

## **Appendix A**

### **Description of Services**

The roles of the enrolment agency 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
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.

### **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

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.
- 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