
Request for proposal (RFP)
for
Appointment of Manpower Agency for supply of
District/Sub-District level resources for NPR
project in rural areas

DATED: 14.06.2012

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TABLE OF CONTENTS

1. General Terms	3
2. Important Information	3
3. Project Background – National Population Register Project	4
4. Eligibility CRITERIA	6
5. Scope of Work for Manpower Agency (MPA)	7
6. Bid Submission	8
7. Evaluation of bids	9
8. Performance Security	10
9. Payment Terms:	10
10. Timelines for DELIVERABLES/deployment	11
11. Miscellaneous	11
Annex-A: Cluster DETAILS	14
Annex-B: Details of the processes / activities envisaged in the NPR project (rural areas)	15
Annex-C: Resource Requirement Details (Category 1)	20
Annex-CA: Resource Requirement Details (Category 2)	23
Annex-D: Eligibility, Broad Roles/Responsibilities and Remuneration of District Resources	35
Annex-E: BID SUBMISSION Format	36
Annex-E1: TECHNICAL BID - DOCUMENTS TO BE SUBMITTED	37
Annex-E2: Bidder's Experience Format	39
Annex-E3: Declaration Format	40
Annex-E4: Compliance Certificate Format	41
Annex-F: Format for Financial Bid	42
Annex-G: proforma for Performance Bank Guarantee – cum security deposit	43
Annex-H: FORMAT OF CONTRACT	46

1. GENERAL TERMS

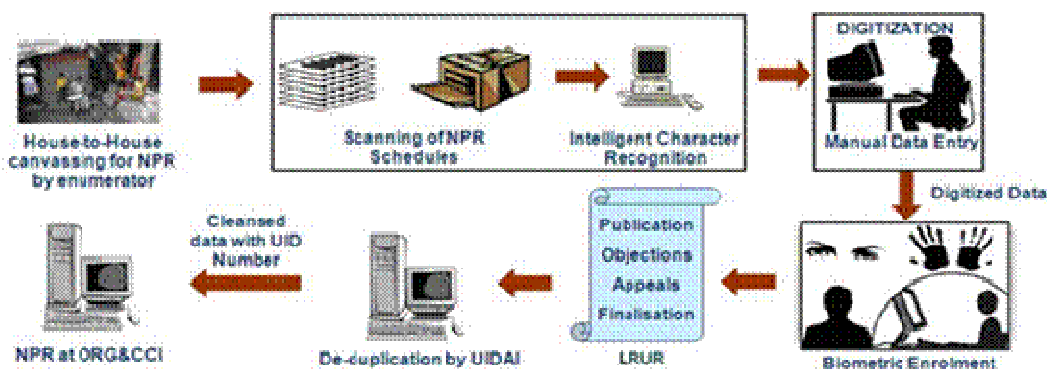
- 1.1 M/s. CSC e-Governance Services India Ltd. (hereinafter referred to as the “CSC-SPV”) invites bids from interested Bidders for appointment as Manpower Agency (MPA) for National Population Register (NPR) project in rural areas of each of the three Clusters 1 to 3 covering 13 States and 1 Union Territory (**Annex-A**).
- 1.2 Bidder shall submit their bid at the address mentioned in Para-2 on or before the due date and time specified.
- 1.3 At any time prior to the last date for receipt of bids, CSC-SPV, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP by an amendment. CSC-SPV may, at its sole discretion, also extend the deadline for submission of proposals by issuing a corrigendum. CSC-SPV also reserves the right to reject any or all the bids in full or in part, and to cancel this RFP at its sole discretion, without assigning any reasons.
- 1.4 Interested Bidders are advised to study this Request for Proposal (RFP) document carefully before submitting their bids. Submission of a bid in response to this RFP shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- 1.5 Earnest Money Deposit (EMD): All bids submitted in response to the RFP document shall be accompanied by EMD of Rs. 2,00,000 (Rupees Two Lakhs only) for each Cluster for which the bid is submitted (i.e. EMD shall be Rs. 2,00,000 x no. of Clusters for which the bid is submitted) in the form of Demand Draft drawn on any Scheduled Commercial Bank drawn in favour of M/s. CSC e-Governance Services India Ltd. payable at New Delhi.

2. IMPORTANT INFORMATION

Notice Inviting Tender	14.06.2012
EMD (Earnest Money Deposit)	Rs. 2,00,000 x No. of Clusters for which bidder seeks to submit the bid.
Last date for submission of queries	20.06.2012 at 3.00 PM. Email: infocscspv@cscegovindia.com
Pre-Bid meeting	21.06.2012
Last date for submission of bids & opening of Technical bids	02.07.2012 till 04:00 PM.
Opening of Financial bids	04.07.2012 at 11:00 AM.
Addressee and Address at which bids in query / response to RFP Invitation are to be submitted	The Company Secretary CSC e-GOVERNANCE SERVICES INDIA LTD. 3 rd Floor, Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi -110003, Phone: 011-32928620 Email: infocscspv@cscegovindia.com

3. PROJECT BACKGROUND – NATIONAL POPULATION REGISTER PROJECT

- 3.1 The National Population Register (NPR) is a Register of Usual Residents of the country. It is being prepared at the Local (Village/Ward), Sub District (Tehsil), District, State and National level under provisions of the Citizenship Act 1955 and the Citizenship (Registration of Citizens and issue of National Identity Cards) Rules, 2003. NPR is intended as a comprehensive identity database in the country which would *inter alia* enable better targeting of the benefits and services under the Government schemes / programmes, improve planning and prevent identity fraud.
- 3.2 To achieve this, during the first phase of Census 2011, enumerators have visited every household and have collected the details required for the NPR in a paper format. These forms have been scanned and the data is in the process of feeding into an electronic database. Biometric attributes namely, photograph, fingerprints and iris is being added to the database by organizing enrolment camps in each local area. The enrolment will be done in the presence of Government servants appointed for this purpose.
- 3.3 Registrar General & Census Commissioner, India (RG&CC,I), MHA has assigned the responsibility of digitization of the demographic information and collection of biometrics for 13 States and 1 Union Territory (UT) in India to DIT (list of States/UT and the Clusters are at **Annex-A**). The diagram below shows the entire process of NPR in a nutshell –



- 3.4 It is estimated that the project will digitize the data of about 62.5 crore population of India and biometric capture of about 56.2 crore people. Biometric capture will include photograph, all ten finger prints and Iris capture for the population above 5 years of age. The digitization of NPR is expected to be completed by the appointed Managed Service Providers (MSPs) in 6 months and the Biometric enrolment in 12 months after digitization. The Request for Quotations (RFQs) for selection of MSPs for the aforementioned processes have been issued by National Institute of Electronics and Information Technology (NIELIT, formerly known as DOEACC) and are available at <http://www.doeacc.edu.in/jsp/RFQ.html> (demographic data digitization). MSPs for data

digitisation in 19 rural zones have already been selected. The work allocation for data digitization in the remaining 48 zones is under process. The RFQ for biometric enrollment is likely to be issued shortly. For further details on the coverage and scope of the NPR project, these RFQs and www.ditnpr.nic.in may be referred to.

3.5 CSC-SPV has been mandated to supervise and monitor the NPR project in rural areas of these States/UT. In terms of the mandate, CSC-SPV has entered into a Memorandum of Understanding (MOU) with NIELIT. Copy of the MOU is available at http://csc.gov.in/images/mou/SPV%20&%20DOEACC_NPR.pdf.

3.6 The processes/activities through which CSC-SPV proposes to carry out this responsibility are detailed in **Annex-B**. The resource deployment for carrying out these activities shall be in two steps. CSC-SPV has already set up a National Program Management Unit (NPMU) for providing Program Management services to the CSC-SPV in respect of the NPR work in rural areas in the aforesaid States/UT.

3.7 At the District/Sub-District level, CSC-SPV is seeking to carry out the monitoring and supervision activities through deployment of District Supervisors and District Coordinators. District Coordinators have already been recruited through NIELIT and deployed in 19 Zones (88 Districts). District wise details of such deployment are in **Annex-C**. District Coordinators in these Zones are on contract initially for a 6-month period and are being paid Rs. 7500 per month at present. CSC-SPV and these existing District Coordinators may mutually agree to renew the contract for the remaining duration of the project. The MPA shall provide assistance as may be required by CSC-SPV to negotiate the renewal of the said contracts. However, where the contracts are not so renewed, the MPA will provide replacements to these resources at the rates quoted in the Financial Bid for similar resources in the respective Cluster. However, irrespective of whether the contract is renewed or not, the MPA shall provide the payroll and all other services specified in this RFP in respect of all these resources effective from completion of the initial contract period (6-months).

3.8 District Coordinators for the remaining zones and District Supervisors for all the 67 zones are also to be procured through the MPA. District wise details of requirement in respect of these additional resources are specified in **Annex-CA**.

3.9 For removal of doubts, it is clarified that the personnel requirement specified in the RFP is only indicative and the requirements as indicated shall be taken into account only for the purpose of evaluation of the bids. MPA shall provide the resources as per the actual requirements as may be communicated to them by CSC-SPV and no liability whatsoever shall attach to CSC-SPV on

account of the variations, if any, in the actual resource requirements from the specifications in the RFP.

- 3.10 The resource requirement shall consist of District Supervisors (one per District) who shall be deployed at the District level and District Coordinators who would be primarily deployed for quality check at the Data Entry Points (DEPs) and biometric camps within the District. However, these resources will be liable for transfer to any of the contiguous districts of their original deployment without any additional cost implication. Their tenure of appointment will be for eighteen (18) months, though depending on the project timelines, this tenure may be expanded or terminated on a month's notice. Only NIELIT trained personnel shall be eligible to be appointed to these positions and accordingly, the tenure of these resources shall be counted only from actual deployment after NIELIT training. No TA/DA shall be payable or reimbursable for the NIELIT training. Their role/responsibilities and remuneration, as well as their eligibility requirements are specified in **Annex-D**. Any incidental work thereto shall also be carried out in the field by all personnel as per CSC-SPV's instructions.

4. ELIGIBILITY CRITERIA

- 4.1 The bidder shall be a Company registered under the Companies Act, 1956 and should have been in existence for at least four years.
- 4.2 The bidders should have their offices in major cities of the cluster, with offices in at least 2 of the State capitals in the Cluster (s) in which the bidder wants to bid.
- 4.3 The bidder's organization should be a profit making one in the preceding two financial years. The bidder should have the following minimum turnover (the total minimum turnover requirement shall be the aggregate of the Cluster-wise requirement below), in each of the last two financial years (i.e. 2010-11 and 2011-12):

Bidding for Cluster 1	Bidding for Cluster 2	Bidding for Cluster 3
Rs. 24 crore	Rs. 18 crore	Rs. 28 crore

Note: In case the bidder wants to bid for more than one cluster then their turnover should meet the aggregate requirements for all such Clusters combined. For e.g. If bidder wishes to bid for Cluster 1 and Cluster 2, then their turnover should have been at least Rs. 42 crore.

- 4.4 The bidder should have executed a minimum of three manpower deployment contracts involving 100 resources or more in each contract, during the preceding four years period. The bidder should also have executed manpower deployment contracts to reputed private

companies/ Public Sector Companies/Banks/Central and State Government Departments for the cumulative number mentioned below during the preceding four year period (2008-09 onwards):

Bidding for Cluster 1	Bidding for Cluster 2	Bidding for Cluster 3
900	600	1000

Note: In case the bidder wants to bid for more than one cluster then the manpower deployed contracts should meet the aggregate requirements for all such Clusters combined For e.g. If bidder wishes to bid for Cluster 1 and Cluster 2, then they should have executed deployment contracts involving at least 1500 resources.

- 4.5 The bidder should have obtained PAN, TAN, service tax registration and PF registration.
- 4.6 The bidder should not be blacklisted by any Ministry or Department of the Central Government, or by any of the State Governments / UT listed in **Annex-A**, as on last date of bid submission.

5. SCOPE OF WORK FOR MANPOWER AGENCY (MPA)

- 5.1 The resources selected shall be borne on the rolls of MPA. All activities relating to payroll management and all statutory / compliance requirements such as P.F. and E.S.I., relating to deployment of the resources shall remain the responsibility of MPA only. MPA shall maintain and update relevant documentation / records for all resources. The MPA will act as a pure agent of CSC-SPV for handling all Human Resources (HR) related issues.
- 5.2 In all cases, MPA shall share authentic details of credentials of all shortlisted and selected candidates including their biodata. The selected resource should furnish Medical Fitness Certificate issued by a Government Medical Practitioner. Also, before deployment, the MPA shall be responsible for arranging antecedents and Police verification of resources at its own cost.
- 5.3 The manpower selection and deployment (including the short-listing of candidates, written tests, if any, schedule of interviews, selection of resources and NIELIT training) shall be completed as per timelines and schedule specified in Para 10.
- 5.4 The MPA shall also maintain ten percent of the contracted strength 'on panel' to enable meeting replacement/substitution and additional resource requirements within the time period specified in Para 10 for such replacements/substitution.
- 5.5 CSC-SPV reserves the right to interview the personnel either on its own or through an appointed representative before their deployment. CSC-SPV also reserves the right to reject any or all the resources supplied, even after deployment, if they do not conform to the required qualifications

or performance specifications (i.e. if their performance is not satisfactory) or where the resource is absent for 3 consecutive working days without any reasonable cause. The decision of the CSC-SPV shall be final and binding in the matter. CSC-SPV also reserves the right to instruct the MPA to terminate the services in respect of any or all the resources deployed in any other case, by giving one month notice, in which case, a substitute shall be provided by the bidder.

- 5.6 The bidder shall comply with the timelines as per Para 10 in respect of any substitution of resources. For substitutions as well as for any delay in deployment of resources, penalties shall also be payable by the MPA as per provisions in Para 10.
- 5.7 The MPA shall provide digital formats and mechanism to check/record the credentials, attendance, payroll, etc. of each resource and share the same with CSC-SPV and the NPMU.
- 5.8 Deployment of the resources shall not entitle them to any permanent employment with CSC-SPV. The MPA shall undertake to indemnify CSC-SPV against any such claims by the personnel deployed by them.
- 5.9 The bidder should not assign or sublet the selection or deployment to any other agency.

6. BID SUBMISSION

- 6.1 All bids are to be submitted in sealed physical copies and should include the following:
 - 6.1.1 Demand Drafts towards the EMD (Para 1.5 above refer)
 - 6.1.2 Technical bid in the format specified in **Annex-E1**
 - 6.1.3 Financial bid as per format specified in **Annex-F**
- 6.2. The bid in a sealed envelope shall contain a Technical Bid containing the supporting documents towards eligibility and separate Financial Bids in respect of each of the Clusters for which the bidder wants to bid. The Technical Bid and each of the Financial Bids shall be submitted in separate sealed envelopes.
- 6.3. The bidder shall also provide Cluster-wise Action Plan document covering strategy for recruitment, deployment, retention, administration and payroll management as part of Technical Bid.
- 6.4. EMD of unsuccessful bidders will be returned, without any interest, within one month of tender finalization.
- 6.5. The rates shall be quoted in strict compliance to the Financial Bid format. Otherwise, the bid is liable to be rejected. Conditional tenders shall not be accepted on any ground and shall be liable

for outright rejection. If any clarification is required, the same should be obtained before submission of the bids.

- 6.6. Bids will not be considered if received after due date and time. Any proposal received by the CSC-SPV after the bid submission deadline shall be rejected and returned unopened to the Bidder. Bids through Telex/Email / Fax will not be accepted. CSC-SPV will not also be responsible for late delivery due to wrong or improper address or for postal delays. No further correspondence on the subject will be entertained.
- 6.7. All bid documents should be signed by the authorized signatory. All pages of the bid being submitted should be sequentially numbered by the bidder.
- 6.8. Any default by the bidder in respect of RFP terms and conditions will lead to rejection of the bid and forfeiture of EMD. CSC-SPV reserves the right to reject any or all proposals without assigning any reasons thereof.
- 6.9. Bids shall be valid for a minimum period of 90 days from the last date for submission of the bid.

7. EVALUATION OF BIDS

- 7.1. CSC-SPV will shortlist the bidders who meet 'Eligibility Criteria' (Para 4) and each of the responses shall be validated for compliance with the technical requirements specified in the format in **Annex-E1**, on the basis of the supporting documents specified therein. In their own interest, the bidders are advised to ensure that they meet all the specified eligibility criteria and submit all the relevant documents along with the Bid. Any clarification or addition/amendment to the Technical Bid, after submission will not be considered for evaluation. The bidder may also be asked to arrange for demonstration of the services offered and their organizational capacity to execute the project, if required, even at short notice.
- 7.2. A Cluster wise list of qualified bidders will be prepared on the basis of the technical evaluation. While bidding, each bidder should bid only for the Cluster or Clusters for which they meet the Eligibility Criteria. However, in case a bidder submits bids for more Clusters than their eligibility, then the entire bid of the bidder will be rejected.
- 7.3. The Financial Bids of only those bidders who shall qualify in the Technical Bid will be opened.
- 7.4. The bids shall be evaluated Cluster wise on the basis of the Bid Price indicated in the Financial Bid of the bidders. The mode of computation of the Bid Price is specified in **Annex-F**. The Lowest Quoting Bidder (L1) for a Cluster among all bids received shall be selected for award of the work in respect of the Cluster.
- 7.5. There will be no negotiation regarding the financial bid.

8. PERFORMANCE SECURITY

- 8.1 CSC-SPV shall notify the successful bidder in writing by registered letter or by fax, that its bid has been accepted for any specified Cluster or Clusters. The selected Agency shall, within seven (7) days of receipt of such communication from CSC-SPV, furnish an performance security in the form of an unconditional bank guarantee from a Scheduled Commercial Bank in India, in the format prescribed in **Annex-G**, valid at least for 6 (six) months beyond the project period [refer Para 3.4 above], for the following amount for the respective cluster:

Bidding for Cluster 1	Bidding for Cluster 2	Bidding for Cluster 3
1.70 crore	1.15 crore	1.70 crore

Note: In case bidder is bidding for more than one cluster then the bank guarantee shall be for an amount which is the aggregate of the amounts specified for individual clusters. For e.g. if the bidder is bidding for Cluster 1 and Cluster 2, then the bank guarantee shall be for Rs. 2.85 crore.

- 8.2 The successful bidder shall also sign a contract in the format specified in **Annex-H**. The EMD of the selected Agency shall be refunded as soon as may be, after submission of Performance Security and after entering into a contract with CSC-SPV. However, if the successful bidder does not furnish the performance security or sign the contract as prescribed, the award shall be treated as withdrawn and the bidder's EMD shall be liable to be forfeited. In such a case, CSC-SPV may, at its discretion, either refloat the tender or give opportunity to the L2 bidder to match the L1 Bidder for award.

9. PAYMENT TERMS:

- 9.1. The MPA shall submit a two part monthly invoice to CSC-SPV separately showing the reimbursements against remuneration paid to the resources deployed, which shall be supported with proof of such payments in the manner as may be prescribed by CSC-SPV, and the Manpower Management Fee payable to the MPA. No advance payments shall be allowed.
- 9.2. The MPA shall make regular and full payment of remuneration to the personnel deployed for a particular calendar month, on or before 7th of the succeeding month.
- 9.3. The monthly invoice shall be verified by the NPMU and forwarded for payment to CSC-SPV. CSC-SPV shall, as far as possible, release accepted payment against the monthly bill within 30 days of its receipt. The payment by CSC-SPV shall be subject to applicable deductions, taxes and penalties, if any, as well as adjustments in respect of any other dues as may be recoverable from the MPA in respect of non performance of any obligations under the contract.

10. TIMELINES FOR DELIVERABLES/DEPLOYMENT

10.1 Timelines for deployment -

S.No.	Activity	Timeline	Responsibility	Penalty for delay
1	Issue of Letter of Intent (LoI) to the Agency	T0	CSC-SPV	
2	Submission of Performance Security (PBG) by the MPA and completion of contract signing formalities	T0 + 7 days	MPA	Rs. 5000 per day
3	Deployment of at least 50% District Supervisors and District Coordinators in each zone in the Cluster	T0 + 30 days	MPA	Rs. 300 per resource for each day of delay
4	Deployment of all District Supervisors and District Coordinators in each zone in the Cluster	T0 + 45 days	MPA	Rs. 500 per resource for each day of delay

10.2 Whenever any resource deployed is sought to be substituted or replaced during the course of the assignment other than on the grounds of ineligibility or non-satisfactory performance or absence for 3 consecutive working days without reasonable cause; or where a resource deployed leaves the assignment midway, an equally or better qualified and experienced substitute resource shall be provided within 3 (three) working days at no extra cost. Where the substitution is sought on the grounds of ineligibility or non-satisfactory performance or absence for 3 or more consecutive working days without reasonable cause, a better qualified and, as the case may be, experienced substitute resource shall be provided forthwith at no extra cost. Penalty shall also be levied and recovered @ Rs. 500/- per resource for each day of delay in deployment of the substitute/replacement resource.

10.3 In the event of successful MPA's failure to provide the resources as per contract terms and conditions, CSC-SPV reserves the right to cancel the contract, without further notice, and proceed to deploy the manpower from alternate sources, in which event, the Successful MPA shall be liable to bear all extra cost / costs, whatsoever, which may be incurred for alternate arrangement.

11. MISCELLANEOUS

11.1 Neither the MPA nor any of the resources deployed by the MPA shall copy, reproduce, store, or record any data at any time or for any purpose. The MPA and the personnel deployed by

the MPA shall also be responsible for maintaining the security of the data/media during their part of NPR work as well as during their handling of such data/media during transfer. The Agency shall be provided access to data, as necessary and on a need to access basis, solely to perform the Services. Any breach of the foregoing covenant shall be treated as a material default liable for immediate termination of the contract, without prejudice to any other action, including forfeiture of the performance security, as may be liable to be taken against the MPA, or any or all the resources deployed by the MPA, under the extant law and the contractual obligations.

- 11.2 Every effort shall be made to settle all the disputes or differences arising during the execution through mutual discussions. However, unresolved disputes, if any, arising out of or in connection with the proposed contract shall be referred to Arbitration. The provisions of Arbitration & Conciliation Act 1996 shall apply. The Sole Arbitrator will be appointed by the Director. CSC-SPV. The decision of the Arbitrator shall be final and binding on both the parties. The venue for Arbitration proceedings shall be at New Delhi.
- 11.3 CSC-SPV reserves the right to foreclose the Contract by giving one month notice without assigning any reason whatsoever in the normal circumstances. CSC-SPV reserves the right to foreclose the contract forthwith in case of breach of any of terms & conditions of the contract entered into with CSC-SPV. However the MPA shall be bound to fulfill the contractual obligations even after such foreclosure to the extent applicable during the period of notice.
- 11.4 The award under this RFP shall be non-exclusive. CSC-SPV reserves the right to enter into similar contract with any other Agency to procure its manpower requirements and the MPA shall have no claim whatsoever in respect of such other contracts.
- 11.5 The MPA shall take out and maintain, at its own cost but on terms and conditions approved by CSC-SPV, insurance against the risks, and for the coverage, as shall be specified by CSC-SPV and in accordance with good industry practice.
- 11.6 If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay, provided the performance and/or delivery is resumed as soon as practicable after such event has come to an end or ceased to exist. The decision of CSC-SPV as

to whether the performance or delivery has so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 30 days, CSC-SPV may at its option, terminate the contract without any obligation to compensate the MPA.

- 11.7 The CSC-SPV may, in its sole discretion, also decide to terminate the contract, upon which the MPA shall be eligible to payment of remuneration for the services satisfactorily performed prior to the effective date of termination and reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.

ANNEX-A: CLUSTER DETAILS

S.No	State	Cluster Details	Requirement - District Supervisors	Requirement - District Coordinators (Category 1)	Requirement – District Coordinators (Category 2)
1	Bihar	Cluster 1	38	127	178
2	Chhattisgarh		18	31	43
3	Jharkhand		24	0	91
4	Madhya Pradesh		49	192	0
			129	350	312
1	Haryana	Cluster 2	21	0	68
2	Himachal Pradesh		12	0	39
3	Jammu & Kashmir		22	0	64
4	Punjab		20	0	69
5	Rajasthan		32	0	184
6	Dadra & Nagar Haveli		1	0	1
			108	0	425
1	Uttar Pradesh	Cluster 3	72	0	539
2	Uttarakhand		13	42	0
3	Assam		26	0	99
4	Tripura		4	12	0
			115	54	638
Total			352	404	1375

ANNEX-B: DETAILS OF THE PROCESSES / ACTIVITIES ENVISAGED IN THE NPR PROJECT (RURAL AREAS)

1. Selection of Managed Service Providers (MSPs) for Data Digitization and Biometric Enrollment
 - i. NIELIT to issue Request for Quotation (RFQ) for both Data Digitization and Biometric Enrollment (MSPs for Data Digitization has already been selected; RFQ for Biometric Enrollment is in the process)
 - ii. For the purposed of these processes, Data Digitization MSP is being called MSP1 and MSP for Biometric Enrollment is being called MSP2.
2. Details of operational CSCs (only in the case if MSP1 is a SCA or MSPs want to use CSCs)
 - i. Collating operational CSCs location details in designated States/ UT
 - ii. CSC-SPV will ensure that CSCs engaged in data digitization process are registered on OMT and provide the details of the same to NIELIT for updating the Management Information System (MIS)
3. Training of District Supervisors and Coordinators by NIELIT
 - i. All District Supervisors/Coordinators of CSC-SPV will be provided training by NIELIT through their accredited centers, as necessary (NIELIT will also be imparting training to the Master Trainers of MSP1 and MSP2. It is a mandatory requirement for MSPs to get all their DEOs certified by NIELIT before starting the data digitization process at the field).
4. Collection of Data Entry Software
 - i. MSP1 will directly collect data entry software from NIELIT Regional Data Collation Centre (RDCC)
5. Finalization of Data Entry Points (DEP)
 - i. MSP1s will provide details of the data entry points (DEP) and the data entry operators (DEO) in their respective Zones to CSC-SPV and NIELIT
 - ii. CSC-SPV will share the details of operational CSCs with MSPs (in case MSP1 is not SCA) so that, wherever possible, they may leverage the services of CSCs for data digitization
 - iii. MSP1 will have to update the MIS in case of relocation of any DEP and DEO.
6. Zone-wise segregation of data
 - i. NIELIT will segregate the zone-wise data based on MSPs respective areas.
7. Collection of rural data from RDCC
 - i. MSP1 will collect the DVDs / Media from respective RDCC/ NIELIT Zonal centres

- i. NIELIT will provide the segregated data up to village-wise / CSC-wise to MSP1
8. Installation of data entry software at DEP
- i. MSP1 will ensure the installation of data entry software at all DEP machines.
 - ii. MSP1 will periodically update the completion status of software installation report through MIS
 - iii. It will be a mandatory requirement for MSP1 to install data entry software before starting the process of data digitization
9. Data entry process
- i. Data entry will be performed at village / CSC level
 - ii. MSP1 to ensure 100% accuracy in data entry digitization operation
 - iii. MSP1 will periodically update the completion status of data entry through MIS
10. Quality checking of data digitization
- i. The first level of quality checking will be performed by MSP1 supervisor
 - ii. MSP1 supervisor will instruct DEO for rectification of error found in data entry
 - iii. The second level of quality checking will be performed by CSC-SPV District coordinators. The District coordinator(s) shall check at least 10% of the data entered by MSP1. Village level data shall be the basic unit of this quality check. The MSP shall rectify the errors found by the CSC-SPV's District coordinators. These rectifications will be cross verified by the CSC-SPV. Thus, the quality check will be performed only once on a given data. While performing sample quality check by CSC-SPV District Coordinator, if errors are found more than 3% of the digitized data, the complete data need to be rechecked and corrected by MSP1.
 - iv. All errors found through such check shall be duly rectified and reported by the MSP1, though the District coordinator is not required to check this further verification/rectification by MSP1.
 - v. CSC-SPV will deploy District coordinators at the district/sub-district level. The District coordinators are expected to visit on an average 2 CSCs/DEPs per day for quality check. It is also expected that on an average (taken on the basis of work done during a month on rolling basis), a District Coordinator will quality check the data digitization of at least 200 records per day.
 - vi. Apart from District coordinators, District supervisors will also be placed at district level (one per district), who shall be responsible for monitoring and check progress/quality of

work and coordination District authorities, besides random visit to field for quality checking.

11. The progress of data quality will be monitored through MIS updates.

12. Preparation and completed MSP1 data transfer to RDCC

- i. MSP1 will prepare the data in required format for Biometric data digitization and village-wise LRUR
- ii. MSP1 will export data in the format /media prescribed by NIELIT
- iii. CSC-SPV District coordinator will perform his last visit to a respective DEP after getting information from MSP1 to collect final media in sealed format.
- iv. The MSP1 shall be responsible for data security. CSC-SPV will be responsible only for collection and forwarding of the final data media from MSP1 to NIELIT, along with a declaration from the MSP1 that the data in their machine has been fully erased. CSC-SPV will hand over the completed digitized data to NIELIT after certifying completeness and with certificate from MSP1 for 100% correctness.
- v. The media containing the digitized data will be transferred on periodic basis to the NIELIT RDCC/NIELIT Zonal Centers for zonal data aggregation.

13. Data transfer to MSP2 for Biometric

- i. MSP2 will collect the fields required for biometric data from RDCC/NIELIT Zonal Centers

14. Procurement of Biometric device

- i. MSP2 will procure and setup the biometric devices and necessary infrastructure at the village level camps

15. Biometric Enrollment

- i. MSP2 will ensure the setup of requisite devices at the camps to be organized at village level
- ii. The process will be carried out in the presence of RGI representative at camp level. After covering a village, same camp will be shifted to other village and will cover the next village
- iii. MSP2 will arrange at least two rounds of biometric camps in a locality to capture Biometric Data (Photograph, Iris of both the eyes and ten fingerprints of both hands) of all persons of the age five years and above, who do not possess Aadhaar No./Enrolment No. issued by UIDAI and whose details have been collected under the NPR in the presence of Government Officials (enumerators).
- iv. In course of NPR biometric capture exercise, if the individual has an Aadhaar number/ Enrollment number, then his/her identity and residence details will be verified and

entered in NPR but his/her biometric data will not be taken by MSP2 – instead, his/her Aadhaar number/Enrollment number shall be recorded in NPR by MSP2.

- v. UIDAI software will be used for the process which will generate two data packets (one for UIDAI and other for the RGI that will be further used for LRUR printing)
- vi. MSP2 to ensure 100% data quality for biometric process
- vii. CSC-SPV District coordinator will coordinate in the process with MSP2 during the process. District coordinator will perform at least 10% quality check on the KYR+ component of biometric data of rural areas at data entry points to check and ensure accuracy and completeness of data entered by MSP2. However, CSC-SPV District coordinators are not required to be present in each biometric camp and the monitoring will be done in terms of random visits to such camps.

16. Transfer of completed biometric data to RDCC/NIELIT Zonal Center

- i. The MSP2 shall be responsible for data security. CSC-SPV will be responsible only for collection and forwarding of the final data media from MSP2 to NIELIT, along with a declaration from the MSP2 that the data in their machine has been fully erased. CSC-SPV will hand over the completed biometric data to NIELIT after certifying completeness and with certificate from MSP2 for 100% correctness.

17. Printing of LRUR (Local Register of Usual Residence)

- i. After completion of biometric capturing, MSP2 will print the LRUR
- ii. MSP2 will hand over LRUR to NIELIT/RGI for publication

18. LRUR correction process

- i. RDCC will receive the LRUR correction from MSP2
- ii. RDCC will forward LRUR for correction to MSP1 at the Zonal level
- iii. MSP1 will perform the demographic LRUR correction at the Zonal level
- iv. CSC-SPV to ensure that all the corrections after LRUR printing incorporated by MSP1.

19. Handover of corrected LRUR to RDCC

- i. CSC-SPV to hand over the final data after LRUR corrections to NIELIT after certifying completeness and full incorporation of the corrections into data.

20. Handover of completed data to NIELIT

- i. After completing digitization process and biometric enrolment, CSC-SPV will hand over complete data to NIELIT.

21. Handover of final data to RGI

- i. NIELIT will deliver final aggregate data to RGI

22. Strategy for difficult areas

- i. In case the CSC-SPV faces any problem in carrying out their responsibilities in difficult areas as planned, the strategies for quality check and data entry at village level may be reconsidered and finalized by CSC-SPV and NIELIT by mutual consultation and with the concurrence of DIT and RGI.

ANNEX-C: RESOURCE REQUIREMENT DETAILS (CATEGORY 1)

S. No.	State	Zone Code	District	Estimated no of resources / District Coordinators
1	Bihar	Zone 8		
			East Champaran	15
			Muzaffarpur	14
			Sheohar	2
			Sitamarhi	10
			Vaishali	10
			West Champaran	11
2	Bihar	Zone 10		
			Madhepura	6
			Saharsa	6
			Supaul	7
3	Bihar	Zone 11		
			Araria	8
			Kathihar	9
			Kishanganj	5
			Purnia	9
4	Bihar	Zone 12		
			Banka	7
			Bhagalpur	8
5	Chhattisgarh	Zone 14		
			Durg	7
			Kabirdham/ Kawarda	2
			Kanker	3
			Rajnandgaon	5
6	Chhattisgarh	Zone 17		
			Bilaspur	6
			Janjgir-Champa	5
			Korba	3
7	Madhya Pradesh	Zone 31		
			Bhind	5
			Morena	5
			Sheopur	2
8	Madhya Pradesh	Zone 32		
			Ashok Nagar	1
			Datia	2
			Guna	5
			Gwalior	3
			Shivpuri	5

S. No.	State	Zone Code	District	Estimated no of resources / District Coordinators
9	Madhya Pradesh	Zone 33		
			Dewas	4
			Mandsaur	4
			Neemuch	2
			Ratlam	4
			Shajapur	5
			Ujjain	4
10	Madhya Pradesh	Zone 34		
			Badwani/Barwani	4
			Dhar	6
			Indore	3
			Jhabua	5
			Khandwa (East nimar)	4
			Khargone	5
			Burhanpur	2
11	Madhya Pradesh	Zone 35		
			Betul	5
			Bhopal	2
			Raisen	4
			Rajgarh	4
			Sehore	4
			Vidisha	4
12	Madhya Pradesh	Zone 36		
			Harda	2
			Hoshangabad	3
13	Madhya Pradesh	Zone 37		
			Chhatarpur	5
			Damoh	4
			Panna	3
			Sagar	6
			Tikamgarh	4
14	Madhya Pradesh	Zone 38		
			Balaghat	5
			Chhindwara	6
			Dindori	3
			Jabalpur	4
			Katni	4
			Mandla	4
			Narsinghpur	4
			Seoni	4
15	Madhya Pradesh	Zone 39		

S. No.	State	Zone Code	District	Estimated no of resources / District Coordinators
			Anuppur	3
			Rewa	7
			Satna	6
			Shahdol	3
			Sidhi	4
			Singrauli	3
			Umaria	2
16	Tripura	Zone 60		
			Dhalai	2
			North Tripura	2
			South Tripura	3
			West Tripura	5
17	Uttarakhand	Zone 68		
			Dehradun	4
			Rudraprayag	2
			Tehri Garhwal	3
			Uttarakashi	3
18	Uttarakhand	Zone 69		
			Almora	4
			Bageshwar	2
			Chamoli	2
			Haridwar	5
			Pouri Garhwal	4
19	Uttarakhand	Zone 70		
			Champawat	2
			Nainital	3
			Pitoragarh	3
			Udham Singh Nagar	5
	Total			404

ANNEX-CA: RESOURCE REQUIREMENT DETAILS (CATEGORY 2)

S. No.	State	Zone Code	District	Estimated no of District Coordinators	Estimated no of District Supervisors
1	Assam	Zone2			
			Cachar	5	1
			Hailakandi	2	1
			Kamrup	7	1
			Karbi Anglong	3	1
			Karimganj	4	1
			Morigaon	3	1
			Nagaon	8	1
			North Cachar Hills	1	1
2	Assam	Zone 3			
			Dhemaji	2	1
			Dibrugarh	4	1
			Golaghat	4	1
			Jorhat	4	1
			Lakhimpur	4	1
			Sivasagar	4	1
			Tinsukia	4	1
3	Assam	Zone 4			
			Baksa	4	1
			Barpeta	5	1
			Bongaigoan	2	1
			Chirang	2	1
			Darrang	3	1
			Dhuburi	6	1
			Goalpara	3	1
			Kokrajhar	3	1
			Nalbari	3	1
			Sonitpur	6	1
			Udalguri	3	1
4	Bihar	Zone 5			
			Bhojpur	8	1
			Buxar	5	1
			Kaimur (Bhabua)	5	1

S. No.	State	Zone Code	District	Estimated no of District Coordinators	Estimated no of District Supervisors
			Nalanda	8	1
			Patna	11	1
			Rohtas	9	1
5	Bihar	Zone 6			
			Arwal	3	1
			Aurangabad	8	1
			Gaya	12	1
			Jehanabad	6	1
			Nawada	7	1
6	Bihar	Zone 7			
			Chapra	12	1
			Gopalganj	8	1
			Siwan	10	1
7	Bihar	Zone 8			
			East Champaran	0	1
			Muzaffarpur	0	1
			Sheohar	0	1
			Sitamarhi	0	1
			Vaishali	0	1
			West Champaran	0	1
8	Bihar	Zone 9			
			Darbhanga	12	1
			Madhubani	14	1
			Samastipur	13	1
9	Bihar	Zone 10			
			Madhepura	0	1
			Saharsa	0	1
			Supaul	0	1
10	Bihar	Zone 11			
			Araria	0	1
			Kathihar	0	1
			Kishanganj	0	1
			Purnia	0	1
11	Bihar	Zone 12			
			Banka	0	1
			Bhagalpur	0	1
12	Bihar	Zone 13			

S. No.	State	Zone Code	District	Estimated no of District Coordinators	Estimated no of District Supervisors
			Begusarai	9	1
			Jamui	5	1
			Khagaria	5	1
			Lakhisarai	3	1
			Munger	3	1
			Sheikhpura	2	1
13	Chhattisgarh	Zone 14			
			Durg	0	1
			Kabirdham/ Kawarda	0	1
			Kanker	0	1
			Rajnandgaon	0	1
14	Chhattisgarh	Zone 15			
			Bastar	5	1
			Bijapur	1	1
			Dantewada (South Bastar)	3	1
			Dhamtari	3	1
			Mahasamund	3	1
			Narayanpur	1	1
			Raipur	9	1
15	Chhattisgarh	Zone 16			
			Jashpur	3	1
			Koriya	2	1
			Raigarh	5	1
			Surguja	8	1
16	Chhattisgarh	Zone 17			
			Bilaspur	0	1
			Janjgir-Champa	0	1
			Korba	0	1
17	Haryana	Zone 18			
			Ambala	3	1
			Kaithal	3	1
			Kurukshetra	3	1
			Panchkula	1	1
			Yamuna Nagar	3	1
18	Haryana	Zone 19			

S. No.	State	Zone Code	District	Estimated no of District Coordinators	Estimated no of District Supervisors
			Bhiwani	5	1
			Fatehgarh/Fatehabad	3	1
			Hisar	5	1
			Jind	4	1
			Sirsa	4	1
19	Haryana	Zone 20			
			Jhajjar	3	1
			Karnal	4	1
			Panipat	3	1
			Rohtak	3	1
			Sonipat	4	1
20	Haryana	Zone 21			
			Faridabad	3	1
			Gurgaon	2	1
			Mahendragarh	3	1
			Mewat	3	1
			Palwal	3	1
			Rewari	3	1
21	Himachal Pradesh	Zone 22			
			Kinnaur	2	1
			Shimla	3	1
			Sirmaur	3	1
			Solan	3	1
22	Himachal Pradesh	Zone 23			
			Chamba	3	1
			Kangra	6	1
			Una	3	1
23	Himachal Pradesh	Zone 24			
			Bilaspur	3	1
			Hamirpur	3	1
			Kullu	3	1
			Lahul & Spiti	2	1
			Mandi	5	1
24	Jammu & Kashmir	Zone 25			
			Anantnag	5	1

S. No.	State	Zone Code	District	Estimated no of District Coordinators	Estimated no of District Supervisors
			Bandipora	2	1
			Badgam	4	1
			Baramulla	4	1
			Doda	3	1
			Ganderbal	2	1
			Jammu	5	1
			Kargil	2	1
			Kathua	3	1
			Kishtwar	2	1
			Kulgam	2	1
			Kupwara	4	1
			Leh	2	1
			Poonch	3	1
			Pulwama	4	1
			Rajouri	3	1
			Ramban	2	1
			Reasi	2	1
			Samba	2	1
			Shopian	2	1
			Srinagar	2	1
			Udhampur	4	1
25	Jharkhand	Zone 26			
			Gumla	4	1
			Khunti	2	1
			Lohardaga	2	1
			Ranchi	6	1
			Simdega	2	1
26	Jharkhand	Zone 27			
			Deoghar	4	1
			Dumka	5	1
			Godda	4	1
			Jamtara	2	1
			Pakur	3	1
			Sahebganj	4	1
27	Jharkhand	Zone 28			
			Bokaro	4	1
			Chatra	3	1

S. No.	State	Zone Code	District	Estimated no of District Coordinators	Estimated no of District Supervisors
			Dhanbad	5	1
			Giridih	7	1
			Hazaribagh	5	1
			Koderma	2	1
			Ramgarh	3	1
28	Jharkhand	Zone 29			
			Daltanganj (Palamu)	6	1
			Garwah	4	1
			Latehar	2	1
29	Jharkhand	Zone 30			
			Chaibasa(West Singhbhum)	5	1
			East Singhbhum	4	1
			Saraikela Kharsawan	3	1
30	Madhya Pradesh	Zone 31			
			Bhind	0	1
			Morena	0	1
			Sheopur	0	1
31	Madhya Pradesh	Zone 32			
			Ashok Nagar	0	1
			Datia	0	1
			Guna	0	1
			Gwalior	0	1
			Shivpuri	0	1
32	Madhya Pradesh	Zone 33			
			Dewas	0	1
			Mandsaur	0	1
			Neemuch	0	1
			Ratlam	0	1
			Shajapur	0	1
			Ujjain	0	1
33	Madhya Pradesh	Zone 34			
			Badwani/Barwani	0	1
			Dhar	0	1
			Indore	0	1

S. No.	State	Zone Code	District	Estimated no of District Coordinators	Estimated no of District Supervisors
			Jhabua	0	1
			Khandwa (East nimar)	0	1
			Khargone	0	1
			Burhanpur	0	1
34	Madhya Pradesh	Zone 35			
			Betul	0	1
			Bhopal	0	1
			Raisen	0	1
			Rajgarh	0	1
			Sehore	0	1
			Vidisha	0	1
35	Madhya Pradesh	Zone 36			
			Harda	0	1
			Hoshangabad	0	1
36	Madhya Pradesh	Zone 37			
			Chhatarpur	0	1
			Damoh	0	1
			Panna	0	1
			Sagar	0	1
			Tikamgarh	0	1
37	Madhya Pradesh	Zone 38			
			Balaghat	0	1
			Chhindwara	0	1
			Dindori	0	1
			Jabalpur	0	1
			Katni	0	1
			Mandla	0	1
			Narsinghpur	0	1
			Seoni	0	1
38	Madhya Pradesh	Zone 39			
			Anuppur	0	1
			Rewa	0	1
			Satna	0	1
			Shahdol	0	1
			Sidhi	0	1
			Singrauli	0	1
			Umaria	0	1

S. No.	State	Zone Code	District	Estimated no of District Coordinators	Estimated no of District Supervisors
39	Punjab	Zone 42			
			Gurdaspur	7	1
40	Punjab	Zone 43			
			Amritsar	4	1
			Taran Taran	4	1
41	Punjab	Zone 44			
			Hoshiarpur	5	1
			Nawanshahar	2	1
42	Punjab	Zone 45			
			Jalandhar	4	1
			Kapurthala	2	1
43	Punjab	Zone 46			
			Fatehgarh Sahib	2	1
			Ludhiana	6	1
44	Punjab	Zone 47			
			Patiala	3	1
			Mohali	2	1
			Rupnagar	3	1
45	Punjab	Zone 48			
			Sangrur	4	1
			Barnala	2	1
46	Punjab	Zone 49			
			Mansa	2	1
			Bhatinda	4	1
47	Punjab	Zone 50			
			Moga	3	1
			Faridkot	2	1
			Muktsar	3	1
48	Punjab	Zone 51			
			Ferozepur	5	1
49	Rajasthan	Zone 52			
			Alwar	11	1
			Dausa	5	1
			Jaipur	11	1
			Jhunjhunu	6	1
			Sikar	8	1
50	Rajasthan	Zone 53			

S. No.	State	Zone Code	District	Estimated no of District Coordinators	Estimated no of District Supervisors
			Barmer	8	1
			Jaisalmer	2	1
			Jalore	6	1
			Jodhpur	8	1
			Pali	6	1
			Sirohi	3	1
51	Rajasthan	Zone 54			
			Banswara	6	1
			Chittorgarh	6	1
			Dungarpur	4	1
			Rajsamand	4	1
			Udaipur	9	1
52	Rajasthan	Zone 55			
			Baran	4	1
			Bundi	3	1
			Jhalawar	4	1
			Kota	3	1
53	Rajasthan	Zone 56			
			Bikaner	5	1
			Churu	6	1
			Hanumangarh	5	1
			Sri Ganganagar	6	1
54	Rajasthan	Zone 57			
			Ajmer	6	1
			Bhilwara	7	1
			Nagaur	9	1
			Tonk	4	1
55	Rajasthan	Zone 58			
			Bharatpur	7	1
			Dholpur	4	1
			Karauli	4	1
			Sawai Madhopur	4	1
56	Tripura	Zone 60			
			Dhalai	0	1
			North Tripura	0	1
			South Tripura	0	1
			West Tripura	0	1

S. No.	State	Zone Code	District	Estimated no of District Coordinators	Estimated no of District Supervisors
57	Uttar Pradesh	Zone 61			
			Basti	8	1
			Deoria	10	1
			Gorakhpur	12	1
			Hardoi	12	1
			Kushi Nagar	11	1
			Lakhimpur Kheri	12	1
			Lucknow	6	1
			Mahrajganj	8	1
			Raebareli	8	1
			Sant Kabir Nagar	5	1
			Siddhartha Nagar	8	1
			Sitapur	13	1
			Unnao	9	1
58	Uttar Pradesh	Zone 62			
			Allahabad	15	1
			Chandoli	6	1
			Fatehpur	8	1
			Gazipur	11	1
			Jaunpur	15	1
			Kaushambi	5	1
			Mirzapur	8	1
			Pratapgarh	11	1
			Sant Ravidas Nagar	5	1
			Sonbhadra	5	1
			Varanasi	8	1
59	Uttar Pradesh	Zone 63			
			Badaun	10	1
			Bahraich	9	1
			Balrampur	6	1
			Bareilly	10	1
			Gonda	10	1
			Pilibhit	6	1
			Shahjahanpur	8	1

S. No.	State	Zone Code	District	Estimated no of District Coordinators	Estimated no of District Supervisors
			Shravasti	5	1
60	Uttar Pradesh	Zone 64			
			Ambedkar Nagar	8	1
			Azamgarh	15	1
			Balia	10	1
			Barabanki	10	1
			Chattrapati Shahuji Maharaj Nagar	6	1
			Faizabad	7	1
			Mau	6	1
			Sultanpur	10	1
61	Uttar Pradesh	Zone 65			
			Auriya	4	1
			Banda	5	1
			Chitrakoot	3	1
			Etawa	4	1
			Farukhabad	5	1
			Hamirpur	4	1
			Jallou	5	1
			Jhansi	4	1
			Kannauj	5	1
			Kanpur Dehat	6	1
			Kanpur Nagar	6	1
			Lalitpur	4	1
			Mahoba	2	1
62	Uttar Pradesh	Zone 66			
			Bijnour	10	1
			Jyotiba Phule Nagar	5	1
			Moradabad	11	1
			Muzaffarnagar	6	1
			Rampur	9	1
			Saharanpur	9	1

S. No.	State	Zone Code	District	Estimated no of District Coordinators	Estimated no of District Supervisors
63	Uttar Pradesh	Zone 67			
			Agra	8	1
			Aligarh	9	1
			Baghpat	4	1
			Bulandshahar	9	1
			Etah	8	1
			Firozabad	6	1
			Gautam Buddha Nagar	3	1
			Ghaziabad	6	1
			Hathras	5	1
			Kashi Ram Nagar	1	1
			Mainpuri	6	1
			Mathura	6	1
			Meerut	6	1
64	Uttarakhand	Zone 68			
			Dehradun	0	1
			Rudraprayag	0	1
			Tehri Garhwal	0	1
			Uttarakashi	0	1
65	Uttarakhand	Zone 69			
			Almora	0	1
			Bageshwar	0	1
			Chamoli	0	1
			Haridwar	0	1
			Pouri Garhwal	0	1
66	Uttarakhand	Zone 70			
			Champawat	0	1
			Nainital	0	1
			Pitoragarh	0	1
			Udham Singh Nagar	0	1
67	Dadra & Nagar Haveli	Zone 71			
			Dadra & Nagar Haveli	1	1
	Total			1375	352

ANNEX-D: ELIGIBILITY, BROAD ROLES/RESPONSIBILITIES AND REMUNERATION OF DISTRICT RESOURCES

A. Education & experience requirements:

- District Coordinator: 10+2 with one year computer Course, English/Local Language Typing preferred
- District Supervisor: Graduate in any stream. Preference shall be given to candidates with professional/higher qualifications in Computer Science/Applications or Information Technology (IT). The candidates should be able to read, write and communicate in English apart from the local language of the State/UT. The qualification requirements may be waived partially or fully in case of retired State Government officials.
- The minimum experience requirement shall be 6 months for District Coordinators and 1 year for District Supervisor. Local candidates and candidates with prior experience in data entry work shall be given preference.

B. Role/Responsibilities of District/Sub-District resources: Besides activities such as coordination with Managed Service Providers (MSPs), project monitoring at District level, ensuring timely MIS reports / project status to CSC-SPV Zonal resources, managing field level operational issues in coordination with MSPs / District Authorities, these resources shall be have the following specific responsibilities:

- District Supervisor: To monitor and check progress/quality of work and coordination with superior levels and district authorities, besides random visit to field for quality checking.
- District Coordinator: The primary responsibility of the District Coordinator will be to visit Data Entry Points or Data Entry Points located at the village level for performing data quality check and to monitor the process of Biometric Enrolment at Biometric camps.

C. Remuneration of District/Sub-District resources:

- For Category A (Annex-C refer): Currently, these resources are being paid a consolidated remuneration of Rs. 7500 per month. The remuneration to be paid to these resources shall be their existing salary or the remuneration quoted by MPA as per financial bid, whichever is lower.
- For Category B (Annex-CA refer): The remuneration shall be consolidated and all inclusive. In particular the remuneration includes all statutory payments if any, as well as the travel and telephone charges etc, as applicable. The remuneration quoted in financial bid should be equal to or above the minimum wages prescribed by respective State Governments.
- No initial deployment charges and re-deployment charges shall be payable to the MPA.

D. Other requirements and specifications

- The manpower, deployed will be required to work on all working days and working hours (i.e. Monday –Saturday). They may also be required to work beyond normal working hours and on Holidays / Sundays depending on exigencies of work.

ANNEX-E: BID SUBMISSION FORMAT

Notice of Intent to submit proposal in response to RFP Notice

(To be submitted on the Letterhead of the responding MPA)

{Place} {Date}

To

Ref: RFP Notification no CSCSPV-74 dated 14.06.2012

Subject: Submission of proposal in response to the RFP for **Appointment of Manpower Agency for supply of District/Sub-District level resources for NPR Project in Rural areas.**

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP Notification no CSCSPV-74 dated 14.06.2012 for Appointment of Manpower Agency for supply of District/Sub-District level resources for NPR Project in Rural areas in full conformity with the said RFP document. We are bidding for the following clusters:

- i. <<Cluster Name>>
- ii. <<Cluster Name>> ...

Primary and Secondary contacts for our company are:

Primary Contact		Secondary Contact
Name:		
Title:		
Company Name & Address:		
Phone:		
Mobile:		
Fax:		
Email:		

2. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.

3. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 90 days from the closing date fixed for submission of proposals as stipulated in the RFP document.

4. The EMD Security of Rs. 2,00,000 submitted by us in the form of a Demand Draft may be encashed if we do not submit the requisite Performance Bank Guarantee (PBG) as per the Contract amounting to << PBG amount based on the clusters bid for by MPA >> of the Financial bid for 'Appointment of Manpower Agency for supply of District/Sub-District level resources for NPR Project in Rural areas' on our agency be selected.

5. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

Dated this Day of <<year>>

(Signature)

Duly authorized to sign the Bid Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp

ANNEX-E1: TECHNICAL BID - DOCUMENTS TO BE SUBMITTED

S.No.	Criterion	Documents to be provided	Complied Yes/No	Reference Pg. No.						
1.	The bidder shall be a Company registered under the Companies Act, 1956 and should have been in existence for at least four years.	Copy of Certificate of Incorporation								
2.	The bidders should have their offices in major cities of the cluster, with offices in at least 2 of the State capitals in the Cluster (s) in which the bidder wants to bid.	Provide Cluster-wise number & list of branch offices and their addresses certified by a Company Secretary or by the Auditor of the Company								
3.	The bidder should have obtained PAN, TAN, service tax registration and PF registration.	(i) Copy of PAN card of the Agency (ii) Copy of TAN registration certificate (iii) Copy of the Service Tax & PF registration certificate [Self certified/attested copies may be provided]								
4.	<div>The bidder’s organization should be a profit making one in the preceding two financial years. The bidder should have the following minimum turnover (the total minimum turnover requirement shall be the aggregate of the Clusterwise requirement below), in each year in the last two financial years (2010-11 and 2011-12):</div> <table><tr><td>Bidding for Cluster 1</td><td>Bidding for Cluster 2</td><td>Bidding for Cluster 3</td></tr><tr><td>Rs. 24 crore</td><td>Rs. 18 crore</td><td>Rs. 28 crore</td></tr></table>	Bidding for Cluster 1	Bidding for Cluster 2	Bidding for Cluster 3	Rs. 24 crore	Rs. 18 crore	Rs. 28 crore	Copy of the audited financial statements for the corresponding years. Alternatively a turnover certificate may be furnished from the statutory auditor of the Company		
Bidding for Cluster 1	Bidding for Cluster 2	Bidding for Cluster 3								
Rs. 24 crore	Rs. 18 crore	Rs. 28 crore								
5.	<div>The bidder should have executed a minimum of three manpower deployment contracts involving 100 resources or more in each contract, during the preceding four years period. The bidder should also have executed manpower deployment contracts to reputed private companies/ Public Sector Companies/Banks/Central and State Government Departments for the cumulative number mentioned below during the preceding four year period:</div> <table><tr><td>Bidding for Cluster 1</td><td>Bidding for Cluster 2</td><td>Bidding for Cluster 3</td></tr><tr><td>900</td><td>600</td><td>1000</td></tr></table>	Bidding for Cluster 1	Bidding for Cluster 2	Bidding for Cluster 3	900	600	1000	<div>Copies of Work Order/Completion certificate for project of similar nature</div> <div>The above information should be provided in the format available in Annex-E2 : Bidder’s experience</div>		
Bidding for Cluster 1	Bidding for Cluster 2	Bidding for Cluster 3								
900	600	1000								

S.No.	Criterion	Documents to be provided	Complied Yes/No	Reference Pg. No.
6.	The bidder should not be blacklisted by any Ministry or Department of the Central Government, or by any of the State Governments / UT listed in Annex-A, as on last date of bid submission.	An undertaking by the bidder in the format provided in Annex-E3.		
7.	Submission of Action Plan	Action Plan document covering Cluster-wise strategy for - 1) Recruitment 2) Deployment 3) Retention 4) Administration 5) Payroll Management		
8.	Compliance Certificate	As per Annex-E4		

ANNEX-E2: BIDDER'S EXPERIENCE FORMAT

S.No.	Name of Work/ Client and location	Short Description of work – Project components and Key activities	Number of people deployed	Duration	Cost (INR)

ANNEX-E3: DECLARATION FORMAT

Declaration for non-involvement in litigations / ineligibility for corrupt or fraudulent practice / Not blacklisted with any of the government or public Sector units.

(To be submitted on the Letterhead of the bidder)

To

Dear Sir / Madam,

Subject: Declaration for not being involved in any litigation, not being under ineligibility for corrupt or fraudulent practices or blacklisted with any Ministry or Department of the Central Government, or by any of the State Governments / UT listed in this RFP.

We, the undersigned, hereby declare that

- We are not involved in any litigation with any client
- We are not under a declaration of ineligibility for corrupt or fraudulent practices
- We are not blacklisted with any Ministry or Department of the Central Government, or by any of the State Governments / UT listed in this RFP.

Thanking you,

Yours faithfully,

(Authorised Signatory)

Printed Name

Designation

Date -----

ANNEX-E4: COMPLIANCE CERTIFICATE FORMAT

(To be enclosed with Technical Bid)

Name of the Bidder

Address of the Bidder:

(To be filled in by the bidder)

I hereby offer to bind to terms and conditions of the contract. I do hereby agree that I shall keep my offer for a period of 90 Days from the due date of the tender or from the date of negotiations whichever is later or for the extended period as desired by CSC-SPV in addition to the period of 90 days mentioned above in the event of my offer being accepted. I shall abide by and give my acceptance to the terms and conditions which are mentioned in this service contract governing and shall execute an agreement in the prescribed form in the event of my offer being accepted by CSC-SPV. I also hereby undertake to sign and execute a 'Non-disclosure Agreement (NDA)' before award of the contract.

Yours faithfully,

Signature of the bidder with full address
(To be signed by an authorized signatory
with full address of the bidder)

ANNEX-F: FORMAT FOR FINANCIAL BID

Financial bids for different Clusters should be submitted in separate sealed envelopes.

Financial Bid for <<Cluster Name>>

S.No.	Description	Rate (In Rupees per resource per month)	
		In Figures	In Words
1.	Remuneration – District Supervisor (A)		
2.	Remuneration – District Coordinator (B)		
3.	Manpower Agency Fee – Category 1 (C)		
4.	Manpower Agency Fee – Category 2 (D)		
Bid Price = [Total number of District Supervisor in the cluster*(A+D) + Total number of District Coordinators of Category 2 in the Cluster*(B+D) + Total number of District Coordinators of Category 1 in the Cluster*C]			

- 1) The Manpower Agency (MPA) Fee should be fixed rate per resource per month irrespective of the position Zone or State in which the resource shall be deployed. The Manpower Agency Fee shall include all administrative/management charges/overheads/service tax/any other costs incurred on the MPA.
- 2) The remuneration shall be consolidated and all inclusive. In particular the remuneration shall include any payments towards travel as well as communication expenses. The remuneration quoted shall not be below the minimum wages prescribed by any State Governments within clusters.
- 3) The resource requirement specified in the RFP is only indicative and shall be used only for the purpose of evaluation of the bids. It is clarified that the actual resource requirement may vary, both in numbers and distribution, and no liability whatsoever shall attach to the CSC-SPV on account of such variation. MPA shall also be liable to provide, if so required by CSC-SPV additional resources at the same applicable rates and conditions.

Date:
Place:

Authorized Signatory
Name:

Seal

ANNEX-G: PROFORMA FOR PERFORMANCE BANK GUARANTEE – CUM SECURITY DEPOSIT

From Scheduled Commercial Bank

This Deed of Guarantee executed on this ____ day of _____, 2012 at ____ by _____ (Scheduled Commercial Bank only), having its Head Office/Registered Office at _____ and inter-alia a Branch Office at _____ (hereinafter referred to as the Bank. or 'the Guarantor', which expression shall unless it be repugnant to the subject or context hereof be deemed to include its successors and assigns)

In favor of

The CSC e-GOVERNANCE SERVICES INDIA LIMITED, a Company incorporated under the Companies Act 1956, having its registered Office at Electronics Niketan, 4th Floor, DIT, Programme Management Unit, 6, CGO Complex, Lodhi Road, New Delhi-110003 (hereinafter referred to as 'CSC-SPV', which expression shall, unless it be repugnant to the subject or context hereof be deemed to include its successors and assigns)

WHEREAS

- A. [.....], a company within the meaning of the Companies Act, 1956 and having its Registered Office at [_____] (herein after referred to as the 'MPA', which expression unless repugnant to the subject or context includes its successors, legal representatives and permitted assigns) has been awarded the contract for 'Appointment of Manpower Agency (MPA) for National Population Register (NPR) project in rural areas' vide CSC SPV Letter of Intent no. _____ dated _____;
- B. In terms of Para 8 of the Request for Proposal (RFP) for award of the said contract, the MPA has to provide a Performance Guarantee for an amount equivalent to <<PBG Amount >> for Cluster(s) for which the bidder has been selected;
- C. At the request of the MPA, the Guarantor has agreed to provide this guarantee, being these presents, guaranteeing the due and punctual performance/discharge by the MPA of its obligations under the said contract during the implementation period.

NOW THEREFORE THIS DEED WITNESSETH AS FOLLOWS

- A. The Guarantor hereby irrevocably guarantees the due and punctual performance by the Vendor of all its obligation under the said contract during the implementation period;
- B. The Guarantor shall, without demur, pay to CSC-SPV sums not exceeding in aggregate Rs. ---- (Rupees ----- only) within five (5) calendar days of receipt of a written demand thereof from CSC-SPV stating that the MPA has failed to meet its performance obligations under the said contract during the implementation period. The Guarantor shall have not to go into the veracity of any breach or failure on the part of the MPA or validity of the demand so made by CSC-SPV and shall pay the amount specified in the demand notwithstanding any

direction to the contrary given or any dispute whatsoever raised by the MPA or any other person. The Guarantor's obligations hereunder shall subsist until all such demands are duly met and discharged in accordance with the provisions hereof;

- C. In the event of delay on the part of the Guarantor to pay on demand, the Guarantor shall be liable to pay interest at the rate of fifteen (15) per cent, compounding quarterly, to CSC-SPV. There shall not be any delay in payment of the guaranteed amount and payment of interest shall not be an excuse for delaying the payment of guarantee amount. Time is the essence of this Performance Guarantee;
- D. The Guarantor shall also indemnify and keep CSC-SPV indemnified against all losses, damages, costs, charges claims and expenses whatsoever which CSC-SPV may suffer, pay or incur by reason of or in connection with any default on the part of the MPA, including legal proceedings taken against the said MPA and/or the Guarantor for the recovery of the monies referred to above;
- E. The Guarantor hereby agrees that without the concurrence of the Guarantor, CSC-SPV and the MPA shall be at liberty to vary, alter or modify the terms and conditions of the contract executed by the CSC-SPV with the MPA, and in particular to defer, postpone or revise the payment schedule under the contract, modify the work schedule and payment of interest or other monies under the contract on such terms and conditions as maybe considered necessary by CSC-SPV;
- F. The Guarantor agrees that its liability under this guarantee shall in no manner be affected by any such variation, alteration, modification, waiver dispensation with or release of security and that no further consent of the Guarantor is required for giving effect to any such variation, alteration, modification, waiver dispensation with or release of security;
- G. This Guarantee shall be enforceable against the Guarantor notwithstanding that any security or securities comprised in any instrument executed or to be executed by the MPA in favor of CSC-SPV may at the time when the proceedings are taken against the Guarantor of this guarantee be outstanding or unrealized or lost. In order to give effect to this Guarantee, CSC-SPV shall be entitled to treat the Guarantor as the principal debtor;
- H. This Guarantee shall be irrevocable and shall remain in full force and effect until _____ unless discharged/released earlier by CSC-SPV in accordance with the provisions of the said contract. The Guarantor's liability in aggregate shall be limited to a sum of Rs. ----- (Rupees ----- only);
- I. This Guarantee shall not be affected by any change in the constitution or winding up of the MPA/the Guarantor or any absorption, merger or amalgamation of the MPA/the Guarantor with any other person;

J. The Guarantor has power to issue this Guarantee and discharge the obligations contemplated herein, and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under _____.

All future correspondence with reference to this Guarantee shall be made to(Bank Name and Address).

The jurisdiction in relation to this Guarantee shall be the Courts at New Delhi and Indian Law shall be applicable.

IN WITNESS WHEREOF THE GUARANTOR HAS SET ITS HANDS HEREUNTO ON THE DAY, MONTH AND YEAR FIRST HEREINABOVE WRITTEN.

SIGNED AND DELIVERED by _____ Bank by the hand of Shri _____, its _____ and authorized official.

ANNEX-H: FORMAT OF CONTRACT

Appointment of Manpower Agency (MPA) for National Population Register (NPR) project in rural areas

This CONTRACT (herein called the "Contract") is made at New Delhi, on this the _____ day of _____ 2012 between

[.....], a company within the meaning of the Companies Act, 1956 and having its Registered Office at [_____] (herein after referred to as 'the Agency', which expression unless repugnant to the subject or context includes its successors, legal representatives and permitted assigns) on the ONE Part

AND

M/s. CSC e-Governance Services India Ltd., a company registered under the Companies Act, 1956 and having its Registered Office at Electronics Niketan, 4th Floor, 6, CGO Complex, Lodhi Road, New Delhi-110003 (hereinafter referred to as "CSC-SPV") on the OTHER Part

WHEREAS

CSC-SPV is desirous of engaging the services of a Manpower Agency for supply of manpower for National Population Register (NPR) Project in rural areas of 13 States and 1 UT

CSC-SPV had, *vide* _____, dated _____ (Appendix-A) invited proposals from Manpower Agencies for providing such Services

_____ had, *vide* _____, dated _____ (Appendix-B) submitted its proposal for the Services

CSC-SPV had, *vide* _____, dated _____ (Appendix-C) declared _____ as the successful bidder to provide the Services

It is deemed necessary and expedient by the parties hereto to enter into this Contract and record the terms of services to be provided by the Agency.

NOW THEREFORE, in consideration of the foregoing and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereto hereby agree as follows:

1. In addition to the documents mentioned above and placed at Appendix – A, B, & C, the relevant documents attached hereto shall be deemed to form an integral part of this Contract.
2. The mutual rights and obligations of CSC-SPV and the Agency shall be as set forth in the Contract; in particular:
 - a) The Agency shall carry out the Services in accordance with the provisions of the Contract; and
 - b) CSC-SPV shall make payments to the Agency in accordance with the provisions of the Contract, subject to fulfillment of all deliverables.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

FOR AND ON BEHALF OF

CSC-SPV

(Authorized Signatory)

Witness

1.

2.

Agency

(Authorized Signatory)

Witness

1.

2.