
5	List all the firms where in which any director/person along with his/her relatives are having majority shares	
6	List all the partnership/LLP(Limited Liability Partnership) firms where in any Partner or his/her relatives are interested	
7	List all subsidiaries, associates and joint venture the company and the lead bidder are investing party or venturer in respect of which the company is an subsidiary, associate or a joint venture	

Please note: Suppression of information, if any, will result in termination of the order

Integrity Pact

1.0 Whereas ECIL having its Factory at ECIL Post, Cherlapally, Hyderabad, Telangana, India-500 062 acting through its NPR Division, represented by Asst. General Manager (Head, NPR Division) hereinafter referred to as the **Principal** and the first party, proposes to award Purchase Order/Works Contract for

.....

and **M/s.....**,
 represented by, Chief Executive Officer (which term, unless expressly indicated by the contract, shall be deemed to include its successors and its assignee), hereinafter referred to as the **Bidder** and the second party, is willing to offer/ has offered the stores/services.

2.0 Whereas the Bidder is a private company/public company/partnership/ registered export agency, constituted in accordance with the relevant law in the matter and the Principal is a Public Sector Undertaking under Government of India.

Objectives:

3.0 Now, therefore, the Principal and the Bidder agree to enter into this pre-contract agreement, hereinafter referred to as Integrity Pact, to avoid all forms of corruption by following a system that is fair, transparent and free from any influence / unprejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:

3.1 Enabling the Principal to obtain the desired product at a competitive price in accordance with the specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

3.2 Enabling bidder to abstain from bribing or any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also refrain from bribing and other corrupt practices and the Principal will commit to prevent corruption in any form by their officials by following transparent procedures.

Commitments of the Principal:

4.0 The Principal commits itself to the following:

4.1 The Principal undertakes that no official of the Principal, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the Bidder, either for themselves or for any person,

organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the Contract.

- 4.2 The Principal will, during the pre-contract stage, treat all Bidders alike, and will provide to all Bidders the same information and will not provide any such information to any particular Bidder which could afford an advantage to that particular bidder in comparison to other bidders.

All the officials of the Principal will report to the Management any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of contract, demand, take a promise for or accept, for self or third person, any material benefit which the person is not legally entitled to.

- 5.0 In case any such preceding misconduct on the part of such official (s) is reported by the Bidder to the Principal, with full and verifiable facts and the same is prima facie found to be correct by the Principal, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the Principal and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the Principal the proceedings under the contract would not be stalled.

Commitments of Bidder:

- 6.0 The Bidder commits himself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of his bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commits himself to the following:
- 6.1 The Bidder will not offer, directly or through intermediaries, any bribe, consideration, gift, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the principal, connected directly or indirectly with bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the Contract.
- 6.2 The Bidder further undertakes that he has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Principal or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the Contract or any other Contract with the Principal for showing or forbearing to show favour

or disfavour to any person in relation to the Contract or any other Contract with respect to the Principal's Organization.

- 6.3 The Bidder will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 6.4 The Bidder will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 6.5 The Bidder confirms and declares to the Principal that it has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the Principal, or any of its functionaries, whether officially or unofficially to the award of the contract to the Bidder; nor has any amount been paid, promised or intended to be paid to any such individual, firm or Company in respect of any such intercession, facilitation or recommendation.
- 6.6 The Bidder, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the Principal or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 6.7 The Bidder shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details; including information contained in any electronic data carrier. The Bidder also undertakes to exercise due and adequate care lest any such information is divulged.
- 6.8 The Bidder commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 6.9 The Bidder shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

7.0 Previous Transgression:

- 7.1 The Bidder declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged herein or with any Public Sector Enterprise in India or any Government Department in India, that could justify bidders' exclusion from the tender process.

7.2 If the Bidder makes incorrect statement on this subject, Bidder can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

8.0 Integrity Pack Bank Guarantee (IPBG)

8.1 Every Bidder, while submitting commercial bid, shall submit an Integrity Pact Bank Guarantee for an amount of #_____ in favour of the Principal in Indian Rupees only.

(i) Guarantee will be from an Indian Nationalized Bank / ICICI Bank Ltd/ axis Bank Ltd/ HDFC Bank Ltd, promising payment of the guaranteed sum to the principal, on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the principal shall be treated as conclusive proof for payment. A model Bank Guarantee format is enclosed.

The amount of Integrity Pact Bank Guarantee is Rs 5 Lakhs from 5 Cr. up to 10 Cr., Rs. 10 Lakhs from 10 Cr. up to 20 Cr., Rs. 20 Lakhs where the cost as estimated by principal is between Rs. 20 Cr. - Rs. 100 Cr., Rs. 1 Cr. for the cases between Rs. 100 Cr. – Rs. 300 Cr. and Rs. 3 Cr. if above Rs. 300 Cr.

8.2 The Integrity Pact Bank Guarantee (IPBG) shall be valid up to and including 45 days after the validity of commercial offer. However, Bidders will be required to extend the Integrity Pact Bank Guarantee, as and when required by the Principal. In the case of the successful Bidder, validity of the integrity Pact Bank Guarantee will be extended up to the satisfactory completion of the contract. Integrity Pact Bank Guarantee shall be returned promptly in case of unsuccessful Bidders.

8.3 In the case of successful Bidder a clause would also be incorporated in the Article pertaining to performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the principal to forfeit the same without assigning any reason for imposing Sanction for violation of this Pact.

8.4 The provisions regarding sanctions for violation in Integrity Pact include forfeiture of Performance Bond in case of decision by the Principal to forfeit the same without assigning any reason for imposing sanction for violation of Integrity Pact.

8.5 No interest shall be payable by the principal to the Bidder(s) on earnest Money/Security Deposit for the Period of its Currency.

9.0 Company Code of Conduct:

Bidders are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behavior) and a compliance program for the implementation of the code of conduct throughout the company.

10.0 Sanctions for Violation:

- 10.1 Any breach of the aforesaid provisions by the Bidder or any one employed by him or acting on the behalf (whether with or without the knowledge of the Bidder) or the commission of any offence by the Bidder or any one employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act 1988 or any other act enacted for the prevention of corruption shall entitle the Principal to take all or any one of the following action, wherever required:
- i. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the Bidder and to impound any earnest money deposit, if made by the Bidder. However the proceedings with the other Bidder(s) would continue.
 - ii. The Earnest Money / Security Deposit shall stand forfeited either fully or partially, as decided by the Principal and the Principal shall not be required to assign any reason therefore.
 - iii. To immediately cancel the contract, if already signed without giving any compensation to the Bidder.
 - iv. To recover all sums already paid by the Principal, and in case of an Indian Bidder with interest thereon at 2% higher than the prevailing Prime Lending Rate, while in case of a Bidder from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due by the Principal to the Bidder in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
 - v. To encash the bank guarantee and performance bond/warranty bond, if furnished by the Bidder, in order to recover the payments, already made by the Principal, along with interest.
 - vi. To cancel all or any other Contracts with the Bidder.
 - vii. To debar the Bidder from entering into any bid from the Principal for a minimum period of five years, which may be further extended at the discretion of the Buyer.
 - viii. To recover all sums paid in violation of this pact by the Bidder(s) to any middleman or agent or broker with a view to securing the contract.

- ix. If the Bidder or any employee of the Bidder or any person acting on behalf of the Bidder, either directly or indirectly, is closely related to any of the officers of the principal, or alternatively, if any close relative of an officer of the Principal has financial interest/stake in the Bidder's firm, the same shall be disclosed by the Bidder at the time of filing of tender. Any failure to disclose the interest involved shall entitle the Principal to rescind the contract without payment of any compensation to the Bidder.
 - x. The term 'close relative' for this purpose would mean spouse whether residing with the Principal's employee or not, but not include a spouse separated from the Principal's employee by a decree or order of a competent court; son or daughter or step son or step daughter and wholly dependent upon Principal's employee, but does not include a child or step child who is no longer in any way dependent upon the Principal's employee or of whose custody the Principal's employee has been deprived of by or under any law; any other person related, whether by blood or marriage, to the Principal's employee or to the Principal's employee's wife or husband and wholly dependent upon Principal's employee.
 - xi. The Bidder shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the Principal, and if he does so, the Principal shall be entitled forthwith to rescind the contract and all other contracts with the Bidder. The Bidder shall be liable to pay compensation for any loss or damage to the principal resulting from such rescission and the Principal shall be entitled to deduct the amount so payable from the money(s) due to the Bidder.
 - xii. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the Principal with the Bidder, the same shall not be opened.
- 10.2 The decision of the Principal or his nominee to the effect that the Bidder has committed breach of the provisions of this Integrity Pact shall be final and binding on the Bidder, however the Bidder can approach monitor (s) appointed for the purpose of this Pact as per Clause 10 of Pact agreement.

11.0 Fall clause:

The Bidder undertakes that he has not supplied/is not supplying the similar systems or subsystems at a price lower than that offered in the present bid in respect of any other Public Sector undertakings and if it is found at any stage that the similar system or subsystem was supplied by the Bidder to any other Public Sector undertakings at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the principal, if the contract has already been concluded.

12.0 Independent External Monitor (s):

12.1 The Principal can appoint Independent External Monitor for this Pact if required in consultation with Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He will convey his observations to the Chairman & Managing Director of ECIL.

12.2 The Bidder accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Bidder. The Bidder will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under obligation to treat the information and documents of the Bidder(s) / Contractor(s) / Subcontractor(s) with confidentiality.

12.3 As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action.

12.4 The Principal reserves the right to refer a particular case to any other approved Independent External Monitor(s) as and when felt necessary. In such an event, the IEM nominated as per Para 12.1 shall examine the case jointly with those whom the case is referred to as per this Para.

13.0 Examination of Books of Accounts:

In case of any allegation of violation of any provisions of this Integrity Pact to the satisfaction of the Principal, the Principal or its agencies shall be entitled to examine / investigate the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose such examination / investigation.

14.0 Law and Place of Jurisdiction:

This Pact is subject to Indian Law. The place of performance and Jurisdiction is the Corporate Office of the Principal at Hyderabad.

15.0 Other Legal Actions:

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

16.0 Validity:

16.1 The validity of this Integrity Pact shall be from date of its signing and extend till the complete execution of the contract to the satisfaction of both the Bidder and the principal.

16.2 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

17.0 The Parties hereby sign this Integrity Pact at _____ on _____

ECIL
Addl. General Manager / Head
NPR Division
Electronics Corporation of India Ltd.

BIDDER
Chief Executive Officer

Witness	Witness
1. _____	1. _____
_____	_____
_____	_____
2. _____	2. _____
_____	_____
_____	_____

Format of Integrity Pact Bank Guarantee (IPBG)

In consideration of M/s _____ having its registered office at _____ (herein after called the Principal), on the first part and M/s. _____ of _____ (hereinafter referred to as Bidder) on the second part, having agreed to accept a sum of Rs _____ (Rupees _____) in the form of Bank Guarantee towards Integrity Pact for the request for proposal for procurement of _____ we _____ (Name of The Bank), (hereinafter referred to as the Bank), do hereby undertaken to pay to the Principal on demand within 3 (three) working days without any demur and without seeking any reasons whatsoever, an amount not exceeding _____ (Rupees _____) and the guarantee will remain valid up to and including 45 days after the validity of the commercial offer i.e., _____ (date). The Integrity Pact Bank Guarantee shall be extended from time to time as required by the Principal.

We undertake not to revoke this guarantee during this period expect with the previous consent of the Principal in writing and we further agree that our liability under the Guarantee shall not be discharged by any variation in the term of the commercial offer.

No interest shall be payable by the principal to the Bidder(s) on the guarantee for the period of its currency.

Dated this _____ day of _____ 2014

For the bank of _____

(Agent/Manager)

for Bidder's firm

(Authorized Signatory with name and stamp)

