



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2025/B/5922814  
Dated/दिनांक : 07-02-2025

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
<b>Bid End Date/Time/बिड बंद होने की तारीख/समय</b>	28-02-2025 19:00:00
<b>Bid Opening Date/Time/बिड खुलने की तारीख/समय</b>	28-02-2025 19:30:00
<b>Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)</b>	30 (Days)
<b>Ministry/State Name/मंत्रालय/राज्य का नाम</b>	Ministry Of Labour And Employment
<b>Department Name/विभाग का नाम</b>	Na
<b>Organisation Name/संगठन का नाम</b>	Employees Provident Fund Organisation (epfo)
<b>Office Name/कार्यालय का नाम</b>	New Delhi
<b>क्रेता ईमेल/Buyer Email</b>	rc.ndc@epfindia.gov.in
<b>Item Category/मद केटगरी</b>	Custom Bid for Services - Aadhaar Authentication Service
<b>Similar Category/समान श्रेणी</b>	<ul style="list-style-type: none"><li>Annual Maintenance Service for Aadhaar Enrollment Kit</li></ul>
<b>Contract Period/अनुबंध अवधि</b>	1 Year(s)
<b>Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)</b>	1200 Lakh (s)
<b>Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष</b>	3 Year (s)
<b>Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है</b>	Yes
<b>MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट</b>	No
<b>Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट</b>	No

**Bid Details/बिड विवरण**

<b>Document required from seller/विक्रेता से मांगे गए दस्तावेज़</b>	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
<b>Do you want to show documents uploaded by bidders to all bidders participated in bid?/</b>	Yes
<b>Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया</b>	Yes
<b>RA Qualification Rule</b>	H1-Highest Priced Bid Elimination
<b>Type of Bid/बिड का प्रकार</b>	Two Packet Bid
<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	3 Days
<b>Estimated Bid Value/अनुमानित बिड मूल्य</b>	35700000
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation
<b>Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है</b>	Yes
<b>Arbitration Clause</b>	No
<b>Mediation Clause</b>	No

**EMD Detail/ईएमडी विवरण**

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	300000

**ePBG Detail/ईपीबीजी विवरण**

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	3.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	14

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं।

एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

**Beneficiary/लाभार्थी :**

Central Provident Fund Commissioner  
Head Office, Employees' Provident Fund Organisation, Office Block-2, East Kidwai Nagar, New Delhi  
(Central Provident Fund Commissioner)

**Splitting/विभाजन**

Splitting Applied	Yes
Maximum No. Of Bidders Amongst Which Order May Be Split	2
Split Criteria based on which quantity will be distributed	Inverse ration to the ratio in which the bidders have quoted the rate, provided they agreed to the L1 rate.

**MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन	Yes
-------------------------------	-----

**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
---	-----

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
4. The order will be split among multiple bidders as per the criteria for splitting and Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and

for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

7. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- i. If number of technically qualified bidders are only 2 or 3.
- ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

**Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :**

Price Breakup - [1738913587.xlsx](#)

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**GEM Availability Report ( GAR):**[1738913666.pdf](#)

**Introduction about the project /services being proposed for procurement using custom bid functionality:**[1738930667.pdf](#)

**Instruction To Bidder:**[1738930671.pdf](#)

**Pre Qualification Criteria ( PQC ) etc if any required:**[1738930675.pdf](#)

**Scope of Work:**[1738930678.pdf](#)

**Payment Terms:**[1738930682.pdf](#)

**Penalties:**[1738930685.pdf](#)

**Quantifiable Specification / Standards of The Service/ BOQ:**[1738930689.pdf](#)

**Project Experience and Qualifying Criteria Requirement:**[1738930693.pdf](#)

**Educational Qualification including Profile of SME/Consultants /Professional Resources /Technical Resources if they are part of Project .:**[1738930697.pdf](#)

**Any other Documents As per Specific Requirement of Buyer -1:**[1738930714.pdf](#)

**Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:**[1738930719.pdf](#)

**Any other Documents As per Specific Requirement of Buyer -2:**[1738930723.pdf](#)

**Custom Bid For Services - Aadhaar Authentication Service ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Aadhaar Authentication Service
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>Addon(s)/एडऑन</b>	

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Joginder Singh Yadav	110075,National Data Centre EPFO Complex Plot 23, Sector 23 Dwarka	1	N/A

#### Buyer Added Bid Specific Terms and Conditions/क्रता द्वारा जोड़ी गई बिड की विशेष शर्तें

##### 1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

##### 2. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

##### 3. Buyer Added Bid Specific SLA

File Attachment [Click here to view the file.](#)

##### 4. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

## Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

**All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.**

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा

जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

**---Thank You/धन्यवाद---**



# कर्मचारी भविष्य निधि संगठन EMPLOYEES' PROVIDENT FUND ORGANISATION

श्रम एवं रोजगार मंत्रालय, भारत सरकार  
Ministry of Labour and Employment, Govt of India  
राष्ट्रीय डाटा सेन्टर / National Data Center



ईपीएफओ काम्प्लेक्स, सेक्टर 23, द्वारका, नई दिल्ली – 110077 / EPFO Complex, Sector 23, Dwarka, New Delhi – 110077

No: 13568

Date: 07/02/2024

## REQUEST FOR PROPOSAL FOR SELECTION OF AGENCY FOR AADHAAR AUTHENTICATION SERVICES

Employees' Provident Fund Organisation (hereafter referred as "EPFO") having its office at EPFO Complex, Sector 23, Dwarka, New Delhi – 110077, invites quotation from reputed agencies/ firms/ companies (hereafter referred as "bidder") through GeM Portal for providing **Aadhaar Authentication Services** to EPFO.

### Scope of Work

1. The system should allow processing and forwarding of authentication requests in the format accepted by UIDAI between AUA application & CIDR and vice versa within reasonable round-trip time mandated by UIDAI.
2. Application should support for secure/encrypted communication between ASA/AUA and CIDR as per UIDAI standards.
3. The authentication application platform must be forward compatible with any service and security standards proposed by UIDAI.
4. The system should be in compliance with UIDAI specifications and standards published from time to time.
5. All requests and responses should be logged. The logs shall capture details of authentication transaction but not corresponding Personal Identity Information (PID).
6. The system should maintain a log and report for all transactions for audit purpose.
7. Reporting of this module shall be integrated with the Dashboard Module.
8. There must be provision for digitally signing the Auth XML requests on behalf of AUA.
9. The Auth XML should append the AUA code along with the request. The Auth XML should be sent to ASA over the secured network. For the response that is received from ASA, should be forwarded to specific AUA/sub AUA from where the request originated.
1. The Aadhaar authentication should carry out the following Aadhaar Biometric Authentication:
  - a. The system should route all biometric authentication requests from registered departmental applications (AUAs or Sub-AUAs) to CIDR and back
  - b. The system should implement Authentication API
  - c. The system should authenticate residents' fingerprint and iris



2. The Aadhaar authentication should carry out the following Aadhaar OTP Authentication:
  - a. The system should route all OTP authentication requests from registered departmental applications (Sub-AUAs) to CIDR and back
  - b. The system should implement OTP Authentication API
  - c. The system should authenticate residents with registered mobile numbers
3. The system should handle Authentication API errors correctly.
4. The solution should have interface to search and filter the data of the Report.
5. The authentication module should support in establishing SSL connection between the communication systems.
6. The Solution should provide for future scalability of the whole system without major architectural changes.
7. Should support Web Interface.
8. The solution should be highly scalable and capable of delivering high performance as & when transaction volumes / users increases without compromising on the response time.
9. The application software platform for Aadhaar based Authentication and e-KYC services should be compatible with all the standard operating systems such as Windows, Linux, UNIX, etc. Major Software for ASA/KSA and AUA/KUA along with any auxiliary components such as Web Server, Application Server, Gateway Server, Load Balancer, etc must also be compatible / smoothly work with Windows, Linux, UNIX, etc.
10. The solution shall run on native browser with additional plug-ins that should be freely downloadable and should support at the minimum IE, Firefox Mozilla Google Chrome etc.
11. User Interface should require only standards compliant browsers with standard support for JavaScript and HTML.
12. Should not require opening of any special protocols for connecting the user client to the web/ application server. All communication should be on secured HTTPS.
13. The solution shall be supported on client with mobile based platform.
14. It should be possible to integrate/call/plugin the ASA/AUA/KSA/KUA application as a module with other web-based applications.
15. The web-based application should comply with Guidelines for Indian Government Websites (GIGW), W3C and WCAG 2.0 Level A.
16. Bidder solution should provide Web based API for performing Authentication and eKYC and the hosted API page should have support majority of the STQC Certified Fingerprint and Iris biometric devices and should have already implemented the solution integrated with STQC certified biometric devices of at least 3 different companies. The client-side API should be available for Java, .NET and PHP Platform
17. The system should be able to accept the e-KYC requests from KUA/sub KUA. System should be able to route the e-KYC request to KSA. The response from CIDR has to be forwarded to the KUA/sub KUA. (This may include the e-KYC information or the error code.).
18. The same has to be given back to the sub organization in a secured manner. The application should validate the e-KYC request coming from KUA/Sub KUA and should digitally sign the packet. The system should decrypt the KYC details provided by CIDR and shall forward the KYC details including his name, address, photograph DoB, etc. to the clients in a secured manner. The system should have error handling facility.

19. Historical data in respect of number of Transactions is as under:

Month	Demographic Authentication	e-KYC
July, 2023	27112619	23532771
August, 2023	21811821	20777035
September, 2023	18376983	17553341
October, 2023	18608671	16037092
November, 2022	18678241	15518675
December, 2022	19241461	16596480
January, 2024	20608658	17119374
February, 2024	21955774	14478127
March, 2024	38585924	21195709
April, 2024	33257251	17324811
May, 2024	24777445	7813323
June, 2024	15385994	15282441
<b>Total</b>	<b>27,84,00,842</b>	<b>20,32,29,179</b>

### **Bid Submission:**

1. Bids shall be submitted online only on GeM Portal. Tenders and supporting documents shall be uploaded through GeM Portal within the time prescribed on GeM Portal.
2. Hard copy of the Tender documents shall not be accepted.
3. While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully get it clarified before submission of tender.
4. Bidder should ensure that the documents being uploaded are legible and wherever possible the original document should be scanned and uploaded instead of scanning the Xerox copy.
5. If the uploaded/scanned copies are found illegible the bid will be summarily rejected.
6. The requirements are tentative and may increase or decrease at the sole discretion of this office.
7. All Bidders are hereby explicitly informed that conditional offer or offers with deviations from the conditions of contract, the bids not meeting the minimum eligibility criteria, Technical Bids, not accompanied with EMD of requisite amount/format, or any other requirements, stipulated in tender documents are liable to be rejected.
8. Clarification, if any, may be sought through GeM Portal only.

### **Eligibility Condition for Bidders & Submission of Documents**

S No	Pre-Qualification Criteria	Documents to be submitted
------	----------------------------	---------------------------

1	Bidder should be a registered partnership/ proprietorship firm/ company or any other legal entity having one of its office in NCR.	Scanned copy Registration certificate/ Incorporation Certificate/ Partnership Deed of bidder along with complete address which shows that the bidder is having one of its office in NCR.
2	The Bidder should be compulsorily registered with Department of Income Tax.	Scanned copy of PAN.
3	The Bidder should be compulsorily registered under GST.	Scanned copy of Goods and Service Tax Number of the bidder.
4	The bidder should be registered with the EPFO.	Scanned copy of Coverage Certificate OR a declaration if not statutorily coverable under the EPF Act.
5	The bidder should have a minimum turnover of Rs <b>1200</b> Lakh in the last 3 financial years. The bidder agency should not have incurred loss in the last 3 financial years.	Scanned copy of audited balance sheet of the bidder for the last 3 Financial Years OR Certificate by CA on letterhead.
6	The bidder should submit an EMD of Rs <b>3</b> Lakh. Exemptions will be applicable as per extent rules.	EMD or the relevant documents seeking exemption.
7	Understanding of the complete RFP document	<p>Scanned copy of this tender document with signature of proprietor/ partner/ director/ authorized signatory along with stamp on each page of this tender document and on each page of enclosures in token of his /their having acquainted himself/ themselves and accepted the entire tender documents including various conditions of contract.</p> <p>Scanned copy of Aadhaar of the authorized signatory of the agency who has signed all the documents. If Authorized Signatory is different from proprietor/director/partner, then additionally submit power of attorney to be issued in favour of the authorized signatory.</p>
8	Ownership details of the bidder.	Scanned copy of ownership details of the bidder.

9	Bidder should not have been blacklisted or debarred by any Government Agency/ PSU/ Autonomous bodies.	Scanned copy of an affidavit or self-declaration that the bidder has not been blacklisted or debarred by any Government Agency/ PSU/ Autonomous bodies.
10	The bidder should have a minimum experience of 3 years having undertaken similar nature of work in any government agency/ PSU/ Autonomous body.	Documentary evidence viz work order/ completion certification etc indicating that the bidder have a minimum experience of 3 years having undertaken similar nature of work in any government agency/ PSU/ Autonomous body.
11	The bidder agency must be registered with UIDAI as Authentication Service Agency	Scanned copy of such registration issued by UIDAI in favour of the bidder.

### Financial Bid Quotation:

1. Financial bid of those bidder agencies will be opened who have fulfilled the conditions laid down in the technical bid.
2. Bidder agency quoting lowest amount will be awarded the tender (such agency which will be awarded with tender is hereafter referred as "**Service Provider**").
3. Bidder has to quote rates in the below format:

Details	Per Unit Cost	Quantity	Total Cost
Cost of Demographic Authentication Services	To be Quoted by bidder	28,00,00,000	To be Quoted by bidder
GST on Demographic Authentication Services	To be Quoted by bidder	28,00,00,000	To be Quoted by bidder
Total Cost Including GST for Demographic Authentication Services	To be Quoted by bidder	28,00,00,000	To be Quoted by bidder
Cost of eKYC Services	To be Quoted by bidder	20,00,00,000	To be Quoted by bidder
GST on eKYC Services	To be Quoted by bidder	20,00,00,000	To be Quoted by bidder
Total Cost Including GST for eKYC Services	To be Quoted by bidder	20,00,00,000	To be Quoted by bidder
Cost of Biometric Services	To be Quoted by bidder	9,00,00,000#	To be Quoted by bidder
GST on Biometric Services	To be Quoted by bidder	9,00,00,000#	To be Quoted by bidder
Total Cost Including GST for Biometric Services	To be Quoted by bidder	9,00,00,000#	To be Quoted by bidder
Grand Total			To be Quoted by bidder

#This figure is highly approximate based on projections as historical data for the same is not available.

4. The total number of transactions may be distributed among two bidders who agree to match the L1 rates. The transactions will be allocated in an inverse proportion to the ratio of their quoted rates—ensuring that bidders with higher quoted rates receive a lower share of the total transactions.
5. EPFO reserves the right to adjust the allocation based on bidder performance, including the failure rates.
6. This quantity is highly approximate based on historical data and is projected for 1 year. This may vary and payments will be released for actual number of transactions.
7. All Quantities are indicative. During the execution of the contract, the actual consumption of the services may change. Payment shall be made against actual consumption of services only at the rate defined in the final contract.
8. It covers all costs including but not limited to labour, parts, travel coverage, software upgrades and any other charges.
9. Service Provider will provide free upgrades /software patches during the support period along with onsite technical support.
10. Any agency quoting any condition of his own then such conditional tender will be summarily rejected.
11. It is advised to have an interaction with the Technical Team handling the work related to Aadhaar Authentication Services & eKYC Services for proper understanding of the requirement before submission of bids during the pre-bid meeting mentioned in the GeM Bid Document.
12. The Service Provider will have to integrate the Services with the existing application of EPFO. Any development and/or integration work required shall be undertaken by the Service Provider to onboard the services of Service Provider.

#### **Terms and Conditions for the Tender:**

1. EPFO reserves the right to reject any or all tender/bid without assigning any reason.
2. The Earnest Money Deposit of the unsuccessful bidders in the financial bid evaluation stage shall be returned on award of contract to a successful bidder.
3. The Service Provider shall deposit 3% of the awarded contract value in the form of Demand Draft in favour of "Regional PF Commissioner" payable at Delhi towards Performance Bank Guarantee (PBG).
4. The Performance Bank Guarantee (PBG) can be forfeited by order of the competent authority of EPFO in the event of any breach or negligence or non-observance of any terms/condition of contract or for unsatisfactory performance or for non-acceptance of the Work Order. On expiry of the contract, such portion/full amount of the said performance Guarantee as may be considered by

EPFO sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained.

5. EPFO may terminate this contract if the Service Provider fails to perform and discharge its service obligations as set forth in this contract. EPFO shall communicate such termination of this contract to the Service Provider in writing with at least 30 days advance notice. However, termination of contract on breach of agreement as stipulated in the Service Level Agreement conditions will not require notice of 30 days.
6. If either the Service Provider or EPFO hereto considers termination of this contract for convenience or reasons other than those mentioned above, such termination can be done only after providing advance notice of 03 (three) months.
7. The contract shall be initially for a period of **1** year from the date of awarding the contract. However, the contract may be extended subsequently, **1** year at a time on the same terms and conditions, if agreeable to both parties. However, the grant of extension of contract will be at sole direction of EPFO.
8. The Service Provider shall take all precautions not to disclose, divulge / or disseminate to any third party any confidential information, proprietary information on the department/office business or security arrangements (including but not limited to the Assignment Instructions, Schedules and other subsequent Agreements) and/or business of EPFO. The obligation is not limited to any scope and the bidder shall be held responsible in case of breach of the confidentiality of department's information.
9. The bidder shall undertake, at their own expense but to the satisfaction of EPFO, training to any personnel deputed by EPFO to operate/ manage the services.
10. The bidder shall be responsible for all injuries and accidents to persons employed by them or otherwise. EPFO shall stand indemnified in respect of the treatment provided under such exigencies.
11. In the event of any loss being caused to EPFO on account of the negligence of the bidder, the bidder shall make good such loss sustained by EPFO, either by the replacement or on payment of adequate compensation on actual basis.
12. In case of performance of the agency is not found to be satisfactory as per operational parameters set out in the contract or not in conformity with the terms & conditions of the tender, the contract shall be terminated even before the scheduled time. In the event of premature closure of contract for reasons mentioned herein above. The performance guarantee money deposited by the Agency shall be forfeited.
13. The Service Provider shall make available to EPFO, a Real time Dashboard to monitor Performance parameter, Response Time, Service Availability and Downtime. The dashboard shall include the reports on uptime of the system as well. It should provide other information as well but not limited to response time for the transactions, peak hour transactions, failure rates, reasons of failures etc.

14. The Service Provider shall be responsible for Compliance of all the relevant laws, rules and regulations, including, but not limited to, the Information Technology Act, 2000 and the Indian Evidence Act, 1872.
15. The Service Provider shall configure, operate and manage the AUA/KUA server (both at DC and DR for redundancy), application, database and logs etc and maintain the same as per the UIDAI Guidelines issued time to time.
16. The Service Provider shall maintain backup of application, database etc on regular intervals of AUA/KUA servers.
17. UID tokens already obtained from UIDAI shall not change with change in ASA.
18. The Service Provider shall also maintain AUA server without any need to change its communication with Applications of EPFO.
19. The Service Provider should provide details of LTV & time stamping of the transactions as per the standards.
20. Solution to be of scalable & flexible architecture for modular expansion.
21. The Service Provider shall store the logs for a period of 180 days.
22. The solution should be as per the latest guidelines for the encryption of request and response data.
23. The Service Provider shall alert EPFO about unusual transactions such as multiple failure, suspicious activities etc.
24. Support has to be provided by the Service Provider 24 X 7 including holidays. Any preventive downtime has to be intimated in advance of at least 48 hours.
25. Response Time: Response time to acknowledge the issue is within 30 minutes of logging the complaint through call/email. Resolution time to diagnose and rectify fault for minor complaints would be 2 hours, and for major complaints it would be 4 hours from the time the grievance complaint has be lodged. The Service Provider shall provide an escalation matrix which would include mobile number and email ids.
26. The Service Provider shall try to keep the system up and running round the clock barring the preventive maintenance time.
27. The preventive maintenance can be during the holidays, and during the non-working hours on working days. Total preventive downtime cannot be more than 30 hours in a month.
28. Penalty:

- a. Penalty in respect of preventive downtime (to be calculated on quarterly basis) is as under:

i. Preventive Downtime beyond 30 hours	1% of the quarterly bill
ii. Preventive Downtime beyond 60 hours	2% of the quarterly bill
iii. Preventive Downtime beyond 90 hours	3% of the quarterly bill

b. In addition to this, penalty any other downtime (to be calculated on quarterly basis) is as under:

i. Uptime less than 99%	1% of the quarterly bill
ii. Uptime less than 97%	5% of the quarterly bill
iii. Uptime less than 95%	10% of the quarterly bill

c) Penalty for not able to handle at least <b>60</b> transactions per second	2% of the quarterly bill on each occasion (limited to one such penalty per day)
d) Penalty for failure of transactions provided such failure is not due to outages /downtime arising at UIDAI, if any and confirmed by UIDAI.	Twice the rate for such transactions as quoted by the Service Provider in the bid

29. Provided, such delay is not due to force majeure and that the penalty to be levied be capped at 10% of the total cost of the quarterly payment as the option to terminate the contract.

30. Payments:

- a. Payments will be made on a quarterly basis upon submission of Tax Invoice.
- b. All payments shall be made in Indian Currency by means of an Account Payee/Cheque/RTGS/NEFT transfer.
- c. EPFO shall be entitled to deduct in accordance with Applicable Law, Income Tax or withholding tax or other deductions (as the case may be), from any payment made to the agency, and the amount so deducted shall be deemed to be a payment made to the agency. EPFO shall make available to the Service Provider, details of all such deductions made.
- d. No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.

31. Force Majeure Obligations of the Parties: Force Majeure shall mean any event beyond the control of department or the Service Provider, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected, and which could not have been prevented by exercise of reasonable skill and care and good industry practices and shall include, without limitation, the following:

- a. War, hostilities, invasion, act of foreign enemy and civil war;
- b. Rebellion, revolution, insurrection, mutiny, conspiracy.
- c. Epidemics quarantine and plague;
- d. Earthquake, cyclone and other natural disaster.

32. Governing Laws and Settlement of Dispute: Any claims, disputes and differences (including a dispute regarding the existence, validity or termination of this



Contract) arising out of, relating to this contract including interpretation of its terms shall be resolved through joint discussion of the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussion as aforesaid within a period 30 days, then the RPFC-I (Administration) is the sole arbitrator to decide the same and his decision is final and binding on both the parties as per the provisions of the Arbitration and Conciliation Act 1996, If difference persist even after Arbitration and there are compelling reasons to go to the court, it will be decided in the court of Delhi only.

33. Jurisdiction of Court: This Contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the courts in Delhi.