



GOVERNMENT OF BIHAR

Rural Development Department

Request for Proposal for empanelment of Service Provider Agencies for providing Aadhaar Enrollment Kit on Lease Basis and UIDAI certified Operators/Supervisors for setting up and operation of Permanent Enrollment Centers (PECs) by Rural Development Department, Government of Bihar.

e-Procurement Mode Only

<https://www.eproc2.bihar.gov.in/>

Tender No: - RDD/001/2025/Aadhaar-01
Date: 25.07.2025

Issued By-
OSD cum State Nodal Officer (Aadhaar)
Rural Development Department
Old Secretariat, Patna 800015

GOVERNMENT OF BIHAR
Rural Development Department
Main Secretariat, Patna 800015
E-TENDER NOTICE
RDD/001/2025/Aadhaar-01, Date: 25.07.2025

The Rural Development Department, Government of Bihar, Patna, invites e-tender for empanelment of Service Providers Agencies for providing Aadhaar Enrollment Kits on lease basis and UIDAI certified operators/supervisors for Setting up and operation of Permanent Enrollment Centers (PECS). Rural Development Department (RDD) has been appointed as Nodal Department by Government of Bihar to carry out Aadhaar Enrollment work in Bihar. Last date of submission of e-tender is 04:00 pm on 14.08.2025. Online publication date of the bid document is 10:00 am on 25.07.2025. Bid Document may be downloaded from websites <https://eproc2.bihar.gov.in> or departmental website <https://state.bihar.gov.in/rdd/CitizenHome.html>

Sd/-
(Nalin Pratap Rana)
OSD cum State Nodal Officer(Aadhaar)
Rural Development Department



GOVERNMENT OF BIHAR
Rural Development Department
NIT Ref: RDD/001/2025/Aadhaar-01 Date: 25.07.2025

E-Procurement Notice

1. The Rural Development Department, Government of Bihar, Patna, invites e-tender for empanelment of Service Providers Agencies for providing Aadhaar Enrollment Kits on lease basis and UIDAI certified operators/supervisors for Setting up and operation of Permanent Enrollment Centers (PECS). Rural Development Department (RDD) has been appointed as Nodal Department by Government of Bihar to carry out Aadhaar Enrollment work in Bihar. The Bidder shall have to submit the technical and financial bid in online mode.

2. For the purpose of this tender, all the 38 districts in the state of Bihar have been divided into 5 Schedules with following combination of districts, namely:

Schedule-1

200 centers at Patna, Nalanda, Bhojpur, Buxar, Kaimur, Rohtas and Aurangabad districts are part of Schedule-1.

Schedule-2

200 centers at Supaul, Araria, Kishanganj, Purnea, Katihar, Madhepura, Saharsa, Khagaria and Begusarai districts are part of Schedule-2.

Schedule-3

200 centers at Bhagalpur, Banka, Munger, Jamui, Lakhisarai, Sheikhpura, Nawada, Gaya, Jehanabad and Arwal districts are part of Schedule-3.

Schedule-4

200 Centers at West Champaran(Bettiah), East Champaran (Motihari), Sheohar, Sitamarhi, Madhubani and Darbhanga districts are part of Schedule-4.

Schedule-5

200 Centers at Muzaffarpur, Samastipur, Gopalganj, Siwan, Saran and Vaishali districts are part of Schedule-5

A Bidder may be allotted more than one schedule if any bidder has bid for multiple schedules and is H1 in each schedules.

3. The contract against this published tender will be executed with Rural Development Department.
4. To participate in the e-tendering process, the bidders/agencies are required to get themselves registered with Bihar Government Centralized e-Procurement portal, i.e., <https://www.eproc2.bihar.gov.in/BELTRON>, and may contact the helpdesk at the following address, "e-Procurement HELP DESK, 1st Floor, M/22, Bank of India Building, Road No. 25, Shree Krishna Nagar, Patna- 800001, Phone No. 0612 – 2523006, Mob. No 7542028164 (Timings: Every Day from 08:00 AM to 08:00 PM) or may visit the link "Vendor Info" at <https://www.eproc2.bihar.gov.in/EPKV2Web/>.

Schedule of Events:-

Sl.no.	Event Description	Timeline
4.1	Date of online publication of tender	25.07.2025., 10:00 AM
4.2	Start date & Time for downloading the RFP	From 25.07.2025, from 10:00 AM , on the e-Procurement Portal (https://www.eproc2.bihar.gov.in/).
4.3	Last date & time of downloading the RFP	Till 14.08.2025 up to 04:00 PM , on the e-Procurement Portal (https://www.eproc2.bihar.gov.in/).
4.4	1. EMD 2. Tender Fee 3. Tender Processing Fee	1. Rs 25,00,000/- per schedule 2. Rs 25,000/- (Non refundable) – per schedule 3. Rs 590/- or as reflected on eproc2 portal (Non refundable) – per schedule
4.5	Last date & time for submission (upload) of online bidding document.	Till 14.08.2025 up to 04:00 PM, on the e- Procurement Portal (https://www.eproc2.bihar.gov.in/)
4.6	Last date & time for submission of hardcopy of DD/BG towards EMD	Till 14.08.2025 by 04:00 PM in the office of OSD cum State Nodal Officer(Aadhaar), Rural Development Department, Old Secretariat, Govt. of Bihar, Patna.
4.7	Time, Date of opening of Technical Bid	14.08.2025 at 04:30 PM on the e-Procurement Portal (https://www.eproc2.bihar.gov.in/)
4.8	Pre-bid meeting (Date & Time) and Venue	31.07.2025 at 11:30 Am Conference Hall, Rural Development Department, Old Secretariat, Patna -800015
4.9	Date of uploading of Pre- bid Clarification	04.08.2025 at 04:00 PM
4.10	Time, Date of opening of Financial Bid	To be announced later on the e-Procurement Portal (https://www.eproc2.bihar.gov.in/)

Note – i) Interested tenderers may obtain further information about this Notice Inviting Tender (NIT) from the office of OSD cum State Nodal Officer (Aadhaar), Rural Development Department, Govt. of Bihar.

ii) No tender will be accepted after closing date and time in any circumstances.

5. Tenderer may also download the tender documents (a complete set of document is available on website) from e-Procurement Portal (<https://www.eproc2.bihar.gov.in/>) & our departmental website (<https://state.bihar.gov.in/rdd>) and submit its tender by using the downloaded document.

6. The tender would be accompanied by Earnest Money Deposit (EMD) which needs to be paid online/Demand Draft/Bank Guarantee. No bidder(s) are exempted from submission of the EMD as mentioned in the tender document unless and other wise mentioned. Tenders without EMD shall be summarily rejected.

7. The Tender Inviting Authority (TIA) shall be following Quality cum Cost Based Selection (QCBS), method for selection of agency.

8. The technical and financial bids must be submitted through e-Procurement Portal

(<https://www.eproc02.bihar.gov.in/BELTRON>) on or before the date and time specified in the NIT. The TIA doesn't take any responsibility for the delay/Non-Submission of Tender/Non-Reconciliation of online Payment caused due to non-availability of Internet connection, Network Traffic/Holidays, or any other reason.

9. The bidders shall submit their eligibility and qualification details, Certificates as mentioned in the tender document, in the online standard formats given in e-Procurement Portal (<https://www.eproc02.bihar.gov.in/BELTRON>) at the respective stage(s) only.

10. The bidders shall upload the scanned copies of all the relevant certificates, documents etc. in support of their eligibility criteria/technical bids and other certificate/documents in the e-Procurement Portal (<https://www.eproc2.bihar.gov.in/>).

11. The Bidding documents shall be submitted in the mode as mentioned below:

Technical Bid	Online (Cover-Technical Bid Stage)
Financial Bid	Online (Cover-Financial Bid Stage)

12. The technical bids will be opened (in e-mode/online) on the scheduled date. In the event of any of the above-mentioned day being declared a holiday/closed day for the Rural Development Department, Government of Bihar, the bids will be opened on the next working day at the scheduled time.

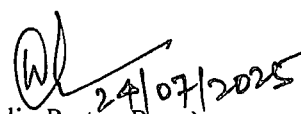
13. The bids must be uploaded (e-mode/online) at the e-Procurement Portal (<https://www.eproc2.bihar.gov.in/>).

14. The TIA reserves the right to accept or reject any or all tender or change the terms and condition of NIT or cancel the NIT without assigning any reasons at any stage and time.

15. For further enquiry and information, please contact to Nalin Pratap Rana, OSD cum State Nodal Officer(Aadhaar), Mob. No 9471933023 during office hours 10:00 AM to 6:00 PM.

16. All further notifications/Corrigendum/Addendum, if any shall be posted on e-Procurement Portal (<https://www.eproc02.bihar.gov.in/BELTRON>) which will again form an integral part of this RFP.

Disclaimer: Please note in the "Estimated value box" on the e-Procurement Portal (<https://www.eproc02.bihar.gov.in/BELTRON>), "Zero" has been mentioned, by TIA. The actual value of the project depends on the rate decided by this tender and therefore due to this, it has been mentioned "Zero". However, the bidders will be required to do financial estimations on their own and quote the bids based on the terms and conditions mentioned in the tender document.


(Nalin Pratap Rana)

OSD cum State Nodal Officer (Aadhaar),
Rural Development Department
Government of Bihar

**RURAL DEVELOPMENT DEPARTMENT (RDD)
GOVERNMENT OF BIHAR**

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1. Invitation for Tender

On behalf of the Government of Bihar, the **Rural Development Department (RDD)** invites e-tender (Eligibility and Price) for empanelment of Service Provider Agencies for providing Aadhaar Enrollment Kit on Lease Basis and UIDAI certified operators/supervisors for Setting up and operation of Permanent Enrollment Centers (PECs). Rural Development Department (RDD) has been appointed as Nodal Department by Government of Bihar to carry out Aadhaar Enrollment work in Bihar.

The summary of tender details is as below:

Sl.No	Item Details	Particulars
1	Tender No.	RDD/001/2025/Aadhaar-01
2	Tender Fee	Rs. 25,000/- (Rupees Twenty Five Thousand only) for each schedule.
3	BIDS security (EMD)	Rs. 25,00,000/- (Rupees Twenty Five Lakhs only) per Schedule.
4	Pre-Bid Conference (Address)	Conference Hall, Rural Development Department, Old Secretariat, Patna, Bihar-800015
5	Address of Communication	Nalin Pratap Rana, OSD, Rural Development Department, Old Secretariat, Patna, Bihar-800015
6	Telephone	9471933023
7	Contact Person	Nalin Pratap Rana, OSD
8	Email	rddbiharuidai@bihar.gov.in

Note: - Eligible bids will be opened in the presence of bidders on the specified date. Notice of any changes will be provided through e-mail from designated contact person only and shall also be published on official website of RDD. Further Price Bid/Financial Bid Opening Date, Time & Venue will be intimated to the qualified Bidders at the same or a later date.

The Principal Secretary/Secretary, Rural Development Department, Bihar reserves the right to accept/reject any tender offer or cancel the entire process without assigning any reason thereof.

Dated:-

Sd/-
Principal Secretary/Secretary
Rural Development Department,
Government of Bihar



1.1 Tender Calendar

Item Details	Target Date
Date of commencement of availability of tender document.	25.07.2025 from 10:00 AM
Last date to send requests for clarifications on the Tender.	30.07.2025 till 05:00 PM
Project briefing & Pre bid meeting.	31.07.2025 at 11:30 AM
Last date and time for submission of bids.	14.08.2025 till 04:00 PM
Opening of Eligibility/Technical Bids.	14.08.2025 at 04:30 PM

1.2 Definition

In this tender document and associated documentation, the following terms shall be interpreted as indicated below:

- I. **"The Bidder"** means company/firm/enterprises participating in this bidding process.
- II. **"Eligible Bidder"** means bidder satisfying qualifying criteria.
- III. **"The Purchaser"** means Principal Secretary/Secretary, Rural Development Department, Govt. of Bihar.
- IV. **"The Purchase Order"** means the order placed by the RDD to the service providers for required services as per the RFP. This shall be deemed as "Contract".
- V. **"The Successful Bidder"** means the successful bidder and on whom RDD have placed a Letter of Intent/Purchase Order for rendering the services as per the RFP and with whom the Purchaser enters into contract against this tender.
- VI. **"Service Provider"** means the agency which has empanelled to provide Aadhaar Enrollment Kits on lease along with operators cum supervisors.
- VII. **"The Contract"** means an agreement entered into, by the Purchaser with the successful bidder by signing a contract form in a given format by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein.
- VIII. **"The Contract Price"** means the price payable to the Successful Bidder under the contract for the full and satisfactory performance of its contractual obligations.
- IX. **"Services"** means services to be provided by Empanelled Service Provider as per the requirement mentioned in the scope of work.
- X. **"Consignee" or "Indenter" or "Buyer"** means the officer authorized by the Government of Bihar for receiving services at the place of receipt.
- XI. **"Non-compliance"** means failure/refusal to comply the terms and conditions of the tender.
- XII. **"Non-responsive"** means failure to furnish complete information in a given

format and manner required as per the tender documents or non-submission of tender offer in given Forms/Performa or not following procedure mentioned in this tender or any of required details or documents is missing or not clear or not submitted in the prescribed format or non-submission of tender fee and EMD.

- XIII. **"RDD"** means Rural Development Department, Government of Bihar.
- XIV. **"UIDAI"** means Unique Identification Authority of India.
- XV. **"PBG"** means Performance Bank Guarantee.
- XVI. **"EC"** means Enrollment center.
- XVII. **"PEC"** means Permanent enrollment center.
- XVIII. **"FMS"** means Facility management service.
- XIX. **"Letter of Intent (LoI)"** means a letter issued by the Tendering Agency (RDD) indicating his intention to place Purchase Order on the successful bidder.
- XX. **"Registrar (RDD)"** means RDD Bihar is authorized by UIDAI and Government of Bihar for the purposes of enrolling the individuals for UID numbers in Bihar.
- XXI. **"EA (RDD)"** means RDD Bihar is authorized by UIDAI and Government of Bihar for the purposes of enrolling the individuals for UID numbers in Bihar as Enrollment agency.
- XXII. **"UC"** means Universal Client, that is a software developed by UIDAI for the purpose of Aadhaar lifecycle management of residents, i.e. Aadhaar Enrollment/Update, find Aadhaar etc.
- XXIII. **"Aadhaar Enrollment Kit"** means necessary and required equipment's as specified by UIDAI, to carry out Aadhaar Enrollment/Update of a resident that includes but not limited to, Compatible Laptop/Desktop, Finger printer Slap Scanner, IRIS Scanner, Finger print scanner(Single), IRIS Scanner(Single), Extra Monitor, Scanner/Printer, White Background, Compatible Tabs, etc.
- XXIV. **"CELC"** means Child Enrollment Lite Client, a mobile application developed by UIDAI, to carry out Aadhaar Enrollment of children below 5 years.
- XXV. **"NSEIT"** means National Stock Exchange Information Technology.
- XXVI. **"CIDR"** means Classless Inter-Domain Routing.

2. Instructions to the Bidders

2.1 Bid Submission

Bidder will submit technical and financial proposal in online mode.

2.2 Submission of Tender Offer

Tender offers shall be received in online mode. Please refer the website as mentioned in NIT. Purchaser may, at its discretion, extend the deadline for submission of offers by issuing corrigendum and uploading the same on Departmental website/e-proc portal.

2.3 Method of Submission of Tender Form

Two bid systems shall be followed: Eligibility/Technical Bid and Price/Financial Bid. The Bid has to be submitted in online mode. The evaluation system will be **Quality cum Cost Based Selection (QCBS)**, the details of which are mentioned below:

Part 1-"Eligibility Document/Technical Document + EMD + Tender Fee" (Technical Bid)

Part 2-"Price Bid/ Financial Bid"

- (a) The Price Bid/Financial Bid shall be prepared as per the Price Bid/Financial Bid format at **Annexure-C** and shall be submitted in online mode for each schedule separately. Any deviation will lead to rejection of whole Price Bid/Financial Bid.
- (b) The Price Bid/Financial Bid shall be submitted exactly as per the format given. Any deviation will lead to rejection of whole Price Bid/Financial Bid.
- (c) RDD will first open the Technical Bids and the Bidders qualifying the Technical Scores/Marks in technical evaluation will be shortlisted. The evaluation of the bids will be carried out by Bid Evaluation committee appointed by RDD. To assess and finalize the acceptability of the bids. The Price Bids/Financial Bids of all technically qualified Bidders will be opened for further processing. Price Bid/Financial Bid opening date and time will be informed to the technically qualified Bidders before Price bid/Financial bid opening.
- (d) Any bidder may be allotted more than one schedule, if the bidder has bid for multiple schedules and is H1 in each schedule.

(e) Clarification of Bids:

A prospective bidder requiring any clarification of the bidding documents may notify RDD in writing or through E-mail to the address provided above. The RDD 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 on the website of the tendering agency as corrigendum to RFP. The bidder has to submit any query before due date mentioned in the tender document. Clarifications given in the pre-bid shall form part of the RFP.

(f) Format and Signing of Bids:

Each and every page of the bid shall be signed by authorized person or persons. The authorization for signing the Bid Document shall be indicated by a duly notarized written power of attorney {in a legally valid stamp paper of minimum denomination of Rs.1000.00 (Rupees One thousand only)} from the competent authority of bidder accompanying the Technical Bid.

2.4 Late Tender Offers/Late bid

Receiving/Reaching of bid/bids after due date and time will not be entertained under any circumstances and will be treated as late bid. Bid received late after deadline will be summarily rejected.

2.5 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its tender and the Purchaser will, in no case be responsible or liable for these costs, regardless of the conduct or outcome of the tendering process. Bidder interested to bid for more than one schedule will have to submit separate bid for each schedule and accordingly pay the applicable tender fee, tender processing fee and EMD.

2.6 Tender Form and Tender Fee:

The tender document is available at the e-proc2 portal and downloadable from <https://www.eproc2.bihar.gov.in/>. Non refundable tender Fee of Rs. 25,000/- (Non refundable) – per schedule and Non refundable tender processing fee of Rs. 590/- (Five Hundred Ninety Only or as reflected on e-proc2 portal) to be paid online.. Without the payment of tender fee, the bids will be taken as incomplete & non-responsive and shall not be considered.

2.7 Earnest Money Deposit (EMD)/Bid Security Deposit

- The EMD of Rs. 25,00,000/- (Rupees Twenty Five Lakh only for each schedule) shall be deposited online. The EMD in the form of online transfer RTGS through available link on eproc2. The EMD can also be submitted in the form of Bank Guarantee/ Demand Draft. Bidder should not make any direct NEFT transfer to the account else the responsibility of false payment/lapses in payment shall be entirely levied on bidders itself and RDD will not be responsible for such lapses of the bidder.
- All proposals submitted in response to the RFP document must be accompanied by an EMD in the form of Bank Guarantee in favour of Bihar Rural Development Society – UIDAI PEC Enrollment, Account Number – 1211822733, Branch Name – Kotak Mahindra Bank, Exhibition Road, Patna IFSC CODE: KKKBK0000351, payable at Patna.

- The hard copy of the Bank Guarantee (EMD) must be submitted in the office of State Nodal Officer (Aadhaar), Rural Development Department, Bihar as per the schedule given in NIT failing which tender shall be rejected. No exemption for submitting the EMD will be given to any bidder. The exemption in EMD to Micro & Small scale enterprises as per Bihar Purchase Preference Policy, 2024/Bihar Finance Rules, 1950 shall be applicable. Medium and above scale enterprises shall not be considered for exemption in EMD.

The EMD/Bid Security may be forfeited in case, if a successful bidder fails:

- To execute the agreement /contract within given period of time from the date of the issue of the Letter of Intent.
- To submit **Performance Bank Guarantee (PBG)** as specified in the terms and conditions.
- No interest shall be payable by RDD to the Bidder(s) on Earnest Money/Bid Security Deposit for the Period of its Currency.
- EMD will be returned to the successful bidders only if bidder submits security deposit (Bank Guarantee) as specified in tender document. For the unsuccessful bidders, it will be returned within 15 days of finalization of bids/contract being awarded.

2.8 Offer Validity Period

The tender offer must be valid for minimum **180 days** from the date of opening of the tender. However, the Purchaser may extend this period at its sole discretion, information of which will be communicated to the participating bidder.

2.9 Pre-Bid Conference/Meeting

A Pre-Bid conference/meeting of all the interested bidders will be held at the scheduled date and time. The bidders will have to submit their queries through email to the address specified in the Section of Invitation for Tender. In pre-bid meeting queries of general nature will be entertained. Any changes decided in the pre-bid shall be communicated to bidders through corrigendum. The corrigendum and pre-bid clarifications will also form an integral part of this bid and the same will be uploaded on the eproc2 portal & our official website. The clarification by bidders can be sought in the following format only in a very strict way-

Sl No	RFP Page no and Clause reference	Clause description	Amendment request(s)
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No other format should be allowed.

2.10 Erasure, Alternation & Signing of Tender

Tender documents should contain no interlineations, erasures or over writing. Only authorized person shall sign on all pages of tender documents.

2.11 Costs & Currency

The Price offer must be given in Indian Rupees (INR) only. The price will remain fixed for the period of the contract and no changes for any reason whatsoever will be allowed. The bidder shall bear all the costs associated with the preparation and submission of its bid, and the purchaser will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

2.12 Offer Price

The Price bid/Financial bid will be inclusive of GST, Income taxes and other taxes. The price variation shall only be allowed in case of increase/decrease in any taxes, cess, levy or duty.

2.13 Right to Alter Items

The Purchaser reserves the right to include or exclude any tender item(s), and also the Purchaser reserves the right to make change in specifications up to the pre bid meeting closure.

2.14 Modification and Withdrawal of Offers

The bidders will not be allowed to modify their bids after final submission. Withdrawal of original offer will not be allowed after opening of bid. No offer can be modified by the Bidder, once bid/bids are finally submitted. However, a bidder can withdraw from the bid process before opening of bids.

2.15 Preliminary Scrutiny

Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each offer to the tender documents. For purpose of this clause, a substantially responsive bid is one, which is in conformity with all the terms and conditions of the Tender Documents without any material deviations as per Annexure-A. The Purchaser's determination of an offer's responsiveness will be based on the contents of the tender offer itself without recourse to extrinsic evidence.

3. Pre-Qualification Criteria (The bidder has to submit all relevant valid documents /Copies as proof for Qualifying)

Following are the Pre-Qualification criteria for bidders to participate in this tender. The bidder has to upload all relevant documents/copies as proof for Qualifying.

Sl. No	Pre-Qualification for bidders	Mandatory Documents
3.1	The bidder should be an established entity under Companies Act, 1956/2013, or Partnership Act 1932, or Indian Societies Registration Act 1860 or Indian Trust Act 1882, or Limited Liability Partnership Act 2008 or a Proprietorship firm and the company should be older than minimum period of 3 years. <u>Note: Bid by any consortium(a purposeful association of Agencies/groups) will not be allowed.</u>	Valid Certificate of Incorporation /Registration, Partnership Deed, Society/ Trust Registration Certificate or Trade License along with proof of establishment date showing at least 3 years of existence.
3.2	The bidder company must have minimum average annual turnover of Rs. 15 Crores for three financial years during FY 2021-22, 2022-23 & 2023-24.	(a) CA/CS Signed copy of Audited Balance Sheet and Profit & Loss Account, (if the bidder is registered under Companies Act or Partnership Act or Limited Liability Partnership Act or Proprietorship firm) with valid UDIN number and date

		OR (b) CA/CS signed and Certified Income and Expenditure account statement (if the bidder is registered under Societies Act or Trust Act) for FY 2021-22, 2022-23 & 2023-24)
3.3	The bidder company should have positive net worth of 5 crore.	Audited Balance Sheets and Profit & Loss Accounts for three (3) FY 2021-22, 2022-23 & 2023-24, duly certified by a Chartered Accountant (CA).
3.4	a) The bidders shall have experience of working in Aadhaar project or (IT)-enabled Service (ITES) having minimum 200 (two hundred) operators at a time. b) ITES refers to services that utilize information technology to enhance or enable business operations. This includes a wide range of activities like data processing, customer support, technical support & consultation and all leveraging IT Infrastructure. c) The ITES company should have a minimum average annual turnover of Rs. 10 Crore (excluding the sale of Hardware) in three financial years 2021-22, 2022-23 & 2023-24.	Copy of Work Order issued by respective organization. Or; Certificate issued by the respective organization confirming execution of the project and specifying the number of operators deployed. & A Self declaration on the bidder's letterhead, duly signed by the authorized, summarizing the details of the projects, number of operators and duration. CA Certificate on average annual turnover from ITES for the financial year 2021-22, 2022-23 and 2023-24.
3.5	The bidder must submit the "Experience Certificate" for the last three financial years (Each Financial Year Separately).	Valid Experience Certificate issued by the respective organization for the last three (3) FY 2022-23, 2023-24 & 2024-25.
3.6	The bidder must provide scanned copies of PAN/TAN, GST Registration Certificate, Acknowledgment Receipt of income tax returns of three assessment years (AY 2022-23, 2023-24 and 2024-25) and PF and ESI registration with relevant certificates as applicable.	Self-attested copies of 1) PAN/TAN 2) GST Certificate 3) Acknowledgment of Income Tax Return (ITR). 4) Relevant certificates regarding PF and ESI registration
3.7	The bidder must not be i. Blacklisted / banned / debarred /No	

	EMD Forfeit/not convicted by any court of law for any criminal or civil offences/ declared ineligible by any entity of any State Government or Govt. of India or any local Self-Government body or public sector undertaking in India for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reason, as on date of submission (upload) of online bidding document. ii. The bidder shall declare all ongoing litigations; it is involved in/with any Government Agency/ State/ central department/ PSU	Affidavit sworn before Public Notary/Executive Magistrate as per "Annexure-D".
3.8	All bidders are required to furnish the information sought as per Annexure F.	Affidavit sworn in before Public Notary/ Executive Magistrate as per "Annexure-F".
3.9	Earnest Money Deposit(EMD)	The EMD in the form of online transfer RTGS through available link on eproc2 or in the form of Bank Guarantee/Demand Draft (DD)
3.10	The bidder shall mandatorily submit valid ISO 9001-2013/2015 and ISO 27001-2013/2015 certificates along with above mentioned documents.	Relevant Valid documents/certificates.

Note:

- The criteria of TURNOVER , AGE & PBG of the firm/company/enterprises shall be relaxed by 50% to Micro & Small Scale Enterprises as per Bihar Purchase Preference Policy, 2024/Bihar Finance Rules, 1950. Medium and above scale enterprises shall not be considered for exemption in above described.
- The exemption in EMD to Micro & Small scale enterprises as per Bihar Purchase Preference Policy, 2024/Bihar Finance Rules, 1950 shall be applicable. Medium and above scale enterprises shall not be considered for exemption in EMD.
- **All documents must be legible, self-attested by the authorized signatory of the bidder.**

4. Tender Evaluation

Prior to the detailed pre qualification evaluation, the Purchaser will determine the substantial responsiveness of the bid. On qualifying the criteria mentioned at Para 3 "Pre Qualification Criteria", the bid shall be opened.

The selection process will be as under:

- 1) Screening based upon Technical Eligibility criteria
- 2) Technical evaluation
- 3) Financial evaluation

Technical evaluation - The selection process would be **Quality cum Cost Based Selection (QCBS)**. For this 70% marks/points will be allotted on technical evaluation. The Evaluation Committee will shortlist the agency who have obtained 70% or more marks in the technical evaluation.

The bidders who have scored 70 marks/points or more out of 100 marks as stated here-in-above shall be considered as technically qualified and shall be included in the shortlist for opening and evaluation of their financial proposal (Price bid). However, if the number of such technically qualified bidders is less than two, the RDD Bihar may in its sole discretion, qualify the bidder(s) whose technical score is less than 70 marks/points but is more than 60 marks.

4.1. Marking Scheme for Technical Bid evaluation in QCBS:

Sl No	Particulars	Maximum Marks
1	<u>Work Experience of the ITES Company</u> (as on 31-03-2025) • 05 (Five) marks for qualifying 3 year experience/contract completed/ working with Government autonomous bodies/Government Dept./ PSUs(State/Central) • 02 (Two) Marks for every additional year up to a maximum of (05) five years.	15
2	Experience Certificate related with Aadhaar: No. of assignments completed of Aadhaar related works <i>i.e</i> enrollment and updates services • Work Experience for one (1) project completed - 05 Marks • Work Experience for 2-4 project completed - 10 Marks • Work Experience for 5-7 project completed - 15 Marks • Work Experience for 8-10 project completed - 20 Marks • Work Experience for more than 10 project completed - 25 Marks	25
3	Turnover of company (Annual Average of 3 FY) • FY 2021-22- • FY 2022-23- • FY 2023-24- a. 15 Cr to 20 Cr - 15 Marks b. 20.01 Cr & above - 20 Marks	For MSMEs- a. 7.5 Cr to 10 Cr - 15 Marks b. 10.01 Cr & above - 20 Marks 20

4	<u>Net worth</u> Net worth of the company: FY 2021-22- FY 2022-23- FY 2023-24 The bidder must have a positive net worth 5 crore in above mentioned Financial years. A CA certificate must be submitted. a. 05 Cr to 10 Cr - 15 Marks b. More than 10 - 20 Marks	20
5.	<u>Presentation</u> - The bidder truly understand about the core topic i.e. Aadhaar Enrolment, Updation, data security of whatever the project is all about - Practical challenges and their solution in the project	20

4.2 Financial evaluation (Price Bid)-

- (i) In the second stage, the financial evaluation will be carried out for those who will qualify in Technical Evaluation.
- (ii) For financial evaluation, the quoted amount (in words) indicated in the Financial Bid only shall be considered. On financial evaluation, the shortlisted bidders will be given total score which will be determined as under:

- (a) 70% weightage will be given to the Technical Score.
(b) 30% weightage will be given to the Financial Score.

RDD Bihar will determine whether the Financial Proposals are complete and unconditional. The cost indicated in the Financial Proposal shall be deemed as final reflecting the total cost of work/services.

4.3 Combined and Final Evaluation

- (i) Proposals of the technically qualified bidder(s) during the process of evaluation of the technical bid will finally be ranked according to the total score (Technical Score + Financial Score) as per the following formula:

TS= Technical Score – Bidder technical score / Highest technical score * 100

FS = 100 x FM/F

In which,

FS is the Financial Score;

FM is the lowest quoted price in the schedule being Evaluated;

F is the price quoted by the respective bidders in the schedule being evaluated.

The weightage given to the technical and financial proposals are;

T = 0.70 and P = 0.30

Combined Total Score (S) = (TS x 0.7) + (FS x 0.3)

- (ii) The successful bidder in each schedule shall be the highest ranked bidder (whose

total score is the highest). The second ranked bidder shall be kept in reserve and may be invited @ ranked one bidder rate in case the first ranked bidder withdraws, or fails to comply with the requirements of tender conditions.

In case Combined Final Score is same for two or more bidders, the bidder having more experiences as per submitted documents will be assigned rank one or considered successful bidder in that schedule.

In case of any other situation, the decision of Principal Secretary/Secretary, Rural Development Department shall be final and binding to all bidders.

5. SCOPE OF WORK

Scope of work shall include the following:

Setting up and operation (by providing Manpower, Aadhaar Enrollment Kits and necessary infrastructure as per specified layout) of Permanent Enrollment Centers at Block Headquarters/ Sub-Divisional Headquarters/Offices of Municipal Bodies/ District Headquarters and other places as specified by RDD. The Service Provider shall provide Supervisory level Aadhaar operators/supervisors (newly NSEIT certified as required), along with Aadhaar enrolment kits (For UC) / or Tab (For CELC) and necessary infrastructure, at the center to carry out the work related to UIDAI Aadhaar Enrollment/Aadhaar Updation/Aadhaar Supplementary Services and Aadhaar Lifecycle Management of residents. All equipments related to Aadhaar Enrollment, Infrastructural Items etc. of the centers should be as per UIDAI specification in each enrollment center. There are 5 schedules in this tender document. A Bidder may be allotted more than one schedule if one agency has bid for multiple schedules and is H1 in each schedule. Each schedule will be evaluated separately and serially.

Schedule-1

200 centers at Patna, Nalanda, Bhojpur, Buxar, Kaimur, Rohtas and Aurangabad districts are part of Schedule-1.

Schedule-2

200 centers at Supaul, Araria, Kishanganj, Purnea, Katihar, Madhepura, Saharsa, Khagaria and Begusarai districts are part of Schedule-2.

Schedule-3

200 centers at Bhagalpur, Banka, Munger, Jamui, Lakhisarai, Sheikhpura, Nawada, Gaya, Jehanabad and Arwal districts are part of Schedule-3.

Schedule-4

200 Centers at West Champaran(Bettiah), East Champaran (Motihari), Sheohar, Sitamarhi, Madhubani and Darbhanga districts are part of Schedule-4.

Schedule-5

200 Centers at Muzaffarpur, Samastipur, Gopalganj, Siwan, Saran and Vaishali districts are part of Schedule-5

The Price Bids/ Financial Bids for each schedules will be opened sequentially as given in this tender from schedule-1 to schedule-5.

- 5.01 Service Provider has to set up Permanent Aadhaar Enrollment Centers (PECs) at Block Headquarters/Sub divisional Headquarters/Offices of Municipal Bodies/District Headquarters or the location specified by RDD.
- 5.02 The space and power required for setting up the centers will be provided by the RDD through District/Sub-Division/Block Administration/Urban Local Bodies etc.
- 5.03 The Biometric Hardware-Laptop, Finger Print Scanner, Iris Scanner, Web Camera, GPS Device and all other hardware and items required for the Aadhaar Enrollment such as additional Monitor, Printer, Document Scanner, UPS with backup of minimum two hours, Background standee, Printing cartridge, Paper, CFL lamp for photo capture, necessary furniture as per requirement and other consumables shall be provided by the Service provider.
- 5.04 Each Center shall have at least One Set of Aadhaar Enrollment Kit supported by one certified supervisory level operator/supervisor.
- 5.05 The Aadhaar enrollment shall strictly be as per UIDAI norms including continuous updates as and when released by UIDAI. Aadhaar enrollment includes, capture of Photograph, 10 Finger prints (except for children of age 0-5 years) and Iris of both eyes (except for children of age 0-5 years) for all usual residents.
- 5.06 Residents will not be charged for the mandatory Biometric Update in between the age of 05-07 (Five to Seven) and 15-17 (Fifteen to Seventeen) years.
- 5.07 During Aadhaar Enrollment, Operator/Supervisor shall abide by the standard procedure of UIDAI.
- 5.08 Any update required by the resident in his/her existing Aadhaar, shall be carried out by the Operator/Supervisor after due verification of documents and related proofs only as prescribed by UIDAI.
- 5.09 The Service provider has to provide regular trainings and re-training to the deployed workforce/manpower in every quarter. A compliance report in this regard needs to be submitted by the Service Provider to RDD Bihar by the end of every quarter.
- 5.10 Center verification and field visit by Service Provider shall be carried out as per norms of UIDAI. Compliance report shall be submitted by service provider as and when asked by RDD Bihar.
- 5.11 **Contract Period:** The Contract Period shall be for 03(Three) years from the date of agreement. The contract period may further be extended for another 02 (Two) years on the basis of performance and service level compliance and on mutually agreed terms & conditions.

5.12

(a) Mandatory requirements for Enrollment Centers

1	Laptop available.©
2	UIDAI software installed, tested, configured, registered with CIDR as per installation and configuration manual.
3	Iris capturing device available.
4	Fingerprint capturing device available.
5	Web camera available.
6	White back ground screen (standee) available for taking photographs.
7	Focus Light
8	Extra monitor for residents to verify their data.
9	Printer (A4 Laser Printer, must print photo with good quality receipt)
10	Printer Paper GSM 75 and printer cartridge inventory to be maintained
11	Document Scanner
12	GPS Device
13	Surge Protector Spike
14	Anti-Virus/ Anti Spyware checks
15	Working of all equipment at every center tested
16	All devices as per UIDAI standards
17	All Operators/Supervisors should be certified as per UIDAI norms and registered with UIDAI Admin Portal
18	Static IP to whitelist with UIDAI/Data Card/Internet connectivity for Enrollment Client
19	Printed enrollment forms for filling data available in sufficient numbers
20	IEC/Banner for the Enrollment Centre placed at entrance
21	Posters depicting enrollment process in English & Hindi in visible places
22	Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrollment center

(b) Aadhaar Enrolment Kit

Aadhaar enrolment kit consists of a set of hardware devices required to carry out successful Aadhaar enrolments & update. This set of devices comprises of following devices.

- I. Laptop/Desktop
- II. Monitor
- III. Multifunction Device
- IV. White screen
- V. Focus Light
- VI. Surge Protector Spike
- VII. Iris Scanner
- VIII. Camera
- IX. Slap scanner
- X. Global Navigation Satellite System (GNSS) Device
- XI. Single Finger Print RD L1 device
- XII. Single Iris Scanner RD device

Note:-

- (i) All these devices shall be as per UIDAI's specifications.
- (ii) Biometric devices (Slap/Iris Scanner/Single Iris Scanner/Camera) LO RD device and Single Finger Print RD L1 device shall be STQC certified.
- (iii) Complete kit warranty shall be for 3 years except White screen, Focus light & surge protector.
- (iv) During warranty, faulty equipment's shall be replaced/repared within 7 days.
- (v) Aadhaar Enrolment Kit comprising of specific make/model of device shall be UIDAI certified for its working with latest UIDAI's enrolment client (UC)
- (vi) AEK vendors to provide Manufacturers Authorization Form (MAF) issued by OEM for warranty support.
- (vii) It is the responsibility of the AEK vendor/OEM to provide Standard drivers, java and net supporting SDK, **digitally signed VDM** with source code based on the publicly available drivers & SDK versions and on demand support for the devices which are part of the AEK.
- (viii) OEMs to support UIDAI for Forensic analysis in case of any requirement or need arises

(c) Minimum Specifications of Aadhaar Enrolment Equipment

Item S.1.1.1- Laptop

Specification	Details
Machine form Factor	Laptop
CPU	4 Core processor or higher with minimum frequency 4.0 GHz or higher and 10 MB Cache or higher
Display	Minimum 14" HD Anti-Glare (16:9)
Display Type	LED
Connectivity	Wi-Fi (Iee802.11b/g/n/ac) and Ethernet (10/1000 Base-T)
Memory	Min 16-GB DDR4 RAM or higher expandable up to 32-GB or higher with 1 DIMM SLOT FREE
Solid-State Drive (SSD)	Minimum 512GB SSD
Input / Output Ports	One HDMI- Minimum
	Two (VGA/DP Port/Type C/ HDMI) port with Display Transfer feature
	Dedicated Minimum 3 USB 2.0 port*
	One Ethernet (RJ-45)
Battery Backup	6hrs backup time in case of laptop
Chipset	System-on-a-Chip
Graphics	Integrated Graphics
Keyboard	Integrated for laptop sized (Minimum 84 Keys) Windows compatible Spill-resistant keyboard
Touchpad	Wide Touchpad below keyboard for Laptop
Preloaded OS	Windows 11 Professional or higher (Standard and Home edition of window are not allowed)
Certification	BIS, or any other relevant Indian Certificates
ACCESSORIES	USB Hub with multiple USB connections (enabling 5 devices plug-in through USB port), Laptop carrying case
WARRANTY	3 Years comprehensive onsite-warranty including Battery and power adapter
ANTI-VIRUS	Reputed Antivirus/EDR software with regular signature updates
TPM	System should support Trusted Platform Module (TPM) version 2.0 or higher version

Item S.1.1.1- Desktop

Specification	Details
Machine for factor	Desktop (Small form factor)
CPU	4 Core processor or higher with minimum frequency 4.0 GHz or higher and 10 MB Cache or higher
Memory	Min. 16-GB DDR4RAM or higher expandable up to 32-GB or higher with 1 DIMM SLOT FREE
Connectivity	Either net (10/1000 Base-T)
Solid-State Drive (SSD)	Minimum 512GB SSD
Input/output Ports	Min 1 HDMI
	One (VGA/DP Port/Type C) Port with Display Transfer Feature Supported by Monitor
	Dedicated Minimum 5USB 2.0 port
	One Ethernet (RJ-45)
Battery Backup	0.5KVA UPS with 30 min backup time for desktop
Chipset	Integrated with CPU or equivalent
Graphics	Integrated Graphics
Keyboard	(Minimum 104 Keys) Windows compatible Spill-resistant keyboard
Touchpad	Optical USB mouse
Preloaded Os	Windows 11 professional or higher (Standard and Home edition of windows are not allowed)
Certification	BIS, or any other relevant Indian Certificates
Warranty	3 Years comprehensive onsite-warranty
Anti-Virus	Reputed Antivirus/EDR software with regular signature updates (Licensed version required)
TPM	System should support Trusted Platform Module (TPM) version 2.0 or higher version

Item S.1.2 - Monitor

Specification	Details
Size	15-16 inch or higher
Type	LED
Resolution	1024 x 768 or above

Note: One additional monitor with Desktop & Laptop - one for operator/supervisor view and other for applicant of enrolment and update view

Item S.1.3 - Multi Functional Device (MFD)

Specification	Details
Function	PRINT COPY SCAN (COLOR)
Duty Cycle in pages	3000 pages per month
Print speed ppm-black (A4)	18 PPM or better
Resolution	600 x 600 DPI
Printing Technology	Ink tank/laser
Custom media size	A4
Standard operating system supported	Compatible with Window 11 professional or higher
Scan resolution	600 x 600 DPI optical
Bit/color depth	24 Bits
Copy speed	18 CPM or better
Copy resolution	600 x 600 DPI
Scan file format	Minimum PDF, JPEG
BIS Registration under CRS or meaty	Yes
Onsite OEM Warranty	Minimum 3 years

Item S.1.4 - White Screen

Specification	Details
Size	4 x 5 feet Stand mountable/wall mountable
Accessories	Stand
Non-Reflecting	Yes
Opaque	Yes

Item S.1.5 - Focus Light

Specification	Details
Type	LED, Minimum 5 W
Accessories	Stand, 2 Meter Wire and on/off switch near the operator/supervisor

Item S.1.6 - Surge Protector Spike

Specification	Details
General	6 nos. of 5A sockets (4 Indian style + 2 International Style), Fuse, on/off Switch and ISO mark

Item S.2.1 - Iris Device Specification

Specification	Stationary (Mounted: wall, tripod or stand) ¹	Hand-held ²	Hand-held with alignment aid ³
Standard compliance for image capture	ISO/IEC 19497-6 (2005 or preferable 2011 version)		
Iris Diameter (in pixel)	>190		
Spatial Resolution Pixel Resolution	>60 %@4.0 Lp/mm>=18pixels/mm		
# of simultaneous captured Eyes ⁴	2		
View finder	External	Internal	External or internal
Capture distance	>750 mm	>50 mm	>20 mm
Capture Volume (Width/height/depth)	>250x500x500mm	>20x15x12mm	>20x15x12mm
Exposure time	<15 ms	<33 ms	<33 ms
Imaging wavelength	700-900 nm		
Spectral Spread	Power in any 100 nm band> 35% of total power		
Scan Type	Progressive		
Image margins	Left & right: 0.50x iris diameter, Top & bottom: 0.25x iris diameter		
Pixel depth	>8 bits/ pixel		
Image evaluation frame rate	>=7 frames/ sec, continuous image capture		
Capture mode	Auto capture with built-in quality check (incorporates NIST quality considerations)		
Sensor signal to noise ration	>40 DB		
Connectivity ⁵	USB 2 or higher, USB- IF certified or networked (TCP/IP)	USB 2 or higher, USB-IF certified	
Power	USB or independent PS		
Weight	NA	<1 kg	<1kg
Dimension	<300x100x300 mm	<220x200x100 mm	<220x200x100 mm
Operating temperature	0-49c		
Humidity	10-90% non-condensing		
Durability/ Shock	IP54		
Safety Standard	Exempt Group per IEC 62471:2006-07		

Standards	CC Class A, RoHS
Liveness	Liveness detection compliance as per IEEE Std 2790 tm -2020 & ISO/IEC 30107-3
Software AP	Compliant with latest UIDAI Device capture API Specifications. Windows 11 Professional VDM ready certified by UIDAI
1.	Stationary: Any capture process where the device is stationary and the subject is required to position ad rest himself / herself
2.	Handheld: Operator operates and holds the camera and the subject is stationary.
3.	Alignment and Camera has mechanical fixture for alignment. Optical viewfinder is not considered alignment aid.
4.	Considered simultaneous if second eye is captured within 2 seconds of first eye done without moving the device.
5.	Total of only 1USB port will be available for connectivity and power
Security- Digital Signature (Preferably at firmware level)	

Item S.2.2- Camera

Specification	Details
Standard compliance for image capture	ISO/IEC 19794-5
Capture mode	Plain live capture
Image quality	Full frontal (0x01) as per ISO/IEC 19794-5
Minimum Resolution	192x1080
Capture Mode	Manual Capture with Auto focus and auto lighting adjustment
Sensor	>2 Mega Pixel native
Connectivity 6	High Speed USB 2.0 OR HIGHER, usb-IF certified
Lens	Fixed, SLR
Power	Through USB/Independent PS/Lithium Ion
Mount	Tripod/Universal clip
Operating Temperature	0 to 50 degree celsius
Humidity	10-90%
Safety Standard	UL, IS 616:2017
Software API	Compliant with latest UIDAI Device Capture API Specifications
Durability/Shock	IP 54
⁶ Total of only 1 USB port will be available for connectivity and power	
Security-Digital Signature (preferably at firmware level)	

Item S.2.3- Finger Print Device Specification (Stap Scanner)

Specification	Details
Standard compliance for image capture	ISO/IEC 19794-4
Capture mode	Plain live scan capture
Image Acquisition Requirements	Setting level 31 or higher (Section 9.1 of Biometric Design Standards for UID Applications V1.0)
Image evaluation frame rate	>3 frames/sec, continuous image capture
Capture mode	Auto capture with built-in quality check (incorporates NIST quality considerations)

Capture area	> 76mmx80mm				
Capture sizes	Finger Prints	Preferred width		Preferred height	
		(in)	(mm)	(in)	(mm)
	Roll finger	1.6	40.6	1.5	38.1
	Plain Thumb	1	25.4	2	50.8
	Plain 4 fingers (sequence check)	3.2	81.3	3	76.2
	Plain 4 fingers (identification flat)	3.2	81.3	3.	76.2
Pixel depth	1 to 16 bits (size 1 byte)				
Image resolution (horiz) and (vert)	<=scan resolution (horiz)-2 bytes size and<=scan resolution (vert)—2 bytes size				
Resolution of final output image	500 ppl, plus or minus 5 ppl				
Signal- to- noise ratio	Both the ratio of signal to white noise standard deviation and the ratio of signal to black noise standard deviation of the digital scanner>=125				
Connectivity/	USB 2.0 or higher, USB-IF certified				
Power	Through USB				
Dimension (WXHxD)	<180mx180mmx180mm				
Weight	Maximum 2.5kg.				
Operating temperature	0-50c				
Humidity	10-90% non- condensing				
Durability/shock	IP 54				
Standards	UL certified (if applicable). Meets ISO 19794-4:2002 section 7 and Annex A certification requirements (IAFIS Appendix F certified).				
Software API	Compliant with latest UIDAI Device Capture API Specifications Linux/Windows 64 bit VDM ready certified by UIDAI				
Platen Area Hardness	Hardness Test: 6H compliant Tested as per ASTM D3363; RCA Test: 175g. 400 cycles Abrasion test compliant as per ASTM F 2357-04				
Liveness	Liveness detection compliance as per IEEE Std 2790 tm -2020 & ISO/IEC 30107-3				
Note:					
Total of only 1 USB port will be available for connectivity and power					
Security-Digital Signature (Preferably at firmware level)					



Item S.2.4- GNSS Device

Specification	Details
Environmental Specifications	
Operating temperature	-10-85°C
Storage temperature	-40-85°C
Humidity	5% to Up to 99% non-condensing
Water proof	IP54 or higher
GNSS+ NavIC Specification	
GNSS Chipset	SIRF Star III/ SIRF Star IV GSD4e/ Mediatek/u-blox/sky traq*Must support Nav IC with other constellation
Frequency	L1 & L 5 Dual band
Position Accuracy	<5m 3drms
Time Accuracy	15 ns
Channels	>=34 channel+GAGAN SBAS (Preferable)
Acquisition Sensitivity (in-Dbm)	-142dBm or better
Tracking Sensitivity (in-dBm)	-156dBm or better
Protocol/Standard support	NMEA 0183 V3. Oor Latest protocol@115200/9600 baud rate, and supports messages: GGA,GSA,GSV, RMC, VTG, GLL,ZDA v2.2
Position fix time	
Hot start	1-2 sec
Warm Start	<30sec
Cold Start	<60sec
Position Update Rate	>=1Hz
Electrical characteristics	
Voltage	305V-605V
Current draw	55 80mA
Other parameter	
Type of connection and Range	Location and time/ NMEA data transmission to be Wireless with min. 50 m range for wired min. 20 m range
Ensuring Coordinate Accuracy	The coordinate must be captured with over 99% accuracy
Accessories	Will all necessary required cables and accessories to connect to the PC/Laptop
warranty 3 years Comprehensive	On-site Warranty
Note: 1. GNSS receiver shall be capable of computing location from Nav IC constellation 2. Total of only 1 USB port shall be available for connectivity and power	

Item S.2.5- Single Finger Print Scanner 1.1 Registered Device (RD)

s. no.	Name/ Description	Specifications	Properties
1	Single Finger Print-Scanner Registered Device (1.1 Compliant)	Yes	Mandatory
2	Single Finger Print Scanner Registered Device for Aadhaar Authentication with STQC UIDAI certified RD Service to the 1.1 compliant Fingerprint Registered Device	Yes	Mandatory
3	STQC Certified (STQC Certificate for the Registered 1.1 device must be submitted)	Yes	Mandatory
4	STQC Certified Number & its validity (L1 compliant)	Yes	Mandatory
5	Connector cable to connect the Deice to Micro USB/ Type C Port	Yes	Mandatory
6	Finger Print Device Connectivity	Through Integrated USB 2.0 or higher	Mandatory
7	Finger Print Device Power	Through USB	Mandatory
8	Sample application for Android platform to test sensor/ extractor	Yes	Mandatory

Note: (Refer approved **Single Finger Print Scanner Registered Device** on UIDAI website)

Item S.2.6 - Single Iris-Scanner Registered Device (RD)

Note: (Refer approved **Single Iris Scanner Registered Device** on UIDAI WEBSITE)

(d) SPECIAL TERMS & CONDITITIONS FOR AADHAAR ENROLMENT KIT**5.13**

- (i) **Installation & commissioning:** Bidder shall provide Remote support Facility for installation of Aadhaar Enrolment Kit.
- (ii) **Delivery Period-** Bidder shall complete the entire delivery to consignee within 30 days from date of purchase order.
- (iii) **Performance Bank Guarantee-** Bidder shall submit the PBG of 10% of the contract value to be purchaser before payment is released
- (iv) **Payments:** 100 percent of the payment shall be made within 10 days of supply of Aadhaar enrolment kit to consignee after its acceptance & submission of PBG.
- (v) **SLA:** In case of failing to replace/ repair of faulty equipment's within 7 days (equipment's within warranty), Rs 100 penalty per day per equipment till be replacement/ repair-shall be deducted from PBG.

5.13 Service provider shall also deploy infrastructure including but not limited to the following for Aadhaar enrollment as per UIDAI norms.

- i. The furniture required for the center, as per standard layout.
- ii. Static and whitelisted Internet in every PEC to be arranged by Service Provider.
- iii. Light used for capture of facial image should be white in color (LED) to be used.
- iv. Power / extension distribution boards with sufficient cable length.

- v. Maintenance and repair of Laptop, Camera, F.P. device and Iris will be the sole responsibility of the Service Provider.
- vi. Daily status of equipment and manpower utilization shall be sent by the service provider to RDD.
- vii. White standard portable background screen of minimum size 4ft x 5ft (with Stand/frame) for photography. Fixing of white cloth on walls with nails, pins, white sheets etc. are not permitted.
- viii. Maintaining safety, COVID-19 appropriate behavior/protocol (as per directions of Govt./ appropriate authority) and regular sanitization of the PEC premises by the Service Provider shall be mandatory. Tissue papers /wet papers shall be provided for cleaning the fingerprint device after every use.
- ix. Permanent center should have drinking water facility and other basic amenities like fan, light, chairs, two dustbins for collection of organic and inorganic waste etc.
- x. Hardware, consumables and stationery including standard Aadhaar Enrollment form, A4 paper (75 GSM), cartridge etc. for printing the acknowledgement slip as per UIDAI norms is in the scope of the Service Provider. Acknowledgement 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. No hand written acknowledgement slip should be given to the enrollee. Further, no part of acknowledgement slips shall be retained by the operator/supervisor.
- xi. One 15-16" Monitor with a resolution above 1024x768 should be mandatorily provided by Service Provider in every PEC. (Printer, UPS etc. as per UIDAI norm) is also included in the scope of the Service Provider.

5.14 Latest version of UIDAI's Aadhaar Enrollment client at the time of Aadhaar Enrollment shall be used which will be provided by the UIDAI time to time.

5.15 The service provider shall ensure that the laptop used for Aadhaar at the Centre is synchronized with UIDAI server, using the current version of Aadhaar enrollment client mandatorily on a daily basis.

General

- 5.16 Service Provider shall ensure that supervisory level operators should be UIDAI Certified and should not be blacklisted/suspended/deactivated etc. at the time of activation/onboarding.
- 5.17 Service Provider shall establish office in Patna within 30 days of being declared as H1.
- 5.18 Service Provider shall establish one Project Management Team, stationed at Patna, and manned by project manager, state coordinator and other support staff. The Project Manager of service provider should in turn report to Project Management Unit of RDD.



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 of supervisory level certified by UIDAI) to execute enrollment at the enrollment stations as per the criteria provided below:-

- a) The supervisory level operator should have passed 10+2 (Intermediate) level.
- b) The supervisory level operator should have a basic understanding of operating a computer and should be comfortable using the computer.
- c) The supervisory level operator should have undergone training on the various Aadhaar enrollment and update equipments.
- d) The supervisory level operator should have passed the supervisory test for Aadhaar enrollment and certified from a testing and certifying agency authorized by UIDAI.

5.19 Manpower

Designation	Minimum Qualification	Experience (Similar Project)	Remarks
State Coordinator	MBA /MCA / M.Tech. / MScIT/ Post Graduate with relevant experience	10 years(Min)	Min one in each schedule
District Coordinator	BCA /B.Tech /B.Sc. IT/ Graduate with diploma in computers	5 years(Min)	One in each district
Technical Assistant	BCA / B.Sc. IT/Graduate with diploma in computers	5 years (Min) as Aadhaar Operator/Supervisor	One in each district.
Supervisory	Minimum 10+2(Intermediate) level having UIDAI operator/supervisor certification as per the circular no. HQ-27/06/2022-TNG-TST-HQ Dated 17.02.2023.		One in each Centre (PEC)

5.20. It is mandatory for all the employees of service provider to wear ID card (given by respective company/agency) during working hours.

5.21. Service Provider shall issue an appointment letter providing the details of their personnel, as required by the RDD within 15 days of the LOI/order placement. Only Indian Nationals should be appointed and preference should be given to people of Bihar. Service provider should share the copy of appointment letter along with request letter for registration (L1/L2) of enrollment kit/station.

- 5.22 The Service Provider shall submit details of all State/District Coordinator & Technical Manpower (including Educational/ experience certificate, offer letter/salary slip), before commencement of work. Any change/replacement in the same will be reported to RDD Bihar, with due reason and facts and the replacement will only be allowed with the persons having similar or higher qualification/experience.
- 5.23 The Service Provider shall deploy supervisory level operator for Aadhaar enrollment only after certification from the UIDAI's certified agency. The Service Provider shall submit details (including Educational/ experience certificate) of all the Manpower before commencement of work.
- 5.24 The Permanent Center shall be set-up by Service Provider at the respective location as directed by RDD at Block / ward / town levels/Sub Division Level /District Level etc. and other specified locations.
- 5.25 Set up of Center (Infrastructure & layout including used Hardware and Software) shall be as per UIDAI norms & updates thereon, and should be completed in advance for commencement of the service in the center.
- 5.26 Service Provider shall ensure that Center operates during government working hours on all working days. Holidays will be observed as per Bihar Government Holidays Calendar.
- 5.27 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 UIDAI/RDD for further verification on a daily basis.
- 5.28 If any of the employee/representative of Service Provider is/are found to be demanding / collecting undue money or indulging in any other illegal activity for enrollment, appropriate disciplinary/legal action will be taken by RDD Bihar / UIDAI, that includes blacklisting / termination/ fine / penal action.
- 5.29 Service Provider shall support the State / District Administration in improving the publicity to get the people to the Enrollment Centers.
- 5.30 Daily report on the status of all the transactions & activities carried out should be online and maintained on daily MIS.
- 5.31 Daily biometric based online attendance of the supervisory level Operator/Supervisor, Technical Personnel and State Coordinator should be maintained and service provider should provide administrative access to the attendance dashboard / website for monitoring the online attendance to the Rural Development Department.
- 5.32 Service Provider shall comply with Scanning/Document Management System (DMS) requirements as per UIDAI norms and report to RDD on monthly basis and as per the instruction issued by UIDAI from time to time
- 5.33 Service Provider shall work in liaison with designated RDD personnel, District authorities and staff from UIDAI for smooth execution of the project.
- 5.34 The job awarded cannot be sublet/ subcontracted to any other third party in any kind of arrangement. If any Service Provider is found to be sub-contracting / sub-letting the awarded work, appropriate legal action will be taken against the service provider that may include recommendation for blacklisting of agency/company.
- 5.35 The maximum amount of fee to be charged by Registrars/EAs/ASKs/ Aadhaar Kendras for various Aadhaar related services from residents, as prescribed by UIDAI at present, are as follows:



Sl No	Aadhaar Services	Charges for Aadhaar Services
1.	Aadhaar Enrolment for the age of 0-5	Free of Cost
2.	Aadhaar Enrollment for the age of more than 5	Free of Cost
3.	Mandatory Biometric Update (MBU)	(05 to < 07) years : Free of Cost
		(07 to <15) years : Prescribed fee apply
		(15 to <17) years : Free of Cost
		more than 17 years : Prescribed fee apply
4.	Other Biometric Update (With or without Demographic Updation)	Rs. 100/-
5.	Demographic Updation	Rs. 50/-
6.	Updation of PoA/PoI on Permanent Enrolment Centers	Rs. 50/-
7.	eKYC/Find Aadhaar/ e-Aadhaar download /Other tool and color print on A4 Sheet	Rs. 30/-
8.	Updation of PoA/PoI through SSUP (myAadhaar)	Rs. 25/-

** Update of more than one field on single instance will be considered as one update.*

The due charges for the above services will be collected by the service provider from the residents on behalf of Registrar/EA. **This service charge being collected from residents for Demographic Update, Full Biometric Update and E-Aadhaar Download & colour print will be deposited by the service provider concerned to the accounts of the registrar provided to them and a daily report of all such transactions will be shared with RDD Bihar through online MIS reporting. The access to online MIS portal will be provided by Agencies.** The Rate list will be displayed at the enrollment center. The new Aadhaar enrollment and mandatory Biometric Update is free for any resident. The applicable charges will be as per UIDAI notification as revised from time to time.

5.36 The penalties/disincentives imposed by UIDAI, will be recovered from respective Service Provider as per actual.

6. QUALITY CHECK FOR BIOMETRIC DATA CAPTURE

- 6.01 The service provider has to carry out syncing of machines as per UIDAI norms regularly. Service provider has to report about any missing Post Office in Master Data within 30 days of commencement of work.
- 6.02 The service provider will regularly provide the sync report and Aadhaar enrollment report in the MIS designed for monitoring purpose.

7. PAYMENT TERMS

- 7.01 The service provider will be paid based on Successful Aadhaar Generation/ Mandatory Biometric Update as per the reports received from UIDAI.

- 7.02 Service Provider will be paid by RDD as mentioned below:

Sl. No	Aadhaar Services	Rate
1.	Price per new Successful Aadhaar Generation	Subject to a minimum capping with applicable all taxes of Rs. 15/- and maximum capping with applicable all taxes of Rs. 40/-
2.	Price per Successful Mandatory Biometric Update	Subject to a minimum capping with applicable all taxes of Rs. 15/- and maximum capping with applicable all taxes of Rs. 40/-

- 7.03 Service Providers will be paid based on Biometric online attendance and daily MIS reports.
- 7.04 Service Providers are required to submit their bills once in a month to RDD.
- 7.05 Payment will be made to service provider after receiving the payments from UIDAI back to back basis.
- 7.06 RDD will appoint a Dedicated State Nodal Officer to execute and monitor the project. A dedicated Project Management Unit will assist State Nodal Officer in execution and monitoring of project, including public grievance redressal.
- 7.07 Provisional Payment of 80% of invoice amount will be released within fifteen (15) working days and remaining 20% after verification within thirty (30) working days from the date of submission of monthly bills and reports. The payment will be released only after receiving the fund from UIDAI for the concern period.
- 7.08 The following documents/records/Packets shall be submitted with the monthly bill:
- Online MIS report on daily basis.
 - Self-declaration stating that payment to the operators/supervisors and other manpower are disbursed through their bank account.
 - A certificate attached with proof regarding the payment to the operators/supervisors and other manpower shall be made through their Bank accounts only.
 - Service providers will submit the proof of salary ESIC, EPF to operators/supervisors on monthly basis to RDD.

RDD reserves the right to carry out audit of the financial and administrative documents of the service provider related to this project, at any point of time. For this purpose a separate ledger or tally account will be maintained by service providers.

- 7.09 If any particular center (PEC) is not performing up to the mark and not meeting

minimum monthly average transaction of 200 transactions per month for successive three months, the performance of that PEC will be reviewed by RDD and UIDAI, followed by appropriate action.

8 TERMS AND CONDITIONS

8.1 Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, the Purchaser may, at its discretion, ask some or all the Bidders for clarification on their offers at any of the stages mentioned therein and the same may be sent through email of State Nodal Officer (Aadhaar). However, in such cases, reply of clarifications shall be sent to the Purchaser through courier or in person. The request for such clarifications and the response shall be in writing.

8.2 Amendment of Bidding Document

- a. At any time prior to the deadline for submission of bids, the purchaser may, for any reason, whether on its own initiative or in response to the request for clarification by a prospective bidder, modify the bidding documents.
- b. In order to allow prospective bidders reasonable time to take into the consideration the amendments while preparing their bids, the purchaser at its discretion may extend the deadline for the submission of bids.

8.3 Language of Bid

The bid, as well as all correspondence and documents relating to the bid exchanged by the bidder and the purchaser, shall be in English language only. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an appropriate translation in English language and in such a case, for purpose of interpretation of the bid, the translation shall govern.

8.4 Confidentiality

- a. As used herein, the term "Confidential Information" means any information, including information created by or for the other party, whether written or oral, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any client of either party, except such information which is in the public domain at the time of its disclosure or thereafter enters the public domain other than as a result of a breach of duty on the part of the party receiving such information. It is the express intent of the parties that all the business processes and methods used by the Bidder in rendering the services hereunder are the Confidential Information of the Bidder.
- b. The Bidder shall keep confidential any information related to this tender with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any third party for any reason



whatsoever.

- c. At all times during the performance of the Services, the Bidder shall abide by all applicable security rules, policies, standards, guidelines and procedures. The Bidder should note that before any of its employees or assignees is given access to the Confidential Information, each such employee and assignees shall agree to be bound by the terms of this tender and such rules, policies, standards, guidelines and procedures by its employees or agents.
- d. The Bidder should not disclose to any other party and keep confidential the terms and conditions of this Contract agreement, any amendment hereof, and any Attachment or Annexure hereof.
- e. The obligations of confidentiality under this section shall survive rejection, expiry or termination of the contract.
- f. The bidder will abide by all applicable rules and laws of land including as laid down THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016, subsequent rules/regulations/circulars and its amendments thereafter and
- I. Information Technology Act, 2000 subsequent rules/ circulars and its amendments thereafter.

8.5 Performance Bank Guarantee (PBG):

- a) Successful Bidder shall submit a Bank Guarantee for an amount of Rupees 100.00 (One Hundred) lakhs per schedule in the prescribed format as attached.
 - b) Performance Bank Guarantee will be issued from a Scheduled Commercial Bank only promising payment of the guaranteed sum or part thereof to the RDD, on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the RDD shall be treated as conclusive proof for payment. A model Bank Guarantee format is enclosed. (Annexure-G).
 - c) Performance Bank Guarantee (PBG) shall be valid up to 60 months from the date of signing of the agreement or for any extended period of the contract wherever applicable.
 - d) The criteria of PBG of the firm/company/enterprises shall be relaxed by 50% to Micro & Small Scale Enterprises as per Bihar Purchase Preference Policy, 2024/Bihar Finance Rules, 1950. Medium and above scale enterprises shall not be considered for exemption
 - e) The provisions regarding sanctions for violation in the agreement include forfeiture of Performance Bank Guarantee in case of decision by the RDD.
- 8.6 Submission of Performance Bank Guarantee (PBG) to the RDD within 10(Ten) working days after notification of the award (LoI). Contract will be signed with the successful bidder within a week after submission of Performance Bank Guarantee.
- 8.7 The Bidder shall submit duly filled eligibility / document check list as per Annexure A.

- 8.8 Company ITR copy of last three years. GSTIN filing proof of last three years shall be required. Successful bidder has to produce proof of payment for purchase of equipments, peripheral devices and associated accessories.
- 8.9 Documentary evidences for all the Pre-Qualification (Eligibility) Criteria are required to be submitted as part of the Eligibility Bid. Non-compliance with one or more of the requirements covered under Pre-Qualification (Eligibility) Criteria, will lead to summarily rejection of the bid.
- 8.10 **Availability of Manpower:** The project is highly Man power intensive and availability of operators/supervisors and other manpower at the permanent enrollment centers are of utmost importance. MIS mechanism should be devised and system should be in place to ensure availability of the enrollment personnel in the PECs during the designated hours for the general public.
- 8.11 Minimum one UIDAI certified operators/supervisors is required to be deployed on each Permanent Enrollment Center. In case the operator/supervisor is absent due to unavoidable circumstance, service provider has to deploy replacement manpower to the enrollment center without fail. Replacement of State Coordinator, District Coordinator or supporting staffs shall be appointed based on fulfillment of educational qualification mentioned in para 5.19 of RFP with prior approval of RDD.
- 8.12 The operators/supervisors have to give utmost priority to new Aadhaar Enrollment.
- 8.13 The number of centres may get increased in case of requirement of the RDD in future and accordingly the bidder shall be required to deploy the necessary set up in those increased PECs. However the successful bidder may increase the PEC as per the requirement and after prior approval of RDD, Bihar. Decision of RDD will be final in allocation of centers/locations.
- 8.14 Availability of certified manpower and the Bidder managing their service at the Center are of major importance in this people centric project. 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 RDD, the RDD 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 RDD shall not have any responsibility or liability whatsoever towards the employees of the Bidder.
- 8.15 Service provider shall indemnify the RDD in respect of any costs, claims or liabilities whatsoever arising from death or injuries to employees of service provider 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.
- 8.16 The salary / payments to the operators/supervisors and other manpower's deployed in the project shall be disbursed only through their individual bank account. Relevant monthly statements / records shall be forwarded to RDD with their bills.
- 8.17 The RDD reserves the right to direct replacement of the personnel if the quality of the work is not satisfactory. Bidder is responsible for immediate replacement of such personnel.

- 8.18 No price escalation will be entertained during entire project duration except GST taxes.
- 8.19 The Bidder shall not assign, in whole or in parts, its obligations to perform under the contract to third party.
- 8.20 The Secretary, RDD reserve the right to accept or reject any or all bids without assigning any reasons. Bids may be accepted or rejected intotal or in any part thereof. Any bids not containing sufficient information in view of RDD, to permit a thorough analysis may be rejected.
- 8.21 The Secretary, RDD reserve the right to verify the validity of bid information, and to reject any bids where the contents appear to be incorrect, inaccurate or inappropriate in the RDD estimation.
- 8.22 The Secretary, RDD shall have the right to cancel the RFP process at any time prior to signing of contract without thereby incurring any liability to the affected bidder or bidders.
- 8.23 The Secretary, RDD reserve the right to cancel the order without any liability to the RDD if the progress is not satisfactory in terms of quality, quantity, time and in such cases, the Secretary, RDD reserves the right to award the contract to any other Bidder to complete the work in time.
- 8.24 Data storing/keeping a copy in an unauthorized way and utilizing the data/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 RDD and legal action will be taken as per the AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016 and required confidentiality.
- 8.25 Along with notification of the award (LoI) acceptance, Bidder should submit detailed schedule of setting up of the centers. RDD/ UIDAI can conduct surprise audit to ensure compliance to the process with reference to schedule and quality plan.
- 8.26 At the Enrollment Center the Service Provider has to display the RATE CHART, Contact information and any other information as instructed by RDD from time to time.

9 SIGNING OF CONTRACT

Submission of Performance Bank Guarantee (PBG) to the RDD shall be done by the bidder within 10(ten) working days after notification of the award (LoI). Contract will be signed with the successful bidder within a week after submission of Performance Bank Guarantee. The Performance Bank Guarantee (PBG) may be verified from the issuing Bank.

10 CONTRACT AMENDMENTS

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

11 TERMINATION

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



- a) There is misappropriation of data, duplication of records partly or fully, repetition of same data with special motives;
- b) The progress is not satisfactory in terms of quality, quantity and adherence to time schedule;
- c) 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 the RDD pursuant to conditions of contract or if the Bidder fails to perform any other obligations under the contract;
- d) The Bidder becomes bankrupt or otherwise insolvent.
- e) 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 thereafter to the RDD.
- f) For termination of the contract, either party should give minimum two months' prior written notice.

12 NON DISCLOSURE AGREEMENT

- 12.01 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 RDD (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 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.
- 12.02 The bidder, his / her employees and agents shall not make any use of any document or information given by user except for the purposes of performing the contract award.
- 12.03 In case of any breach, the RDD shall take such legal action as may be required.

13 FORCE MAJEURE

- 13.01 For purpose of this clause, Force majeure means an event beyond the control of the service provider not involving the service provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 13.02 If a Force majeure situation arises, the service provider shall promptly notify the RDD in writing of such conditions and the cause thereof. Unless otherwise directed by the RDD 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.

14 TERMINATION FOR INSOLVENCY

The RDD may at any time terminate the Contract by giving written notice to the Service provider, if the Service provider becomes bankrupt or otherwise

insolvent. In this event termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the RDD.

15 RESOLUTION OF DISPUTES

- 15.01 Any dispute or difference or claim arising out of or in relation to the contract, will be settled by reaching a mutual understanding between the parties (RDD & Successful Bidder/ Service Provide)
- 15.02 If any further dispute arises between the parties thereupon, the same will be settled as per the extant law of land through the competent court of law under territorial jurisdiction of Patna, Bihar only.

16. FRAUDULENT OR CORRUPT PRACTICES

- 16.01 The Bidders shall observe the highest standard of ethics during the Bidding Process and subsequent to the issue of the Letter of Intent (LOI)/Work Order (WO) and during the subsistence of the Agreement. Notwithstanding anything to the contrary contained in this RFP, or in LOI/WO or the Agreement, the Department may reject a bid, withdraw the LOI/WO, debar the bidder for a period of one year from participating in the future projects of the Department or terminate the Agreement, as the case may be without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practices. In such an event, the Department shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security as mutually agreed genuine pre- estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidders Proposal.
- 16.02 Without prejudice to the rights of the Department under Clause above and the rights and remedies which the Department may have under the LOI /WO or the Agreement, if a Bidder, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI /WO or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by Department during a period of 1(one)year from the date such Bidder is found by the Department to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
- 16.03 Bidder should not be engaged in wrong practices like taking money from employee for providing employment etc.
- 16.04 For the purposes of this Section, the following terms shall have the meaning here in after respectively assigned to them:



- 16.04.1 **"Corrupt practice"** means the offering, giving, receiving, or soliciting of anything of value, pressurizing to influence the action of a public official in the process of tendering and execution of the project.
- 16.04.2 **"Fraudulent practice"** means aim is representation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process.
- 16.04.3 **"Coercive practice"** means impairing or harming or threatening to impairer harm, directly or indirectly, any persons or property to influence any person participation or action in the Selection Process.
- 16.04.4 **"Undesirable practice"** means (i) establishing contact with any person connected with or employed or engaged by Department with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- 16.04.5 **"Restrictive practice"** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection process.

17. Blacklisting

The Department may terminate this Agreement and Blacklist/Debar the vendor, in case of occurrence of any of the events specified below. In the event of such an occurrence, the Department may give not less than 30 days written notice of termination to the Vendor.

- a. If the vendor is in material breach of its obligations pursuant to this Agreement and has not remedied the same within 30 days.
- b. If the vendor becomes bankrupt, insolvent or goes into compulsory liquidation
- c. If the vendor, in the judgment of the Department, has engaged in corrupt or fraudulent practices in competing for or in executing the contract
- d. If the vendor submits to the Department a false statement which has material effect on the rights, obligations, or interests of the Department.
- e. If the vendor places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Department.
- f. If the vendor fails to provide quality services as envisaged under this Agreement.
- g. Serious discrepancy and delay in the delivery of services or the performance levels agreed upon, which might have an impact on the functioning of the Department.
- h. Failure of the vendor mobilize manpower, follow local laws, clumsy execution of work, and total disregard to public safety and its own employees.
- i. Failure to abide by any lawful directions of the Department.

Note: - Blacklisting/Debarment of the service provider shall be natural consequence of the termination. The Blacklisting/Debarment shall be for such a period as may be specified by the Department. Provided that, before placing the service provider in the blacklist, with or without the termination of the contract, the Department shall issue a notice given 15 days of time to the service provider.

18. Penalties

The Department may impose a suitable penalty on the vendor for the failure of such activities as mentioned above. Such penalties shall be deducted from the pending bills/bank guarantee of the vendor. However, the Department shall issue a notice given 15 days of time to the vendor before imposing such penalty.

19. Termination Payments

These payments shall mean the amount of payment by either party to the other party upon termination. Upon termination of the contract, the Department may encash and appropriate the performance security/bank guarantee etc. The Department may clear outstanding dues of the second party out of such encashment with respect to clause 7.06 only.

20. Foreclosure with Mutual consent

- a) Without prejudices to any provisions of this agreement, the Department and the vendor may foreclose this agreement by mutual consent in circumstances which does not constitute either party's default without any liability or consequential future liability for either party.
- b) Should a Party intend to foreclose this Agreement by mutual consent, the intending Party shall issue a notice to the other Party and upon issuance of such notice, the other Party may within 15 days from receipt of such notice either agree to such foreclosure or raise objection(s) to the same by intimating either of the two possible positions to the intending Party in writing.
- c) In either case of the other Party agreeing to the proposed foreclosure or otherwise, the Parties may negotiate the proposed foreclosure and sign a Supplementary Agreement for foreclosure to the main Contract Agreement within 30 (thirty) days of the date agreeing by both Parties. Foreclosure shall not come into effect unless and otherwise Supplementary Agreement is signed.
- d) Any attempt or endeavor for foreclosure by mutual agreement shall be without prejudice to the rights and obligations of the Parties herein and the factum of such an attempt or exercise shall not stop either of the Parties from discharging their contractual obligations under this Agreement.
- e) For the avoidance of doubt, it is clarified that such foreclosure will be without prejudice to the Vendor and shall not affect the Vendor in any way if it wishes to bid in future projects of the Department.



21. SERVICE LEVEL AGREEMENT

Sl. No.	Activity	Required Servicelevel	Penalty on breach of Service level
01	Commencement of Service	Operationalization of 75% PECs within 15(Fifteen)working days from the date of space allocation and 100% within 1(One) month	Rs. 1000.00(one thousand) perday per center for each delayed day after 1 month of space allocation.
02	Availability of operator at the center during scheduled working time	100%	Rs. 1000.00 (one thousand) per day for the absent/delayed presence per center.
03	Operation of the center with availability/functioning of all equipments meant for successful running of the centers	100%	Rs. 1000.00(one thousand) per day per center for each non-functional day

Note: Non-functional day means non-operation of the PEC during designated hours for Aadhaar enrollment and Aadhaar related services as prescribed in clause 8.10.

13 SUMMARY OF ALLOCATION OF PERMANENT ENROLLMENT CENTERS (P E C)

Sl. No.	State	Number of Centers per schedule	Allocation
01	Bihar	200	At highest ranked bidder (H1) in each schedule

ANNEXURE: A

Pre-Qualification(Eligibility) / DOCUMENT CHECK LIST

(To be filled by the bidder)

Sl No	Eligibility Criteria	Response along with documentary evidence				Page No of Bid
1	Name and address of the Bidder					
2	Name, address, email id and mobile number of authorized contact person					
3	Total experience of the company/firm/enterprises.					
4	Turnover Details (In Rs. Crore)	2021-22	2022-23	2023-24	Average	
5	The bidder should be an IT enabled company having minimum 10 cr. Turnover from ITES services during three FY from 2021-22 to 2023-24	2021-22	2022-23	2023-24	Average	
6	Net Worth of the bidder company					
7	No. of active manpower of the company (notarized undertaking should be submitted)					
8	Location of Head Office of company					
9	Experience certificate (Yes/No)					
10	Required Bid Security (EMD) attached. (Yes/No) If Yes, give details.....)					
11	Duly filled Annexure-E regarding the information sought Attached. (Yes/No)					

12	Copies of GST tax Registration/PAN/TAN/Acknowledgment of ITR/PF/ESI attached. (Yes/No)		
13	Power of Attorney duly authorizing the signatory attached. (Yes/No)		
14	The declaration as per clause 3.8 Duly filled Annexure-F regarding the information sought attached. (Yes/No)		
15	The declaration as per clause 3.7 in format as given in Annexure-D attached. (Yes/No)		
16	Whether Clause-wise compliance submitted as required in the Eligibility Criteria. (Yes/No)		
17	Whether Price bid/Financial bid format duly filled as per Annexure C. (Yes/No)		
18.	ISO Certification a.) ISO 9001-2013/2015 (Yes/No) If Yes, give details)		
	b.)ISO 27001-2013/2015. (Yes/No) If Yes, give details)		

We undertake that we fulfill the Eligibility Criteria, as per Clause 4. We agree to abide by the terms and conditions of this bid, for the bid validity period and it shall remain binding upon us and may be enforced 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.....2025.....

(Signature of person duly authorized to sign on behalf of the Bidder)



Marking Scheme/ evaluation for Technical Bid

Sl No	Particulars	Maximum Marks						
1	<u>Work Experience of the ITES Company</u> (as on 31-03-2025) 05 (Five) marks for qualifying 3 year experience/contract completed/ working with Government autonomous bodies/Government Dept./ PSUs(State/Central) 02 (Two) Marks for every additional year up to a maximum of five years.	15						
2	<u>Experience Certificate related with Aadhaar:</u> No. of assignments completed of Aadhaar related works <i>i.e</i> enrollment and updates services - Work Experience for one (1) project completed - 05 Marks - Work Experience for 2-4 project completed - 10 Marks - Work Experience for 5-7 project completed - 15 Marks - Work Experience for 8-10 project completed - 20 Marks - Work Experience for more than 10 project completed - 25 Marks	25						
3	<u>Turnover of company (Annual Average of 3 FY)</u> - FY 2021-22- - FY 2022-23- - FY 2023-24- <table><tr><td>a. 15 Cr to 20 Cr - 15 Marks</td><td>For MSMEs-</td></tr><tr><td>b. 20.01 Cr & above - 20 Marks</td><td>a. 7.5 Cr to 10 Cr - 15 Marks</td></tr><tr><td></td><td>b. 10.01 Cr & above - 20 Marks</td></tr></table>	a. 15 Cr to 20 Cr - 15 Marks	For MSMEs-	b. 20.01 Cr & above - 20 Marks	a. 7.5 Cr to 10 Cr - 15 Marks		b. 10.01 Cr & above - 20 Marks	20
a. 15 Cr to 20 Cr - 15 Marks	For MSMEs-							
b. 20.01 Cr & above - 20 Marks	a. 7.5 Cr to 10 Cr - 15 Marks							
	b. 10.01 Cr & above - 20 Marks							
4	<u>Net worth</u> Net worth of the company: FY 2021-22- FY 2022-23- FY 2023-24 The bidder must have a positive net worth 5 crore in above mentioned Financial years. A CA certificate must be submitted. 05 Cr to 10 Cr - 15 Marks - More than 10 - 20 Marks	20						
5.	<u>Presentation</u> - The bidder truly understands about the core topic <i>i.e.</i> Aadhaar Enrolment, Updation and data security of whatever the project is all about - Practical challenges and their solution in the project	20						

ANNEXURE "C"

PRICE BID/ FINANCIAL BID FORMAT [Schedule no.....]

Details	Unit Rate (in figures)	Applicable Goods & Service Tax (in figures)	Total Rate (in figures)	Unit (in figures)	Total Unit Rate (in words)
(A)	(B)	(C)	(B+C)	(B+C)	(B+C)
1. Price per new Successful Aadhaar Generation Subject to a minimum capping with applicable all taxes of Rs. 15/- and maximum capping with applicable all taxes of Rs. 40/-					
2. Price per Successful Mandatory Biometric Update Subject to a minimum capping with applicable all taxes of Rs. 15/- and maximum capping with applicable all taxes of Rs. 40/-					
Total					
	Sum of Column B	Sum of Column C	Cumulative Sum	Cumulative Sum	

Note:

1. The bidder shall quote the rate exactly as per the above format. Any change in format may lead to rejection of the price bid.
2. Rate will be evaluated before GST. Applicable Goods & Service Tax as on date of service will be paid.
3. In case of discrepancy between rate in figure and words, the rate quoted in words shall prevail.
4. Price Bid of all technically qualified agencies will be opened.
5. Separate evaluation shall be done for each schedule.

For the Bidder's Firm

(Authorized Signatory with Name and Stamp)

AffidavitDECLARATION BY BIDDER

Format for Affidavit certifying that Entity/Promoter(s) / Director(s)/Partner(s)/Members of Entity are not Blacklisted (On a Stamp Paper of INR 1000 to be sworn before first class Magistrate/Notary)

Affidavit

I, M/s....., (the names and addresses of the registered office) hereby certify and confirm that our organization or any of our promoter(s) / director(s)/partners/ proprietor/ Officials of Trust/Society are not blacklisted/debarred/convicted by any court of law for any criminal or civil offences or by any other entity of Central or State government or their undertakings or any local self-government body for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reasons, as on date of submission of online bidding document. And that we are hereby, declaring all ongoing litigations where our organization or any our promoter(s) / director(s)/partners/ proprietor/ Officials of Trust/Society are involved in with any government agency/state/central department/PSU, and as mentioned below:

- 1.
- 2.
- 3.
- 4.

We further confirm that we are aware that, our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the contract period and the amounts paid till date shall stand forfeited or will be recovered without further intimation.

Dated this.....Day of., 2025

Name of the Bidder/agency:

Signature of the Authorized Person:

Name of the Authorized Person:

Designation of the Authorized Person:



ANNEXURE "E"

UNDERTAKING

(To be submitted along with Eligibility Bid on a legally valid stamp paper of minimum Rs.1000/- (one thousand) denomination)

We, the undersigned hereby give our unconditional acceptance to all the Clauses of Request for proposal against the Tender no./Aadhaar-01 dated

We unconditionally agree that RDD has all the rights to evaluate the bids and the decision taken by the RDD will be final and binding on us.

We agree that RDD reserves the right to cancel the order without any liability to the RDD if the progress is not satisfactory in terms of quality, quantity and time. In such a case, the RDD reserves the right to award the contract to any other Bidder to complete the work.

Further, we unconditionally agree 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 output, RDD can terminate the contract without assigning any reasons and we will not lodge any claims on RDD for any liabilities.

For the Bidder's Firm

(Authorized Signatory with Name and Stamp)



ANNEXURE "F"

Information sought as per clause 3.8

Sl. No	Information required	To be filled by the bidder
1	Name of all the directors (direct or indirect) /proprietors of the bidding company/ firm/society	
2	Indicate if there are any related directors as per section 6 of the 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 / proprietors of the company is a partner	
5	List all the firms in which any director/proprietor along with his/her relatives is having majority shares	

Note: Suppression of information, if any, will result in Termination of the order



ANNEXURE "G"

Format of Performance Bank Guarantee (PBG)

In consideration of M/s _____ having its registered office at _____ (herein after called the Principal), on the first part and M/s. _____ of _____ (herein after referred to as Bidder) on the second part, having agreed to accept a sum of Rs _____ (Rupees _____) in the form of Performance Bank Guarantee towards Agreement for the request for proposal for procurement of _____ we _____

(Name of The Bank), hereinafter referred to as the Bank), do hereby undertake 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 (60 months after the signing of the contract, i.e., _____ (date). The Performance Bank Guarantee shall be extended from time to time as required by the Principal.

We undertake not to revoke this guarantee during this period except 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 _____ 2025

For the bank of _____
(Agent/Manager)

For Bidder's firm

(authorized Signatory with name and stamp)



Contract Agreement

This CONTRACT named "....." (hereinafter called the "Contract") is made on the day of the month of, 2025, between, on the one hand, Rural Development Department, Government of Bihar (hereinafter called the "Purchaser") and, on the other hand,..... (hereinafter called the "Service providers").

WHEREAS

- (a) The Purchaser has requested the Service Provider to provide "....."(herein called the Services);
- (b) the Service provider, having represented to the Purchaser that it has the required professional skills, and personnel and technical resources, has agreed to provide the Services on the terms and conditions set forth in this contract at a contract price of Rs ;
- (d) from Purchaser side Mr./Ms.,has been assigned to administer the assignment and to provide the Service Provider with all relevant information needed to carry out the assignment;
- (e) from Service provider side Mr./Ms..... has been assigned to administer the assignment and to provide all relevant information regarding the assignment to the Purchaser.

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:
 - (a) Letter of Intent
 - (b) RFP/NIT no. /Aadhaar-01 dated..... 2025 and corrigendum/addendum issued from time to time
 - (c) Financial Bid submitted by Service Provider
 - (d) Queries and Clarifications



2. The mutual rights and obligations of the Purchaser and the Service Provider shall be as set forth in the Contract, in particular:
- (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
 - (b) the Purchaser shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day of month of 2025 first above written.

For and on behalf of
Service Provider

For and on behalf of
Rural Development Department

Name:
Designation:

Name:
Designation:

Witness 1:

Witness 1:

Witness 2:

Witness 2:

