



GOVERNMENT OF JAMMU AND KASHMIR

MISSION DIRECTORATE, ICDS J&K

121-Green Avenue Hyderpora Srinagar/ Haj House 3rd Floor Rail Head, Jammu.

NOTICE INVITING FOR e-TENDER e-Tender

E-NIT No: 02 of 2020-21

Dated :- 19 -02-2021

For and on behalf of the Lt. Governor of Union Territory of Jammu & Kashmir, e-tender are invited from legal entity such as, Private Limited Company, Non-profit Company, LLP under the Companies Act, a proprietorship or partnership firm or a Society/ Trust for **Supply of trained and certified manpower** for capturing Demographic and Biometric Data in the UT of J&K for a period of two years w.e.f 06-04-2021, as per the details given in the Tender document.

S. No.	Name of the Item	Specifications	No. of Manpower Required	EMD (₹ in lacs)
1	Supply of Manpower	Supply of trained and certified manpower for capturing Demographic and Biometric Data of citizen for Aadhaar.	256 (two No.manpower for each ICDS Project)	200,000/-

The quantities shown above are tentative and may increase or decrease.

Date of issue of Tender: 19 -02-2021.

The bidding documents can be downloaded from the website www.jktenders.gov.in from 19-02-2021 upto 11-03-2021 (3.00PM).

The bids shall be uploaded on website www.jktenders.gov.in upto 11-03-2021 till 4.00 PM.

The intending bidders shall Submit Treasury receipt/ Challan in respect of Tender cost by depositing the amount in major Head 0070-Other administrative services and photocopy of the EMD in the shape of DD/CDR/FDR by or before 12-03-2021 on any working day from 10.00Am to 4.00 PM in the office of Mission Director of ICDS J&K, Jammu, Haj House 3rd Floor Rail Head, Jammu

The Technical bids shall be opened on 15-03-2021 or next working day in the event of holiday in presence of the bidders who wish to participate in the opening process.

Financial bids of only those bidders shall be opened who will qualify in the technical bid.

Bid Documents/Bid Qualifying Criteria for bidders, specification, conditions and other details, can be seen at and downloaded from the website www.jktenders.gov.in

Before submission of online bids, bidder must ensure that scanned copy of all necessary documents have been attached with the bid.

The Department will not be responsible for delay in online submissions of bid whatsoever reasons may be.

The details of documents, EMD specified, in the tender document should be same, as submitted online (scanned copies) otherwise bid will not be accepted.


(Nitu Gupta), KAS
Mission Director,
ICDS J&K, Jammu

Copy to the:

1. Principal Secretary to Government Social Welfare Department for kind information.
2. Director Doordarshan J&K for broadcasting for two consecutive days.
3. Radio Kashmir Jammu/Srinagar for broadcasting for two consecutive days.
4. Director Information J&K along with the copy of the e-NIT with the request to get the e-NIT published in national newspaper as well as leading local dailies of Kashmir as well as Jammu Division.
5. Accounts officer ICDS for information.

TERMS & CONDITIONS for on-line OPEN TENDER for Supply of trained and certified manpower for capturing Demographic and Biometric Data in the UT of J&K for a period of two year w.e.f 06.04.2021 for its use in 128 ICDS Projects in the 20 districts of the Union Territory of Jammu & Kashmir.

1. **The bid must be submitted on-line through e-portal www.jktenders.gov.in** before the stipulated time, department/service provider does not take any responsibility for delay caused due to the non-availability of internet connection or network traffic jam for on-line bids.
2. **The bidder shall furnish as part of its bid, EMD of two lakh only (Rs 2,00,000/-) in the form of Bank Draft/CDR/FDR pledged in favour of Accounts Officer, Mission Directorate, ICDS. The Bank Draft/CDR/FDR of the successful bidder i.e L1 shall be released after one month from the date the successful bidder submits of contract performance guarantee, whereas the EMD of L2 bidder shall be released after L1 starts execution of contract. However, EMD of unsuccessful bidders except L2 shall be released within 15 days from the award of contract.**
3. **The bidder shall have to furnish a copy of Challan/ Treasury receipt of Rs.5000/- on account of cost of tender document. This amount shall be deposited in Major Head 0070-Other administrative services.**
4. **Online viewing of Detailed Notice Inviting Tender/Download of Tender Document:-**
 - 4.1 The bidders can view the detailed e-NIT and the time schedule (key dates) for the tenders floated through single portal e-procurement system on home page at www.jktender.gov.in and the tender document can be downloaded from the e-procurement portal www.jktender.gov.in , but the bidder has to enclose a copy of Challan/ Treasury receipt by depositing this amount in Major Head 0070-Other Administrative services.



5. TECHNICAL BID :-

The bidders shall have to upload the scanned copies of the below mentioned documents duly stamped and signed by the bidder on each page. The copies of the documents to be uploaded must be clearly legible, without cuttings, overwriting and mutilations.

S.No.	List of Documents
1.	Name, date of incorporation and address of the bidder, email id and contact number, Name of Director/Directors should be mentioned– Annexure A
2.	Copy of Certificate of Incorporation/ Partnership deed/ Registration self-certified by the Authorized Signatory of the company.
3.	Copy of proof of payment of Tender fee.
4.	Copy of proof of payment of EMD.
5.	Self-attested scanned copy of PAN card of the firm or all the partners/directors.
7.	Self-attested scanned copy of GSTIN of the firm or all the partners/directors.
8.	Certificate of Chartered Accountant regarding Annual Average turnover for the last 3 Financial years (FY 2017-18, 2018-19 & FY 2019-20)..
9.	Copy of last three financial year ITRs of proprietor/ all the partners. (FY 2017-18, 2018-19 & FY 2019-20).
10.	The self attested scanned copy of undertaking on a judicial stamp Paper of Rs. 100/- that the Bidder has never been in the past blacklisted by any Govt. department for any deviation, Breach of contract, Corrupt or fraudulent practices.
11.	The self attested scanned copy of undertaking on the stamp paper regarding acceptance of all the terms and conditions of the tender document duly signed and stamped by the Judicial/Executive Magistrate/Competent Authority.
12.	Copy of Certificate of registration under Employees Provident Fund Act.
13.	Certificate of registration under Employees Insurance Act/Govt. of India (if applicable)
14.	Escalation Matrix of the support staff working in the offices of Jammu & Kashmir
15.	Experience Certificate- Relevant Work Orders clearly depicting that manpower was/is supplied for data entry related work with minimum manpower deployed not less than 50 persons in a single work order.

 name

The Technical Bids shall be opened on the aforementioned date in the office of Mission Director, ICDS, J&K or next working day in the event of holiday by the Committee in the presence of the bidders or their authorized representatives who may wish to attend.

6. FINANCIAL BID:-

The price Schedule will be accepted through the electronic mode only at e-portal www.jktender.gov.in, no column should be left blank which would otherwise, make the tender liable for rejection. The successful bidder shall have to execute a contract with the Department within 07 days from the date the bidder emerges as L1 and the cost involved in preparing and stamping on account of agreement shall be borne by the bidder. The contract finalized with successful tender(s) shall remain in force for two year from the date of its approval which shall be further extendable for a period of six months or more on the same terms and conditions, if required.

The "Financial Bid" of only those bidders shall be opened who will qualify in the technical bid.

7. EVALUATION OF BIDS

The evaluation of the tender shall be based on the Quality and Cost Based System (QCBS) with the 25 percent weight to the technical evaluation parameters and 75 percent weight to financial bid.

7.1 Technical Evaluation

The technical evaluation shall be done based on the criteria, sub-criteria and point system as listed below:

#	Evaluation Parameter	Points
1.	Experience in the relevant field (50 or more data operators deployed in a single job order) - up to 15 points	
	1-3 job orders	05
	4-6 job orders	10
	7 or more job orders	15
2.	Financial Turnover – up to 10 points (Refer point no 5 , S.NO 8)	
	25 lac to 75 lacs	05
	Above 75 lacs	10

Maximum Points that can be obtained in the technical evaluation = 25.

The points obtained in the technical evaluation = "A"

Jan

7.2 Financial Evaluation

The maximum bidding price shall be capped as per the condition under Point No. 8 below.

The financial bid shall have a weight of 75 points that shall be calculated as per the rate quoted by the bidder in the bid which shall be calculated as under:

Points obtained in the financial evaluation (out of 75) i.e. ["B"] = (Lowest value of bid offered against Rs. 100/ value of bid offered) *75

7.3 Final Evaluation

Final Score = "A" + "B"

The bidder with highest points shall be declared as "L1". In case of tie, the bidder with lower value in the financial bid shall be declared as "L1".

8. Maximum bidding price should not exceed Rupees 100/- for each successful generation of Aadhaar (UID) as norms of UIDAI.
9. The Department reserves the right to increase or decrease the number of manpower to be deployed and the location where the manpower is to be deployed without any change in the approved rates or other terms and conditions.
10. The State Level Purchase Committee reserves the right to accept or reject the tender or part thereof, without assigning any reason and does not bind itself to accept the lowest Tendered rates.
11. The successful bidder shall not assign or sublet the contract or any part thereof, to any other agency and in the event of any violation, the contract shall be immediately cancelled and a penalty to the extent of 50% of the Contract Performance shall be imposed besides black-listing from future participation in the tendering process of the department.
12. The offered rates should be inclusive of all taxes viz: GST etc. The offered rates should be for per successful Aadhaar generation as per the UIDAI report. Rates quoted shall be applicable to the **whole Union Territory of Jammu & Kashmir**.
13. The successful bidders shall ensure that the manpower is deployed at all ICDS Projects (2 in each project) and starts work from the date of start of contract i.e. 06-04-2021. In case the bidder fails to supply the manpower within 30 days from the date of award of contract, the SLPC shall be at liberty to arrange the manpower either by re-tendering or otherwise. The extra cost, if any involved in making alternative arrangements, shall be recovered from the supplier. Besides firm will be black listed for participating in the tendering process in future with the Department and the extra cost incurred will be recovered from CDR/Bank



Draft/Earnest money/Contract Performance Guarantee or in case of short fall, the recovery shall be made under the provisions of relevant Act.

14. The successful bidder shall have to abide by the terms and conditions as laid down by the UIDAI or which may come into force by virtue of issuance of Government order /Policy/ UIDAI at any time within the contract period.
15. A formal agreement deed incorporating, all the terms and conditions of the e-NIT/Rate Contract shall be executed by the successful bidder with the **Mission Director, ICDS, J&K on Non-judicial stamp paper of Rs. 100/- within seven (07) days after awarding the contract in the prescribed form.** The expenses for completing and stamping the agreement shall be paid by the supplier.
16. The successful bidder shall have to furnish a **contract performance guarantee of Rs. 10,00,000 (Rupees ten lac only) in the shape of bank guarantee pledged to Accounts Officer, Mission Directorate, ICDS** which shall remain valid for two year. **In the event of any breach/violation or contravention of the Terms & Conditions contained herein by the bidder, the department reserves the right to forfeit the said performance guarantee deposit. However, EMD shall be released after one month from the receipt of Bank Guarantee.**
17. If at any time, any question, dispute or difference whatsoever shall arise between the firm and the indenting department in connection with this contract, either of the parties may give notice in writing of the existence of such question, dispute or differences and the same shall be mutually agreed upon to. In case difference arises between the department and firm, the matter shall be referred to the competent authority for arbitration. The decision of the arbitrator shall be final and binding upon the both the parties.
18. Legal proceeding, if any of the matters between the approved firm and SLPC or Department of Social Welfare (ICDS Wing) shall be subject to the jurisdiction of Hon'ble Courts of **Union Territory of Jammu & Kashmir only.**
19. During the tendering process any modification in the terms and conditions and key dates shall be communicated on e-portal www.jktenders.gov.in . (For any query/clarification regarding e-procurement, may communicate through official e-mail (jksmdicds@gmail.com) or may contact on landline no. 0191-2479030 within 07 days from the date of issue of tender.

20. PAYMENT PROCEDURE :-

20.1 No advance payment will be made.

20.2 Payment will be made in the bank account of the firm/ bidder through electronic mode.



20.3 Outcome based payments shall be made to the agency by ICDS on a monthly/ quarterly basis based on the number of Aadhaar Generated as per report of UIDAI and coverage of the scope of work, Fixed charges if any. The EA has to submit his Bill/ Invoice with comprehensive statement of enrolment/ UIDAI issued etc. details as per ICDS requirement to be submitted to respective controlling office as identified by ICDS for payments. Registrar will make payment to successful bidder subject to receipt of payment from UIDAI Taxes deducted at source (TDS), GST & other taxes as applicable will be recovered from payments to the supplier.

21 It shall be mandatory upon successful bidder to ensure that all the Govt. mandated regulatory requirements with respect to engagement of Operators and further deployment with the ICDS Department are met and in case of any breach of such regulatory requirement, only the successful bidder shall be held responsible.

22 Any other Clause if found necessary shall be entered by the department in the contract to be signed with the L1 bidder.

23 SCOPE OF WORK

The scope of work of the successful bidder is defined as follows:

Scope of work will be as per UIDAI Guidelines (Bidder: please check details scope on www.uidai.gov.in web site)

24 FUNCTIONAL SCOPE

A. Hire & Train Manpower for Enrolment

Hiring Manpower: The successful bidder shall provide manpower to operate the ECMP kits as per the guidelines prescribed by UIDAI and SOP of J&K UT which shall be binding on the successful bidder for immediate implementation in case of any future modifications during the period of contract.

a. Operator

An Operator is employed by successful bidder to undertake enrolment at the Aadhaar Centre. To qualify for this role, person should satisfy the following criteria:

1. The person should be of age 18 years and above.
2. The person shall be minimum 10+2 pass.



3. The person should have a basic understanding of operating a computer and should be comfortable with local language keyboard and transliteration

Before starting work as an Operator:

1. The operator should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated.
2. The Operator should have undergone training on the process of UID Enrolment and various equipment and devices used during Aadhaar enrolment. Organizing the UIDAI training shall be responsibility of the successful bidder and all the cost in this regard shall be borne by the successful bidder.
3. The Operator should have obtained certificate from a testing and certifying agency authorized by UIDAI.
4. The Operator credentials should have been activated, in accordance with UIDAI guidelines, prior to commencing enrolments. The successful bidder is required to have a unique Operator ID for each operator and get the same activated under Enrolment Agency code of ICDS

b. Technical Team

The successful bidder shall have **two technical teams set-up at division level for both Jammu division and Kashmir division** which shall provide technical support regarding enrolment/ technical issues faced at any of the Aadhaar Centre(s). The contact details of the technical team shall be shared with the department with any changes intimated from time to time.

B. Conduct Enrolment Operations as per Standard Processes

1. The successful bidder would use the software provided by the UIDAI for the collection of demographic data and the biometric data only. The software will be supported by a User Manual. UIDAI has defined clear-cut standard processes for Aadhaar enrolment which are published on UIDAI website and all enrolments being done need to be in accordance with SOP manual issued by UIDAI and any guidelines issued by Govt. of J&K.
2. It shall be the responsibility of the successful bidder to ensure that the UIDAI and J&K Govt. (if any) guidelines are followed in letter and spirit and the firm shall be held responsible for any deviation/ wrong application/ infringement of guidelines by any Aadhaar Operator or from the Unique IDs issued to any of the Operator using Aadhaar Enrolment Kits.
3. **In case of serious misconduct/ misuse or illegal use of equipment/ infringement of guidelines jeopardising the credibility of the department,**



the firm shall be liable for penalty up to 100% of the contract performance guarantee in addition to any legal action as mandated by law and penalty imposed by UIDAI. The firm shall also be blacklisted for further contract with the department.

C. Send Enrolment Data to UIDAI

The enrolment data must be uploaded through SFTP client of UIDAI within the prescribed time limit notified from time to time by the UIDAI. The successful bidder has to ensure adherence to the instructions laid down by UIDAI for transferring of resident packet data to UIDAI.

D. Privacy & Security

The Successful bidder will be responsible to make sure that the data is kept in a very secure and confidential manner and under no circumstances, shall they either use the data themselves or part with the data to any other agency other than the UIDAI/ICDS and shall be subject to audit by UIDAI/ICDS/their representative from time to time.

In case of breach of the conditions, action as noted at point 23 (B.3) shall be taken by the department.

E. Provide Electronic MIS Reports on Enrolment Status

Successful bidder shall send enrolment statistics on enrolment status to ICDS on monthly basis. The formats and contents of the MIS reports shall be decided by the ICDS.

F. The successful bidder shall be entitled to keep the fee paid by the resident to the operator on account of the following updations done by the resident:

- a. Biometric update with or without Demographic update
- b. Demographic Update

The department shall deduct 10 percent of the amount levied by the operator on behalf of the successful bidder on account of the updations stated above as per the updation report by the UIDAI and the same shall be adjusted against the bill raised by the successful bidder to the department.

G. The successful bidder shall bear all the running cost of operations at the Aadhaar Centre including paper, ink, cartridges for printers etc and the department shall provide no support the same.

H. Publication of Rates charged from residents as per UIDAI guidelines shall be displayed at each ICDS Aadhaar centre in local Languages/ English.



25 Service Levels (Illustrative)

S.No.	Performance of Indicator	Service Level Metric	Penalty on breach of service level (imposed)
1.	Availability of Enrolment Station (ES) at the particular centre/ CDPO office identified by the ICDS for setting up of ES as per the work plan.	The enrolment centre should be operational by or before 06-04-2021 after the ICDS issues Letter of Intent/ Work Order/Contract	Rs. 50000/- per month per instance of violation.
2.	Deployment of Mobile Enrolment Stations (if any requested by the ICDS) where vehicle has been arranged by ICDS	The number of mobile enrolment stations operating in any specific geographic locations should be in line with the approved work plan	Rs. 5000/- per month per instance, if not rectified within 30 days of notification by ICDS.
3.	Data transfer to the UIDAI	10 days from the data of enrolment	Rs 1000 for every day of delay.
4.	All other functions which the bidder is liable to carry out as contract and under the guidelines of UIDAI	No penalty shall get imposed by the statutory/ controlling authorities including UIDAI on ICDS due to fault/ act/ malpractices etc. of bidder or any personnel engaged by bidder.	The entire penal amount imposed on ICDS shall be recovered from the successful bidder whom the contract will be awarded.

No: MD/ICDS/20-21/ 7366-72
Dated: 19/02/2021


(NITU GUPTA), KAS
Mission Director,
ICDS J&K

Copy to the :

1. Principal Secretary to Government Social Welfare Department for kind information.
2. Director Doordarshan J&K for broadcasting for two consecutive days.
3. Radio Kashmir Jammu/Srinagar for broadcasting for two consecutive days.
4. Director Information J&K along with the copy of the NIT with the request to get the NIT published in national newspaper as well as (2) leading local dailies of Kashmir as well as Jammu Division.
5. Accounts officer ICDS for information

Annexure II – Guidelines for Enrolment

For guidelines pertaining to Resident Enrolment for Aadhaar refer the latest versions of the following documents available in the “Process Manuals and Guidelines” section on UIDAI website <http://www.uidai.gov.in>

- i) Resident Enrolment Process Document
- ii) Agency roles and responsibilities – for activities that an Agency needs to undertake during the Aadhaar Enrolment Program
- iii) Agency Checklist for Refresh Phase
- iv) Operator roles and responsibilities – for Operator hiring
- v) Supervisor roles and responsibilities -for Supervisor hiring.
- vi) Capability Building Framework – for training of EA personnel
- vii) Suspension Policy
- viii) Data Quality and Penalty Policy
- ix) Data Protection and Security Guidelines for EA.
- x) Update Policy
- xi) Policy on PECs
- xii) Stolen Machines Policy
- xiii) Any other issued by UIDAI from time to time

The following is the UIDAI specified unit rates (from time to tome) for different Activities to be carried out and charged directly from the Residents. No additional charges shall be collected by agency. This is in addition to the assistance to be paid to agency for each successful generation as per the bid amount mentioned by the agency.

Activity	UIDAI specified unit rates –to be charged by agency from the residents (Rs)
Aadhaar enrolment	Free
Mandatory biometric update	Free
Biometric update with or without Demographic update	100
Demographic Update	50
e-Aadhaar download and colour print out on A4 sheet	30

PROPOSAL SUBMISSION LETTER (on official letter head)

To,

Mission Director
ICDS, J&K UT
Jammu

Dear Madam,

We, the undersigned, offer to provide trained and certified manpower for capturing of Demographic and Biometric Data in the UT of J&K to capture Know Your Resident (KYR) demographic data and biometric data from the residents to be given to UIDAI for issuance of UID number (also called Aadhaar)in accordance with e-tender Notice No. Dated

We are hereby submitting our tender, which includes this Technical Proposal, and a Financial Proposal with requisite EMD and bid processing fees.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the tender, we undertake to negotiate on the basis of the proposed staff. Our tender is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any tender you receive.

We remain,

Yours sincerely,

Sig of Auth representative
(on firm/ company letter head with stamp)



Annexure-A

Details of Bidder

a.	Name of Bidder with full address	:	
b.	Tel. No.	:	
c.	Fax No.	:	
D	Email	:	
e.	Year of Incorporation. (attach Incorporation/ regd. Certificate)	:	
f.	Name and address with full details of the Director (Mobile/ Tel/ Email Address)	:	
g.	(i) Place of Business.	:	
	(ii) Date of Registration.	:	
h.	GSTN Registration Number (copy).	:	
i.	Permanente Account Number (copy).	:	

