



Banking Operations Department
Corporate Office



**REQUEST FOR QUOTATION [RFQ] FOR
“RUNNING AADHAAR ENROLMENT / UPDATE CENTRES AT BANK’S
PREMISES” ON PAN INDIA BASIS**

**CO/ BOD/01/2017-18
24.08.2017**

Issued By:

Indian Bank
Banking Operations Department
Corporate Office,
254-260 Avvai Shanmugam Salai
Royapettah
Chennai - 600014

This quote document contains 14 pages



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Request for Quotation (RFQ)

Sl. No.	Description	Details
1	RFQ No. and date	RFQ 01/2017-18 dated 24.08.2017
2.	Brief Description of the RFQ	Setting up 333 aadhaar enrolment centres at identified branch premises including our sponsored RRBs, for Aadhaar enrolment and updation facilities for bank customers and residents.
3.	Bank's Address for Communication and Submission of Tender	The Deputy General Manager Indian Bank Banking Operations Department Corporate Office, Royapettah Chennai Tamil Nadu- 600014
4.	Date of Issue	28.08.2017
5.	Last Date of Submission of Queries for pre bid Meeting	01.09.2017, 1.00 PM
6.	Date of Pre Bid Meeting	05.09.2017, 3.00 PM
7.	Last Date of Submission of Bids	08.09.2017, 3.00 PM
8.	Date and time of Opening of Part A- Conformity to Eligibility Criteria.	08.09.2017, 4.00 PM
9.	Date and time of Opening of Part-B- Technical proposal	08.09.2017, 4.30 PM
10.	Date and time opening of price / commercial bid	08.09.2017, 4.45 PM
11.	Application Fees (Not Refundable)	Rs.5000/-(Rupees Five thousand only)

This document can be downloaded from Bank's website <http://www.indianbank.in>. In that event, the bidders should pay the Application Fee for tender document by means of DD, drawn on any scheduled Commercial Bank for the above amount in favour of Indian Bank, payable at Chennai and submit the same along with the Bid document.



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ABBREVIATIONS USED IN THIS DOCUMENT:

1.	UIDAI	Unique Identification Authority of India
2.	BG	Bank Guarantee
3.	DD	Demand Draft
4.	ITD	Information Technology Department
5.	EMD	Earnest Money Deposit
6.	CO	Corporate Office
7.	LD	Liquidated Damage
8.	NEFT	National Electronic Funds Transfer
9.	OS	Operating System
10.	RFQ	Request for Quotation
11.	RTGS	Real Time Gross Settlement
12.	GST	Goods and Service tax

INTRODUCTION

1. Objective

Bank intends to select vendor/s for setting up 333 aadhaar enrolment centres at identified branch premises of Indian bank and our sponsored RRBs, on pan India basis, for Aadhaar enrolment and updation facilities for bank customers and residents for a period from 11.09.2017 to 10.09.18 (one year), which is extendable for further period/s at the discretion of the bank as per the requirement/ direction from UIDAI/ Government of India.

2. About RFQ

Deputy General Manager (IED), Indian Bank, Corporate office, 254 – 260 Avvai Shanmugam Salai, Royapettah, Chennai – 600 014 invites sealed quotes from Aadhaar Enrolment agencies who are registered with UIDAI. Enrolment agencies interested in undertaking the work, as per the Terms & Conditions contained herein, are requested to submit their sealed quotes as per the format enclosed.

1.	Name of work	Bank intends to open Aadhaar centres in its select branch premises across the country. The tentative number of centres (333 nos.) proposed to be opened in Branches in States / Union Territories (UT) are furnished in Annexure - I.
2.	Eligible Agencies	Enrolment agencies that are in the live empanelled list of UIDAI for Aadhaar enrolment / updation and who can run all the centres in a particular State shall only apply.
3.	Submission of Quotes	The quotes are to be submitted in 2 parts. Part1 – Details of the enrolment agency like Name, address, constitution, experience etc are to be furnished as an open document with scanned copy of of supportive documents. Part 2 – <ol style="list-style-type: none"> 1. Price Bid document 2. For each State, separate quote should be submitted.
4.	Last Date of submission	08/09/2017 (Upto 03.00 P.M) - For submission of Part 1 and Part 2
5.	Date of opening bid	Part 1 – On 08/09/2017 at 4.00PM. at Indian Bank, Corporate Office, Banking Operations Department, First Floor, No. 254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600 014. Part 2 – On 08/09/2017 at 4.30PM.

3. **Eligibility Criteria:**

- This invitation of bids is open to enrolment agencies empanelled by UIDAI and have done satisfactory enrolment/ updation works & having presence in India. The enrolment agency should have an active enrolment code for carrying out enrolment work under UIDAI enrolment framework. Bidder has to renew EA code before expiry during the contract period.
- A single company/organization (e.g. Govt / Semi-Govt./ Private / PSU/ NGO/Not – for – profit/ Micro Financial Institutions) or consortium of companies / organizations (maximum of 4 members) registered in India are eligible to submit proposals for carrying out the enrolment work as per this RFP. In case of a consortium, one of the members of a consortium should act as the prime agency and shall be solely responsible to the Bank for executing the enrolment activities and contractual obligations, if selected for carrying out enrolment activities. The prime agency should submit the bid on behalf of the consortium.
- The bidder (Single agency/all consortium members) must be incorporated or registered in India under the Indian Companies Act, 1956 (Including section 25 of the act), The



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Partnership Act 1932, Societies Registration Act 1860, Indian Companies Act, 2013, the Indian Trusts Act 1882 / It's equivalent in the respective states OR proprietorship entities having a PAN number.

- The bidder should be on the panel of UIDAI.
- The bidder (single agency /consortium members) should not have been blacklisted by central, or any State/UT Government or their undertakings.
- The services of the bidder should not have been terminated for unsatisfactory work or fraudulent activity by Central, or any State/UT Government or their undertakings.
- The bidder shall strictly adhere to the eligibility criteria mentioned above and shall submit a copy of the letter of empanelment along with the bid.

Only those bidders who meet the eligibility criteria specified above will be eligible to respond to this RFQ. The bidder's proposal shall contain the relevant information and supporting documents (as specified below) to substantiate the eligibility of the bidder vis-à-vis the technical criteria.

4. The list of supporting documents to be submitted:

The list of mandatory supporting documents to be submitted is:

1. Certificate of Incorporation from Bank of Companies (ROC) or certificate of Registration / Evidence of legal status of Bidder (Single Agency/all Consortium members)
2. Letter of Association in case of Consortium /certified true copy of the consortium agreement between the Prime Bidder and the other members of the consortium, describing the respective roles and responsibilities of all the members, in meeting the overall scope and requirements of the proposed project.
3. Company Auditor Certified Financial Statements (of Single Agency / Prime agency in case of consortium) for the financial years 2016-17, 2015-16 and 2014-15 (please include the sections on P& L, turnover, Assets and Balance Sheet) should be provided by all types of bidder.
4. Declaration from the authorized signatory citing that the organization has not been blacklisted by Central / State / UT Government / UIDAI or their undertakings and has not been charged for any fraudulent activity.
5. Declaration from authorized signatory citing that the service of the organization has not been terminated for unsatisfactory work or fraudulent activity by any Central/State/UT Government or their undertakings.
6. In case of NGO/ Not-for-profit organizations, declaration from the Senior management citing that the organization is a non-political and non- denominational organization with no affiliation to any political party or religion.
7. Proof for organization PAN number, GST details.
8. Profile of the Organization giving relevant details of nature of work, experience, infrastructure, resources etc.



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9. Letter of empanelment of UIDAI
10. Letter of Authority/the Power of Attorney duly attested by the bidder demonstrating that the representative has been duly authorized to sign.

5. Instructions to Bidder:

a) Earnest Money Deposit

- (1) The bidder has to enclose the Earnest Money Deposit of Rs. 1.00 lakh (Rupees One lakh only) along with Part I. The EMD shall be by Demand Draft in favour of Indian Bank, Chennai.
- (2) Bids without EMD will be summarily rejected.
- (3) The EMD of the unsuccessful bidders shall be returned within 30 days of acceptance of L1 bidder.
- (4) No interest will be paid on the EMD deposited.
- (5) The EMD shall be forfeited in case the bidder withdraws his quote before the conclusion of the bid process.

b) Space for Aadhaar Enrolment:

- Bank will provide Space for operations, furniture, power supply, plug points and stationery to the assigned Agency. All the other requirements are to be made by the Agency at its own cost.

c) Software & Hardware:

- The accessories required for enrolment viz. computer, printer, scanner, UPS and other hardware related to Aadhaar enrolment, the software, internet connectivity for file transfer / uploading and the personnel should be brought in by the enrolment agency.
- The enrolment agency shall use the software provided by UIDAI / Bank for the collection of demographic data and biometric data. The software will be supported by a user manual.
- All devices should conform to UIDAI standards

d) Agreement:

- The selected agency shall be required to enter into an agreement with bank, based on Bank's terms and conditions, which will be final and binding on the agency.

e) Other Terms and conditions:

- Enrolment Agencies have to do Aadhaar enrolment / updation activities in the centres for the persons identified by the Bank. The enrolment / updation activities should not be carried out for persons other than those identified by the Bank.



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- All the records submitted for Aadhaar enrolment / updates and the registers will be held by the Bank as permanent records
- The assigned Agency should be in a position to establish and run Aadhaar enrolment facility at all centres allotted to it on or before 18/09/2017.
- The intending Agencies should apply for Specific State / States in the format prescribed (if the Agency is applying for more than one State) should be separate.
- The selected Agency is responsible and liable for any damages caused to INDIAN BANK or its client for the actions or inaction of appointed agency
- Bank reserves the right to amend the terms & conditions by issuing an addendum / corrigendum, which will be binding on the agency.
- The Bank reserves the right to reject any or all applications without assigning any reason there for. Decision of the Bank in regard to enlistment of Enrolment Agency will be final. Bank reserves its right to re-tender.
- Sub-Contracting of Enrolment Work is not allowed

f) Confidentiality and Non- disclosure:

- Before commencing the operations the agency has to enter into a non-disclosure agreement with the Bank.

g) Evaluation of Price Bid:

1. For each state, a separate quote has to be submitted by the agency.
2. Any quote not furnished in the format is liable to be rejected.
3. The least charges quoted will be reckoned as L1. Bank reserves the right to assign the work to those agencies which agree to this L1 price.
 - a) For Aadhaar updation activities, Bank shall pay 50% of the amount quoted by the agency for enrolment. The minimum amount payable per working day shall be 25 times of the amount quoted for enrolment. If the charges payable by the Bank, based on the enrolment / updation during a month is less than the Minimum charges agreed, then Minimum charges will be paid (or) else actual amount will be paid

Banks at its discretion will allocate the States / Branches within the State to the Agencies identified by Bank based on the quotes submitted.

4. For each state, the Bank reserves the right to assign the contract among the Agencies who agree to execute at L1 rate for the State.
5. Each successful bidder has to submit a detailed work plan for making operational the centres allotted within 2 days of award of work.

h) Statutory Compliance:

- The agency should have adequate qualified skilled staff. The Agency should comply with Central / State laws on employment viz Minimum Wages Act / EPF Act / etc.
- The agency has to comply with the cyber security norms along with ISO /ISMS policies of the Bank.

i) Disqualification:

- If the subject services are not satisfactory to the Bank, the Bank at its discretion can change the Agency by giving a month's notice.

j) Performance Guarantee:

- The selected agency(s) have to submit a irrevocable and unconditional performance Bank guarantee from a scheduled commercial Bank in India for Rs. 5.00 Lakhs (Rupees Five lakhs only) in favour of Indian Bank for a period of contract for one year (plus 3 months claim period), before signing the agreement. After signing the agreement, the EMD will be returned.
- Performance guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable/payable from/by the agency on any account under the contract.
- The Performance Guarantee submitted by the bidder shall be invoked by the Bank as compensation for any loss resulting from the successful bidder's failure in completing their obligations under the contract.
- The Performance Guarantee will be discharged by the Purchaser and returned to the successful bidder after expiry of the claim period.

6) Role of enrolment agency:

The roles of the enrolment agency other than those specified above are as follows:

1. Procure certified biometric devices.
2. Procure other hardware and infrastructure for enrolments.
3. Ensure enrolment software is installed on required laptops/desktop.
4. Ensure pre enrolment data is loaded on enrolment stations laptop, where applicable. Ensure KYR + software integration is done and tested.
5. Ensure UIDAI processes and standards are followed.
6. Assist Bank to develop enrolment schedules
7. Work closely with the Bank in enrolment publicity and awareness at grass-root level.
8. Ensure availability of certified operators and supervisors at enrolment centres.
9. Ensure adequate stationery and other logistics available at centre



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10. Ensure adequate backup arrangement at enrolment centre
11. Take remedial /corrective action in case of process/quality deviations and grievances redressal.
12. Installation and configuration of Aadhaar Enrolment Client
13. Avail Enrolment auth user and auth code, and Register Enrolment Client
14. Maintain credentials of Operators and Supervisors and share Operator, Supervisor enrolment ID/UID with CIDR
15. Load pre-enrolment residents data on enrolment stations laptop, where applicable and test KYR + application integration.
16. Setup enrolment station at the designated branches.
17. Supervise enrolment process
18. Handle issues and concerns of operators and residents
19. Ensure checklists are filled and signed
20. Ensure audit feedback, if any, incorporated in process.

7) Quote Validity:

- The bid is valid for 60 days from the date of opening of part 2(Price Bid)
- The contract shall remain valid upto 10.09.2018 from the date of signing of contract.
- The period shall be extendable for further period/s as required by the bank/direction from UIDAI/Government of India.

8) Jurisdiction of the Court:

All disputes and controversies between Bank and the agency shall be subject to exclusive jurisdiction of the courts in Chennai and the parties agree to submit themselves of such court. This RFQ / contract document shall be governed by the laws of India.

9) Governing Law and Disputes (Applicable in case of successful bidder only)

- All disputes or differences whatsoever arising between the parties out of or in connection with the contract or in discharge of any obligation arising out of the Contract (whether during or after completion of such work and whether before or after the termination of the contract, abandonment or breach of the contract), shall be settled amicably. If however, the parties are not able to solve them amicably, party (Indian Bank or Bidder), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the

single arbitrator, the dispute may be referred to a panel of three arbitrators; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be conducted in accordance with the Laws of India. Any appeal will be subject to the exclusive jurisdiction of courts at Chennai.

- The Bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Arbitration proceeding shall be held at Chennai, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.
- Submitting to arbitration may be considered as an additional remedy and it does not preclude the parties seek redressal / other legal recourse.

10) Force Majeure:

1. The bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the bidder, i.e. Force Majeure.

2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.

3. In the event of any such intervening Force Majeure, the Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

4. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.

11) Indemnity:

The Agency hereby indemnifies Bank and shall always keep indemnified and hold Bank and its employees, personnel, officers, directors, (hereinafter collectively referred to as "Employer") harmless from and against any and all losses, liabilities, claims, actions, costs and

expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against Bank as a result of:



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1. An act or omission of the Agency, operators, supervisor, identifiers in the performance of the obligations of the Agency under this RFQ;
2. Breach of any of the term of this RFQ or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Agency under this RFQ;
2. Claims made by operators or supervisors, who are deployed by the Agency, against Bank and/or breach of any of the term of this RFQ or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Agency under this RFQ;
3. Breach of confidentiality obligations of the Agency contained in this RFQ;
4. Willful negligence or gross misconduct solely attributable to the Agency or its employees.

Deputy General Manager (IED)

Indian Bank, Corporate Office,
Banking Operations Department,
First Floor, No. 254-260,
Avvai Shanmugam Salai,
Royapettah, Chennai – 600 014.
Ph: 044 -28134025 / 2813 4029
Fax – 044-28134027



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(Form to be submitted by the agency in their letter head)

Details for Aadhaar Enrolment / Updation - Part 1

Date:

To
Deputy General Manager (IED)
Indian Bank
Banking Operations Department
Corporate Office
254-260 Avvai Shanmugam Salai
Royapettah, Chennai – 600 014

1	Name of Agency empanelled with UIDAI with Office address , Telephone, Fax Number and email	
2	Since when empanelled with UIDAI	
3	Constitution of Agency and Date of commencement of enrolment / updation activities(Whether Pvt. Ltd. Company / Public Ltd. Company / Partnership service provider / Proprietorship service provider)	
4	Name of Directors / Partners / Proprietor of the Agency	
5	Number of years in Aadhaar enrolment activities and approximate number of enrolments enabled	
6	Whether registration as Enrolment Agency with UIDAI is currently live (If Yes, Attach copy of the UIDAI registration)	
7.	GST Number PAN Number	
8	Availability of staff – State wise Total Number of employees on the Rolls as on date available for enrolment / updation activities	
9.	Mention name of the Banks for whom Aadhaar enrolment arrangement (if any) have been entered by you	
10.	If yes, the States / Districts where enrolment is in progress, for the Bank	
11.	Signature of Authorised signatory with seal (Please enclose Xerox copy of the document authorizing the Authority (Signing here) to sign on behalf of the Agency	
12	Date : Place :	

Signature & Seal of the agency

[To be signed by the Authorized Representative of bidder who has the Power to do so]



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PRICE BID

(Part-2)



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Quote for Aadhaar Enrolment / Updation - Part 2

Sub: Quote for "Running Aadhaar Enrolment / Update Centre at Bank's Premises

Having examined the terms and conditions * specified by the bank in the Quote document for running of Aadhaar Enrolment / Updation Facility in Bank's Premises for the persons identified by Bank , and satisfying ourselves that I / We fulfill the eligibility criteria and have the capability / ability to perform as desired by the Bank, in the States -----, I/We hereby offer the rates as quoted below:

Sl. No	Description	Rate quoted (Rs. in figures & Words) - INR
1	Amount quoted – Charges for one enrolment	

Bank shall pay 50% of the amount quoted in Sl. No. 1 for Aadhaar updation. The minimum amount payable per working day shall be 25 times of the amount quoted as per Sl. No.1

* If the charges payable by the Bank, based on the enrolment / updation during a month is less than the Minimum charges agreed, then minimum charges will be paid (or) else actual amount will be paid

The above rates are exclusive of any tax such as GST.

Yours faithfully,

Signature & Seal of the bidder
[To be signed by the Authorized Representative of bidder
who has the Power to do so]

Place:

Date :

Name:

Address:

Seal: