

Request for Proposal Providing Manpower services for Aadhaar registration and updating of Students Data from classes 1st to 12th in all Districts of the Maharashtra State.

Issued By

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All information contained in this Request for proposal (RFP) provided / clarified is in good interest and faith. This is not an agreement, and this is not an offer or invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the presentation of this RFP document, the interested firm shall satisfy itself that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested bidders are required to make their own enquiries and assumptions wherever required.

Intimation of discrepancy if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and firms submitting their bids are satisfied that the RFP document is complete in all respects.

DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE reserves the right to reject any or all of the applications submitted in response to this RFP document at any stage without assigning any reasons whatsoever. DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE also reserves the right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this RFP. DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE reserves the right to change/ modify/ amend any or all the provisions of this RFP document without assigning any reason. Any such change would be communicated to the bidders by posting it on the website of DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE.

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Information provided in this document or imparted to any respondent as part of RFP process is confidential to DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE and shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.

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Definition

Authorized Signatory	The proposer's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (POA) from the competent authority of the respective firm
Proposal	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal, or quotation
Proposals Security	A security provided to the DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE by a proposer for securing the fulfilment of any obligation in terms of the provisions of the RFP documents.
Proposer	Any person/firm/agency/company/ contractor/ supplier/ Agency participating in the procurement/ RFP process with the procurement entity
RFP Document	Documents issued by the DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE , including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to Proposals
CMC	Contract Monitoring Committee
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. Director, DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE in this RFP document.
Contract/ Procurement Contract	A contract entered between the DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE and a successful proposer concerning the subject matter of procurement
GOI/ GO(MH)	Govt. of India/Govt. of Maharashtra
Day	A calendar day as per GOMH/Gol.
INR	Indian Rupee
IT	Information Technology
NIT	Notice Inviting Tender
Notification	A notification published in the Official Gazette
PAN	Permanent Account Number
PC	Procurement/Purchase Committee
Procurement Process	The process of procurement extending from the issue of invitation to Proposals till the award of the procurement contract or cancellation of the procurement process, as the case may be
Project Site	Wherever applicable, means the designated place or places
Services	Any subject matter of procurement other than goods or works and includes physical, maintenance, professional, intellectual, consultancy and advisory services or any service classified or declared as such by a DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE and does not include appointment of any person made by any DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE
State Government	Government of Maharashtra (GoMH)
Subject Matter of procurement	Any item of procurement whether in the form of goods, services or works
WO/PO	Work Order/Purchase Order
Fintech	Fintech is a catch-all term referring to software, mobile applications and other Technologies created to improve and automate traditional forms of finance for businesses and consumers alike Monitoring Bank general ledger and Attendance HRMS Software for project,

Acronyms

BG	Bank Guarantee
EMD	Earnest Money Deposit
GOMH	Government of Maharashtra
GOI	Government of India
IT	Information Technology
RFP	Request for Proposal
STQC	Standardization Testing and Quality Certification
UAT	User Acceptance Test
O&M	Operations and Maintenance
GIGW	Guidelines for Indian Government Websites
PQ	Pre-Qualification
PBG	Performance Bank Guarantee
CMS	Content Management System
SDC	State Data Center
ASP	Application Service Provider
SDC	State Data Center
SI	System Integrator
JV	Joint Venture
UIDAI	UNIQUE IDENTIFICATION AUTHORITY OF INDIA

1.Fact Sheet/ Time table

S/N	Particulars	Date, time and details
1.	RFP No.	DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE /
2.	Date of online publication of tender	11/02/2026, form 11 :00 AM onwards
3.	RFP Download time and Date	11/02/2026, form 11 :00 AM onwards
4.	Cost of bidding document (Non-refundable) Only Through RTGS	Rs. 20,000 -/ (Rupees Twenty thousand only)
5.	Earnest Money Deposit (Refundable) Online only	Rs.20,00,000.00 (Rupees Twenty- Lakhs only)
5.	Last Date for Submission of Bids	06 /03/2026 up to 05 :00 PM
6.	Pre-bid meeting	17/02/2026 at 1.00 PM on At Directorate of Primary Education Office, Central Building, Dr. Annie Beasant Road, Pune - 411001. Email: depmah2@gmail.com.
7.	Date of Opening of Technical Bids date and Time	09/03/2026 at 1:00 PM
8.	Date of Opening of Financial Bids	Would be communicate Later
9.	Submission & Opening of Proposals	https://mahatenders.gov.in/
10.	Address for Communication	Directorate of Primary Education, Central Building, 17, Dr. Anne Beasant Road, Pune- 411001. Email: depmah2@gmail.com
11.	Websites for downloading RFP Document, Corrigendum's ,Addendums etc.	https://mahatenders.gov.in/

Notes:

1. DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE reserves the right to change any schedule of the bidding process.
2. The mode of submission of bid is only online through (<https://mahaetenders.gov.in>)No physical submission of the bids shall be entertained.
3. Any future corrigendum/information shall be posted only on <https://mahatenders.gov.in> Bidders are advised

to keep visiting the Mahatenders. for further updates.

4. DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE reserves the right to accept or reject any or all tenders without assigning any reason.

2. Executive Summary

The Government of India (GoI) has embarked upon an ambitious initiative to provide a Unique Identification (UID) to every resident of India and has constituted the Unique Identification Authority of India (UIDAI) for this purpose. The timing of this initiative coincides with the increased focus of the GoI on social inclusion and development through massive investments in various social sector programs, and transformation in public services delivery through e- Governance programs.

The widespread implementation of the UID project needs reach and flexibility to enroll residents across Maharashtra, To achieve this, the UIDAI partnered with a variety of agencies and service providers (acting as Registrars and Enrolling Agencies) to enroll residents for UID. In order to take the initiative further, DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE as State Nodal Agency to set up AADHAAR enrolment and updating Centers across state. In pursuance to the same, this RFP intends to select Agencies for providing operator cum supervisors certified by UIDAI to operate AADHAAR Centers at premises provided by Government.

3. Background Information

Purpose the project

DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE has been appointed as State Registrar for generation of Aadhaar (UID) and AADHAAR updating in compliance of guidelines issued by UIDAI for Aadhaar enrolment and update facility. DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE as a Registrar shall select Agency for providing operator cum supervisors certified by UIDAI for its 816 Centers in 36 Districts across the state. Selected agency shall be required to deploy 816 operators cum supervisors and approximately 10% additional manpower for uninterrupted operation of Centers. These operator cum supervisors shall capture Know Your Resident (KYR) demographic data and biometric data from the residents to be given to UIDAI for issuance of UID number (also called Aadhaar number). Along with KYR data, Operator cum supervisors will also capture additional fields what may be called as KYR+. Further, the Operator cum supervisors will also capture data for updating of the existing Aadhaar numbers. DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE invites bids from eligible bidders for as per requirements mentioned in the RFP.

Aadhaar Kits with required specifications prescribed by UIDAI with computer and other necessary equipment deemed necessary for operation of Aadhaar Centers shall be handed over by the Purchaser to the selected agency. The selected agency shall return the handed over equipment back to the Purchaser at the end of the contract period.

4. Instruction to Bidders

4.1 General

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.

- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on the successful award of the assignment by the Purchaser on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Purchaser. Any notification of the preferred Bidder status by the Purchaser shall not give rise to any enforceable rights by the Bidder. The Purchaser may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Purchaser.
- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

4.2 Compliant Proposals / Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP documents with full understanding of its implementation.
- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - i. Include all documentation specified in this RFP.
 - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP.
 - iii. Comply with all requirements as set out within this RFP.

4.3 Code of integrity

No official of a procuring entity or a bidder shall act in contravention of the codes which includes:

a. Prohibition of

- i. making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
- ii. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
- iii. Any collusion, bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.
- iv. Improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
- v. any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract, which can affect the decision of the procuring entity directly or indirectly.
- vi. any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
- vii. obstruction of any investigation or auditing of a procurement process,
- viii. making false declaration or providing false information for participation in tender process or to secure a contract.

b. Disclosure of conflict of interest

c. Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.

In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, comes to the conclusion that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.

4.4 RFP Documents

The Tender document is available and downloadable on following websites:

<https://mahatenders.gov.in>

4.5 Key instructions of the bid

4.5.1 Right to Terminate the Process

- a. Purchaser may terminate the RFP process at any time/stage and without assigning any reason. Purchaser makes no commitments, express or implied that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by the Purchaser. The Bidder's participation in this process may result in the Purchaser selecting the Bidder to engage towards execution of subsequent contract.

4.5.2 Earnest Money Deposit (EMD)/ Bid Security

- a. The bidder shall submit a non-refundable Tender Fee of Rs. 20,000/- (Rupees Twenty Thousand only) online during the submission of the tender on Maha E-Tenders.
- b. The bidder shall also submit Earnest Money Deposit (EMD) of Rs. 20,00,000/- (Rupees Twenty Lakhs only) as mentioned in the Fact Sheet, which shall be deposited online during the submission of the tender on Maha E-Tenders.
- c. Unsuccessful bidder's EMD will be released as promptly as possible.
- d. The EMD amount is interest free and will be refundable to the unsuccessful Bidders without any accrued interest on it.
- e. Proposals not accompanied with the Tender Fee and EMD, or containing EMD with infirmity(ies) (relating to the amount or validity period etc.), shall be summarily rejected.
- f. The EMD may be forfeited in the event of:**
 - i. A Bidder withdraws its bid during the period of bid validity.
 - ii. A successful Bidder fails to sign the subsequent contract in accordance with this RFP.
 - iii. The Bidder being found to have indulged in any suppression of facts, furnishing fraudulent statements, misconduct, or other dishonest/ethically improper activity in relation to this RFP.
 - iv. A Proposal contains deviations (except when provided in conformity with the RFP), conditional offers and partial offers.

- g. This Bid Security (Earnest Money Deposit) amount is to be submitted along with the bid.
- h. j. In case of unsuccessful bidder, EMD will be returned either on completion of tender process or within one month of disqualification of the bidder. No interest will be payable on EMD amount. The EMD will be returned to the successful bidder upon submission of Performance Bank Guarantee and no interest will be payable on EMD amount.

4.5.3 Performance Security

1. Upon receiving the Letter of Intent (LOI) from the department, the successful bidder must furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) for the security of the following kits as bellows:
2. Performance security shall be forfeited through EMD form successful bidder. Bidder has to submit the Performance security of Rs. 50,00,000.00 (Rupees Fifty -Lakhs only) to be submitted in the form of a Bank guarantee from a Nationalized/Scheduled Commercial bank located in India, with validity for 3 years beyond the final bid validity period.

This PBG must be submitted within 30 days of the LOI issuance. All applicable rules regarding PBG, including provisions for additional PBG on a case-to-case basis, shall apply.

3. The performance bank guarantee should be for 3 years . The successful bidder shall insure, the performance bank guarantee valid always during the Terms of the subsequent contract (Including any renewal) and for a period of 1 year beyond all contractual obligations, including warranty terms.
4. The bank guarantee period should be valid for 36 months from the date of placing the order. The security deposit / bank guarantee will be discharged by the department and returned to the bidder one year after the successful completion of implementation of the contract.
5. In case the successful bidder fails to submit the Performance Bank Guarantee within the stipulated timeframe, the department reserves the right, at its discretion, to cancel the Letter of Intent (LOI) without prior notice. Additionally, the department may encase the Earnest Money Deposit (EMD) furnished by the bidder and exercise any other rights available under this RFP.

4.5.4 Submission of Proposals

Bidders should submit their responses as per the procedure specified in the Maha E-Tenders (<https://mahatenders.gov.in>) being used for this purpose. The items to be uploaded on the portal would include all the related documents mentioned in this RFP, such as:

- EMD
- Pre-qualification response
- Technical Proposal
- Financial proposal
- Additional certification /documents E.g. Power of Attorney, CA certificates on turnover, etc.

However, each of the above documents must be uploaded in the format specified for this purpose and as per the specified folder structure In the Maha E-Tenders.

The bidder is responsible for registration on the Maha E-Tenders (<https://mahatenders.gov.in>) in at their own cost. The bidders are advised to go through the Maha E-Tenders guidelines and instructions, as provided on the Maha E-Tenders Website and in case of any difficulty related to Maha E-Tenders process, may contact the helpline number.

The bidder must ensure that the bid is digitally signed by the Authorized Signatory of the bidding firm and has been duly submitted within the submission timelines. All the pages of the Proposal document must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder's Proposal.

4.5.5 Bidder's authorized signatory

A Proposal should be accompanied by an appropriate board resolution or power of attorney in the name of an authorized signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder's Proposal. A copy of the same should be uploaded under the relevant section/folder on the Maha E-Tenders Furthermore, the bid must also be submitted online after being digitally signed by an authorized representative of the bidding entity.

Preparation and submission of Proposals

4.5.6 Proposal preparation costs

The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by Purchaser to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. Purchaser will in no event be responsible or liable for any costs, regardless of the conduct or outcome of the bidding process.

4.5.7 Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of Proposal evaluation, the English translation shall govern.

4.5.8 Venue & Deadline for Submission of Proposals

The response to RFPs must be submitted on the maha e tender by Maha E-Tenders <https://www.mahatenders.gov.in> the date and time specified for the RFP.

4.5.9 Bid Prices

The bidder shall express their bid prices using the Financial Bid Format provided in the bidding documents. All costs and charges related to the bid shall be expressed in Indian Rupees. Prices indicated in the Price Schedule shall be entered in the following manner: -

- i. The Prices quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
- ii. **The prices quoted by the bidder shall be in sufficient detail to enable the Purchaser to arrive at the price of the services offered. The BOQ (excel) is only for specimen. Rate quoted in in PDF Format as Per Annexure-10: Financial Bid Format is Consider for Final calculation.**
- iii. Discount, if there is any, should be merged with the quoted prices. Discounts of any type, indicated separately, will not be taken into account for evaluation purposes. The Bidders should also take into account all levies freight, insurance etc. The price quoted should be inclusive of all levies freight, insurance etc. Freight, levies, etc. of any type, indicated separately, will not be taken into account for evaluation purposes.
- iv. Department share received from UIDAI Financial assistance Department utilized those funds for device/hardware maintenance.

4.5.10 Evaluation process

- a. The Purchaser may constitute a committee of technical / subject matter experts to evaluate the responses of the Bidders (Purchase Committee/ Tender Evaluation Committee).
- b. The Technical Evaluation/ Purchase Committee constituted by the Purchaser shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability of a Bidder to submit requisite supporting documents / documentary evidence within a reasonable time provided to it, may lead to the Bidder's Proposal being declared non-responsive.
- c. The decision of the Purchase Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of discussion with the Purchase Committee.
- d. The Purchase Committee may ask for meetings with the Bidders to seek clarifications on their proposals. Purchase committee also reserves the right to ask for clarifications directly to the clients of the bidder; in case any doubt arises.
- e. The Purchase Committee reserves the right to reject any or all Proposals on the basis of any deviations contained in them.
- f. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- g. Purchase committee reserves the right to reject proposal submitted by bidder in case it is found that bidder is blacklisted by Central/ State / PSUs etc.

4.5.11 Method of selection

1. Financial Proposals of the technically qualified Bidders as evaluated according to the above-mentioned evaluation criteria (i.e. the Bidders scoring at least 60 marks in technical criteria evaluation) shall be opened by the Techno-Commercial Evaluation Committee in the presence of the representative of the Bidders, who choose to attend the opening of bids. The quoted fee shall be read out and recorded.
2. The bidder with least cost will be declared as LL.
 - Technically qualified Bidder whose commercial bid is accepted and quotes the lowest in commercial bid will be referred to as selected Bidder Registrar/Dept. will notify the name of the selected Bidder by displaying in the Notice board/official Website of Dept. will follow the internal procedure for necessary approvals and thereafter proceed with notification of award of contract.
 - The L-1 bidder will be determined based on the lowest price quoted in Annexure-10

- In case, two or more bidders have quoted the same lowest quote (L1), then the bidder secured highest technical score amongst such bidders shall be the successful bidder.
- In case, two or more bidders have quoted the same lowest quote (L1) and has scored same technical score, then the bidder with highest number of UIDAI Registrar work with in last 3 years as ASKs Services Provider. from among such bidders shall be the successful bidder.

4.5.12 Proposal opening

The Proposals submitted up to the deadlines will be opened at the scheduled time & date as specified in the RFP, by the Nodal Officer or any other officer authorized by the Purchaser, in the presence of the Bidder's representatives who may wish to attend opening process.

The representatives of the Bidders are advised to carry an identity card or a letter of authority from the Bidding entity to identify their Bonafide's for attending the opening of the Proposal.

4.5.13 Proposal validity

The offer submitted by the Bidders should be valid for a minimum period of 180 days from the date of submission of the Proposal.

4.5.14 Proposal evaluation

- Initial Proposal scrutiny will be held to confirm that Proposals do not suffer from the infirmities detailed below. Proposals will be treated as non-responsive, if a Proposal is found to have been:
 - submitted in manner not conforming with the manner specified in the RFP document.
 - Submitted without appropriate Tender fees and EMD as prescribed herein.
 - received without the appropriate or power of attorney.
 - having lesser than the prescribed validity period.

The EMD of all non-responsive bids shall be returned to the bidders after completion of Bid Process.

- All responsive Bids will be considered for further processing as below:

Purchaser will prepare a list of responsive Bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

1. Criteria for evaluation

5.1 Pre-qualification (PQ) criteria

The bidder must have the required experience, strength and capability necessary to meet the requirements as described in the tender documents.

The bidder must also possess the technical know how sought by the agency, for the entire period of the contract. bids Must be complete in all respect and should cover the entire scope of work as stipulated in the Tender document. The invitation to the proposal is open to all bidders who qualify the eligibility criteria given below:

Sr. No	Criteria	Documents to be submitted
1	<p>a) Bidder should be Registered company in India under Companies Act 1956 or 2013 excluding Non-Banking Financial Companies (NBFCs) Registered office in India. Consortium of Members Shall not be allowed to Participate.</p> <p>b) NGOs/MFIs set up under Societies/Trust acts and/or Section 25 companies.</p>	<p>Certificate of Incorporation in case of Private/Public Limited Company, issued by the Registrar of Companies.</p>
2	<p>The Bidder should have Annual average Turnover during the last three financial years (FY 2022-23, 2023-24, 2024- 25) ending on 31st March 2025 should be minimum of Rs. 50 Crore.</p>	<ul style="list-style-type: none"> • Self-attested Turnover Certificate issued by the Chartered Accountant. (Format for Turnover certificate is given in Annexure-C (This certificate must clearly mention the turnover of bidder as well as turnover on account Aadhaar enrolment activities.) with UDIN no. • Self-attested Audited report, Balance sheet, Profit and Loss statement • Self-attested copy of audited financial statement for the (FY 2022-23, 2023-24 & 2024- 25) i.e. Audited Balance Sheet, Audited Profit & Loss Account.
3	<p>The Bidder should have a positive net worth as on bid submission date.</p>	<p>The bidder must produce a certificate from the Company's Chartered Accountant for this purpose. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>

4	The Bidder should have been operating a minimum of 400 ASKs with UIDAI Registrar in the last 3 years.	Bidder Should submit Satisfactory Experience certificate. (Only last three-year Experience Certificate valid since form 1 April 2022 to as on bid submission date)
5	Bidder should have Labor license, PF,GST, PAN registered.	Bidder must submit the Supporting valid registration Documents.
6	The Bidder must not be under a declaration of in-eligibility for Corrupt, fraudulent or any other unethical business practices and shall not be debarred or black listed by State/ Central Government/ Public Sector Undertaking/ Statutory Boards/ Local bodies of any state for any reason in the last three years from the date of response to this Tender.	Bidder must submit Notarized Affidavit to this effect.
7.	Presence/Experience to Provide NSEIT Certified Operator to UIDAI Registrar in any three states as Publication Date of RFP in Last 3 Years.	Bidder should have a minimum experience in at least 03 State. (Experience Certificate is required from the respective authorities or UIDAI Registrar)
8.	The bidder must have following valid certification as on the date of submission of the bid 1) ISO 27001: 2013 and above 2) ISO 9001: 2008 and above AND 3) CMM/ CMMi Level 3 or above	Copy of valid Certificate as on date of bid submission and duly signed & stamped by Authorized Signatory of bidder.
9.	Bidder should have completed minimum average Aadhaar Enrolment/ Updation of 15 lakhs in the last 3 years as on bid submission date.	Bidder Should be submit a Satisfactory Experience certificate as per Annexure A. (Only last 3-year Experience Certificate valid from 1 April 2022 to as on of bid submission date)
10	Bidder has been EA empanelment agency by UIDAI	Bidder should be UIDAI empanel certificate as on date of bid submission.

5.2 Technical Qualification Criteria

Bidders who meet the pre-qualifications/eligibility requirement as on date of bid submission would be considered as qualified to move to the next stage of technical evaluations. Based on the technical evaluation framework mentioned, the Committee shall evaluate each proposal and achieve technical score as per the

Technical Criteria Mentioned Below: -

Sr.no	Description	Maximum Marks	Supporting Document
1	The last 3 years Operating/Engaged Number of Aadhaar Enrolment Centers (AECs) in ECMP client only as on bid submission date: i) ≥ 400 AECs to 500 AECs (08 Marks) ii) ≥ 500 AECs to 600 AECs (09 Marks) iii) ≥ 601 AECs (10 Marks)	10	The Bidder Should Submit Earlier Experience Certificate /Work Order/LOI as on bid submission date.
2	Tie up with number of UIDAI Registrars for Aadhaar Enrolment Centers in last 3 years: i) 1 to 2 Registrar (5 Marks) ii) 3 to 4 Registrar (10 Marks) iii) 5 to 6 Registrar (15 Marks) iv) =7 or >7 Registrar (20 Marks)	20	Bidder Should submit Satisfactory Experience certificate /LOI / Work order/Agreement form UIDAI Registrar (only last 3 year Experience Certificate as on bid submission date)
3	Presence/ Geographical spread/ Coverage to provide Aadhaar Operators in Registrar/ITES projects with technical Manpower in State/UTs in last 3 years. i) Below 1 to 5 States (02 Marks) ii) ≥ 5 States to 10 States (04 Marks) iii) ≥ 10 States to 15 States (06 Marks) iv) ≥ 15 States to 20 States (08 Marks) v) More than 20 States (10 Marks)	10	Bidder Should be submit earlier Work Experience certificate as per Annexure-A .

4	<p>The Fintech empanelment Agency in software Development with UIDAI Registrar Like /Bank/Govt. department etc.</p> <ul style="list-style-type: none"> i) One Fintech Empanelment with UIDAI Registrar PSU /Bank/Govt. department (02Marks) ii) Two Fintech Empanelment with UIDAI Registrar PSU /Bank/Govt. department (03Marks) iii) Three or more than three Fintech Empanelment with UIDAI Registrar PSU /Bank/Govt. department (05 Marks) 	05	Attach documentary proof for eligible consultants of assignment or submit LOI / Work order/ experience letter of Fintech empanelment letter UIDAI Registrar with Bank/ Govt. department etc.
5	<p>Assignment having generated Aadhaar Enrolment/ Updation in last 3 years.</p> <ul style="list-style-type: none"> i) 5 lakhs to 15 lakhs (04 Marks) ii) > 15 lakhs to 20 lakhs (08 Marks) iii) >20 lakhs to 25 lakhs (12 Marks) iv) >More than 25 lakhs (15 Marks) 	15	Bidder Should be submit earlier Work Experience certificate as per Annexure-A.
6	<p>The Bidder should have large-scale deployment facilitate customer service services Projects like Aadhaar seva Kendra /Customer Service Point (CSP) /Software deployment/IT Services in a single Order Value of a minimum 05 Cr during the Last 3 Years any State/Central Government Departments/UIDAI Registrar.</p> <ul style="list-style-type: none"> i) upto 5 Crore (5 Marks) ii) > 5.1 Crore to 15 Crore (10 Marks) iii) >15.1 to 20 Crore (12 Marks) iv) >20.1 Crore (15 Marks) 	15	The Bidder Should Submit Earlier work order/ Agreement/ experience Certificate/ LOI as on bid submission Date
7	<p>Operating number of ECMP client AEC in Aadhar On wheels (Mobile Van) Model with UIDAI Registrar in India in Last Three Years.</p> <ul style="list-style-type: none"> i) ≤ 1 Location in India (01 Marks) ii) 2 Location in India (02 Marks) iii) 3 Location in India (03Marks) iv) 4 Location in India (04 Marks) v) 5 Location in India (05 Marks) 	05	Bidder Should be submit earlier Work Experience certificate as per Annexure-A

8	<ul style="list-style-type: none"> i) Action Plan - Recruitment and Replacement (2 Marks) ii) Monitoring and software tools - iii) a) Daily attendance report system, (2 Mark) <li style="padding-left: 20px;">b) Daily EOD Report (2 Mark) <li style="padding-left: 20px;">c) odd hours (2 Mark) <li style="padding-left: 20px;">d) Training Support System - Online Help Desk Support through AI (2 Marks) iv) Matrix escalation technical support Software (04 Marks) v) Fraud Handling Mechanism - Internal Audit Mechanism (2 Mark) vi) Grievance Redressal mechanism (2 Marks) vii) Aadhar Enrollment Kit (AEK) Security system (2 Marks) 	20	The Bidder should be submit project implementation plan copy/ PPT with Tender.
	Total Marks:	100	

The bidder needs to submit only the above-mentioned documents.

- Agency to submit relevant documents in support from their respective Registrars of their position under all the above parameters. It shall be the responsibility of the agency to submit relevant proof of document.
- Agency is also advised to submit a detailed presentation /PPT copy on implementation of this project, i.e. action plan, daily attendance of operators, monitoring system & others.
- Bidders should score a minimum of 60% out of 100 marks as per scoring matrix to become eligible for participating in the Commercial Bid. In other words, Commercial bid of those bidders who secured minimum 60% marks in technical evaluation criteria only will be opened.
- Payment/Remuneration will be paid after getting data from the UIDAI of Successful Aadhaar Generation and deduction of Penalty for Data quality and corruption. After the release of sanction order from UIDAI. The Agency should pay salary/ Fix Remuneration to their operators/ Manpower deployed at location/ AEC location first i.e. on their own and then will claim payment from Registrar along with Registrar statement of payment done to their operators/Manpower/All payment related issues be taken care by the Agency only.

5.3. Financial Bid Evaluation

- a. The Financial Bids for technically qualified Bidders will be opened on the prescribed date in the presence of Bidder representatives.
- b. If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
- c. Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
- d. The bid price will include all taxes and levies as on date and shall be in Indian Rupees and mentioned separately.
- e. Any conditional bid would be rejected.
- f. If any penalty is imposed by UIDAI, the department shall not be held liable for its payment. Any such penalty imposed by UIDAI shall not reduce the department's share and will be entirely borne by the service provider agency through a credit note.
- g. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is
 - i. Discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".
 - ii. The bidder, who has submitted the lowest financial bid, shall be selected as the L1 and shall be called for further process leading to the award of the assignment.
 - iii. The financial bid should be submitted as per the format given in Annexure-10: Financial Bid.

A committee will be formed for evaluation of profiles. The committee will have the power to relax any one of the eligibility criteria (Qualification, Experience and Certification) as mentioned in section 2.

1. The Committee will have the power to make internal changes in terms of assigned roles and Commission.
2. to open an office in Maharashtra within 15 days after the finalization of the tender as per Annexure -B.
3. Work order will be issued on acceptance of LOA.
4. The PPT mentioned in point number 5.2(8) of the above table should be uploaded as part of bid.
5. Total Cost includes services like supply of ASKs, remuneration to Operators, etc., i.e., services including technology services covering all connected activities narrated in the RFP and the services include installation support, and stationery and all expenses incidental to the operation at the ASKs, connectivity charges cost of consumables (printer paper, ribbons, cells) etc.
6. The price will be inclusive of all taxes, installation charges, etc.
7. TDS will be deductible as per rules prevailing on the date of payment of applicable items.

8. The Unit Price mentioned in the bid would remain valid for a period of Three years.

6. Appointment of Agency

6.1 Award Criteria

The Purchaser will award the Contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above. Evaluations will be based on the Bids, and any additional information requested by the Purchaser.

6.2 Right to Accept Any Proposal and to Reject Any or All Proposal(s)

The Purchaser reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject liability ads at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Purchaser action.

6.3 Notification of Award

Prior to the expiration of the validity period, Purchaser will notify the successful Bidder in writing or by fax or e-mail, that its proposal has been accepted (Letter of Intent). The Bidder shall acknowledge in writing receipt of the notification of award and will send his acceptance to enter into agreement within seven (7) days. Once the acknowledgment of the Lol has been received the successful bidder shall enter into agreement with DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE and submit the Performance Bank Guarantee as per the case within 15 days of acknowledgement. In case the tendering process / public procurement process has not been completed within the stipulated period, the Purchaser may request the Bidders to extend the validity period of their Proposal. The decision to extend the validity period of a Bidder's Proposal shall be the Bidder's sole prerogative.

6.4 Purchaser Contract finalization and award

The Purchaser shall invite the Bidder(s) whose Proposal has been ranked L1 bid on the basis of Technical and Financial Evaluation to the proposed Project, as per the guidance provided by Government/Central Vigilance Commission (CVC). On this basis the draft contract agreement would be finalized for award & signing.

6.5 Signing of contract

After receipt of valid Performance Guarantee from the successful Bidder, the parties shall enter into a contract, incorporating all clauses and the Proposal of the Bidder, between the Purchaser and the successful Bidder. Successful bidder cannot outsource the contract to third party, and sub contract not allowed.

6.6 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Purchaser may award the contract to the next L1 Bidder or call for new proposals from the interested Bidders. In such a case, the

Purchaser shall invoke the PBG of the most responsive Bidder.

7.Scope of Work

In this Section, the Scope of work is detailed out as follows:

7.1 High Level Scope of Work

The agency will have to provide the services for providing operator cum supervisor, for operating Aadhaar Center, any necessary infrastructure shall be provided by the purchaser as well as any major repair maintenance (where cost of repair /maintenance is greater than Rs. 10,000.0) during the contract duration, the space for Aadhaar Center, electricity sitting arrangement for resident will be provided by the Govt.

The agency should have experience of at least 03 years in the field related to Aadhaar enrolment / updating related activity and is expected to provide UIDAI NSE-IT certified supervisor's man- power supervisors.

The supervisors shall be resident of Maharashtra State. The same will be reflected in the E-Aadhaar print of the supervisor. The payment to selected supervisors will be done by the agency on monthly basis for our district nominated Government premises with the required specification as prescribed by UIDAI for carrying out the enrolment of resident below 18 years of age in most of the Centers, and few Centers where special rights will be provided by UIDAI to enroll resident above 18 years of age, updating of demographic & biometric details for all age band residents as well as Pol / POA documentation update for residents whose Aadhaar number has been generated more than 10 years ago.

These Centers will be operational from Monday to Saturday except State as well as District holiday which would be declared as by Districts, the timings of operation of Centers will be between 09.00 am to 06.00 pm, however in case time is stretched further State registrar should be appraised. Few Aadhaar services rendered to residents at the Center for which payment needs to be collected upfront from resident as per UIDAI defined guidelines except for new enrolment and mandatory biometric update will be taken care of by registrar.

Reconciliation would be done on a daily basis by agency and submission of reports to be done on a weekly basis to registrar without fail; however, payment will be settled within 15 days on receipt of payment and detailed report from UIDAI on a month basis. The scope of this engagement also includes request to provide MIS report to State registrar as well as enrolment agency for the day-to-day activity packets uploaded. The supervisor shall also be responsible for delivering additional services as requested by the State registrar through this RFP.

The different categories of resources to carry out the roles and responsibilities as defined in the subsequent sections in this RFP, required by **Office of** DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE are mentioned below:

Sr.No	Role/ Designation of Resources	Minimum Qualification	Qualification Stream	Required Skill Sets	Certification Required	Basic commission structure per transaction AECs and Service provider
1	ASKS Supervisor	12th/ Graduation	Any Stream	candidates certified as Supervisor will be able to work on both ECMP Client software	NSEIT – UIDAI Certification	As per as Commercial Bid Annexure-10

Process of Execution:

Subject	Scope of Department	Scope of Agency
Aadhaar kit Supply	Yes	None
AADHAAR BANNER	None	Should be arranged by yourself.
Sanitization	None	Sanitization should be done by yourselves.
Provision of Stationery, printer Cartridge	None	A4 papers, Stapler, Stamp pad and other stationery, printer cartridge shall be provided
Verifier	Assign an officer in the BEO's Office / School premises to act as verifier.	Agency supervisor
Timing	10 am -5 pm. As per UIDAI guidelines, No Enrollments shall be carried out after 5pm and Holidays (including Sundays)	Operator will be available as per office timings.
Replacement	None	Replacement of Manpower:- whenever operator resigns/drops out, you will replace another operator
Penalties	None	Penalties for operational issues. You shall bear the penalties as levied by the UIDAI.
Technical Support	None	You shall create a matrix ticket system, wherein, the filed level team would escalate the issues and your central team would resolve the issues arising out of enrolment process with the

		support of team viewer, any desk desktop app.
Training programs	None	Training program to be conducted for all the operators whenever UIDAI release updates.
Regular monitoring of the project	BEO officers shall allow the residents for enrolment	Monitor the project further, the central support team would ensure surprise visits to enrolment centers. You ensure to conduct surprise visit at every enrolment center once in two months.
Center Location allocation	locations: BEO shall identify locations for carrying out Aadhaar enrolments under location enrolment in camp mode.	Your operators shall work from the respective department location. Once a location is allocated it shall not be changed for at least 6 months.
Operation and maintenance of device	None	Agency
Repair of Device	Yes (With help of Agency)	None
Replacement of Device	Yes	None
Good working condition of device	None	Operators will handle the enrolment device and will be able to address small technical issues such as connectivity, log in issues etc.
Supply of trained manpower	None	You will provide trained and UIDAI NSEIT certified operators cum Supervisors
Time of work	To allow the operator and supervisors to work during the working hours on all Working days.	Your operator will work during the postal working time from a fixed location under department.
Safe of custody of device	The enrolment device shall be kept in the respective locations in School premises under observations of BRC, after completion of day wise enrolments program.	None
Provision of Internet, Electricity	Electricity shall be provided.	internet should be arranged by yourselves whenever camps are to be conducted.
Target of enrolments	Ensure sufficient number of walk-ins to reach the target	The target number of enrolments per day can be achieved only if the designated location has sufficient number of walk -ins
Payment of variable component	Department shall release the variable payment component within 15 days from the date of invoice.	You shall raise invoice within 10 days of the UIDAI uploads the details of Aadhaar generation in the portal. You will raise invoice as per the Aadhaar generation.

7.2 Supervisor Selection

Supervisor is employed by Agency to operate and manage enrolment Centers. It is mandatory to have one Certified Supervisor at each Enrolment Center. To qualify for this role, the person should satisfy the following criteria:

- a. The person should be of age 18 years and above.
- b. The person shall be 10+2 pass.
- c. The person should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated with correct and updated details.
- d. The person should have a good understanding and experience of the using the computer.
- e. The agency/service provider shall provide two personnel to the department for communication and project monitoring.

7.3 Before starting work as EA's Supervisor:

- a. The person must be engaged and activated by Agency in accordance with UIDAI guidelines prior to commencing enrolments. The agency shall be responsible for completing police verification of each operatorcum supervisor and must submit the report along with the first bill for payment purpose.
- b. The person should have undergone Training Session conducted by Regional Offices / Agency on Aadhaar Enrolment / Update Processes, Document Update and various equipment and devices used during Aadhaar enrolment/ updating activity along with the customer handling soft skills.
- c. The person should have read the complete Training Material on Aadhaar Enrolment/Update available on UIDAI website before giving the certification exam (<https://uidai.gov.in/en/ecosystem/training-testing-certification-ecosystem.html>).
- d. The person should be comfortable with local language keyboard as well as transliteration.

7.4 Roles & Responsibilities of Supervisor & Registrar

At the Enrolment Center, Supervisor's role is to plan and deploy logistics and other requirements at the enrolment Center, set up the enrolment stations at the enrolment center as per UIDAI guidelines as per Enrolment Center, Setup checklist and supervise the operations at the Center.

When performing his / her role as a Supervisor at an Aadhaar Enrolment Center, the supervisor shall ensure the following:

7.4.1 Site Readiness

Selected agency before starting of any Center and at the time of handover of Aadhaar Enrolment equipment form purchaser must ensure that all equipment's are function and are free from any damage. Selected agency must ensure that at all times the handed-over equipment are in safe custody and must return to the purchaser at the end of the contract duration.

- a. Prepare and Manage the Enrolment Center Setup Checklist. UIDAI has provided Enrolment Center Checklist to facilitate the Enrolment Agency in setting up. enrolment stations and Centers. Supervisor must use this list to ensure that all requirements are met for the Center for which he/she is responsible for. He/she must fill and sign the checklist at the beginning of each enrolment Center and/or once every week (whichever is earlier). This checklist needs to be maintained for later review/audit at every enrolment Center by Registrar/UIDAI and their nominated performance monitors/agencies.
- b. Supervisor is responsible for setting up of the laptop/desktop with Aadhaar client installed and tested, attached with all devices and printer cum scanners and ensure all equipment are in working condition to start Aadhaar Enrolments/Update.
- c. Ensure that the latest Aadhaar Enrolment client/Update software is installed.
- d. Ensure that the enrolment Center premises are neat and clean, hygienic, well maintained and safe from electric/fire hazards.
- e. Ensure that basic enrolment Center information as given below is displayed mandatorily at each enrolment station (in local language and English).
 - Name of Registrar and Contact Number
 - Name of Enrolment Agency & Contact Number
 - Name, Code, and contact number of EA Supervisor at enrolment Centers
 - Escalation Matrix for Raising Complaint against the Supervisor
 - Working hours and Holidays of the Enrolment Center
 - UIDAI Help Line Number: 1947 and email id: help@uidai.gov.in
 - List of Documents required for Aadhaar Enrolment/Update
 - Rate List for all the Aadhaar related services.
 - Other needful updated as and when received from UIDAI.
- f. Supervisor will also make sure that the Aadhaar IEC material provided by the Registrar/UIDAI is properly displayed at the Center, as per UIDAI guidelines.
- g. Ensure that the behavior of Operator and other staff at the enrolment Center is courteous towards the residents.
- h. Take charge where Operator is not able to handle dissatisfied residents to prevent unpleasant situations.

- i. Bidder Should be provide Project Manager, District manager and two MIS Co-Ordinator with Laptop and printer for daily reporting about project day to day activity and department arrange agency staff seating position in Directorate /BEO/ School premises.
- j. Do not undertake enrolment operations at any locations without valid agreement with the Registrars.

7.4.2 Managing Center Operations.

- a) Supervisor also acts as verifier.
- b) Supervisor must be aware of latest guidelines & policies as regard to Enrolments & updates being release from time to time by UIDAI.
- c) Supervisor administers the enrolment process at his/her enrolment Center. He/she ensures adherence to the UIDAI enrolment processes and guidelines at the Center and good quality of data captured.
- d) Supervisor must ensure that the residents who have come for Fresh Enrolment have never enrolled for Aadhaar by using "Find Aadhaar Facility".
- e) Supervisor must ensure that the resident is well informed that his/her biometric will only be used for Aadhaar Enrolment/Update.
- f) Supervisor must ensure that the resident has filled the prescribed form for Aadhaar Enrolment/Update as well as document update (PoA/Pol) correctly and has brought all the original supporting documents for scanning.
- g) Supervisor must ensure only the required items are checked in case of any update, not the complete information to avoid duplicity of data collected e.g., if Address has to be updated only the Address Check Box should be selected others.
- h) Supervisor is required to "Sign off" every enrolment on Aadhaar client, where resident has a "biometric exception".
- i) Supervisor must ensure that every Operator is aware of and has a print copy of the critical points to be reviewed at the station during Resident's review of enrolment data.
- j) Supervisor must ensure that the Operator diligently reviews the data captured with resident for every enrolment/update and making corrections when pointed out by the resident.
- k) Supervisor must ensure that the Operator provides his/her biometric confirmation after every Aadhaar enrolment/update.
- l) Supervisor must ensure that acknowledgement is being printed after every enrolment and duly signed by the residents.
- m) Supervisor must ensure that the Original Documents used as Proof of Identity/Proof of Relationship/Proof of Address/Proof of Birth and Signed Acknowledgement Slip is scanned for every enrolment.

- n) Supervisor can hold End of Day meeting at the Center for sharing learning of the day and issues faced.
- o) Supervisor must take stock of the Center at the end of the day and make arrangements for replacement of faulty devices, hardware and other logistics for smooth enrolments the next day.
- p) Check devices periodically for scratches, out of focus images, only partial images getting captured. In case any such problem is noticed, it should be reported to the Enrolment Agency Manager/HQ and a change of equipment should be requested.
- q) Ensure all devices and computers are shut down and power is off to avoid accidents.
- r) Ensure security arrangements for devices and other equipment.
- s) Specific End of Day Reports is available on the client, for selected time period, to facilitate EA Operations. Supervisor can make use of these reports in managing day-to-day operations at the center.
- t) Supervisor must ensure that staff at the center observes the highest standards of ethics during the execution of Aadhaar Enrolment/Update and do not ask for any additional money except for the prescribed fee.
- u) Supervisor is also responsible for maintaining the confidentiality and security of the data collected during Aadhaar enrolments.

7.4.3. Backup, Sync and Export

- a) Supervisor ensures data backup of all enrolment data twice a day as per UIDAI guidelines. Record date and station number where backup done to ensure that all stations are backedup and none is missed.
- b) Supervisor also ensures that enrolment stations are synched on a daily basis without fail.
- c) Supervisor manages timely export of enrolment data for uploading to UIDAI server.
- d) Supervisor can maintain a register for data exported. Record date, station number and packets exported at each station for reconciliation purpose.

7.4.4 End of Day Review/Correction

- a) Supervisor must Review all enrolments of the day, End of Day (EOD), to ensure that data entered in the Aadhaar client is correct for each resident. Supervisor may also deploy a fellow operator on-boarded on the machine for end of day review. However, the operator who did the enrolment cannot review his/her own packets.
- b) In case any error/logical mismatch are found in the data entered, inform the resident to come to the enrolment center within correction time frame. Supervisor must sign off by giving his/her fingerprint after End of Day Review.
- c) Once correction is done to the resident's data, the Supervisor will again manually Approve/ Reject the Resident's packet put on Hold earlier for correction, with appropriate reason if rejected.

7.4.5 Performance Monitoring

- a) The Supervisor cooperates with the UIDAI/Registrar's monitors in performing monitoring and audit functions at the enrolment center and answers their questions to the best of his/her knowledge. Supervisor details are recorded during performance monitoring and Supervisor also signs on the performance monitoring sheet along with the monitor's) Supervisor ensures audit feedback, if any, is incorporated in process for continuous improvement of enrolment operations and data quality.
- b) Supervisor ensures audit feedback, if any, is incorporated in process for continuous improvement of enrolment operations and data quality.

7.4.6 Roles & Responsibilities of Registrar

- a) Partner with the UIDAI and leverage the ecosystem defined by the UIDAI in implementing the enrolment process.
- b) Only use the software provided by UIDAI for enrolment purpose, which will have the provision of capturing audit data as part of enrolment packet against each enrolment / update for traceability of enrolment client, operator, supervisor, agency, registrar, and any other information.
- c) The equipment such as computer, printer, biometric devices and other accessories shall be as per the specification prescribed by the authority from time to time.
- d) The biometric devices used for enrolment shall meet the specification prescribed by UIDAI as well as certified as per the process prescribed by the Authority.
- e) Engage Agency for enrolment of resident, conduct training of the agencies and regular monitoring.
- f) Ensure that standard defined by UIDAI is followed in terms of technology, devices and processes including in training, awareness building, enrolment, authentication etc.
- g) Registrars shall carry the enrolment of resident by themselves or through agencies contracted by them. Registrars shall have option to contract with any other agencies found suitable by them following their own system of contracting such agencies.
- h) Ensure that all the enrolment packets have been transferred to CIDR within specified time using secured file transfer protocol (SFTP) channel only.
- i) Ensure relevant security protection for data collected during the same; retain safe copies of supporting documents and provide access to UIDAI as and when required.
- j) Partner with Civil Society Organizations and other outreach groups to maximize enrolment of marginalized residents.
- k) Setup process for grievance resolution, monitoring EA performance etc. as defined by the UIDAI; provide assistance to UIDAI in resolving matters of dispute.

7.5 Registrar's Role

- a) The Registrar will have to take special measures to enroll women, children, senior citizens, persons with disability, unskilled and unorganized workers, and nomadic tribes or to such other persons who do not have any permanent dwelling house and such other categories of individuals.
- b) There should be provision on the Registrar front to include all categories of marginalized/ vulnerable groups of individuals who have access to one or more of the supporting documents prescribed by UIDAI and other

category of residents, who cannot provide any document to prove their identity.

- c) To the extent possible Registrar shall have provision of woman operator at institutions where only woman are to be enrolled. The Registrar shall also make provision of enrolment of new borne children at place of birth like hospitals.

7.6 Registrar Activities

Following are the activities in which Registrar gets involved

- a) Onboarding of Agency supervisors.
- b) Conduct of training and monitoring of enrolment Centers.
- c) Monitoring of transfer of the enrolment packets to CIDR for processing
- d) Training supervisors related to verification of documents collected during enrolment
- e) Attend meetings as and when organized and be updated on the process
- f) Inspection of Centers for improvement

7.7 AADHAAR DO'S AND DON'TS FOR OPERATORS & AGENCIES

- A. **Enrolment**- Ensure data captured is correct and accurate. Verify the data to be captured and ensure compliance with the listed Pol/POA documents. Inform resident of the data privacy requirements. Help the resident understand that providing mobile number and email ID will help them in long run for interacting with Aadhaar, getting updates, etc. Verify authenticity of data captured. Cross verifies demographic information captured with resident. In case of Pre-enrolment data, make sure that the data retrieved using pre-enrolment ID belongs to the resident getting enrolled, by confirming against Enrolment Form details. Sign and seal the Acknowledgement Slip. Give the Acknowledgement Slip (Resident's copy) to the resident. Do let the resident know the time window of 96 hours to update information for data correction perspective. Let the resident know how will they get the Aadhaar letter, e- Aadhaar, etc. While Exception Handling, help resident understand the reason for exception, and extra steps needed to complete the process.
- B. **AADHAAR SECURITY & GUIDELINES** - Be familiar with and conversant on The Aadhaar Act, 2016 and the provisions contained therein. Return all documents submitted at the time of enrolment to the resident post scanning the same. It is an OFFENCE under the Aadhaar Act 2016. Know your statutory obligations under the Aadhaar Act, 2016 including Penalties for contraventions.
- C. **KNOWLEDGE** - Only use the software provided by UIDAI for enrolment purpose. Computer, printer, biometric devices and other accessories shall be as per the prescribed specification. Adhere to the guideline Dos and Don'ts as mentioned in the Aadhaar Enrolment Operator's manual. Enrolment Operators to get certified Compulsorily by Testing and Certification Agent appointed by UIDAI. Adopt a polite and gentle approach and ensure compliance with UIDAI data requirements and security guidelines. Handle enrolment documents with care and protect from damage and theft. Inform resident of the express need to not share Aadhaar number or enrolment identity (EID) with any other person or entity unless specifically requested. Respect resident confidentiality and privacy rights.

Ensure quality of biometrics information has been captured complies with UIDAI guidelines. Ensure enrolment application is not available to unauthorized individuals or entity through negligence. Ensure application is logged off, computer is locked or access restricted when user is not at enrolment desk. Make

sure that the resident's screen is on all the time during the enrolment and ask the resident to cross that check the data being entered. Confirm that the Enrolment Form and documents belong to the same resident who is getting enrolled. Report back to supervisor or to UIDAI any breach or incident of breach of confidentiality. Get the supervisor sign off in case enrollee has biometric exceptions. In case of temporary damage to fingers or eyes record it as an exception. Help residents understand that there are no adverse impact of IRIS capture and it can even be done on people who are blind since birth. Give time to resident to verify the information upon completion of enrolment, ensure all documents in one set belong to one resident. Return all the original documents to citizen GPS co-ordinates must be captured once in every 24 hrs., preferably beginning of each day. End of the Day meeting at Center for sharing learning-of-the-day and issues faced. Make arrangements for replacement of faulty devices, hardware and other logistics for next day enrolments. Handover completed documents (POI, POA, consent etc) and Enrolment forms to registrars supervisor with pickup list of documents. Report any suspicious activity viz. suspected impersonation/ forgery by residents to the UIDAI RO immediately. Ensure that resident is not charged for Aadhaar enrolment. Keep the records ready for audit and scrutiny by UIDAI.

7.8 AADHAAR AGENCIES/DEPARTMENTS (DO'S)

A) Enrolment - Ensure consent is available with the department as per the Resident Ensure that the resident is told about the reason of collection of Aadhaar no.

B) AADHAAR SECURITY & GUIDELINES - Create internal awareness about consequences of breaches of data Verify that all data capture point and well as information dissemination points (website, report etc.) should comply with necessary security requirements. Do verify that applications using Aadhaar number comply with relevant Security Standard. Do retain (if have a legitimate business need) citizen Aadhaar data only if authorized, and ensure it's protected including encryption in databases. Do use strong cryptography to render unreadable Aadhaar data that is stored and use other layered security technologies to minimize the risk of exploits by criminals. Do ensure that third parties who process your data comply with relevant security policies and guidelines as applicable. They should have clear access and password protection policies. Ensure that employees and officials understand the implications the confidentiality and data privacy breach. Identify and prevent any potential data breach or publication of personal data. Ensure swift action on any breach personal data. Ensure that the document collected by the agencies remain in safe custody and are treated as confidential Be familiar with the provisions under the Aadhaar Act 2016, the benefits and services which may be availed using Aadhaar and the processes involved in Aadhaar lifecycle - enrolment, updation and authentication. Be provided by guidelines issued by UIDAI and mandated by The Aadhaar Act, 2016. Be aware of the restrictions on usage/storage/handling of personal information as mandated by the provisions of the Aadhaar Act, 2016. Comply with the data protection and information guidelines under the Aadhaar Act and IS Policy as per UIDAI. Ensure no data is available to unauthorized entity/individual.

Ensure data is only for such specific reason as is permissible under the Aadhaar Act and is mandated by the Government or Ministry and has been notified to the resident. Ensure no Aadhaar data is displayed or disclosed to external agencies or unauthorized persons in recognizable or unrecognizable form. Inform resident of usage of Aadhaar and capture consent. Ensure the Aadhaar related data is captured.

C) KNOWLEDGE - Make classification of data in the organization. Follow the guidelines of UIDAI as released from time to time. Ensure resident/beneficiary is notified of usage of Aadhaar in specific content.

7.9 AADHAAR AGENCIES/DEPARTMENTS (DONT's)

AADHAAR SECURITY & Guideline

- Do not store Aadhaar number.
- Do not store any Aadhaar based data in any unprotected endpoint devices, such as PCs, laptops or smart phones.
- Do not locate servers or other IT storage system/ devices having Aadhaar data outside of a locked, fully secured and access-controlled room.
- Do not permit any unauthorized people to access stored Aadhaar data.
- Don't publish any personal identifiable data including Aadhaar. Publication of Aadhaar details is punishable under Aadhaar act. Don't make copies of the personal data.

Knowledge

- Do not have mechanism to print/display out personally identifiable Aadhaar data mapped with any other departmental data. Aadhaar details if any should be truncated or masked.
- Where possible, render data anonymously.
- Don't use Aadhaar number without resident consent.
- Do not disclose any Aadhaar related information to any external/unauthorized agency or individual or entity.
- Do not capture/store/use Aadhaar data without informing the resident.

7.10 Aadhaar Enrolment Kit (ECMP)

Aadhaar enrolment kit consists of a set of hardware devices required to carry out successful Aadhaar enrolment & update. This set of devices comprises of following devices. This is the tentative list of Equipment to be provided to the selected agency by the Purchaser/Department.

- Laptop/desktop
- Monitor
- Multifunction printer/scanner.
- White screen
- Focus Light
- Surge Protector spike
- Iris Scanner
- Camera
- Slap scanner
- GPS Device
- Single Finger Device

1. All these devices shall be as per UIDAI's specifications.
2. Biometric devices (Slap/Iris Scanner) shall be STQC certified.
3. Complete kit warranty shall be for 3 years except White screen, Focus light & surge protector.
4. During warranty, faulty equipment's shall be replaced/repaired within 7 days.
5. Aadhaar Enrolment Kit comprising of specific make/model of device shall be UIDAI certified for its working with latest UIDAI's enrolment client (ECMP).
6. The OEMs of Biometric devices to provide following to UIDAI:
 - a. Standard drivers for their biometric devices for following Operating software.
 - i. Windows 10 or 11 - both 32 bit and 64 bit.
 - ii. Ubuntu (from 10.04 to 18.04) 32 bit and 64 bit.
 - b. SDK supporting Java and .Net for both windows and Linux drivers as at (A).
 - c. VDMs with source code based on the publicly available drivers and SDK versions.

Note: If as per UIDAI any additional hardware or update/upgrade / any other technical compliance is issued then successful bidder will compliance the same at no additional cost during the contract.

8 Deliverables & Payment Schedule

Sr. No.	Milestone	Timelines	Payment Terms
1	Identification of supervisor as per the guidelines.	T+15 Days	Nil
2	Submission of request for getting supervisors credential created from UIDAI in a specified format.	T+20 Days	Nil
3	On confirmatory mail related to credential is received internal process of getting supervisor and Machine registration done with UIDAI server (L1 activity) needs to be done.	T+30 Days	Nil
4	Once L1 activity is done confirmatory mail needs to be forwarded to UIDAI RO office to get the mac address mapped to station id (L2) so that Center can start operations.	T+40 Days	Nil
5	Once confirmatory mail is received to us from UIDAI confirming the L2 activity Center can start work as per defined guidelines in the designated Center.	T+45 Days	Monthly billing would be based on the actual number of Biometric & Demographic updates successfully or rejected along with the PoA/ PoI Documents updates successfully or rejected for the entire month along with the penalty if any as imposed by UIDAI for the month. On getting the same evaluated DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE will generate invoice after incorporating the Aadhaar Generation counts along with the Mandatory Biometric and Demographic update for which DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE will be dependent on the sanction order as well as detailed report which is provided by UIDAI on a monthly basis.

#Notes: T is the date of issuance of Work Order.

- a. Payment would be made in Indian Rupees only in the designated bank account based on the adherence to the Service Level Agreement of the RFP.
- b. The payment would be reconciled and released to Agency only after receipt of the payment from UIDAI and as per the terms and conditions of the RFP. Payments shall be subject to deductions of any amount for which the agency is liable as per the penalty clause of UIDAI if any imposed, which is imposed as per UIDAI guidelines which is also liable to be changed from time to time by UIDAI for which we should adhere. All payments shall be made subject to deduction of TDS (Tax Deduction at Source) & GST (Goods & Service Tax as applicable during the settlement month) as per the applicable Acts & Laws.
- c. Any Official travel to be undertaken for project work as directed by the DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE or UIDAI the cost will be borne by agency.
- d. No extra payments will be made for working on extended hours / Saturdays / Sundays/ Holidays to meet the committed/required time schedules as defined by district authority.
- e. The selected bidder's request for monthly payment shall be made to the DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE in writing, accompanied by invoices describing, as appropriate, the number of counts of services rendered under each head along with the deduction of penalty if any as imposed by UIDAI as supporting document for which required documents are submitted pursuant to general conditions of the contract and upon fulfillment of all the obligations stipulated in the Contract.
- f. Due payments / receivable payments shall be made promptly by the DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE / agency, generally within fifteen (15) days after submission of an invoice or request for payment/ receivable payment by the selected bidder, and the DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE has accepted it. Taxes, as applicable, will be deducted/paid as per the prevalent rules and regulations.
- g. If UIDAI makes any changes or updates to its rules and regulations at any time, those changes shall be applicable to this RFP
- h. If any successful bidder fails to deliver the services within the period(s) specified in the Purchase Order or to achieve the mandatory target, the performance bank guarantee of that bidder shall be forfeited.

9 Service Level Agreement

The selected agency would deploy NSE IT certified manpower as per the Project Schedule given in RFP; post that penalty will be imposed and deducted from the payment of subsequent invoice as below.

Sr . No	Activity	Penalty per Center
1	The penalty of Center deployment delay will be calculated based on the Center not being operational for want of supervisor within the time limit of T+35 days as mentioned in the Delivery Schedule and Payment Term.	Calculated at Rs 100/- per day delay.
2	Designated Center not being operational beyond 07 days once L2 for the ECMP kits has been confirmed from UIDAI.	Calculated at Rs 100/- per day delay.

3	Prior intimation should be rendered for Center not being in operation for the specified time frame as well as CAMP mode for which prior intimation needs to be submitted in the desired format for deployment.	Calculated at Rs 100/- per day delay.
4	In case of additional resource(s), the agency should deploy the resource(s) within 45 days of the work order.	Post that the penalty of Rs 100 per resource per week would be imposed. The penalty will be calculated based on gap in actual resource deployed and the requirement raised.
5	In case of resource(s) replacement, the agency should deploy the resource(s) within 5 working days on receipt of intimation from DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE .	Post that the penalty of Rs 100 per resource per week would be imposed. Calculated at Rs 100/- per day delay
6	Deployed resource is absent for 10 consecutive working days without any prior notice & approval. Penalty starting from 11th day onwards shall be charged and deducted from the payment of invoice raised.	Calculated at Rs 100/- per day delay

Note:

In addition to above, any penalties imposed by UIDAI for any activity / responsibility under the scope of work or duties and responsibility of selected agency shall be payable by the agency and Purchaser shall deduct the same during the payment to agency.

Penalty would be applicable as per UIDAI F.NO. HQ-16024/2/2020-EU-1-HQ, Dated 12th March 2025. Based on the reconciliation report of UIDAI as and when published, the successful bidder has to settle the penalties within one month, otherwise strict action may be taken by management of DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE.

10. Fraud and Corrupt Practices

- a. The Bidder/Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Purchaser shall reject a Proposal 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 practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the Purchaser shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, 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 Bidder's Proposal.
- b. Without prejudice to the rights of the Purchaser under Clause above and the rights and remedies which the Purchaser may have under the LOI or the Agreement, if an Bidder of Systems Implementation Agency, as the case may be, 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 or the execution of the Agreement, such Bidder or Systems Implementation Agency shall not be eligible to participate in any tender or RFP issued by the Purchaser during a period of 3 (Three) years from the date such Bidder or Systems Implementation Agency, as the case may be, is found by the Purchaser 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.

11 Conflict of Interest

- a. A Bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Purchaser shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the Purchaser for, inter alia, the time, cost and effort of the Purchaser including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to the Purchaser hereunder or otherwise.
- b. The Purchaser requires that the Implementation Agency provides solutions which at all times hold the Purchaser's interests' paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Systems Implementation Agency shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Purchaser.

12 Period of Contract

Contract will be signed with the successful bidder for a period of 3 (Three) years. Contract period may be extended further on mutual agreement terms and conditions based on performance of the agency and at the sole discretion of Purchaser. As specified in the RFP document, the agreement period shall be three years; however, the initial work order will be issued only for a period of one year. Subsequent renewal or issuance of further work orders shall be decided by the Department after reviewing the progress of Aadhaar-related activities and other relevant performance parameters of the selected agency. In the event that the performance of the agency is found to be unsatisfactory, the Department reserves the right to terminate the agreement with due approval of the Government.

13 General Terms and Conditions of Tender & Contract

Proposers should read these conditions carefully and comply strictly while sending their bids. The proposer shall be deemed to have carefully examined the conditions of the services to be rendered. If the proposer has any doubts as to the meaning of any portion of these conditions, he shall, before submitting the Bid and signing the contract refer the same to the Purchaser and get clarifications.

13.1 Contract Documents

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

13.2 Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of the Maharashtra State.

13.3 Selected proposer's Responsibilities

The selected agency shall deliver services included in the scope of work in accordance with the provisions of bidding document and/or contract.

13.4 Recoveries from agency

- a) Recovery of liquidated damages or penalties shall be made ordinarily from bills.
- b) The Procurement Officer shall withhold amount to the extent of shortcomings of the delivery of services unless these are completed as per the satisfaction of the Procurement Officer. In case of failure to withhold the amount, it shall be recovered from his dues and performance security deposit available with Purchaser.
- c) The balance, if any, shall be demanded from the selected agency and when recovery is not possible, the Procurement Officer shall take recourse to law in force.

13.5 Taxes & Duties

- a) GST, if applicable, shall be paid by the Purchaser separately on prevailing rates. All other taxes, duties, license fee and levies shall be including in the bid price.
- b) TDS, if applicable for any tax, shall be done as per law in force at the time of execution of the contract.
- c) If any tax exemptions, reductions, allowances or privileges may be available to the successful/ selected proposer in India, the Purchaser shall use its best efforts to enable the successful/ selected proposer to benefit from any such tax savings to the maximum allowable extent.

13.6 Copyright

The copyright in all materials containing data and information furnished to the Purchaser by the selected agency herein shall remain vested with the Purchaser, or, if they are furnished to the Purchaser directly or through the selected agency by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.

13.7 Confidential Information

The RFP contains information proprietary to Purchaser. Purchaser requires the recipients of this RFP to maintain its contents in the same confidence as their own confidential information and refrain from reproducing it in whole or in part without the written permission of Purchaser. Purchaser will not return the bids/responses to the RFP received. The information provided by the Bidder(s) will be held in confidence and will be used for the sole purpose of evaluation of bids.

13.8 Notices

- a. Any notice or other document which may be given by either Party under this Agreement or under the SLA shall be given in writing in person or by pre-paid recorded delivery post, email or by facsimile transmission.
- b. Any such notice or other document shall be deemed to have been given to the other Party (or, if

relevant, its relevant associated company) when delivered (if delivered in person) if delivered between the hours of 9.00 am and 5.00 pm at the address of the other Party set forth above or if sent by fax, provided the copy fax is accompanied by a confirmation of transmission, or on the next working day thereafter if delivered outside such hours, and 7 days from the date of posting (if by letter).

- c. Either Party to this Agreement or to the SLA may change its address, telephone number, facsimile number and nominated contact for notification purposes by giving the other reasonable prior written notice of the new information and its effective date.

13.9 Sub-contracting

- a) **The proposer shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of Purchaser. According to the provision of Regulation 21(7) of the Aadhaar (enrollment and Update) Act 2016 Registrar shall not permit to Enrollment Function EA/contract Manpower Agencies to third Parties.**

13.10 Specifications and Standards

The services supplied under this Contract shall conform to the standards mentioned in bidding document and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate.

13.11 Limitation of Liability

Except in cases of gross negligence or willful misconduct: -

- a) Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the agency to pay liquidated damages to the Purchaser.
- b) The maximum aggregate liability of bidder shall not exceed the annual bill value or average annual bill value in case one year is not completed.
- c) The maximum aggregate liability of bidder shall not exceed the annual bill value or average annual bill value in case one year is not completed.

13.12 Liquidated Damages

Time is the essence of the Agreement and the delivery dates are binding on the Implementation Agency. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the Implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% of the total contract value. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Purchaser under the contract and law.

13.13 Payments

- a. Payment would be made in Indian Rupees only in the designated bank account based on the adherence to the Service level Agreement of the RFP.
- b. It is mandatory for the selected agency to deposit the collected amount (Cash or online) in the Purchaser/department account, before 5th of Succeeding months (eg. All fees collected in the months of March must be deposited with purchaser by 5th April). The payment to the selected agency would be reconciled and released / received to Agency only after receipt of the report and payment from UIDAI and as per the terms and conditions of the RFP awarded. The purchaser/department may decide to pay the selected agency towards its invoice in case UIDAI delay the payment from the fees deposited by the agency in the purchase/department account. Payments shall be subjected to deductions of any amount for which the agency is liable as per the penalty clause of UIDAI if any imposed, which is imposed as per UIDAI guidelines which is also liable to be changed from time to time by UIDAI for which we should adhere. All payments shall be made subject to deduction of TDS (Tax Deduction at Source) & GST (Goods & Service Tax as applicable during the settlement month) as per the applicable Acts & Laws.
- c. Any Official travel to be undertaken for project work as directed by the DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE or UIDAI the cost will be borne by agency.
- d. No extra payments will be made for working on extended hours / Saturdays / Sundays/Holidays to meet the committed/required time schedules as defined by district authority.
- e. The selected bidder's request for monthly payment shall be made to the DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE in writing, accompanied by invoices describing, as appropriate, the number of counts of services rendered under each head along with the deduction of penalty if any as imposed by UIDAI as supporting documents for which required documents are submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract.
- f. Taxes, as applicable, will be deducted/ paid as per the prevalent rules and regulations.
- g. it is mandatory for the selected agency to pay salary/ Fix Remuneration of the UIDAI rates to the operator cum supervisor for each activity completed successfully by the operator cum supervisor. The agency must keep its share (after payment of purchaser/department share) for ALL other expenses seen or unseen / planned or unplanned from its share.
- h. The selected agency must adhere to all regulations related to but not limited to EPF, ESIC etc. The purchaser / Department may seek such records for any clarification of any disputes.

13.14 Force Majeure

Notwithstanding the provisions of conditions of contract, the Successful Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its' delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

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

If a Force Majeure situation arises the Successful Bidder shall promptly notify Purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by Purchaser in writing, the Successful 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.

13.15 Termination

13.15.1 Termination for Default

Purchaser may, without prejudice to any other remedy for breach of contract, by written 30 days' notice of default sent to the Successful Bidder, terminate the Contract in whole or part.

If the Successful Bidder fails to deliver any or all of the systems within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to conditions of contract clause or if the Successful Bidder fails to perform any other obligation(s) under the Contract.

In the event that Purchaser terminates the Contract in whole or in part, pursuant to the conditions of contract clause, it may procure, upon such terms and in such manner, as it deems appropriate, systems or services similar to those undelivered, and the Successful Bidder shall be liable to pay Purchaser for any excess costs for such similar systems or services. However, the Successful Bidder shall continue the performance of the Contract to the extent not terminated.

13.15.2 Termination for Insolvency

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

13.15.3 Termination for Convenience

Purchaser, by 30 days' written notice sent to the Successful Bidder may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for Purchaser's convenience, the extent to which performance of the Successful Bidder under the Contract is terminated, and the date upon which such termination becomes effective. However, any undisputed payment to the invoices of the task accomplished by successful bidder would be paid by Purchaser.

13.15.4 Settlement of Disputes

If any dispute of any kind whatsoever arises between DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE and the successful bidder in connection with or arising out of the contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference by mutual consultation an appeal may be filed to the Principal Secretary, Government of Maharashtra. The place of arbitration shall be Pune, and all legal disputes are subject to the jurisdiction of courts at Pune.

Representations and Warranties

13.15.5 Representations and warranties of the Implementation Agency

The Implementation Agency represents and warrants to the Purchaser or its nominated agencies that:

- (a) it is duly organized and validly existing under the laws of India, and has full power and authority to execute and perform its obligations under this Agreement and other agreements and to carry out the transactions contemplated hereby;
- (b) it is a competent provider of a variety of information technology and business process management services;
- (c) it has taken all necessary corporate and other actions under laws applicable to its business to authorize the execution and delivery of this Agreement and to validly exercise its rights and perform its obligations under this Agreement;
- (d) from the Effective Date, it will have the financial standing and capacity to undertake the Project in accordance with the terms of the RFP;
- (e) in providing the Services, it shall use reasonable endeavors not to cause any unnecessary disruption to Purchaser's normal business operations;
- (f) this Agreement has been duly executed by it and constitutes a legal, valid and binding obligation, enforceable against it in accordance with the terms hereof, and its obligations under this Agreement shall be legally valid, binding and enforceable against it in accordance with the terms hereof;
- (g) the information furnished in the Implementation Agency's response to the RFP and any subsequent clarification pertaining to the evaluation process, furnished on or before the date of this Agreement is to the best of its knowledge and belief, true and accurate in all material respects as at the date of this Agreement;
- (h) the execution, delivery and performance of this Agreement shall not conflict with, result in the breach of, constitute a default by any of the terms of its Memorandum and Articles of Association or any Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected
- (i) there are no material actions, suits, proceedings, or investigations pending or, to its knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in the breach of this Agreement or which individually or in the aggregate may result in any material impairment of its ability to perform any of its material obligations under this Agreement;
- (j) it has no knowledge of any violation or default with respect to any order, writ, injunction or decree of any court or any legally binding order of any Government Instrumentality which may result in any Adverse Effect on its ability to perform its obligations under this Agreement and no fact or circumstance exists which may give rise to such proceedings that would adversely affect the performance of its obligations under this Agreement;
- (k) it has complied with Applicable Laws in all material respects and has not been subject to any fines, penalties, injunctive relief or any other civil or criminal liabilities which in the aggregate have or may have an Adverse Effect on its ability to perform its obligations under this Agreement;
- (l) no representation or warranty by it contained herein or in any other document furnished by it to Purchaser or its nominated agencies in relation to the Required Consents contains or shall contain any untrue or misleading statement of material fact or omits or shall omit to state a material fact necessary to make such representation or warranty not misleading; and
- (m) no sums, in cash or kind, have been paid or shall be paid, by it or on its behalf, to any person by way of fees, commission or otherwise for entering into this Agreement or for influencing or attempting to influence any officer or employee of Purchaser or its nominated agencies in connection therewith.

13.15.6 Representations and warranties of the Purchaser or its nominated agencies

Purchaser or its nominated agencies represent and warrant to the Implementation Agency that:

- (a) it has full power and authority to execute, deliver and perform its obligations under this Agreement and to carry out the transactions contemplated herein and that it has taken all actions necessary to execute this Agreement, exercise its rights and perform its obligations, under this Agreement and carry out the transactions contemplated hereby;
- (b) it has taken all necessary actions under Applicable Laws to authorize the execution, delivery and performance of this Agreement and to validly exercise its rights and perform its obligations under this Agreement;
- (c) it has the financial standing and capacity to perform its obligations under the Agreement;
- (d) it is subject to the laws of India, and hereby expressly and irrevocably waives any immunity in any jurisdiction in respect of this Agreement or matters arising thereunder including any obligation, liability or responsibility hereunder;
- (e) this Agreement has been duly executed by it and constitutes a legal, valid and binding obligation enforceable against it in accordance with the terms hereof and its obligations under this Agreement shall be legally valid, binding and enforceable against it in accordance with the terms thereof;
- (f) the execution, delivery and performance of this Agreement shall not conflict with, result in the breach of, constitute a default under, or accelerate performance required by any of the Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected;
- (g) there are no actions, suits or proceedings pending or, to its knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in the default or breach of this Agreement or which individually or in the aggregate may result in any material impairment of its ability to perform its material (including any payment) obligations under this Agreement;
- (h) it has no knowledge of any violation or default with respect to any order, writ, injunction or any decree of any court or any legally binding order of any Government Instrumentality which may result in any Adverse Effect on the Purchaser or its nominated agency's ability to perform its obligations under this Agreement and no fact or circumstance exists which may give rise to such proceedings that would adversely affect the performance of its obligations under this Agreement;
- (i) it has complied with Applicable Laws in all material respects;
- (j) all information provided by it in the RFP in connection with the Project is, to the best of its knowledge and belief, true and accurate in all material respects; and
- (k) upon the Implementation Agency performing the covenants herein, it shall not at any time during the term hereof, interfere with peaceful exercise of the rights and discharge of the obligations by the Implementation Agency, in accordance with this Agreement;

Obligations

13.15.7 Obligations of the Implementation Partner

- (a) It shall provide to the Purchaser or its nominated agencies, the Deliverables as set out in this RFP.
- (b) It shall perform the Services as set out in this RFP and in a good and workmanlike manner commensurate with industry and technical standards which are generally in effect for international projects and

innovations pursuant thereon similar to those contemplated by this Agreement, and so as to comply with the applicable Service Levels set out with this Agreement.

(c) It shall ensure that the Services are being provided as per the Project Timelines set out in the RFP.

13.15.8 Obligations of the Purchaser or its Nominated Agencies

Without prejudice to any other undertakings or obligations of the Purchaser or its nominated agencies under this Agreement, the Purchaser or its nominated agencies shall perform the following:

- a) To provide any support through personnel to test the system during the Term;
- b) To provide any support through personnel and/or test data during development, rollout, steady state operation, as well as, for any changes/enhancements in the system whenever required due to scope change that may arise due to business, delivery or statutory/regulatory reasons;
- c) Purchaser shall provide the data (including in electronic form wherever available) to be migrated.
- d) To authorize the Implementation Agency to interact for implementation of the Project with external entities such as the state treasury, authorized banks, trademark database etc.

Other conditions

Right to Inspect and Audit

Purchaser or UIDAI shall have the right to:

- i. Carry out any inspection, background checks, audits of the agencies.
- ii. Verify any allegations made by/ made against the agencies.
- iii. Carry our scheduled / un-scheduled visits to any of the enrolment centers / stations manned by the agency by authorized officials/ nominated agencies.
- iv. Oversee the compliance processes and operations by the enrolling agency.

13.15.9 Privacy, Confidentiality & Security

The Agency must ensure that the data is kept in a very secure and confidential manner and under no circumstances, shall they either use the data themselves or part with the data to any other agency other than the DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE / UIDAI. Mechanisms to ensure the same have to be put in place by the Agency and shall be subject to audit by DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE /UIDAI/ its representative from time to time. The Agency must familiarize itself and strictly adhere and comply with the data security guidelines issued by UIDAI from time to time.

13.15.10 General

- I. The agency shall always be governed by the provisions of Aadhaar Act, 2016 and the regulations framed there under.
- II. The above terms and conditions shall be treated as confidential and shall not be disclosed without the prior permission of DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE /UIDAI. However, this information may be disclosed to person or body with legal right to know the information.
- III. The interpretation validity, and performance of this document, shall be governed in all respects in accordance with the Indian Laws and the parties hereto hereby submit to the exclusive jurisdiction of Maharashtra courts.

13.15.11 Non-Disclosure Agreement

The selected Bidder shall execute Non-Disclosure Agreement (NDA). The selected Bidder shall execute the NDA within two months from the date of acceptance of letter of appointment

13.15.12 Principal to Principal Relationship

The employee engaged by the vendor shall be deemed to be the employees of Vendor only, and DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE shall not relate to the employment or the terms and conditions thereof in any way. The vendor alone would comply with the statutory obligations and Labour Regulations/Rules in this regard. None of the provisions of this Agreement shall be deemed to constitute a partnership between the parties hereto, and neither party shall have authority to bind the order except as specifically provided for hereunder. Neither party hereto is the agent of the other and there is no master-servant relationship between the parties. The relationship is on principal-to-principal basis. The Vendor shall be responsible for payments of all statutory dues with respect to each of its personnel/employees engaged by it to render services under this Agreement with respect to each applicable Labour laws and other laws issued by Govt. in this regard. No dues/contributions under any labor legislations, as applicable, are payable by the DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE with respect to the Vendor's personnel/employees. The vendor will have no claims whatsoever against the DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE with respect to payment of statutory dues/contributions to personnel/employees of under applicable labor legislations.

ANNEXURE- A

To Whom It May Concern

1. This is to certify that M/s._____has been provide with our Department /Bank / (Registrar Name) as an AEC (Aadhaar Enrolment Center) Service Provider since ___ (Date), and they have been Operating/Engaged _____ number of AECs,
2. M/s. __ has done _____ enrolments and updates during the last 3 years, totaling _____ lakh Aadhaar
3. M/s. __ is operating the Aadhaar on Wheels model at locations such as _____,
4. Name of states and Union Territories covered by Service Providers: _____.
5. M/s. ___ has been currently operating _____ ASK as on the bid submission date.
6. The services provided by M/s. _____ have been found to be satisfactory.

This certificate is issued at the request of M/s. _____

Authorized Signatory

Name Of Designation

Seal and Stamp

Place: _____

Date: _____

Important Note: All experience certificates submitted as per Annexure A will be subject to verification by the competent authority/UIDAI Registrar; If a bidder is found guilty of providing false or unsatisfactory experience certificates, the department will take strict action against the bidder as per the applicable rules and regulations.

ANNEXURE B
UNDERTAKING

Date: [Insert Date]

To,

[Insert Name of the Tendering Authority] [Insert Name of the Organization]

[Insert Address of the Organization] [Insert City, State, PIN Code]

Subject: Undertaking to Open an Office in Maharashtra

Dear Sir/Madam,

We, [Name of the Supplier/Bidder/Vendor], a company registered under the laws of [insert country/state] and having its registered office at [insert registered address], hereby submit this undertaking as a part of our participation in the tender [insert tender reference number] for [insert tender name/description].

In compliance with the requirements of the tender, we hereby undertake to open a permanent office in Maharashtra within 15 days of the finalization of the tender and subsequent award of the contract. We assure you that the office will be operational, with appropriate infrastructure and personnel to facilitate the execution and management of the contract.

Further, we will comply with all relevant local laws and regulations while operating the office in Maharashtra.

We understand that failure to open the office as stated above will result in [mention consequences or actions that will be taken in case of non-compliance, e.g., cancellation of the contract, forfeiture of the bid, etc.].

We confirm that the information provided in this undertaking is true to the best of our knowledge and belief, and we are fully committed to adhering to the conditions set forth by the tendering authority.

Thank you for considering our submission. Yours faithfully,

[Signature]

[Name of the Authorized Signatory] [Designation]

[Company Name] [Contact Details]

ANNEXURE-C
TURNOVER CERTIFICATE

Subject: Turnover Certificate of M/S_____ Based on its books of accounts and other published information authenticated by it, this is to certify that M/S.____had, over the last three Financial Years, a Total turnover of Rs._____ lakhs, from____, and a net profit of Rs._as per year-wise details noted below:

Financial Year ending 31st March	Total Turnover (In Rs Lakhs)	Earning from Supply of Aadhaar enrolment and related activities (Rs lakh)	Net profit earned (+/-)(Rs lakh)
2022-2023			
2023-2024			
2024-2025			
Total			
Average Annual			

UDIN:

For

Chartered Accountant Authorized Person name- Membership No

Date:

Place:

Annexure-2: Covering Letter

(To be submitted on the letter head of the bidder)

To,

The Director
Directorate of Primary Education, M.S.,
Pune Dy. Director of Education Pune office Central Building,
Dr. Annie Besant Road, Pune, Maharashtra 411001

Dear Sir/Madam,

We, the undersigned, offer Request for Proposal For Selection of Agency for outsourcing Delivery of Public service as a Project . in accordance with your RFP dated and our Proposal. "We are hereby submitting our Proposal as per the requirements mentioned in the RFP". We hereby declare that:

- a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Client.
- b) We meet the eligibility requirements as stated in this RFP, and we confirm our understanding of our obligation to abide by the policy regarding corrupt and fraudulent practices.
- c) Our Proposal is binding upon us and subject to any modifications/amendments Purchaser made before the date of submission.
- d) Our Firm/Company do not face any sanction or any pending disciplinary action from any authority against our Firm/Company.
- e) We understand that the Client is not bound to accept any Proposal that the Client receives.

Thank you,

Authorized Signature (In full and initials with Seal): Name and Title of Signatory:

Name of Bidder (Firm/Company's name): In the capacity of:

Address:

Contact information (phone and e-mail):

Date & Time: _____

Place: _____

Annexure-3: Checklist for Eligibility/Qualification Criteria Compliance

Sr. No.	Eligibility/Qualification Criteria	Documents to be Provided	Compliance (Yes/No)	Reference Document Page No
1.				
2.				
3.				
4.				
5.				
6.				

Annexure-4: Checklist for Technical Marking Criteria Compliances

Sr No	Technical Scoring Criteria	Documents to be Provided	Reference Document Page Number
1			
2			
3			
4			
5			

Annexure-5: Project Details Template

Project Details (To be filled for each Project)

Sr. No.	Item	Details
1.	Name of the Project/ Client	
2.	Nature of Work	
3.	Work Order/ Contract No.	
4.	Contract Value (In Lakhs)	
5.	Client Details (with mobile numbers & emailaddress of issuing authorities)	
6.	Name, Title & Address of the Client who can be contracted	
7.	URL	
8.	Status of the Project (Running / Completed /Closed)	

Annexure-6: Firm/ Company Information

Following are the particulars of our organization:

Sr. No	Description	Details (To be filled by the bidder)
1	Name of bidder	
2	Regional official address (in Maharashtra, if any)	
3	Phone No. and Fax No.	
4	Registered Headquarters Address	
5	Phone No. and Fax No.	
6	Web site Address	
7	Details of Firm's Registration (Please enclose copy of the registration document)	
8	Name of Registration Authority	
9	Registration Number and Year of Registration	
10	EPF/ESIC Registration Number	
11	Goods and Service Tax Registration No. (If any)	
12	Permanent Account Number (PAN)	

Note: Separate sheets may be attached wherever necessary

**Annexure -7: Contact Details of Officials for correspondence during bid process:
<<On letterhead of Company>>**

Details	Authorized Signatory	Secondary Contact
Name		
Title		
Company Address		
Phone		
Mobile		
Fax		
E-mail		

Annexure-8: Self-Declaration

(To be submitted on the letter head of the bidder)

To,

The Director

Directorate of Primary Education, M.S.,

Pune Dy. Director of Education Pune office campus, Dr. Annie Besant Road, Pune 411001

In response to the RFP Ref. No. Tender ID : 2026_ DPEMSP _____1, Dated for offer Request for Proposal For Selection of Agency for outsourcing Delivery of Public service as a Project_ as an Owner/Partner/Director/ Auth. Sign.Of_, I/We hereby declare that presently our Company/Firm_____at the time of bidding.

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

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

Thanking you,

Authorized Signature {In full and initials with

Seal): Name and Title of Signatory:

Name of Bidder (Firm/Company's

name): In the capacity of:

Address:

Contact information (phone and

e-mail): Date & Time:

Place :

Annexure-9: Performance Bank Guarantee

<Name>

<Designation>

<Address>

<Phone Nos.>, <Fax Nos.>, <email id>

Whereas, <<name of the supplier and address>> (hereinafter called "the Bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <<name of the assignment>> to Purchaser (hereinafter called "the beneficiary")

And whereas it has been stipulated by in the said contract that the Bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its offices at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs.<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <Insert Value> (Rupees <Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>)

Notwithstanding anything contained herein:

1. Our liability under this bank guarantee shall not exceed Rs. <Insert Value> (Rupees <Insert Value in Words> only).
 - II. This bank guarantee shall be valid up to <Insert Expiry Date>
 - III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank) Seal:

Date:

Annexure-10: Financial Bid

(This is to be submitted only under the financial bid cover at Maha E-Tender portal.)

Nature of Work: - Request for Proposal Providing Manpower services for Aadhaar registration and updating of Students Data from classes 1st to 12th in all Districts of the Maharashtra State.

Name of the Bidder/Company: _____
 We submit herewith the Financial Proposal for the assignment proposed by DIRECTORATE OF PRIMARY EDUCATION, M.S., PUNE.

Commercial Bid – Bill of Rate quoted in (B)

Description	Rate of assistance to registrar* (incl. GST) (A)	Unit Rate* (incl. GST) (B)	Department/ Purchaser's Share * (incl. GST) (C)
Price per new successful Enrolments, min. capping with applicable of all Taxes of Rs. 50 to Max. capping with applicable of all Taxes of Rs. 75	Rs. 75		(C)=[A-B]
Price per new successful Enrolments (more than 5 Years Age) min. capping with applicable of all Taxes of Rs. 85 to Max. capping with applicable of all Taxes of Rs. 125	Rs.125		(C)=[A-B]
Price per successful mandatory updates (05 to <07 years and 15 to <17 years) min. capping with applicable of all Taxes of Rs. 85 to Max. capping with applicable of all Taxes of Rs. 125	Rs.125		(C)=[A-B]
Total (sum Of Column B)		Rs.....	

* The price will be inclusive of all taxes, gst, duties, levies, etc. TDS will be deductible as per rules prevailing on the date of payment of applicable items. Total Cost includes services like supply of ASK, remuneration to Operators, etc., i.e., services including technology services covering all connected activities narrated in the RFP and the services include installation support, and stationary and all expenses incidental to the operation at the ASK, connectivity charges cost of consumables (printer paper, ribbons, cells) etc. Rate must be quoted in mention capping otherwise bid will be rejected.

Note - The BOQ (excel) is only for specimen. Rate quoted in Above PDF Format as Per Annexure-10: Financial Bid Format, will be Consider for Final calculation.

Place: _____ Name: _____
 Date: _____ Designation: _____

(Seal and Signature of Authorized Signatory)

Note: Table below describes Rate of each activity

Sr. No.	Particulars	Per Unit Charges
1	Percentage of commission that the Department will share from UIDAI assistance for successful New Enrollments, Mandatory updates.	75
2	Aadhaar Generation of residents in 0-5 age group (ECMP or CEL Client enrolment)	125
3	Aadhaar Generation of residents more than 5 years age	125
3	Mandatory Biometric Update (05 to <07 years and 15 to <17 years)	125

Note:

As per UIDAI Office Memorandum F. No. HQ-16033/1/2020-EU-I-HQ-Part (2), dated 19th September 2025 and F. no. HQ-16034/1/2021-EU-1-HQ—Part(1) Dtd. 29.09.2025 the service charge shall be collected by the Service Provider/Registrar. The Rs... shall be quoted by the Agency to the Department in the financial bid. After deduction of the Department's share, the remuneration amount shall be credited to the Agency. Furthermore, if UIDAI revises the rates, the revised rates shall be applicable accordingly

1. According to UIDAI standards, the service charges collected online by the agency's operator from individuals (whose Aadhaar is to be created or updated) will be directly deposited into a special account specifically opened by the Registrar/service provider in a designated bank. From this designated account, Project-specific QR codes will be generated and provided to Aadhaar service centers at the respective Project offices. These QR codes will allow individuals to scan and pay the service charge online. No other method will be used to accept online service charges.

Annexure 11 Master Service Agreement

THIS AGREEMENT ("Agreement") is made on this the <***> day of <***> 20... at <***>, India. BETWEEN _____ having its office at _____ India hereinafter referred to as 'Purchaser' / 'Purchaser' or _____, which expression shall, unless the context otherwise requires, include its permitted successors and assigns); of the FIRST PART;

AND

<***>, a Company incorporated under the Companies Act, 1956, having its registered office at <***> (hereinafter referred to as 'the Implementation Agency/IA' which expression shall, unless the context otherwise requires, include its permitted successors and assigns) of the SECOND PART.

Each of the parties mentioned above are collectively referred to as the 'Parties' and individually as a 'Party'.

WHEREAS:

1. Purchaser is desirous to implement the project of e-Governance for <Insert the type of project>.
2. In furtherance of the same, Purchaser undertook the selection of a suitable Implementation Agency through a competitive bidding process for implementing the Project and in this behalf issued Request for Proposal (RFP) dated <***>.
3. The successful bidder has been selected as the Implementation Agency on the basis of the bid response set out as Annexure of this Agreement, to undertake the Project of the development and implementation of the solution, its roll out and sustained operations.

NOW THEREFORE, in consideration of the mutual covenants, promises, assurances, representations and provisions set forth herein, the Parties hereto agree as follows:

1. In this Agreement words and expressions shall have same meanings as are respectively assigned to them in the Conditions of Tender referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.

S/N	Document
1	RFP dated <<***>> issued by Purchaser for <<Name of RFP>> along with Schedules and Annexures;
2	All the subsequently issued corrigendum
3	Technical and financial proposal submitted by the successful bidder, to the extent they along with subsequently issued clarifications furnished by the Implementation Agency in response to the RFP, to the extent they are not inconsistent with any terms of the RFP.
4	Letter of Intent (LOI) / work order issued by Purchaser on <<date>> to the Successful Bidder

3. In consideration of the Payments to be made by Purchaser to Agency as per the terms of RFP, Agency hereby covenants with Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects as per the provisions of the RFP Document and subsequent corrigendum.

4. Purchaser hereby covenants to pay Agency in consideration of the provisions of the goods and services and the remedying of defects therein the Contract Price as may become payable under the provisions of the Contract at the times and in the manner prescribed in the RFP Document.

IN WITNESS WHEREOF the parties hereto have signed this Agreement on the date and year respectively mentioned against their signature.

Signature on behalf of the << Purchaser>>

(_____) Name: Designation:

Signature on behalf of <<Successful Bidder>>(_____) Name: Designation:

WITNESSED BY: Name AddressSignature

- 1.
- 2.

Annexure- 12

Pre-bid meeting and Queries format

Directorate of Primary Education, School Education and sports Department, Pune (DIRECTORATE OF PRIMARY EDUCATION) will host a pre-bid meeting as per schedule mentioned in the Tender Notice. The representatives of bidders may attend the pre-bid meeting. The purpose of the pre-bid meeting is to provide a forum to the bidders to clarify their doubts / seek clarification or additional information, necessary for them to submit their bid. Bidders shall submit their queries in writing format prescribed in within stipulated time.

All the enquiries from bidders relating to this RFP must be emailed to depmah2@gmail.com before 07.12.2025 upto 3.00 pm. After this deadline no queries should be entertained by department. Queries emailed to the DIRECTORATE OF PRIMARY EDUCATION in the following format.

Name of the Company/Firm:

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

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

Company/Firm Contacts:

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

Query / Clarification Sought:

Sr. No.	RFP Page No.	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification