



GRAMIN BANK OF ARYAVART

HEAD OFFICE, A-2/46, COMTTNAGA& LUCKNOW (U.p.) 226010

PHONE NO.7388800775/76/88/90, EMAIL ID- HO.FI@GBA-RRB.COM

REQUEST FOR PROPOSAL

FOR

ENGAGING ENROLMENT AGENCIES FOR SETTING UP

OF

AADHAAR ENROLMENT CENTERS

AT

OUR BANK BRANCH PREMISES

(RFP Ref. 2018-19/313 dated 05.02.2019)



Gramin Bank of Aryavart
Head Office: Financial Inclusion Dept.
A 2/46 VIJAY KHAND GOMTI NAGAR LUCKNOW-226010,UTTAR PRADESH
(Telephone:0522, Fax: 0731-2432432)

PREAMBLE

With a view to setting up of Aadhaar enrolment centers in our Bank premises at various locations across the 15 district of Uttar Pradesh Bank's area of operation for carrying out the enrolment of residents for the Unique Identification (UID) and updating the demographic and biometric details of the residents , Gramin Bank of Aryavart, having its Head Office at A 2/46 Vijay Khand Gomti Nagar, Lucknow-226010,Uttar Pradesh, India, hereinafter called "Bank", proposes to engage the services of Enrolment Agencies (EA) empanelled by UIDAI.

The approximate number of branches to be covered through this RFP will be around 71 in our service area, which may be increased / decreased at the sole discretion of the Bank.



1. INTRODUCTION

1.1 About Gramin Bank of Aryavart

Gramin Bank of Aryavart, functions under Regional Rural Banks Act 1976 having its Head Office at Lucknow under the sponsorship of Bank of India.

The Gramin Bank of Aryavart is operating in 15 districts namely Lucknow, Barabanki, Farrukhabad, Hardoi, Kannauj, Unnao, Faizabad, Mainpuri, Firozabad, Aligarh, Etah, Hathras, KashiRam Nagar, Mathura & Agra in the State of Uttar Pradesh with a network of 706 Branches & 12 Regional Offices.

Gramin Bank of Aryavart is appointed as a Enrolment Agency of Bank of India to UIDAI for implementation of UID project, to issue UID Number termed as 'Aadhaar' to public at large. Bank, as a Enrolment Agency, proposes to select vendor for providing Aadhaar Enrolment Kit + One Operator Manpower on sharing basis at each Aadhaar Enrollment Center to capture and / or update 'Know Your Resident (KYR)' consisting of demographic and biometric data from the residents for issuance of Aadhaar. The EA code(2759) has been issued to Gramin Bank of Aryavart to work as Enrollment Agency. Along with KYR data, the Enrolment Agency will also capture additional fields, termed as KYR + data.

1.2 About UID Project

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 UID has been envisioned as a means for residents to easily and effectively establish their identity, to any agency, anywhere in the country, without having to repeatedly produce identity documents to agencies. More details on the UIDAI and the strategy overview can be found on the website: <http://www.uidai.gov.in>.



2. INVITATION TO BID

To,

Dated: 05.02.2019

All The Eligible Bidders

2. REQUEST FOR PROPOSAL (RFP)

This Request for Proposal is being issued by Gramin Bank of Aryavart inviting proposals from eligible vendors for providing Aadhaar Enrolment Kit + One Operator Manpower on income sharing basis for various services related to Aadhaar i.e. carrying out the enrolment of residents for the Unique Identification (UID) and updating the demographic and biometric details. The tenor may be extended further on the terms and conditions with mutual agreement between the Bank-EA and the successful Bidder. The time schedule for various activities is listed below:

Particulars	Details
Last date for seeking clarifications	February 12, 2019 (5.00PM)
Last date of receipt of the Bids	February 20, 2019
Date of opening of Bids	February 22, 2019 (tentative)
Address for communication	General Manager, Gramin Bank of Aryavart, Head Office, A/246 Vijay Khand Gomti Nagar, Lucknow (UP) 226010. Phone: 7388800791 Mail id: Ho.fi@gba-rrb.com

Bank reserves the right to change the dates mentioned above and the same will be communicated through our website only.

1. Gramin Bank of Aryavart reserves the right to reject any or all the Bids in whole or part without assigning any reasons.
2. This 'Invitation to Bid' is extended only to Agencies empanelled/approved by UIDAI and already rendering services in any Bank/Post office or with any Govt. Department for undertaking demographic and biometric data collection for enrolment of residents. Corporate/Administrative office or Local Office of bidder must be in UP.
3. This 'Invitation to Bid' is non-transferable under any circumstances.
4. At any time before the submission of Bids, the Purchaser may amend the RFP by issuing an addendum/ corrigendum in writing or by standard electronic means. The addendum/ corrigendum if any will be sent to all Bidders and will be binding on them.



3. INSTRUCTION TO BIDDERS - STANDARD

PART – I

STANDARD

1. Definitions	<p>(a) "Purchaser" means the Enrollment Agency (EA) with which the selected Bidder signs the Contract for the Services. In this project, the 'Purchaser' is the Gramin Bank of Aryavart.</p> <p>(b) "Bidder" means Agencies involved in Aadhaar Enrollment and Update work and previously empanelled by UIDAI & and in present rendering services in any Bank/Post office or with any Govt. Department . (Enrolment Agency) for undertaking demographic and biometric data collection for enrolment of residents that may provide or provides the Services to the Purchaser under the Contract.</p> <p>(c) "Instructions to Bidders" means the document which provides interested Bidders with all information needed to prepare their bids. This document also details out the process for the selection of the agency.</p> <p>(d) "Scope of Work" (SoW) which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Purchaser and the Bidder.</p> <p>(e) "Standard Contract" is the one which provides the standard contract agreement to be signed between the Purchaser Enrolling Agency (EA) and the selected Bidder.</p>
2. Only one Bid	A Bidder shall submit only one financial bid. If a Bidder Submits more than one bid, such bids shall be disqualified.
4.Tenor of Contract	The tenor of contract is up to 31.03.2020 and may get extended with mutual consent for further maximum two years on yearly basis with the terms and conditions of this RFP.
5. Clarification and Amendment of RFP Document	Bidders may request a clarification in the RFP document up to the number of days indicated in the Data Sheet before the bid submission date. Any request for clarification must be sent in writing, or by standard electronic means to the Purchaser's address indicated in the Data Sheet.



6. Preparation of Financial Bid	The preparation of the Financial Bid as well as all related correspondence exchanged by the Bidders and the Purchaser shall be in English.
7.Submission of Bid	<p>i. The Financial Bid shall be prepared as per Annexure 3 by quoting the ratio of income sharing in the respective columns. It shall include all costs associated with the assignment The financial bid shall not include any conditions attached to it and any such conditional financial bid shall be summarily rejected.</p> <p>ii. The Bidders shall submit a copy of the Letter of Empanelment / Registration number issued by UIDAI duly indicating the level and tier as well as the list of States the Bidder is eligible to work in. Letter of Empanelment submitted should be valid. Non-submission of the letter of empanelment / Registration no. will render the bidder disqualified.</p> <p>iii. The Bidders shall be eligible for bidding based on the Eligibility criteria as prescribed by UIDAI. Bidders shall strictly adhere to the Eligibility conditions and shall submit Financial Bids only for which they are eligible. The Purchaser shall verify the contents of the 'Letter of Empanelment' with the list of empanelled agencies provided by UIDAI to check the eligibility of the Bidders.</p> <p>iv. Bidders should provide the price of their services in Indian Rupees only.</p>
8. Taxes	The Bidder may be subject to local taxes (such as GST) on amounts payable by the Purchaser under the Contract. Applicable taxes are payable extra.
9. Forfeiture of the Bid security	<p>Bid Security shall be forfeited by the Purchaser in the following events:</p> <p>I. If Bid is withdrawn during the validity period or any extension agreed by the Bidder thereof.</p> <p>II. In case of a successful Bidder, if the Bidder fails to sign the Contract or to furnish performance security within the specified time.</p> <p>III. If the Bid is varied or modified in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof.</p> <p>IV. If the Bidder tries to influence the evaluation process.</p>



<p>10. Tender Fees/E.M.D. :</p>	<p>All Bidders* are requested to submit E.M.D. of Rs.50,000/- with the technical Bid in the form of Demand Draft drawn in favor of Gramin Bank of Aryavart payable at Lucknow. The E.M.D. will be refundable after completion of RFP process to Bidders. E.M.D. of successful Bidder will retain up to submit of Performance Bank Guarantee.</p>
<p>11. Performance Bank Guarantee</p>	<p>The selected Bidder shall be required to furnish a Performance Bank Guarantee/Fixed Deposit @ the rate of Rs.10,000/- per cent in Indian Rupees, in the form of an unconditional and irrevocable bank guarantee from a scheduled commercial bank in India in favor of Gramin Bank of Aryavart for the entire period of contract with additional 90 days claim period. The bank guarantee must be submitted after award of contract but before signing of contract. The successful bidder has to renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any. Performance Bank 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 Bidder on any account under the contract.</p>
<p>12. Submission, Receipt, and Opening of Bids</p>	<p>i. The original Financial Bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidders themselves. The person who signed the Bid must initial such corrections.</p> <p>ii. An authorized representative of the Bidders shall initial all pages of the original Financial Bid. The authorization shall be in the form of a written power of attorney accompanying the Financial Bid or in any other form demonstrating that the representative has been dully authorized to sign. The signed Financial Bid shall be marked "ORIGINAL".</p>



	<p>iii. The original Financial Bid shall be placed in a separate envelope, sealed and clearly marked "FINANCIAL BID".</p> <ul style="list-style-type: none"> All sealed original financial bids shall be placed in an outer envelope, sealed and clearly marked "FINANCIAL BID" and the name of the assignment. <p>iv. The envelopes containing the E.M.D. and Tender Fee shall be placed with technical Bid. Bidders are also requested to submit Financial Bid into an outer envelope and sealed. This outer envelope shall bear the submission address and be clearly marked</p> <p>"Financial BID - DO NOT OPEN, EXCEPT IN PRESENCE OF THE PURCHASE COMMITTEE OF THE PURCHASER. The Purchaser shall not be responsible for misplacement, loss or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be a case for Bid rejection. If the Financial Bid is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Bid non-responsive.</p> <p>v. The Bids must be sent to the address/addresses indicated in the Data Sheet and received by the Purchaser not later than the time and the date indicated above, or any extension to this date as decided by the Bank. Any bid received by the Purchaser after the deadline for submission shall be returned unopened.</p>
13. Right to Accept/Reject the Bid	Purchaser reserves the right to accept or reject any Bid and to annul the RFP process and reject all such bids at any time prior to award of contract, without thereby incurring any liability to the affected applicant(s) or any obligation to inform the affected applicant(s) of the grounds for such decision.
14. Disqualification	<p>Purchaser may at its sole discretion and at any time during the evaluation of application, disqualify any applicant, if the applicant:</p> <ul style="list-style-type: none"> (i) Submitted the application after the response deadline; (ii) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements; (iii) Exhibited a record of poor performance such as



	<p>abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;</p> <p>(iv) Submitted an application that is not accompanied by required documentation or is non-responsive;</p> <p>(v) Failed to provide clarifications related thereto, when sought;</p> <p>(vi) Submitted more than one application either as a Single Agency/ Prime Agency/ consortium member;</p> <p>(vii) Was declared ineligible/blacklisted by the Government of India/State/UT Government;</p> <p>(viii) Is in litigation with any Government in India;</p>
15. Award of Contract	<p>In case if more than one vendor is selected as L1, number of centres may be distributed among L1 bidders. In this</p> <p>i. reference decision of tender committee will be final.</p> <p>ii. The Bidders will sign the contract as per the Service Level Agreement within 15 days of issuance of the letter of intent.</p>
16. Confidentiality	<p>Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Bidders who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Bidder of confidential information related to the process may result in the rejection of its Proposal.</p>



4. FINANCIAL BID FORMS:

The bidder shall quote the income sharing ratio for providing services as per the "Scope of Work" given elsewhere in the document which shall include the cost for collection of demographic and biometric details of residents as per the requirements of the purchaser and UIDAI and the cost for providing other additional services specified in the "Scope of Work". The total income sharing ratio quoted for "Aadhaar Enrollment Kit and Operator Manpower" shall be inclusive of all expenses like travel and lodging, cost of setting up enrolment centers, exclusive of taxes. However the taxes presently applicable are to be indicated separately in the Financial Bid. Our model is sharing basis so in ratio of bidder these all expenses will be covered.

a. Financial Bid Covering Letter

The Bidders shall submit the Financial Bid Covering Letter as given in Annexure I

b. Financial Bid Form

The Bidders shall submit the Financial Bid Form as given in Annexure III. Financial Bids which are not submitted as per the Financial Bid Form shall be summarily rejected. Any conditional bids shall also be summarily rejected during the evaluation of the financial bids.

5. SCOPE OF WORK

The scope of work of the Bidder and Enrollment Agency (EA) includes the following:

- i. Procure enrolment hardware, software including Biometric Devices as per UIDAI specifications; Upgrade to latest requirements as per process/technology changes from time to time.
- ii. Engaging /employing UIDAI certified Operator.
- iii. Software Installation, Configuration and Registration.
- iv. Helping in Creating Awareness.
- v. Capture Demographic and Biometric Data using UIDAI enrolment client
- vi. Scanning of documents obtained from the residents.
- vii. Check Aadhaar status and Online Aadhaar update details.
- viii. Downloading E- Aadhaar, MIS, Ensuring Data Privacy and Security.
- ix. Providing applications for Aadhaar enrolments, updates and the required Aadhaar related services at the center.
- x. Supervision of the enrolment process will be ensured by EA that the enrolments are in accordance with prescribed processes and guidelines of UIDAI.
- xi. Other work as specified by UIDAI from time to time.
- xii. Redressal of any complaint or query of customer and providing of one dedicated helpdesk/helpline.



Bidder must appraise itself and ensure compliance with the latest versions of policy / process / technology requirements and guidelines issued by UIDAI from time to time.

6. DELIVERY PERIOD:

The Enrollment Centers shall be operational (including installation of necessary hardware and deployment of manpower) on 01.04.2019.

7. LIQUIDATED DAMAGES (LD):

For any delay beyond the stipulated date of 15.04.2019, LD @ Rs 500 per week per center subject to a maximum of Rs 2000 per center, will be levied and recovered from the Bidder.

However, if there is delay beyond the above period and/or amendments thereon, due to reasons attributable to the purchaser, such period will be exempted from computation of delay for the purpose of LD. The bidder shall have to produce document showing "Reasons for delay to commence work" from the representatives of purchaser at respective locations. This, however, does not preclude the Purchaser from invoking the Performance Guarantee if warranted, as per the terms of this Bid Document.

8. PENALTY

Without prejudice to Purchasers right to terminate the agreement, for any defective service or inability to provide the service for any reason or for nonfunctioning of the Enrollment Operator for any reason and non-working of Enrollment Kit, beyond 3 (Three) days continuously, a penalty @ Rs. 100/- per day (from the 4th day onwards) will be levied for each of the operator from the Bidder. These penalties are in addition to the penalties levied by UIDAI, if any, for deviating the guidelines given by UIDAI to EAs.

However, Bank may at its sole discretion to waive the penalty or Instead of penalty may deduct the fixed monthly charges in the proportional manner in the following circumstances etc.:-

- i. In case of Aadhaar enrolment operator absent without taking leave from the concerned branch in-charge Bank.
- ii. In case of natural cause that operator will take leave due to medical or other suitable personal grounds etc.
- iii. In case of operator resign the job.



9. REVIEW OF SERVICES AND TERMINATION OF CONTRACT

The performance of the Bidder will be reviewed, every month initially, and thereafter at such intervals as the purchaser may decide to identify the bottlenecks and to initiate remedial measures. The bank reserves the right to terminate the contract at any point of time if,

- a. The Bidder commits a breach of the terms and conditions of the contract and fails to remedy such breach for a period of 10 Business Days, following receipt of written notice from Purchaser specifying the breach or breaches;
- b. An Insolvency event occurs in relation to the Bidder or it ceases to carry on its business or substantially the whole of its business;
- c. Services are found to be unsatisfactory;
- d. Desired levels of output by the Bidder's operator and enrollment kit are not met;
- e. The customers serviced by the Bidder complain to the Bank that the services provided by the Bidder is inefficient;
- f. Resorting to malpractices by the operator/s in the enrolment /update process;
- g. Any other reason which in the opinion of the bank is not conducive to the continuation of the Services of the Bidder.

However, before terminating the contract, a written notice specifying the defects in services to the Bidder will be served asking the Bidder to rectify the defects within a period of 10 days. In case the defects are not rectified, the contract with the Bidder will be terminated.

Bank shall also evaluate the performance of the Bidder and if it is found that the performance is not satisfactory on any point mentioned above, that Bank shall be at liberty to terminate the contract after giving a notice of 30 days.

The Purchaser shall not be liable for the acts of commission/omission of the operator by the Bidder. The Bidder is responsible for compliance of all applicable laws and regulations of the UIDAI at present and in future, in relation to the enrollment operators engaged by them and in running the enrolment centers as per the guidelines of UIDAI. The Bidder is responsible for performing all the obligations under the agreement and the Bank shall have no obligation towards the operator engaged by the Bidder.



10. EFFECT OF TERMINATION

- i. The Bidder agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment. Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Bidder to the Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables and maintenance. The reverse transition will be for the period of 1 months post the notice period.
- ii. Same terms (including payment terms) which were applicable during the term of the contract is applicable for reverse transition services.
- iii. The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by the Purchaser, continue to provide services to the Bank at no less favorable terms than those contained in this RFP. In case the bank wants to continue with the Bidder's services after the completion of this contract then the Bidder shall offer the same or better terms to the bank. Unless mutually agreed, the rates shall remain firm.
- iv. The Purchaser shall make such prorated payment for services rendered by the Bidder and accepted by the Bank at the sole discretion of the Bank in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder.
- v. Termination shall not absolve the liability of the Purchaser to make payments of undisputed amounts to the Bidder for services rendered till the effective date of termination. Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities of either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.



11. PAYMENT TERMS

Payment will be made by the Bank as per data received from UIDAI and BOI. It will be inclusive of complete Aadhaar work as fresh enrolments and Updation etc.. Payment will be done on income sharing basis. GST rules will be applicable for payment.

12. FORCE MAJEURE

The Bidder or the Purchaser 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 or the Purchaser, i.e. Force Majeure. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by act of God, wars, insurrections, riots, earth quake and fire, revolutions, floods, epidemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, satellite failure, act of Govt. of India, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days. Unless otherwise directed by the Purchaser, the Bidder shall continue to perform/render/dischage 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.

13. INDEMNITY:

The Bidder hereby indemnifies Purchaser and shall always keep indemnified and hold Bank and its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") 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:



1-an act or omission of the Bidder, operators, identifiers in the performance of the obligations of the Bidder under this RFP;

2-breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder under this RFP;

3-claims made by operators or supervisors, who are deployed by the Bidder, against Purchaser and/or breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder under this RFP;

4-breach of confidentiality obligations of the Bidder contained in this RFP;

5-Willful negligence or gross misconduct solely attributable to the Bidder or its employees.

13. CONFIDENTIALITY AND NON-DISCLOSURE:

The Bidder agrees to receive in confidence all Confidential Information and agrees not to reveal the same to any other person under any circumstances, except to the extent provided for in this RFP. The Recipient shall also ensure that the Confidential Information is not used for any of its business or other purposes or such purposes of any other person

The Bidder shall ensure that the Confidential Information is revealed only to such persons within their organizations as would be necessary to perform its obligations to Purchaser. The parties shall be bound not to disclose under any circumstances any Confidential Information to any other person.

The Bidder shall execute a separate Non-disclosure agreement with the Purchaser as per the requirement of the Bank.

1. LIABILITY OF THE SELECTED BIDDER:

A-Purchaser shall hold the selected bidder, its Successors, Assignees and Administrators fully liable against loss or liability, claims, actions or proceedings, arising out of non-fulfillment of any obligations under the Contract.

B-Selected Bidder shall be the principal employer of the employees, agents, operators etc. engaged by Selected Bidder and shall be



vicariously liable for all the acts, deeds or things done by its employees, operators, supervisors, agents etc., whether the same is within the scope of power or outside the scope of power, vested or instructions issued by the Purchaser under the Contract to be issued for this tender.

However, the selected bidder would be given an opportunity to be heard by the Purchaser prior to making of a decision in respect of such loss or damage.

15. NEGLIGENCE:

In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Purchaser, in such eventuality, the Purchaser may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Purchaser shall have the right to cancel the Contract holding the selected bidder as liable for the damages that the Purchaser may sustain in this behalf. Thereafter, the Purchaser is to be compensated for good the failure at the risk and cost of the selected bidder.

16. COMPLIANCE WITH LAWS:

1. **Compliance with all applicable laws:** The bidder shall undertake to observe, adhere to, abide by, comply with all laws at present and laws made applicable if any in future and also notify the Purchaser about all such laws at present or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Purchaser and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.
2. **Compliance in obtaining approvals/permissions/licenses:** The bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Purchaser and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising



there from and the Purchaser will give notice of any such claim or demand of liability within reasonable time to the Bidder.

3. The Bidder shall be solely liable & responsible for compliance of applicable Labour Laws in respect of its employees, agents and representatives and in particular Laws relating to terminal benefits such as minimum wages, Pension, Gratuity, Provident Fund, Bonus or other benefits to which they may be entitled and the Purchaser shall have no liability in this regard.

17. RESOLUTION OF DISPUTES:

- All disputes and differences of any kind whatsoever arising out of or in connection with the Purchase Order shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement each party may appoint an arbitrator and such arbitrators shall appoint an Umpire before entering on the reference. The decision of the Umpire shall be final. Such arbitration to be governed by the provisions of Indian Arbitration and Conciliation Act, 1996.
- Notwithstanding anything contained herein above, in case of any dispute, claim and
- legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at Lucknow, Uttar Pradesh, India only.

18. General Terms and conditions:

- Submit a letter of empanelment with UIDAI & Bank of India
- Submit a letter of empanelment with any Bank/Post Office or any Govt. Office in India.
- Sub-Contracting of Enrolment Work is not allowed
- The man power deployed at enrolment centers should be employee of the company and certified by UIDAI/or by its authorized company NSEIT.
- Enrolment Kit should of bidder .
- Confirm that you have not been blacklisted by central or state/UT Government.
- Confirm that you have not been terminated for unsatisfactory work or fraudulent activity by Central, or any State/UT Government.
- The Operator shall not deny enrolment/update facilities to all eligible residents without express consent of the Purchaser.
- The purchaser will provide the space, power, furniture and connectivity for setting up of enrolment centers.
- Responsibility of consumables like: A4 Paper, Aadhaar enrolment/updation forms & refilling of printer toner would be done by the vendor.
- Purchaser is at liberty to close or shift the location from one location to another location.
- List of Locations is annexed as Annexure – II

In the light of the above, you are requested to submit the bid as per Annexure III for setting up of enrolment centers in the locations detailed in Annexure II. Your financial bid, with your consent for having noted and agreed to the RFP should reach us by 20.02.2019 in a sealed cover to the address mentioned above.



Annexure I – Financial Bid Covering Letter

(To be submitted on the Letter head of the applicant)

To,

**The General Manager
Gramin Bank of Aryavart
Head Office: FI Department
A/46 Vijay Khand Gomti Nagar, Lucknow-226010, Uttar
Pradesh.**

Dear Sir,

Ref: Request for Proposal (RFP) Notification dated 04.02.2019

1. Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP Notification dated 04.02.2019 for Selection of "Agencies for providing of Aadhaar Enrollment Kit and Operator Manpower" for UIDAI project, in full conformity with the said RFP document.
2. We, the undersigned, offer to provide services to Gramin Bank of Aryavart for setting up of enrolment centers and for carrying out the enrolment/update functions for the residents in accordance with your RFP.
3. We have read the provisions of the RFP document and confirm that these are acceptable to us. Hence, we are hereby submitting our Financial Bid.
4. We agree to comply to the systems and procedures laid down by UIDAI and also to the instructions being issued by UIDAI from time to time relating to Aadhaar enrolments/update facilities, Handling of Documents, Submission of Data, Document Management System etc.
5. We hereby declare that we are interested in participating in the RFP and have submitted the financial bids.
6. We would like to declare that we are not involved in any litigation with any Central/State/UT Government or any Public Sector Undertakings in India/ and we are not under the list of entities marked for corrupt or fraudulent practices.
7. We hereby declare that we have not been blacklisted by any Central/ State/ UT Government or any Public Sector Undertakings.
8. We hereby declare that we have not been charged with any fraudulent activities by any Central/ State/ UT Government or any Public Sector Undertakings.
9. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.



10. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".
11. In case we are engaged by Gramin Bank of Aryavart as an "Agencies for providing of Aadhaar Enrollment Kit and Operator Manpower", we shall provide the required assistance/cooperation required by Gramin Bank of Aryavart, UIDAI or auditing agencies appointed by the Bank/UIDAI or to UIDAI and Bank officials for performing their auditing and inspection functions. We understand that our non-cooperation for the same shall be grounds for termination of service.
12. In case we are engaged as an "Agencies for providing of Aadhaar Enrollment Kit and Operator Manpower", we agree to abide by all the terms & conditions of the Contract that will be issued by Gramin Bank of Aryavart.
13. The financial bid includes cost of setting up and operating the enrolment stations, cost of providing additional services and performing all functions as per the scope of work defined in this RFP.

Our correspondence details with regard to this RFP are:

No.	Information	Details
1.	Name of the Firm/Contractor	
2.	Address of the Firm/Contractor	
3.	PAN No.	
4.	GSTIN	
5.	Name of the Contact Person	
6.	Address of the Contact Person	
7.	Name, designation and contact address of the person to whom all references shall be made regarding this RFP	
8.	Telephone number of the Contact Person	
9.	Mobile number of the Contact Person	
10.	Fax number of the Contact Person	
11.	Email ID of the Contact Person	
12.	Corporate website URL	

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____



Annexure – II - List of Identified Branches for Aadhaar Enrollment Centers		
Sr	District	Name of Branch
1	Agra	AGRA-CIVIL LINE
2	Agra	AGRA-RAMBAGH
3	Agra	Bah
4	Agra	Fatehabad
5	Agra	Kheragarh
6	Agra	KIRAOI
7	Aligarh	ALIGARH-ALIGARH (MAIN)
8	Aligarh	Atrauli
9	Aligarh	Gabhana
10	Aligarh	Iglas
11	Aligarh	GAUMAT
12	Etah	ALIGANJ (ETAH)
13	Etah	ETAH CITY
14	Etah	Awagarh
15	Etah	JALESAR MAIN
16	Kasganj (Knashi Ram Nagar)	KASGANJ-NADRAI GATE
17	Kasganj (Knashi Ram Nagar)	Patiyali
18	Kasganj (Knashi Ram Nagar)	SAHAWAR
19	Firozabad	Bada Bazar
20	Firozabad	Jasrana
21	Firozabad	Shikohabad
22	Firozabad	Sirsaganj
23	Firozabad	FIROZABAD CITY
24	Firozabad	Tundla
25	Hathras	HATHRAS-ALIGARH ROAD
26	Hathras	Jarera
27	Hathras	SIKANDRA RAO
28	Hathras	Sadabad
29	Hathras	Sasni
30	Mathura	MAANT
31	Mathura	MATHURA CITY
32	Mathura	VRINDAVAN
33	Mainpuri	Ouncha
34	Mainpuri	Bhongaun
35	Mainpuri	Karhal
36	Mainpuri	Mainpuri
37	Mainpuri	Kuraoli
38	Barabanki	Bhitaria
39	Barabanki	Chandauli Road
40	Barabanki	RAM NAGAR
41	Faizabad	Rudauli



Annexure – II - List of Identified Branches for Aadhaar Enrollment Centers

Sr	District	Name of Branch
42	Barabanki	Saidanpur
43	Farrukhabad	Amritpur
44	Farrukhabad	Farrukhabad
45	Farrukhabad	Bholepur
46	Farrukhabad	Kaimganj
47	Farrukhabad	Mohammadabad
48	Farrukhabad	Neebkarori
49	Hardoi	Anjhi
50	Hardoi	Bilgram
51	Hardoi	Sandila
52	Hardoi	SAWAYAZPUR
53	Hardoi	PIHANI CHUNGI
54	Hardoi	DSCL ROOPAPUR
55	Kannauj	CHHIBRAMAU
56	Kannauj	ALIPUR (SAURIKH)
57	Kannauj	SARAIMÉERA
58	Kannauj	TIRWAGANJ
59	Kannauj	GURSAHAIGANJ
60	Lucknow	Gomti Nagar
61	Lucknow	MAU MOHANLALGANJ
62	Lucknow	BUXI KA TALAB
63	Lucknow	Malihabad
64	Barabanki	Kursi
65	Barabanki	FTP BUS STAND
66	Barabanki	Haidergarh
67	Unnao	WASHIRATGANJ
68	Unnao	Bighapur
69	Unnao	Hasanganj
70	Unnao	Purwa
71	Unnao	Safipur



Annexure III – Financial Bid

Commercial Quote under Rental Model

Particulars	Income Sharing Ratio per location per month (in %)	Number of locations
Aadhaar Enrollment Kit along with manpower		71
Total		71

