

## **TENDER NOTICE**

Sealed item Tender are invited for empanelment of vendor/ private agency for new In-house model of Aadhaar project with enrolment kit and AMC & UIDAI operators as well as supervisor in the Offices of the District Magistrate, Central District, GNCT of Delhi for a period of one year on contract basis. The Tender shall be extendable for another year subject to satisfactory performance and on mutual agreement of both the parties and should submit in the tender box in the room of SDM (HQ)/CTB, Central District, O/o DM Central, 14 DariyaGanj, Padam Chand Marg Delhi-110002 on or before 03/07/2025 by 02.00 PM.

Important details along with timeline are as under:-

1	Name of the service	Selection of enrolment agency for In-house model of Aadhaar project with enrolment kit, AMC & UIDAI certified operators for this office of the District Magistrate, Central
2	Method of selection	Having highest mark on Technical Bid
3	Earnest money Deposit	Fifty Thousand only (Rs. 50,000)
4	Eligibility Criteria and Marking Scheme	Yes
5	Name of the official for addressing queries and clarifications	SDM (HQ), Office of District Magistrate,(Central), Darya Ganj, Delhi-110002
6	Tender Validity period	60days
7	Tender language	English
8	Tender Currency	INR
9	Performance Security Deposit	One Lakh only (1,00,000/-)
10	Tender Start Date	26/06/2025
11	Tender end date	10/07/2025
12	Opening of Tender	11/07/2025

The following terms and conditions must be followed while submitting the Tender/ quotation:

1. The appropriate deployment of the man power for Aadhaar enrolment shall be ensured by the vendor/private agency as per the real need and requirement of the premises. The requirement shall be given the DM Central. As of now, it is envisioned that the enrolment centre shall operate at DM Central office and at SDM Offices at Burari and Karol Bagh. However the same may be extended by DM Central as per need basis. Further, camps as per requirement will also be set up by DM Central and the vendor shall provide the Aadhaar based services in such camps as per requirement.
2. The entire security amount shall be forfeited in case of any gross or serious violation as noticed/decided by the Registrar/District Magistrate (Central District).



3. That the successful vendor/private agency shall furnish security in the form of Bank guaranty/FDR (duly pledged to the President of India) of an amount of Rs. 1,00,000/- (Rs. One Lacs Only) in each case in favour of DDO, Office of the DC (Central) District, GNCT of Delhi within 10 days of the issue of letter of acceptance, failing which his EMD shall be forfeited. The security amount shall be retained by District Magistrate (Central) till completion of work and no interest shall be paid by the department in this regard.
4. Each and every page of this tender/quotation must be signed by intending tendered/ bidder or his authorized person.
5. That the vendor/private agency shall not engage any sub vendor/private agency or sublet/transfer the contract to any other agency/person in any manner.
6. That the vendor/private agency or its representative/technician staff shall not, at any stage, cause or permit any sort of nuisance in the premises of the department or do anything which may cause unnecessary disturbance or inconvenience to others working there as well as to the general public in the department.
7. That the Vendor/Private Agency shall be fully responsible in case of any mis-happening/ unwanted incident during the period of performing job with him or his staff members due to any reasons.
8. That the Vendor/Private Agency shall engage the staff for Aadhaar enrolment not below the age of 18 years and having minimum 10+2 qualification any complaint of misbehaviour and misconduct comes into the knowledge of the Registrar/District Magistrate, Central District, then all such responsibility shall be of the vendor/private agency and in case of any loss due to negligence or mishandling by the staff, the vendor/private agency shall himself be responsible to make good for the loss so suffered by the department subject to minimum of 1 Lacs.
9. That the vendor/private agency, himself will be responsible/ liable for any type of statutory/ mandatory claims or penalties in light of the default with reference to the above provisions.
10. That in case any person engaged by the Vendor/Private Agency is found to be inefficient, quarrelsome, found indulging in unlawful or union activities, then the vendor/private agency shall replace such person with a suitable substitute at the direction of the Registrar/District Magistrate (Central District) for the work of Aadhaar enrolment.

11. The Registrar/District Magistrate (Central District) shall have the right to cancel the contract at any time of the contract in case "Aadhaar enrolment services" are not found satisfactory.
12. That any difference arising in relation to the terms & conditions relating to this contract including the interpretation of the terms will be resolved through mutual discussions and if not so then the matter may be referred to the Arbitrator as appointed by the Secy. Revenue, GNCTD and Courts at Delhi/ Central shall only have the jurisdiction over the same.
13. In the event of specified date of submission/opening of Tender is declared as a holiday, the Tender shall be submitted/ opened at the same place and same time on the next working day.
14. The Registrar/District Magistrate (Central District) reserves the right to accept or reject any or all tender/quotations without assigning any reason.
15. Earnest Money Deposit (EMD) of Rs.50,000/- (Rs. Fifty Thousand Only) should be deposited along with the Tender document in favour of DDO, Office of the DC(Central) District, GNCT of Delhi. Any Tender without requisite EMD will be rejected out-rightly. Any Firm registered with NSIC/MSME is exempted from submission of EMD, as per Rule of 170 of GFR i.e. Micro and small Enterprises (MSEs) as defined in MSE Procurement Policy as issued by Ministry of Micro, Small and Medium enterprises (MSME) or are registered with the central Purchase organization on the Concerned Ministry or Department. Submission of documentary proof in this regard is mandatory.
16. The bidder is expected to examine all instruction, terms and conditions in the bidding documents. Failure to furnish all information as required in the Tender documents may result in the rejection of the bid.
17. The earnest money deposited is liable to be forfeited if the bidder unilaterally withdraws from the Tender in any respect within the period of the validity of his offer and adverse report.
18. That, if at any time prior to the deadline for submission of quotations, the Registrar/ District Magistrate (Central District) may, for any reason modify any or all conditions of the documents and the same will also be communicated to the respective bidder through e-mail/website only and for which bidder shall have no objection.

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19. The rates will be valid for one year from the date of acceptance/ approval of Tender by Registrar/District Magistrate (Central Delhi). The contract can be extended for further period of one year with the mutual consent of both the parties, on the approved rates.
20. The quotation received after the due date and time will not be accepted.
21. Overwriting/overtyping will not be accepted. However, if there is any overwriting/overtyping, same may be attested otherwise such tender/quotations will be rejected.
22. In case of marking being same/ tied among the competitive bidders, the decision of the Registrar/District Magistrate, Central District will be final.
23. Any dispute is subject to the jurisdiction of the Delhi Courts only.
24. The Vendor/Private Agency which is blacklisted by any Government Department or has adverse report from UIDAI is not required to send their tender/quotations. Their bid shall be rejected out-rightly.
25. The contract is 100% performance based and in case of non-satisfactory performance during the contract, a penalty as prescribed by UIDAI through various Guidelines/ Orders/ Circulars etc. shall be levied for each occasion/violation and recovered from the payment due to the Vendor/Private Agency.
26. Vendor/Private agency must have minimum 5 years of experience in similar work, specifically within the department of Government **of NCT of Delhi**. The bidder should have experience of operating at least five (05) Permanent Aadhaar Enrolment Centres within Government premises under the Government of NCT of Delhi.
27. Vendor/Private agency shall be shortlisted on the basis of experience as per point no. 25 above.
28. The H1 should be selected according to marking base, those Vendors/Company will be the highest mark have selected as H1.

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29. The tenders/quotations containing the Pre-Qualification Bid and EMD in sealed cover; will be submitted in sealed main cover.
30. Vendor/Private Agency shall inform the I.P. address of the enrolment machine/equipment's installed by him at the respective Aadhaar Enrolment Centre.
31. The Vendor/Private Agency shall upload the data of all the new Aadhaar Cards and the corrections made in Aadhaar cards every day at the time of closure of the respective Aadhaar Enrolment Centre.
32. DM (Central) reserve rights to allow the agency on the written request (or by his order) to take away such equipment's for organizing camps etc. i.e. outside the office premises.
33. A Panel of Vendor/Private agency, if required, shall be made in respect of all the Vendors/Private Agencies on marking as H-1 and the decision of the Registrar for awarding the Tender shall be absolute and final in this regard.
34. District Magistrate (Central), if required, at his discretion may associate more vendor/agencies for Aadhar Enrolment work in District Central and his decision for the same shall be binding and final to the vendor/agency.
35. The agency having highest marks shall be the successful bidder. In case the marks of two or more agency shall found to be equal, any method for selection of successful bidder among that bidder adopt by DM (Central) will be final and binding to all. No correspondence shall be entertained in this regard.
36. The agency or its employee(s), who are in dispute with office of D.M. Central, Delhi or/and have negative/adverse report from any Govt. organization/UIDAI is not eligible to participate in this tender process. Tender of such agencies, if participated, shall be rejected out rightly.
37. Private Vendors/Companies should have total turnover of Rs. 1 Crore (One Crore) in combined last three year and should submit CA certified letter of Turnover, for the last three financial years i.e., 2021-2022, 2022-2023 and 2023-2024.









38. The agency should have registered with ESIC and EPFO certificate. Vendors should also submit the challan of payment of minimum 20 employees in ESIC and 20 in EPFO. ESIC/EPFO challan should have at least one year old.
39. Company PAN Card, GST, MSME certificate and Incorporation certificate.
40. Company should have registered with the service quality certificate. (ISO CERTIFICATE MANPOWER SERVICES) 1. Quality Management system. 2. Occupational Health and safety management system.
41. The vendor/private agency must currently be operating its Aadhaar Enrolment Centres actively within the Government of NCT of Delhi. The agreements submitted as proof of such operations must be valid and currently running in the respective districts. Expired agreements will not be considered valid for the purpose of eligibility.
42. UIDAI vide OM F. No. HQ-16024/4/2020-EU-I-HQ-Part (1) dated 14.10.2022 conveyed that The Aadhaar machines are owned by the Registrar. The company has to be issued the affidavit of that the Aadhaar Enrolment Machine will be under the ownership of DM (Central) during the agreement period.
43. The Vendor shall provide work in "in house" model of Registrar/EA. The machines/ Aadhaar Enrolment Kits shall be provided by the vendor and regular maintenance of machines shall be the responsibility of the vendor. Machine/Aadhaar Enrolment Kits include Laptops, Biometrics devices such as Fingerprints, Iris, Camera, GPS device, printers, Scanner, table lamp etc. They should be handed over to DM Central and it should remain under ownership of DM (Central) till the period of agreement. Permission of DM Central will be required for the machines/kits to be taken outside the premises of DM Central designated offices.
44. The vendor shall met out expenses towards salaries of operators/ supervisors, - shall give certificate regarding payment of minimum wages to operators and supervisors on a monthly basis and adhere order issued from labour Department from time to time and submit certificate to this office every 10th of the following month and bear the cost of Publicity and lease cost of Aadhaar Enrolment machines from the charges collected from the beneficiaries towards updation of Aadhaar Card, Biometric Update, Charges for Biometric Update & Demographics Update will be collected by Vendor. As per OM dated 20-04-2023 the Vendor should comply the UIDAI OM/Circular issued from time to time. Assistance to Registrars for Aadhaar Generation & Mandatory Biometric Update (5/15 years) and maximum fees
- [Handwritten signature]*
- [Handwritten initials]*

to be collected from the residents for the services (update and other services) provided by Registrars/ Other Service Providers and certificate of compliance is to be submitted on monthly basis.

45. The bidder should bear the cost from Operators minimum Wages/Salaries, EPF, ESIC and other expense as applicable from the transactions prices.


46. No Invoice will be raised Vendor towards DM Central. All expenses will be borne by Vendor for setting up the Aadhaar enrolment centre in Govt. premises like Stationery, internet, necessary and other Infrastructure expenses. Further no costs /expenses shall be payable/reimbursed by the DM Central against conveyance, travelling expenses, boarding, lodging, out of pocket expenses, liaising, crowd management, etc.



  
**Sr. Account Officer**

  
**SDM (CTB)**

**SDM (HQ)**

  
**ADM Central (Chairman)**



## Annexure- A

S. No.	Eligibility Criteria	Maximum Marking
1.	The bidder should currently be minimum 5 number of Aadhaar Enrolment Centre under the departments of the Government of NCT of Delhi. (a) 05-10 Permanent Centres – 5 Marks (b) 11-15 Permanent Centres – 10 Marks (c) 16-20 Permanent Centres – 15 Marks (d) 21 & Above Permanent Center- 20 marks	20
2.	Private Vendors/Companies should have total turnover of Rs. 01 Crore in last three years along with their financials as well as CA certified letter of Turnover, for the last three financial years i.e., 2021-2022, 2022-2023 and 2023-2024  Up to 1 crore - 5 marks  Up to 2 crore - 10 Marks  Up to 3 Crore - 15 marks  3 Crore & Above - 20 Marks	20
3.	The bidder have worked in the Revenue Department or any other department of the Government of NCT of Delhi on similar work. The marks are as below:- (a) Revenue Department 10 Marks (b) Any Other department of GNCT of Delhi 05 Marks	10
4.	The bidder should have satisfactory service certificate/appreciation issued from concerned authority within the last five years for similar work.	05
5.	The agency Registered with MSME certificate	05
6.	(A) The agency should have Registered with ESIC and EPFO certificate - 2Marks  (B) Vendors should submit the challan of payment of minimum 07 employees in ESIC and 07 in EPFO along with annexure. Challan should submit of at least one year old. - 3Marks	05
7.	Minimum quality of equipment (Biometric, Scanner, Computer, Printer, RD Scanner etc.) proposed to be handed over to DM office. (as per the revised specification of Aadhaar Enrolment Kit (AEK) letter dated 01-07-2024 vide OM No. 01 of 2024 issued by UIDAI.	05
8.	Company should have registered with the service quality certificate. (ISO 9001:2015 and ISO 4501:2018) CERTIFICATE IN MANPOWER SERVICES). 1. Quality Management system. 2. Occupational Health and safety management system	10
9.	The bidder must have minimum <b>5 years of experience in similar work</b> , specifically within the department of Government of NCT of Delhi. (a) 05 to 07 years 05 marks (b) 08 and above 10 Marks	10
10.	Company Presentation of PPT with hardcopy.	05
11.	The Bidder should submit 06 or more Nos. of Manpower should have certificate from NSEIT and contractor has to upload the certificate with consent of employee/manpower.	05
12.	Declaration/Undertaking that the bidder is ready to compliance of all conditions of the Tender as mentioned in prescribed format.	

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## Annexure- B

S. No.	Services	Registrar/District Magistrate Central will be getting the fees from UIDAI directly for every successful New enrolment and for mandatory updation as a registrar.	Amount to be collected from resident by vendor/ Private agency (in Rs.)
1	2	3	4
1.	Aadhaar Generation of residents in 0-5 age group (ECMP or CEL Client enrolment)	50	Free of Cost
2.	Aadhaar Generation of residents more than 5 years age	100	Free of Cost
3.	Mandatory Biometric Update (05 to <07 years and 15 to <17 years)	100	Free of Cost
4.	Mandatory Biometric Update (07 to 15 years & more than 17 years)	-----	100
5.	Other Biometric Update (with or without Demographic updates)	-----	100
6.	Demographic update (update of one of more fields) in online mode or at Aadhaar Enrolment Centre using ECMP/ UCL/CELC	-----	50
7.	PoA/Pol Document Update at Aadhaar Enrolment Centre	-----	50
8.	PoA/Pol Document Update through SSUP (my Aadhaar) Portal	-----	25
9.	Aadhaar Search using eKYC/Find Aadhaar/any other tool and colour print out on A4 Sheet	-----	30
10.	Home Enrolment Service as per OM No. HQ-16024/4/2020-EU-I-HQ-Part(1) dated 05-04-2023	-----	700
11.	Cost of PIN based Address validation Letter (AVL)	-----	50

The rates mentioned above shall be revised as per the instructions/guidelines and orders issued by UIDAI from time to time in the matter.

**Signature with Seal**

**Authorized person Name (Block letter)**

**Vendor/Private Agency's Name**

**Phone Number/ Mobile No.**

**PAN No. of Bidder**

**Email address of bidder.**

**(Signature of Bidder)  
Name and address (with Seal)**

*[Handwritten signatures and marks]*



**GOVERNMENT OF NCT OF DELHI**  
**OFFICE OF THE DISTRICT MAGISTRATE (CENTRAL)**  
**14, DARYA GANJ, NEW DELHI-110002**

1. Due date of tender: \_\_\_\_\_  
Opening Time of tender: \_\_\_\_\_
2. Name of Item/Work/Tender: \_\_\_\_\_
3. Name of Vendor/private agency: \_\_\_\_\_
4. Address of Vendor/ private agency: \_\_\_\_\_
5. Telephone Number& Email:  
Email: \_\_\_\_\_  
Office: \_\_\_\_\_  
Res. No.: \_\_\_\_\_  
Mobile No.: \_\_\_\_\_  
Fax.: \_\_\_\_\_
6. Name (S) of the Partner/Prop. Director. : (1). \_\_\_\_\_  
(2). \_\_\_\_\_
7. GST No. (Please attach Copy): \_\_\_\_\_
8. No. Of PAN Card (Copy enclosed): \_\_\_\_\_
9. Details of EMD (to be deposited) : No. \_\_\_\_\_  
Date: \_\_\_\_\_

In the form of DD/Pay order/FDR) Amount:

\_\_\_\_\_  
(Original Enclosed)

Drawn

On \_\_\_\_\_

10. Declaration by the Bidder :

I/we undertake to abide the terms and conditions provided in the Tender Notice.

SIGNATURE

(  
AUTHORISED PERSON NAME IN  
BLOCK LETTER

Stamp of the Vendor/Private Agency  
Address \_\_\_\_\_

Handwritten signature and initials.