

# **NESL E-Infrastructure Limited**

(A subsidiary of National e-Governance Services Limited)

**RFP. No:** NEIL/Authentication Services/2018/001

**Date:** 16<sup>th</sup> April 2018

## **Request for Proposal**

for

**Selection of Managed Service Partner (MSP) for Design, Supply, Installation, Configuration, Customization, Operations & Maintenance of ASP eSign Gateway and Aadhaar Authentication Software Platform for AUA/KUA Services**

### **Administrative Office:**

NESL E-Infrastructure Limited(NEIL)

5<sup>th</sup> Floor, Spencer Towers,

86, M.G. Road,

Bengaluru – 560001

Phone: - 080 -25580360,022- 22446619

e-mail:- procurement\_neil@nesl.co.in

## RFP SCHEDULE

**RFP. No:** NEIL/Authentication Services/2018/001

**Date:** 16<sup>th</sup> April 2018

Name of the company	NESL E-Infrastructure Limited, Bengaluru
Date of Release of RFP	<b>16<sup>th</sup> April 2018</b>
Last Date and Time of receiving pre-bid vendor queries in writing	<b>23rd April, 2018, 17:00 Hrs</b>
Date and Place of Pre-bid Meeting	<b>26th April, 2018, 11:00 Hrs</b> National E-Governance Services Ltd 5 <sup>th</sup> Floor, Spencer Towers, 86, M.G. Road, Bengaluru – 560001
Last Date and Place of submission of Bids	<b>16th May, 2018, 15:00 Hrs</b> National E-Governance Services Ltd 5 <sup>th</sup> Floor, Spencer Towers, 86, M.G. Road, Bengaluru – 560001
Date, Time and Place of opening of Technical Bids	<b>16th May, 2018, 15:30 Hrs</b> National E-Governance Services Ltd 5 <sup>th</sup> Floor, Spencer Towers, 86, M.G. Road, Bengaluru – 560001
Date, Time and Place of opening of Commercial Bids(Tentative)	<b>23rd May, 2018, 11:00 Hrs.</b> National E-Governance Services Ltd 5 <sup>th</sup> Floor, Spencer Towers, 86, M.G. Road, Bengaluru – 560001
Application Fee	Rs. 2360/- in the form of Demand Draft drawn in favour of NESL E-Infrastructure Ltd., payable at Bengaluru.
Contact Information	A. Sridharan Assistant Vice President National E-Governance Services Limited 5 <sup>th</sup> Floor, Spencer Towers, 86, M.G. Road, Bengaluru – 560001 e-mail : procurement_neil@nesl.co.in

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## SECTION – I: INVITATION OF RFP

### 1. Background

National e-Governance Services Limited (NeSL) is India's first Information Utility and is registered with the Insolvency and Bankruptcy Board of India (IBBI) under the aegis of the Insolvency and Bankruptcy Code, 2016 (IBC). The company has been set up by leading banks and public institutions and is incorporated as a union government company. NESL E-Infrastructure Limited (NEIL) is a subsidiary of NESL undertaking the activities of infrastructure development, Software development and allied activities.

NEIL invites proposals from eligible agencies for selection of Managed Service Partner(MSP) for Design, Supply, Installation, Configuration, Customization, Operations & Maintenance of ASP eSign Gateway and Aadhaar Authentication Software Platform for AUA/KUA Services (hereafter referred as Design and Deployment) on, “**Partnership / Revenue Sharing**” basis, as given in **Section – IV: Schedule of Requirements**.

### 2. Contact Information

A. Sridharan,  
Assistant Vice President  
National e-Governance Services Limited  
5<sup>th</sup> Floor, Spencer Towers,  
86, M.G. Road,  
Bengaluru – 560001  
e-mail : procurement\_neil@nesl.co.in

### 3. Pre-Bid Meeting

The pre-bid meeting will be held at address as given above, on 26<sup>th</sup> April 2018, 11:00 Hrs to sort out/resolve queries raised by the prospective bidder regarding the scope, terms & conditions, etc. The prospective bidders requiring any clarification on the RFP document may send their queries in writing through email. NEIL will respond to these queries during the pre-bid meeting. The queries/doubt/clarifications etc. must be sent before 23<sup>rd</sup> April 2018, 17:00 Hrs.

### 4. How to Apply

The documents as listed below (but not limited to) should be submitted in the four respective **SEALED** envelopes, as given below.

#### Envelope – 1:

- a. Demand Draft of Rs. 2360/- towards processing Fee and GST.
- b. Demand Draft of Rs. 9,00,000/- (Rupees Nine Lakh Only) towards Earnest Money Deposit.

## **Envelope – 2:**

- a. Covering letter as per **Annexure – A.**
- b. Letter of Authority as per **Annexure – B.**
- c. A copy of Certificate of Incorporation, Partnership Deed / Memorandum and Articles of Association / any other equivalent document showing date and place of incorporation, as applicable.
- d. The copy of the audited Profit and Loss Account or a certificate from a Chartered Accountant, showing the annual turnover and profit for each of the financial years 2016-2017, 2015-2016 and 2014-2015.
- e. Copies of PAN and GST registration certificates.
- f. Other documents necessary in support of eligibility criteria (Section - II, para 4), product catalogues, brochures etc.

## **Envelope – 3:**

- a. Copies of at least two supply orders / deployment reports (one each for AUA/KUA and e-Sign) in the name of bidder indicating that the bidder has deployed successfully in India the respective application software of similar nature and size in last 5 years.
- b. List of Technical, Marketing and Administrative personnel on roll of the bidder, giving details of their educational qualifications (with specializations, if any), experience in the specific area as required for this project etc. (**Annexure – C**)
- c. Technical Proposal including (but not limited to) understanding about the project, implementation Methodology, team composition, work schedule, PERT and Activity Schedule, interactions / visits, Data safety/ security measures, Quality Control, modular structure, escalation hierarchy, technologies /platforms to be used, requirements from NEIL/ clients.
- d. Details of marketing and support structure available with the bidder.
- e. The technical proposal should detail the technical architecture and explain the platform scalability for various transaction volumes. It should also detail the mapping of the proposed technology platform onto the NEIL Infrastructure detailed in **Annexure – D**
- f. A statement showing bidder’s compliance with the technical requirements covering all the parameters (but not limited to) stipulated at para 3: Application Software Requirements, page 25 to 32, Section -IV of this document. The bidder may please note that simply complying with the requirements does not automatically make the bidder technically qualified.
- g. The details required for technical evaluation of bids, pertaining to parameters mentioned on page 10 to 12, Section - II, at para 8 ii (tables A to G), in tabular form.
- h. Checklist of documents to be submitted, as per **Annexure - E.**

## **Envelope – 4:**

The Price Bid as per format given in **Section - V.**

## 5. Submitting the Proposal:

All applications must be sent to the contact address as given in the RFP schedule. The applications should be in a sealed envelope. The outer cover of the envelope should be superscribed with the following.

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NEIL: Technology Platform for ASP eSign Gateway and Aadhaar Authentication Services  
**RFP No. NEIL/Authentication Services/2018/001, dated 16<sup>th</sup> April 2018**

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This submission should reach NEIL on or before the last date of submission of RFP as given in the RFP schedule. **NEIL will not take any liability** for proposals **received late**, for any reasons. If the last date for the receipt of applications mentioned above gets declared a Public Holiday, the last date will be the next working day.

## 6. Validity of Bids

The bids submitted against this RFP shall be valid for a period of 180 days from the last date of submission mentioned in the RFP schedule

## 7. Last Date of submission of RFP Documents

Last date for submission of RFP documents is given in the RFP schedule. The documents can be submitted in person or can be sent through mail/ courier, so as to reach on or before the last date and time stipulated in this document. NEIL shall not be responsible for postal / courier delay, if any, or any other reason for non-receipt of document in the specified time and will result in disqualification / rejection of the bid.

## 8. Opening of RFP Documents

The RFP Documents will be opened, in the presence of the bidders or their authorized representatives, who choose to attend, on the last date of submission as given in RFP schedule, at the address given at para 2 above. The representatives (maximum two, with an authority letter from the applicant) of interested parties are welcome to attend the opening of the RFP documents.

**(END OF SECTION-I)**

## **SECTION II: INSTRUCTIONS TO BIDDERS (ITB)**

### **1. Locations for Deployment of technology platform and for providing services:**

At the Datacenter and Disaster Recovery sites of NEIL and their client locations within India.

### **2. Project Timelines:**

The successful bidder should complete the process of Design, Supply, Installation, Configuration, Customization of Technology Platform and commissioning of AUA, KUA and ASP eSign Gateway services at NEIL within a period of two months from the date of signing of contract, subject to availability of required regulatory license.

Subsequent to the above successful deployment, the bidder will be required to undertake Operations and Maintenance activity for the contract period.

The contract period for providing operations and maintenance services will be initially for 2 years. However, NEIL reserves the right to extend this period with mutual consent by maximum up to 3 years, on the same terms and conditions. The extension shall be for a period of one year at a time.

### **3. Order Placements:**

The Supply Order and payments shall be released by:

NESL E-Infrastructure Limited  
5<sup>th</sup> Floor, Spencer Towers,  
86, M.G. Road,  
Bengaluru – 560001  
Phone- 080 -25580360, e-mail: procurement\_neil@nesl.co.in

### **4. Eligibility Criteria:**

- a. The bidder must satisfy the eligibility criteria stipulated below. However, fulfilling the eligibility criteria does not automatically mean that their bid is qualified.
- b. The bidder should submit the financial instruments, documents and information stipulated at para 4, “How to Apply”, Section – I.
- c. The total sales turnover of the bidder over the last three financial years should be at least Rs.3.0 Cr
- d. The bidder should be profit (profit after tax) making company in any one of the last three financial or calendar years or the bidder’s financial years
- e. The bidder should have implemented ASP eSign Gateway, AUA, KUA technology platform for at least one organization in India (Central Government/State Government/PSU/Private Sector Company) and the implemented e-Sign, AUA, KUA technology platform should be operational over a period of at least 12 months.
- f. The bidder must have carried out at least 2 Cr transactions on AUA/KUA platform, during last one year.



- g. The bidder must have carried out at least 50,000 e-Sign transactions during last one year.
- h. The bidder must have the qualified and experienced manpower and in requisite number, on their rolls, as listed in **Annexure – C**.
- i. The bidder must not be blacklisted/suspended by UIDAI/Financial/Educational /Govt. Organizations or debarred from bidding process, as on date of submission of the bids.

**Notes:**

- 1. The bidders should provide sufficient documentary evidence to support the eligibility criteria. NEIL reserves the right to reject any bid not fulfilling the eligibility criteria.
- 2. If in the view of bidder, any exemption / relaxation is applicable to them from any of the eligibility requirements, under any Rules / process/ Guidelines/ Directives of Government of India, bidder may submit their claim for the applicable exemption /relaxation, quoting the valid Rule/ process/ Guidelines/ Directives. In this case the bidder must submit necessary and sufficient documents along with the technical bid, in support of his claim. The bid evaluation committee is empowered to take appropriate decision about the claim towards exemption/ relaxation of the bidder.

## **5. Amendment to Bidding Documents**

- a. At any time prior to the deadline for submission of bids, NEIL may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document.
- b. The amendments to the RFP documents, if any, will be notified by release of Corrigendum Notice on <https://www.nesl.co.in/tenders/> against this RFP. The amendments/ modifications will be binding on the bidders.
- c. NEIL at its discretion may extend the deadline for the submission of bids if it thinks necessary to do so or if the bid document undergoes changes during the bidding period, in order to give prospective bidders time to take into consideration the amendments while preparing their bids.

## **6. Preparation of Bids**

Bidder should avoid, as far as possible, corrections, overwriting, erasures or postscripts in the bid documents. In case however, any corrections, overwriting, erasures or postscripts have to be made in the bids, they should be supported by dated signatures of the same authorized person signing the bid documents. However, bidder shall not be entitled to amend/ add/ delete/ correct the clauses mentioned in the entire tender document.

## **7. Earnest Money Deposit (EMD)**

- a. The Earnest Money Deposit (EMD) must be submitted prior to the DUE DATE & TIME of submission of the online technical bid. The EMD is required to be in the form of Demand Draft/ Banker's Cheque in favour of NEIL payable at Bengaluru, India, for an amount of Rs. 9,00,000/- (Rupees Nine Lakh Only).
- b. The bidder may claim the exemption from submission of EMD, if eligible. In this case, the bidder must clearly mention the applicable Rule/ Law / Provision under which the exemption is being claimed. The bidder must also submit the necessary and sufficient documents in support of this claim. The Bid

Evaluation Committee of NEIL is empowered to decide on grant of exemption on merit. The bid submitted without EMD shall stand rejected. No interest shall be payable on EMD.

- c. The EMD will be returned to the bidder(s) whose offer is not accepted, within 30 days from the date of opening of commercial bid(s). In case of the bidder whose offer is accepted, the EMD will be retained as Performance Security, towards successful deployment of technology platform and satisfactory operations. The EMD will be returned within 30 days from the date of expiry of contract period. No interest on EMD will be payable to the bidder. This amount of EMD is based on estimates of business for first year of operations only. In case the business volume exceeds the estimated value, the EMD amount will be enhanced. The bidder should have no objection for this enhancement.
- d. The successful bidder, on award of contract / order, must send the contract/ order acceptance in writing, within 15 days of award of contract/ order, failing which the EMD will be forfeited and the order will be cancelled.
- e. NEIL reserves the right to forfeit the EMD,
  - i. If the bidder withdraws the bid during the period of bid validity specified in the RFP.
  - ii. If the bidder fails to furnish the acceptance in writing, within 15 days of award of contract/ order.

## 8. Bid Opening & Evaluation of Bids

The technical bids will be evaluated in two steps.

- i. The bids will be examined based on eligibility criteria stipulated at Para 4 of Section – II to determine the eligible bidders.
- ii. The technical bids of only the eligible bidders shall be further evaluated based on evaluation method given below.

The evaluation will be done broadly on 8 parameters (Seven Technical parameter & one Financial parameter in the ratio 60:40) with marks and weightage as defined below: -

**A:** Experience with Telecom Service Provider/Central Government/State Government/PSU (AUA/KUA)

Sr. No.	No. of TSP/Government/PSU serving through contracts/Agreements with Live AUA/KUA	Marks
1	1	5
2	2	6
3	3	7
4	4	9
5	More than 4	10

**B:** Experience in implementing Aadhaar API Specifications (Authentication Version 2.0, BFD Version 1.6, e-KYC Version 2.1, OTP Version 1.6 or any latest version) as per UIDAI/CA/CAA with Live AUA/KUA

Sr. No.	No of Aadhaar API implemented with live AUA/KUA	Marks
1	1	5
2	2	6
3	3	7
4	4	9
5	5	10

**C:** Volume of transactions carried out on AUA/KUA platform during last year

Sr. No	Number of Transactions	Marks
1	Less than 4 Crore	5
2	4 Crore or more , but less than 8 Crore	6
3	8 Crore or more, but less than 12 Crore	7
4	12 Crore or more, but less than 20 Crore	9
5	20 Crore or more	10

**D:** Volume of e-Sign transactions carried out during last year

Sr. No.	Number of Transactions	Marks
1	Less than 3 Lakh	5
2	3 Lakh or more, but less than 4 Lakh	6
3	4 Lakh or more, but less than 5 Lakh	7
4	5 Lakh or more, but less than 7 Lakh	9
5	More than 7 Lakh	10

**E: Size of Technical team working on Aadhaar platform**

<b>Sr. No</b>	<b>Number of Technical Members</b>	<b>Marks</b>
1	Up to 3	5
2	4 - 5	6
3	6 -7	7
4	8 - 10	9
5	More than 10	10

**F: Size of Technical team working on e-Sign ASP platform**

<b>Sr. No.</b>	<b>Number of Technical Members</b>	<b>Marks</b>
1	Up to 3	5
2	4 - 5	6
3	6 - 8	7
4	9- 10	9
5	More than 10	10

**G: Technical Features of the platform**

All mandatory features listed in the para 3 on Application Software requirements (page 25 to 32) are to be met for technical qualification. Weightage for meeting desirable features would be as follows:

<b>Sr. No.</b>	<b>Desirable Features</b>	<b>Marks</b>
1	Support for Item 2 of Reports & Additional Requirements (page 28)	5
2	Support for Item 16 of Reports & Additional Requirements (page 30)	2
3	Support for Item 3 of Billing Portal (page 32)	3

If the bidder complies with more than one desirable features listed above, the cumulative marks for the complying features will be considered for evaluation.

#### H: Financial Criterion (Revenue share)

Sr. No.	Quoted percentage of Revenue Share	Marks
1	More than 10 % up to 12 %	5
2	More than 8 % up to 10 %	6
3	More than 7 % up to 8 %	8
4	More than 6 % up to 7 %	9
5	Up to 6 %	10

The minimum qualifying marks for the parameters stipulated at A to G above shall be 40. The bidders getting marks less than 40 will be disqualified.

The bid not meeting any one or more of the mandatory features listed in para 3 on Application Software requirements (page 25 to 32), will be disqualified.

The price bid of the disqualified bidders will not be opened.

The bidders quoting revenue share of more than 12 % (Table H) will be disqualified.

The bidders whose technical bid is found to meet both the requirements as specified at 8 (i) and 8(ii) above will qualify for opening of their commercial bids. The Technical Score (TS) secured by each qualified bidder shall be informed to the bidders present during the commercial bids opening meeting. The date and venue of the commercial bids opening will be informed separately.

The duly constituted Bid Evaluation Committee (BEC) shall evaluate the bids. The BEC shall be empowered to take appropriate decisions on minor deviations, if any. The bidder's name, bid prices, discounts and such other details considered as appropriate by NEIL, will be announced at the time of opening of the commercial bids.

#### 9. Comparison of Bids

- i. The Combined Technical and Financial Score (CTFS) with Weightage 60:40 (60 for Technical 40 for Financial) will be calculated.
- ii. The Combined Technical and Financial Score (CTFS) will be taken for comparison of bids and for deciding bidder securing highest score.
- iii. An illustrative example for CTFS is given below.

**Stage 1: Technical Marks**

<b>Bidder details</b>	<b>Total Technical Marks Obtained for parameters 7 (ii) A to G</b>
Bidder 1	60
Bidder 2	55
Bidder 3	35
Bidder 4	50

**Bidder 3 will be disqualified as the total technical Mark are below 40.**

**Stage 2: Conversion of Technical Marks into Technical Score**

<b>Bidder details</b>	<b>Technical Score (TM/MTM)*100</b>	<b>TS</b>
Bidder 1	$(60/70)*100 = 85.71$	85.71
Bidder 2	$(55/70)*100= 78.57$	78.57
Bidder 3	Disqualified	Not calculated
Bidder 4	$(50/70)*100= 71.42$	71.42

**TM= Technical Marks; MTM = Maximum Technical Marks; TS = Technical Score**

**Stage 3: Financial Bid Marks**

<b>Bidder details</b>	<b>Financial Bid Marks</b>
Bidder1	6
Bidder2	9
Bidder4	10

**Stage 4:** Conversion of Financial Bid amount to financial score

Bidder details	Financial Score (FM/MFM)*100)	FS
Bidder1	$(6/10)*100= 60$	60
Bidder2	$(9/10)*100=90$	90
Bidder4	$(10/10)*100= 100$	100

**MFM= Maximum Financial Bid Marks, FM = Financial Bid Marks, FS = Financial Score**

**Stage 5:** Combined Technical and Financial Score (CTFS) with Weightage 60:40

Bidder Details	Weightage of 60 % for Technical & 40 % for Financial Score	CTFS	Rank of the Bidder
Bidder 1	60% of 85.71 + 40 % of 60	$51.426 + 24 = 75.426$	3
Bidder 2	60 % of 78.57 + 40 % of 90	$47.142 + 36 = 83.142$	1
Bidder 4	60 % of 71.42 + 40 % of 100	$42.852 + 40 = 82.852$	2

## 10. Award of Contract

- The contract will be awarded to the bidder securing highest Combined Technical and Financial Score (CTFS), as evaluated from the method described at para 8 and 9 above.
- However, NEIL reserves the right and has sole discretion to reject the bid securing highest Combined Technical and Financial Score (CTFS).
- In case, more than one bidders secure same Combined Technical and Financial Score (CTFS), the contract will be awarded to the bidder having more experience in the area of development and/or deployment of application softwares of similar nature.
- Before award of contract, the successful bidder is required to sign a Service Agreement (SA), a Mutual Non-Disclosure Agreement (MNDA), Deed of Indemnity with NEIL and any such agreements as required by UIDAI/CA/CCA/ESP/ASP. The terms and conditions of these agreements would be mutually decided, before award of contract.

### **11. Purchaser's Right to amend / cancel**

NEIL reserves the right to amend the eligibility criteria, commercial terms & conditions, Scope of Supply, technical specifications, etc.

NEIL reserves the right to cancel the entire tender without assigning any reasons thereof.

### **12. Corrupt or Fraudulent Practices**

It is expected that the bidders who wish to bid for this project have highest standards of ethics. NEIL will reject bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract;

NEIL may declare a vendor ineligible, either indefinitely or for a stated duration, to be awarded a contract if it at any time determines that the vendor has engaged in corrupt and fraudulent practices during the award / execution of contract.

### **13. Interpretation of the clauses in the Tender / Contract Document**

In case of any ambiguity/ dispute in the interpretation of any of the clauses in this RFP Document, the interpretation of the clauses by Director, NEIL shall be final and binding on all parties.

**(END OF SECTION II)**



## **SECTION III: SPECIAL CONDITIONS OF CONTRACT (SCC)**

### **1. Price:**

- a. The revenue shall be generated by providing AUA, KUA and eSign services to the clients.
- b. NEIL shall charge its clients on per transaction basis and revenue is expected to be generated through these transactions.
- c. NEIL shall share with MSP a Fixed Percentage (as quoted by the successful bidder) of its share of such revenue from all transactions.
- d. The payment shall be made to MSP on following basis:  

Fixed MSP service revenue share = % of per transaction charges obtained by NEIL.
- e. The bidder should quote the-service charges as a fixed percentage of the charges paid by the client to NEIL
- f. The price quoted shall be considered firm and no price escalation will be permitted (except Govt. Statutory Levies), till completion of contract period.
- g. Bidder must quote as per price bid format given in **Section – V**.
- h. The exact rate and amount of GST currently applicable must be mentioned in the 'Price Bid format'. The statutory taxes and duties applicable at the time of completion of activity shall be applicable. NEIL will not issue any exemption certificate.

### **2. Software Licenses (if applicable):**

The software licenses required, if any, shall be in the name of NEIL.  
The licenses shall contain paper licenses and at least one set of media (CDs) – wherever applicable.

### **3. Completeness Responsibility:**

Notwithstanding the scope of work, engineering, supply and services stated in bid document, any equipment or material, engineering or technical services which might not be even specifically mentioned under the scope of supply of the bidder and which are not expressly excluded there from but which – in view of the bidder - are necessary for the performance of the equipment in accordance with the specifications are treated to be included in the bid and has to be performed by bidder. The items which are over & above the scope of supply specified in the Schedule of Requirements may be marked as "Additional Items".

### **4. Warranty:**

The successful bidder must provide onsite comprehensive warranty for the contract period, with 24x7 support along with 4 hours response time and resolution time of Next Business Day resolution, starting from the date after the successful installation/ deployment, in respect of all the application softwares and sub-components thereof developed and deployed.

The successful bidder shall rectify the defects, shortfalls, errors, bugs etc, observed/ informed, if any, during the warranty period, by deploying the appropriate manpower with requisite skills, without any additional cost/ expenditure.

The successful bidder shall provide the operational services pertaining to Aadhaar Authentication services and ASP e-sign Gateway Services to the clients, as stipulated in this document.

## 5. Payments:

1. The amount payable shall be based on the number of transactions
2. MSP shall raise the invoice for amount payable, on monthly basis towards the transactions completed in a month. The invoice shall be raised and sent to NEIL within 10 working days after the end of the month.
  - a. **Example:** For transactions during the month of February 2019, the invoice shall be raised within the first 10 working days of March 2019 and sent to NEIL for settlement.
3. 100 % of the amount payable shall be paid by NEIL within 10 working days of receipt of payment by NEIL from their clients on the specific billings or 10 working days from the receipt of invoice from MSP, whichever is later.
4. The amount payable shall be proportional to the number of transactions.
5. The amount payable shall be calculated as under:

$\text{Amount payable} = \% \text{ as quoted by MSP} * \text{per transaction charges received by NEIL} * \text{number of transactions.}$
6. NEIL will not be responsible for delay in payments, if any, in case of delays in receipts of payments from their clients.
7. Applicable TDS will be deducted.

## 6. Acceptance Criteria:

On completion of the platform implementation NEIL will run suitable test cases to ensure quality. The deployed technology platform will also be tested/ audited, under the supervision of NEIL, as per the directives / guidelines laid down by UIDAI /CCA/CA, from time to time. On successful completion of the test cases and on issue of clearance by the client for going live, the platform will be accepted. The same is applicable for any update/upgrade inline to the new specifications released by UIDAI/CCA/CA on routine basis meeting the timelines as applicable.

## 7. Penalties:

- a. NEIL reserves the right to levy a penalty at Rs. 50,000/- per week of delay in deployment of technology platform and /or delay in providing services, beyond scheduled date. The technology platform will not be certified as deployed till the errors, flaws, defects, bugs, if any are removed to the satisfaction of NEIL/Client.
- b. NEIL reserves the right to cancel the order in case the delay in satisfactory deployment of technology platform is more than 5 weeks.

- c. If the MSP fails to resolve the issues/ problems pertaining to the deployed technology platforms within 48 hours of notice (letter, e-mail or telephone) from NEIL, under conditions of no law and order concerns to the satisfaction of NEIL, this will invoke penalty @ 1% per day of delay beyond 48 Hours, with a maximum up to Rs 10% of the monthly payment due to MSP.
- d. The delay in development / deployment arising out of conditions of Force Majeure and for the delay attributed to the client / NEIL, will not be considered for the purpose of calculating penalties.
- e. If UIDAI and/ or CCA imposes any penalty (monetary or otherwise) for non-compliance of their requirements or for breach of any rule, the same will be imposed on MSP on back-to-back basis. This will be over and above the penalties stipulated at para 7a and 7c above.

## **8. Jurisdiction:**

The disputes, legal matters, court matters, if any shall be subject to Bengaluru jurisdiction only.

## **9. Force Majeure:**

NEIL may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that, the delay in performance or other failure to perform its obligations under the contract is the result of a Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states / state agencies, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful Bidder's premises or any other act beyond control of the bidder.

## **10. Arbitration:**

In case any dispute arises between NEIL and successful bidder with respect to this RFP, including its interpretation, implementation or alleged material breach of any of its provisions both the Parties hereto shall endeavour to settle such dispute amicably. If the Parties fail to bring about an amicable settlement within a period of 30 (thirty) days, dispute shall be referred to the sole arbitrator mutually agreed and appointed by both parties. If the sole arbitrator is not appointed mutually by both the parties, then the District Court Bengaluru shall have exclusive jurisdiction for appointment of sole arbitrator through court. Arbitration proceedings shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and Rules made there under, or any legislative amendment or modification made thereto. The venue of the arbitration shall be Bengaluru. The award given by the arbitrator shall be final and binding on the Parties.

## **11. Limitation of Liability:**

The liability of the Bidder / MSP arising out of breach of any terms/conditions of the contract/work order, Service Agreement and addendums/amendments thereto will be limited to the Financial and/or Legal liability - if any, imposed on NEIL by UIDAI, CCA, or by clients of NEIL or any other agency. However, liability in case of damage caused to the goodwill/reputation of NEIL, due to/arising out of/incidental to, any act/omission/default/deficiency of bidder/MSP, will be at actuals.

## **12. Termination:**

Validity of order/ contract will remain till fulfilment of all obligations pertaining to (including but not limited to) providing comprehensive warranty/support till completion of contract period by the successful bidder.

The successful bidder must acknowledge and agree that the activities of providing satisfactory services of Aadhaar Authentication and issuing of e-Sign certificates are of paramount importance and matter of immense reputation/pride to nation and NEIL. Hence timely performance of all obligations is essence of contract. Therefore, in case of the delay in providing the stipulated services, and /or defect/under or non-performance pertaining to the services / products supplied by the bidder, NEIL will give written notice to the bidder requesting to set the things right within 60 days of notice. If bidder fails to comply with the requirements, NEIL shall have the right to terminate the contract and / or cancel the order/s. The successful bidder agrees and accepts that he shall be liable to pay damages claimed by NEIL, in the event of termination of contract / cancellation of order, as detailed in in Service Agreement to be signed. The successful bidder may terminate the contract by at least 30 days' written notice, only in the event of non-payment of undisputed invoices for 90 days from the due date. Except this situation, the successful bidder shall have no right of termination.

NEIL reserves the right to terminate the contract / cancel order with or without cause/ reason, by giving 60 days notice to the successful bidder.

### **13. Indemnity:**

Selected bidder shall save, indemnify and hold harmless NEIL from any third party Govt. Claims, losses penalties, if any, arising in connection with this Contract.

### **14. Assignment:**

Selected bidder/ Party shall not assign, delegate or otherwise deal with any of its rights or obligation under this Contract without prior written permission of NEIL.

### **15. Severability:**

If any provision of this Contract is determined to be invalid or unenforceable, it will be deemed to be modified to the minimum extent necessary to be valid and enforceable. If it cannot be so modified, it will be deleted and the deletion will not affect the validity or enforceability of any other provision.

**(END OF SECTION - III)**

## **SECTION – IV: SCHEDULE OF REQUIREMENTS**

### **1. Brief of NESL E-Infrastructure Limited (NEIL)**

National e-Governance Services Limited (NeSL) is India's first Information Utility and is registered with the Insolvency and Bankruptcy Board of India (IBBI) under the aegis of the Insolvency and Bankruptcy Code, 2016 (IBC). The company has been set up by leading banks and public institutions and is incorporated as a union government company. NESL E-Infrastructure Limited (NEIL) is a subsidiary of NESL, undertaking the activities of infrastructure development, Software development and allied activities.

### **2. Brief about AUA/KUA (Authentication User Agency & E-KYC User Agency)**

Authentication User Agency (AUA) is an entity engaged in providing Aadhaar Enabled Services to Aadhaar number holder, using the authentication as facilitated by the Authentication Service Agency (ASA). An AUA may be government / public / private legal agency registered in India, that uses Aadhaar authentication services of UIDAI and sends authentication requests to enable its services / business functions.

Sub AUAs are agencies that use Aadhaar authentication to enable its services through an existing requesting entity (such as AUA, KUA).

A requesting entity (such as AUA, KUA) connects to the CIDR through an ASA (either by becoming ASA on its own or by contracting services of an existing ASA).

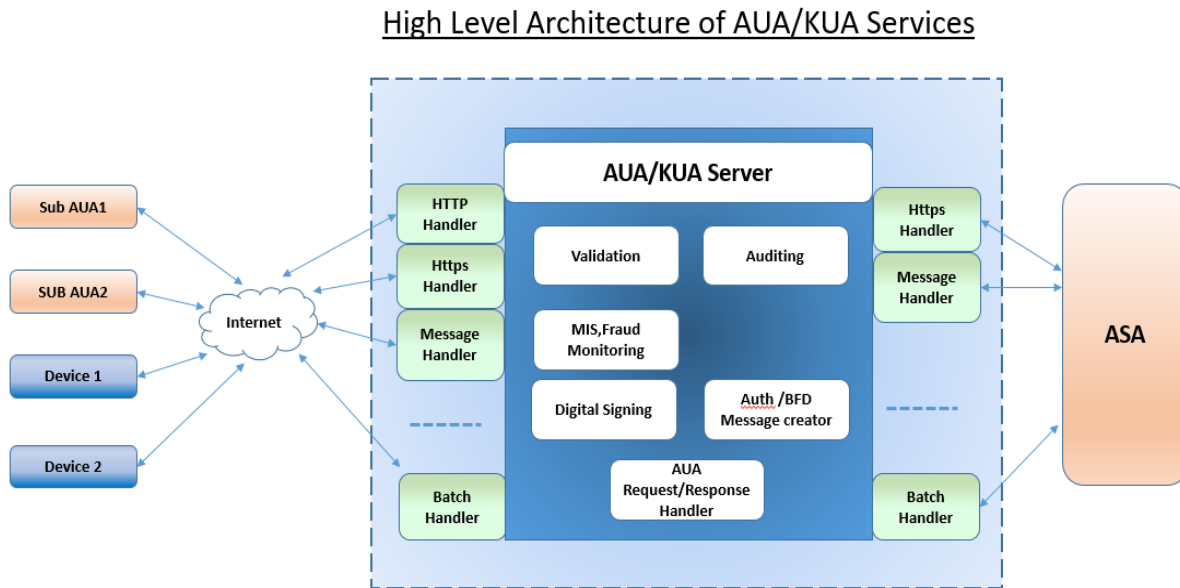
#### **AUA Technology Infrastructure**

Similar to any other technology project, for implementation of Aadhaar authentication an AUA would need to set up the IT infrastructure. The following section lists the indicative resources (hardware, software, and manpower) required for building applications for processing Aadhaar authentication.

#### **AUA Authentication Devices**

- Authentication devices are expected to be used for a variety of purposes and would need to be specific to every AUA's requirements.
- Authentication request (Biometric/ Demographic/ OTP) could be initiated from any kind of device capable of creating authentication packet as per UIDAI's authentication APIs.
- For biometric authentication, sensor and extractor combination certified by STQC should be used in the devices.
- UIDAI specifications include sensor & image extractor requirements and device suitability to general Indian operating conditions. The specifications and the certification procedure may be accessed from STQC's website
- Besides the sensor-extractor specifications provided by UIDAI, AUAs may specify additional requirements such as multi language support, voice support, form factor, etc. Various device vendors are expected to incorporate the certified sensor-extractors in device models / form factors based on AUA's needs. AUAs are expected to select form factor based on requirements such as:
  - Service delivery and deployment needs i.e. level of Mobility required, etc.
  - Network availability in locations where devices are deployed, AUAs may also consider opting for solutions such as dual SIM, external antennas, etc.
  - Suitability to specific environmental conditions, such as, hot/cold desert and high humidity areas.

## AUA Server Application Architecture



All necessary interfaces as required by all applications mentioned in the diagram to be provided

- Sub AUAs and their peripheral devices used to initiate eKyc / authentication transaction in a reliable, secure fashion.
- Network connectivity from peripheral devices to AUA server (Internet, GPRS, Broadband, etc) in a reliable, secure fashion.
- Secure Communication protocol as per UIDAI/CCA
- To make communication more secure VPN option could also be used (suggested option in case of a Sub AUA)
- AUA server should be built to support a “horizontally” scalable deployment on one or multiple servers, so that as the transaction volume increase, additional servers can be added to handle the load.
- A generic AUA server should provide multiple protocol support as shown in the diagram above

All components of AUA server are described below

### AUA Application

AUA application can use Biometric (Fingerprint / IRIS), Demographic and OTP (One Time PIN) based authentication in its business application. As shown in the architecture section above for all type of applications, solution should be modular and configurable. Module/Component based solution will help in making application loosely coupled and hence provide a lot of flexibility in maintenance and upgrades. It is recommended that business application is not tightly coupled with Authentication application. In all scenarios authentication will only form a part of the total solution, so authentication functionality should be ideally developed as a standalone service that could be consumed as and when required during the service delivery process.

For biometric authentication an AUA is required to build the following applications on the authentication devices:

- Best Finger Detection Application
- Fingerprint Authentication application
- IRIS Authentication Application
- OTP

### **Implementation of the AUA Authentication Framework**

1. Creation of a Web service to support all the methods supported by UIDAI's AUA authentication framework for each type of authentication, and is deployed on the server.
2. The Web service shall have the required web methods for calling the authentication event of the UID client sample application (as given by UIDAI). The web method shall take input parameters based on the type of authentication and shall also have a return variable which will denote success and failure (as per the return value from the authentication event).
3. The user applications which are willing to use authentication services need to call the corresponding web method of the web service and fetch the return variable for success and failure.
4. The Authentication and e-KYC Modules would work as a routing agent which shall check the validity of each authentication / e-KYC request and route the requests through the Aadhaar ecosystem to Central Identities Data Repository (CIDR) through ASA/KSA. The response received from UIDAI shall be forwarded to respective clients acting as a Sub-AUA/ TPA (Third Party Agency)

### **ASP eSign Gateway Platform**

Information Technology Act, 2000 grants legal recognition to electronic records and electronic signatures. IT Act, 2000 provides that where any law requires that information or any other matter shall be authenticated by affixing signature then notwithstanding anything contained in the law, such requirement shall be deemed to be fulfilled if such information is authenticated by means of electronic signatures affixed in a manner prescribed by the Central Government. Under the IT Act, 2000, 'Electronic signatures' means authentication of an electronic record by a subscriber by means of electronic technique specified in second schedule and includes Digital signatures. Digital Signature means authentication of any electronic record by a subscriber by means of procedure specified in Section 3 of the IT Act, 2000. The Controller exercises supervision over activities of Certifying Authorities and certifies public keys of certifying authorities. The Certifying Authorities are granted licence under the IT Act, 2000 by the Controller to issue Digital Signature Certificates.

Digital signatures are accepted at par with handwritten signatures and the electronic documents that have been digitally signed are treated at par with paper documents signed in the traditional way. For mass adoption of Digital Signature Certificate (DSC), a simple online service is desirable that allows one to have the ability to sign a document with ease. With that in consideration, an online scheme that uses the Electronic Know Your Customer (e-KYC) mechanisms from Aadhaar and provides the trust on documents in the form of digital signatures, eSign, is enabled by the Government of India. ESign is an online service that can be integrated within various service delivery applications via an open API to facilitate digitally signing a document by an Aadhaar holder. It is designed for applying Digital Signature using authentication of signer through Aadhaar authentication and e-KYC service.

As per the Gazette notifications “Electronic Signature or Electronic Authentication Technique and Procedure Rules, 2015”, Online Digital Signing through the eSign Service will be offered by Trusted Third Parties (TTP) or eSign Service Provider (ESP).

The Unique Identification Authority of India (UIDAI) has been established with the mandate of providing a Unique Identification Number (Aadhaar Number) to all residents of India. During enrolment, the following data is collected:

1. Demographic details such as the name of the resident, address, date of birth, and gender;
2. Biometric details such as the fingerprints, iris scans, and photograph; and
3. Optional fields for communication such as the mobile number and email address.

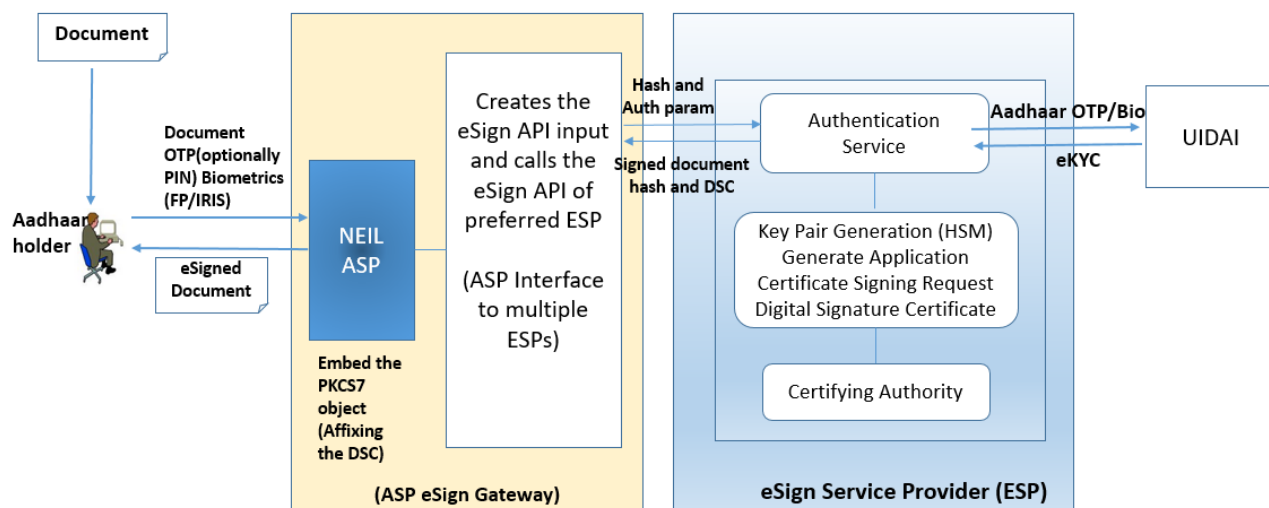
The UIDAI offers an authentication service that makes it possible for residents to authenticate their identity biometrically through presentation of their fingerprints or non-biometrically using a One Time Password (OTP) sent to the registered mobile phone or e-mail address. Verification of the Proof of Identity (PoI) and Proof of Address (PoA) is a prerequisite for issuance of Digital Signature Certificates by Certifying Authorities. As part of the e-KYC process, the resident authorizes UIDAI (through Aadhaar authentication using either biometric/OTP) to provide their demographic data along with their photograph (digitally signed and encrypted) to service providers. The Government has introduced Electronic Signature or Electronic Authentication Technique and Procedure Rules, 2015 in which the technique known as “e-Sign Services using Aadhaar based authentication” has been introduced to eliminate stumbling block in the widespread usage of Digital Signature.

This service is termed as “eSign Service”. eSign Gateway facilitates digitally signing of document by an Aadhaar holder using an Online Service provided by eSign Service Provider (ESP) / Certifying Authority (CA). While authentication of the signer is carried out using eKYC of Aadhaar by the ESP / CA, the signature on the document is carried out on a backend server, which is the eSign provider.

The service can be run only by Certifying Authorities recognized as a trusted third party service provider by CCA. The eSign is an integrated service that facilitates issuing a Signature Certificate and performing Signing of requested data by authenticating AADHAAR holder. The eSign Service shall be implemented in line with e-authentication guidelines issued by Controller of Certifying Authority (CCA). The certificate issued through eSign service will have a limited validity period and is only for one-time signing of requested data, in a single session.



### Indicative Representation of Proposed ASP eSign Gateway Solution



NESL E-Infrastructure Limited (NEIL) intends to setup the Application Service Provider (ASP) module and integrate the same with Multiple ESP (eSign Service Provider).

### 3. Application Software Requirements

Sl. No.	Business / Functional Requirements	Mandatory / Desirable
<b>Generic Requirements</b>		
1	The Authentication/e-KYC system should allow processing and forwarding of authentication requests in the format accepted by UIDAI (presently XML) between AUA application & CIDR and vice versa within reasonable round trip time mandated by UIDAI.	Mandatory
2	All communication passing through ASA/KSA must be secure and encrypted as per UIDAI standards.	Mandatory
3	The authentication application platform must be forward compatible with any service and security standards proposed by UIDAI.	Mandatory
4	Specific fields in the authentication transaction must be captured.	Mandatory

5	The system should be in compliance with UIDAI specifications and standards published from time to time.	Mandatory
6	All requests and responses should be logged. The logs shall capture details of authentication transaction but not corresponding Personal Identity Information (PID).	Mandatory
7	The system should maintain a log and report for all transactions for audit purpose. Reporting of this module shall be integrated with the Dashboard Module.	Mandatory
8	The system, if required, should append the license key along with the request.	Mandatory
9	In case one ASA is down, the system should have the capabilities to route the request via other alternate ASAs. There must be provision for digitally signing the Auth XML requests on behalf of AUA. The Auth XML should append the AUA code along with the request. The Auth XML should be sent to ASA over the secured network. The response that is received from ASA, should be forwarded to NEIL AUA/sub AUA from where the request originated.	Mandatory
10	The Aadhaar authentication should carry out the following Aadhaar Demographic Authentication: <ul style="list-style-type: none"> <li>• The system should route all demographic authentication requests i.e. requests with an aim to authenticate resident's details like Name, Address, DoB, etc. that are authenticated from the UIDAI's CIDR</li> </ul>	Mandatory
11	The Aadhaar authentication should carry out the following Aadhaar Biometric Authentication: <ul style="list-style-type: none"> <li>• The system should route all biometric authentication requests from registered departmental applications (AUAs or Sub-AUAs) to CIDR and response back;</li> <li>• The system should implement Authentication API</li> <li>• The system should support authentication of residents fingerprint, iris or any other multi factor authentication modalities supported by UIDAI</li> </ul>	Mandatory

12	<p>The Aadhaar authentication should carry out the following Aadhaar OTP Authentication:</p> <ul style="list-style-type: none"> <li>• The system should route all OTP authentication requests from registered departmental applications (Sub-AUAs) to CIDR and response back</li> <li>• The system should implement web based OTP Authentication interface (as per eSign v2.0 circular)</li> <li>• The system should authenticate residents with registered mobile numbers.</li> </ul>	Mandatory
13	The system should handle Authentication API errors correctly.	Mandatory
14	The solution should have interface to search and filter the data in the Reports.	Mandatory
15	The authentication module should support in establishing SSL connection between the communication systems.	Mandatory
16	The Solution should provide for future scalability of the whole system without major architectural changes.	Mandatory
17	Should support Web Interface.	Mandatory
18	The solution should be highly scalable and capable of delivering high performance as & when transaction volumes / users increases without compromising on the response time.	Mandatory
19	The application software platform for Aadhaar based Authentication and e-KYC services should be compatible at the minimum with Linux RHEL 7.x. Major Software for AUA/KUA along with any auxiliary components, such as Web Server, Application Server, Gateway Server, and Load Balancer must also be compatible at the minimum with Linux RHEL 7.x.	Mandatory
20	The solution shall run on native browser with additional plug-ins that should be freely downloadable and should support at the minimum IE, Mozilla Firefox, Chrome and Safari	Mandatory
21	User Interface should require only standards compliant browsers with standard support for JavaScript and HTML.	Mandatory

22	The platform architecture of solution should be modular in nature and should comprise of all the modules required to facilitate Aadhaar Authentication, eKYC and ASP eSign Gateway functionalities. The architecture should enable addition of more modules (example, Aadhaar data Vault) as well as addition of more users in any module as and when required.	Mandatory
23	Should not require opening of any special protocols for connecting the user client to the web/ application server. All communication should be on secured HTTPS and SFTP.	Mandatory
24	The solution on the client side should at least be provided as a mobile app on iOS and Android platforms	Mandatory
25	The Application Platform must be compatible / interoperable with multiple HSM Devices, such as Thales and Safenet and integration between HSM API and AUA/KUA/Sub AUA application must be carried out free of cost.	Mandatory
26	It should be possible to integrate/call/plugin the AUA/KUA/Sub AUA application as a module with other web-based/gui-based applications.	Mandatory
27	The web based application should comply with Guidelines for Indian Government Websites (GIGW), W3C and WCAG 2.0 Level A.	Mandatory
28	The ASP eSign gateway platform should be capable of integrating with API's of multiple eSign Service Provider (ESP)	Mandatory
<b>Reports &amp; Additional Requirements</b>		
1	The Solution should be capable of sending alerts/SMS/email to predefined designated officers in the event of crossing predefined conditions.	Mandatory
2	The Solution should have ability to generate reports at <ul style="list-style-type: none"> <li>• real time / on line basis</li> <li>• in background (when evaluation is time-consuming)</li> <li>• via batch processing</li> <li>• specific date</li> <li>• regular time interval</li> <li>• any other specific business condition</li> </ul>	Desirable

3	Ability to maintain audit trail of changes such as the time of change, the user ID, old and new value with field description.	Mandatory
4	Ability to support the following functions: <ul style="list-style-type: none"> <li>• Portability</li> <li>• Interoperability</li> <li>• Scalability &amp; High Performance</li> <li>• Availability - Platform uptime of 99.5% or above</li> <li>• Serviceability</li> <li>• Manageability</li> <li>• Flexibility</li> </ul>	Mandatory
5	All sensitive data (such as passwords, Aadhaar Data and bank account numbers) shall have to be stored in encrypted format as per appropriate guidelines issued by respective regulatory bodies such as UIDAI and CCA. The system should protect the integrity and authenticity of the data.	Mandatory
6	The solution must allow users to trace the history of a data. It should also be able to trace where a data entity currently is placed in the system.	Mandatory
7	UIDAI/CIDR over a period of time may alter the metadata including the number of fields, data type etc. The system should be able to handle such situations	Mandatory
8	The system should have provision for the user to submit the data through an easy to use interface like GUI, Web-Service, etc. as appropriate for the data exchange modes.	Mandatory
10	The system should be able to support all standard file formats including but not limited to JSON, PDF, CSV, XML, XLS, Delimited File, rar, zip, 7z, jpg, jpeg etc.	Mandatory
11	The solution should support bulk loading of data and inbuilt capability of data integration in near real time batch modes.	Mandatory
12	The system should be able to match each record with the entire CIDR data through fuzzy logics to arrive at strict and loose matches.	Mandatory
13	The system should also be able to make the match on various attributes including but not limited to name, date of birth, father's name, parsed address, etc.	Mandatory

14	The AUA/KUA and ASP eSign Gateway module should also ensure storage of any such data/logs which shall be required by Government, UIDAI, KSA/ASA and ESP/CA. These logs shall support creation of the compliance reports required by audit agencies.	Mandatory
15	The system should be able to use the parsed data intelligently for the matching to take place. All possible permutations and combinations should be applied to arrive at the most probable match. The cut-off score should be definable for the 1:1 match (1 record of department matched with 1 record of CIDR) and the 1: N match (1 record of department matched with N records of CIDR). All the parameters should be configurable.	Mandatory
16	The System shall have the capability of sharing data through common file sharing mechanism including FTP, Web-Service, etc.	Desirable
<b>Special Requirements</b>		
1	The solution must have provision to sign and encrypt the authentication/e-KYC requests through digital signature certificate in High Availability mode.	Mandatory
2	All requests and responses should be logged.	Mandatory
3	The system shall maintain audit logs for all authentication, e-KYC, BFD (Best Finger Detection) related transactions by capturing desirable details of the transaction including Aadhaar number, date, time, IP, Sub-AUA code, Key, etc. AUA shall log all its authentication transactions and maintain them as per the compliance requirements of UIDAI/CA/CCA. The logs shall capture details of authentication transaction but not corresponding Personal Identity Information (PID).	Mandatory
4	The system should ensure that the authentication request originating at an authentication device is compliant with the standards and specifications prescribed by UIDAI/CCA and complete.	Mandatory
5	The System should also be able to conduct Buffered Authentication (At places of poor network connectivity, authentication request may be "buffered" (or queued) on the device until a configurable period of time (say 24 hours) then sent to CIDR for authentication when connectivity is restored / available)	Mandatory

6	The system should be able to accept the e-KYC requests from sub AUA /TPA (Third Party Agency). System should be able to route the e-KYC request to KSA. The response from CIDR has to be forwarded to the AUA/sub-AUA /TPA (this may include the e-KYC information or the error code.). The same has to be given back to the sub-organization (sub-AUA /TPA) in a secured manner. The application should validate the e-KYC request coming from Sub-AUA /TPA and should digitally sign the packet. The system should decrypt the KYC details provided by CIDR and shall forward the KYC details including his name, address, photograph, DoB, etc. to the clients in a secured manner. The system should have error handling facility.	Mandatory
7	The Software solution must be compatible/inter-operable with various STQC Certified PoS (Point of Sale)/Wall-mount devices used for Fingerprint/IRIS scanning. Respective API to integrate these devices with software must be made available for fast implementation.	Mandatory
8	Compliance of the security guidelines issued from time to time by the applicable governing authorities, Government of India, ASA/KSA, ESP/CA, and UIDAI will be required to fulfilled by the bidder	Mandatory
9	Any other requirement to fulfil the AUA/KUA/ASP eSign Gateway scope work defined by UIDAI/CCA/CA.	Mandatory
10	Any other requirement to integrate with existing system of Customer for AUA/KUA and ASP eSign Gateway services	Mandatory
11	To provide required support to end customers for AUA/KUA and ASP eSign Gateway services integration as per SLA (which is given in the Penalties para 7c of this RFP)	Mandatory
12	The solution should have proper version control and Software Development Life cycle (SDLC)  1. Agency should ensure that they have proper SDLC practice along with tools necessary  2. Should follow proper Release management procedure and versioning  3. Design, implementation, testing Documentation  4. In-built QA including functional, performance and security testing prior to release	Mandatory

<b>Billing Portal</b>		
1.	Web based Billing portal should be part of the solution.	Mandatory
2.	<p>Billing portal should have following features:</p> <ol style="list-style-type: none"> <li>1. Separate login for customer, NEIL and MSP. There should be no limitation in creating the number of logins in the portal.</li> <li>2. Customer should be able to view and download reports on the total number of transaction done by him.</li> <li>3. The reporting should be available on various type of authentication methods like OTP, eKYC, demographic, biometric, etc.</li> <li>4. The customer login of the billing portal should also contain the dashboard showing the billing statement on real time basis</li> <li>5. NEIL/admin login should have feature for generating the transaction report and billing statement for all the customers based on the filter criteria like Customer name, date, etc. The reports should be available for at least last 6 months.</li> <li>6. NEIL/admin portal should allow for setting per unit transaction price for each customer.</li> </ol>	Mandatory
3.	Portal should have feature for sending email, SMS, etc. alerts to the customers/stakeholders.	Desirable

#### **4. Responsibilities of selected MSP**

1. The primary responsibility of the MSP will be to install AUA / KUA software stack in the Datacenter (DC & DR) of **NESL E- Infrastructure Limited (NEIL)** along with the ASP eSign Gateway Platform.

Under the framework of the agreement, NEIL and MSP would work together towards a mutually beneficial relationship wherein MSP shall act as the deployment and implementation partner for the various projects undertaken or to be undertaken by NEIL during the term of the agreement for Aadhaar based Authentication and eSign Gateway services.



2. MSP shall provide their expertise in delivering the various solutions. These shall include but not limited to the following:
  - a. Aadhaar based authentication for any financial / non-financial transactions that require authentication.
  - b. Aadhaar based Authentication during enrolment of Aadhaar enabled bank accounts. This service would also be used for financial transactions as per RBI guidelines.
  - c. Aadhaar based Authentication to verify the investor and transactions for insurance sector as per IRDA guidelines.
  - d. Aadhaar based Authentication for various Governments to Citizen (G2C) services envisaged to be provided through various agencies.
  - e. Aadhaar based Authentication for skill development programs undertaken by various government agencies.
  - f. Aadhaar based Authentication during recruitment and other examinations.
  - g. Aadhaar based Authentication for monitoring attendance of various functionaries, such as school, office and factory.
  - h. Aadhaar based Authentication for customer verification for mobile connections, LPG connections, etc.
  - i. Aadhaar based Authentication for train and any travel service where verification is required.
  - j. e-KYC services for providing government centric services, such as passport service, election services, public distribution schemes, disbursements and other government initiated welfare schemes.
  - k. For any other purpose that may relate to Aadhaar enabled service delivery.
  - l. Aadhaar based Authentication for printing of Aadhaar cards, demographic updation, and biometric updation.
  - m. For any other similar purposes that may envisage in future.
3. MSP shall provide their expertise in modification of the existing applications to be made suitable for Aadhaar and eSign enabled service delivery to NEIL clients over NESL E-Infrastructure Limited (NEIL) / non- NESL E-Infrastructure Limited (NEIL) network. Also the entire data flow from NEIL clients to ASA and ESP via NEIL should be secured as per UIDAI / CCA / CA guidelines from time to time.
4. MSP shall provide their support in procurement of equipment envisaged to be necessary for implementing the project.
5. NESL E-Infrastructure Limited (NEIL) shall procure the equipment necessary for implementation as per the existing guidelines.
6. MSP shall maintain requisite skilled manpower for Help Desk & L-1 Support, and, if found necessary for maintenance/support and the same shall be deployed as per request from NESL E-Infrastructure Limited (NEIL). NESL E-Infrastructure Limited (NEIL) reserves the right to call the employees of MSP for a test or interview. NESL E-Infrastructure Limited (NEIL) also reserves the right to inspect the mark sheets/scorecards, degree or certifications of such employees.
7. MSP shall integrate the Aadhaar data Vault platform with the core AUA / KUA and eSign gateway application as per the latest directives of UIDAI to facilitate storage of Aadhaar number and associated data in a secure and highly restricted environment as per the mandate of UIDAI.
8. MSP shall integrate the eSign gateway platform with the ESP / CA platform of ESP's / CA's partnering with NESL E-Infrastructure Limited (NEIL)

9. Training shall be imparted to NESL E-Infrastructure Limited (NEIL) technical team regarding the use of developed solution.
10. Software: The Licenses for RHEL 7.x and MySQL are available with NEIL. For any other software, required licenses needs to be provided by the MSP.

## **5. Escalation Matrix**

Selected MSP should provide escalation matrix for ongoing support during the contract period and should be submitted in the bid. Any changes in the escalation matrix should be updated to NEIL on time to time

## **6. IPR Generated during the development (Ownership)**

Any new development brought into the platform based on the request of NEIL and its customers would be owned by NEIL.

## **7. Infrastructure / Facilities that will be provided by NEIL**

NEIL will provide required Infrastructure for the platform implementation as detailed in **Annexure - D**

## **8. Handover of project, Source code, subsequent operations**

All confidential and critical data, such as audit trails, transaction database and Billing reports should be handed over to NEIL on closure of contract. No copies of the data should be retained with the MSP.

## **9. General Requirements**

- a. The bidder must ensure that the manpower to be deployed for this project (for development, deployment and for operations) meets the minimum educational qualifications and experience requirements stipulated in Annexure - C, Part B
- b. The minimum number of manpower stipulated in Annexure - C, Part A must be on the employment rolls of the bidder as on date of submission of bids.
- c. The availability of manpower over and above the minimum requirement (both in respect of type and number) on the roll of bidder is preferred. NEIL will intimate about the requirement of additional manpower. If not available, the bidder should be in position to appoint/hire the required additional manpower, within 30 days of intimation from NEIL.
- d. The bidder shall deploy the required manpower at NEIL, Bengaluru/Mumbai. The deployed personnel shall follow the General office rules and discipline observed at NEIL.
- e. The bidder shall be the employer of the manpower deployed by the bidder and any of the persons deployed on the project cannot claim employment with NEIL or with their client.
- f. The bidder shall comply with all the statutory requirements under Provident Fund rules, ESIC Rules, Minimum Wages Acts, Labour Laws, etc. pertaining to the manpower deployed by the bidder for the project.
- g. NEIL shall not be liable for any damages or compensation payable in respect of or in consequence of any accident or injury to any workman or other person deployed by the bidder or their sub-contracted

agency, his agents or servants. The bidder shall indemnify, hold and save harmless NEIL against all such damages and compensation, save and except as aforesaid, and against all claims, proceedings, costs, charges and expenses whatsoever in respect thereof or in relation thereto.

- h. The bidder should indicate the requirements from NEIL for carrying this project, like space, office equipments, conveyance, canteen facilities, permissions/authority, etc. NEIL may accept the reasonable requests; however, NEIL does not commit to fulfil any such requirements / requests from the bidder.
- i. As a part of contractual agreement, NEIL and the MSP would work together towards a mutually beneficial relationship wherein the MSP shall act as the deployment and implementation partner for the project.

**(END OF SECTION - IV)**

**SECTION – V: PRICE BID**

**Price Bid Format**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Unit</b>	<b>Value</b>
<b>1</b>	Fixed charges as a percentage of per transaction charges received by NEIL from their clients.	percentage	
<b>2</b>	Applicable GST	percentage	

**(END OF SECTION – V)**

## **ANNEXURE – A- Covering Letter**

Date:

To:

Director,  
NESL E-Governance Infrastructure Limited (NEIL),  
5th Floor, Spencer Towers,  
86, M.G. Road,  
Bengaluru – 560001

**Subject: Submission of the Bid for Deployment of Technology Platform**

Dear Sir,

We, the undersigned, are pleased to offer to provide services towards Development and Deployment of Application Software for Account Aggregation, to NEIL, in response to your RFP. No: **NEIL/Authentication Services/2018/001**, dated: 16<sup>th</sup> April 2018

We are hereby submitting our bid for same.

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

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our proposal valid for 180 days as stipulated in the RFP document.

We also undertake that we are not blacklisted or debarred from bidding process, by any Educational / R&D / Govt. Organization, as on date of submission of the bids.

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

The undersigned is authorised to sign this bid document. The authority letter to this effect is enclosed.

Yours sincerely,

Authorized Signatory:

Name and Title of Signatory:

e-mail:

Mobile No:

## **ANNEXURE - B – Letter of Authority**

(To be submitted in Original on Letterhead)

Date:

To:

Director,  
NESL E-Governance Infrastructure Limited (NEIL),  
5th Floor, Spencer Towers,  
86, M.G. Road,  
Bengaluru – 560001

**Subject: Authority Letter**

Reference RFP. No: NEIL/Authentication Services/2018/001, dated: 16<sup>th</sup> April 2018

Dear Sir,

We, M/s \_\_\_\_\_ (Name of the bidder) having registered office at \_\_\_\_\_ (address of the bidder) herewith submit our bid against the said RFP document.

Mr./Ms. \_\_\_\_\_ (Name and designation of the signatory), whose signature is appended below, is authorized to sign and submit the bid documents on our behalf against RFP.

Specimen Signature:

The undersigned is authorised to issue such authorisation on behalf of us.

For M/s \_\_\_\_\_ (Name of the bidder)

Signature and company seal

Name  
Designation  
Email  
Mobile No.

## Annexure – C: List of Manpower on Roll

### A: Details of Manpower

Sr. No	Position Required	Manpower available on the roll of bidder	Minimum Number Required for deployment of technology platform
1	Project Manager		1
2	Monitoring Engineer: PKI Operations		1
3	PKI Solution Systems Engineer		1
4	Systems Engineer		1
5	Application Maintenance & Operations		3
6	Server / Storage / Network & Security Administration		2
7	Helpdesk		1
8	Office Assistance		2

### B: Educational Qualifications and Work Experience of the staff

Sr. No	Position	Qualification	Work Experience
1	Project Manager	B.E. / B. Tech. / M.C.A.	Total 10 Years of experience out of which, minimum 3 years experience in CA & PKI services Solution administration & management
			Certification such as CISA/CEH/CISSP/CISM/CRISC.
			Minimum two years experience with current employer
			Certification in PMP/PRINCE2 would be preferred

2	Monitoring Engineer: PKI Operations	B.E. / B. Tech. / M.C.A.	Minimum of three years experience in CA/PKI services Solution administration & management, with at least one person with 5 years of experience.
			Experience in Indian environment would be preferable
3	PKI Solution Systems Engineer/ Systems Engineer	B.E. / B. Tech. / M.C.A.	Minimum of three years experience in services related to security device administration & management.
			Minimum 2 year experience of specific security device.
4	Server / Storage / Network & Security Administration	B.E. / B. Tech. / M.C.A.	Minimum of five years experience in Server/Storage/Network & Security administration & management.
			Hands on experience in working with industry standard hardware devices, such as Cisco, Juniper, Dell and HP. Understanding of Firewalls, Networking Topologies is a must.
			Hands on with Server Operating Systems such as, Linux (Redhat), Windows 2016 and experience in standard Networking Protocols



5	Application Maintenance & Operations	B.C.A/B.E/ B.Tech/M.Tech/M.S/MCA/M.Sc	<p>Minimum 5 years experience as below:</p> <p>Excellent knowledge in Core Java and J2EE technology. Hands on experience with REST and SOAP Web Service, Hands on experience on UI framework like Angular JS/ HTML5/ CSS3/ JavaScript. Should also have experience on JMS/ Messaging and middleware like JBOSS/ Tomcat/Apache .Experience in managing the Source Code Base through Version Control tool like SVN, Github, Perforc, etc is also required</p>
			<p>Good knowledge of open source database systems and proficient in writing complex queries. Should have experience on JMS/ Messaging and middleware like JBOSS/ Tomcat/Apache. Should be completely hands-on in coding.</p>
6	Other Positions		<p>The bidder to submit the details of qualifications and experience of the staff.</p>

## Annexure – D: Existing Cloud IT Infrastructure

Virtual Machine (VM) with below combination of CPU, RAM, Storage and OS:

CPU / RAM (Per VM)	Storage Space (Per VM)	Operating System
1 core 12GB	400 GB	RHEL 7.3
2 core 8GB	400 GB	RHEL 7.3
2 core 24GB	400 GB	RHEL 7.3
2 core 16GB	400 GB	RHEL 7.3
4 core 48GB	400 GB	RHEL 7.3
4 core 64GB	400 GB	RHEL 7.3
8 core 128GB	400 GB	RHEL 7.3
12 core 192GB	400 GB	RHEL 7.3
16 core 256GB	400 GB	RHEL 7.3
16 core 256GB	2 TB on DAS	RHEL 7.3
24 core 384GB	400 GB	RHEL 7.3
32 core 512GB	400 GB	RHEL 7.3
32 core 512GB	2 TB on DAS	RHEL 7.3

### Databases

- MYSQL

### Other Applications (Open stack)

- JBOSS - RHEL Subscription
- Nginx, Apache, Apache Zookeeper
- Open LDAP
- Kafka, Quartz

**Software:** The Licenses for RHEL 7.x and MySQL are available with NEIL. For any other software, required licenses needs to be provided by the MSP.

## Annexure - E

### Documents Checklist

Sr. No.	Documents to be Submitted	Submitted (Yes / No)
	<b>Envelope - 1</b>	
<b>1</b>	Demand Draft for Rs. 2360/- towards processing fee	
<b>2</b>	Demand Draft or exemption document for EMD	
	<b>Envelope - 2</b>	
<b>3</b>	Covering Letter as per Annexure - A.	
<b>4</b>	Authority Letter as per Annexure - B	
<b>5</b>	A copy of Certificate of Incorporation, Partnership Deed / Memorandum and Articles of Association / any other equivalent document showing date and place of incorporation, as applicable.	
<b>6</b>	The copy of the audited Profit and Loss Account or a certificate from a Chartered Accountant, showing the annual turnover and profit for each of the financial years 2016-2017, 2015-2016 and 2014-2015.	
<b>7</b>	Copies of PAN and GST registration certificates.	
	<b>Envelope - 3</b>	
<b>8</b>	Copies of at least two supply orders / deployment reports ( one each for AUA/KUA and e-Sign) in the name of bidder indicating that the bidder has deployed successfully in India the respective application software of similar nature and size in last 5 years.	
<b>9</b>	List of Technical, Marketing and Administrative personnel on roll of the bidder, giving details of their educational qualifications (with specializations, if any), experience in the specific area as required for this project, etc. <b>(Annexure – C)</b>	
<b>10</b>	Technical Proposal including (but not limited to) understanding about the project, implementation Methodology, team composition, work schedule, PERT and Activity Schedule, interactions / visits, Data safety/ security measures, Quality Control, modular structure, escalation hierarchy, technologies /platforms to be used, requirements from NEIL/ clients.	
<b>11</b>	Details of marketing and support structure available with the bidder.	
<b>12</b>	The technical proposal should detail the technical architecture and explain the platform scalability for various transaction volumes. It should also detail the mapping of the proposed technology platform onto the NEIL Infrastructure detailed in <b>(Annexure - D)</b> .	

<b>13</b>	A statement showing bidder's compliance with the technical requirements covering all the parameters (but not limited to) stipulated at para 3: Application Software Requirements, page 25 to 32, Section -IV of this document. The bidder may please note that simply complying with the requirements does not automatically make the bidder technically qualified.	
<b>14</b>	The details required for technical evaluation of bids, pertaining to parameters mentioned on page 10 to 12, Section - II, at para 8 ii (tables A to G), in tabular form.	
<b>15</b>	Any other document/s, in support of bidder's claim	
	<b>Envelope – 4</b>	
<b>16</b>	Price Bid as per format given in <b>Section - V</b>	

**(END OF DOCUMENT)**