

*REQUEST FOR PROPOSAL (RFP)
FOR
SUPPLY, MIGRATION, CONFIGURATION,
COMMISSIONING AND MAINTENANCE OF
MICRO ATMs FOR INDIAPOST AADHAAR
ENABLED PAYMENT SERVICES
APPLICATION*



By:
Jharkhand Agency for Promotion of Information Technology

Tender Ref: JAP-IT/

Address for communication, Place of submission of bids:

CEO JAP-IT,
Engineers Hostel no. 2,
Near Dhurwa Goalchakkar,
Dhurwa,
Ranchi – 834004, Jharkhand.

Contact No. 0651- 2401040
Mail ID –

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DISCLAIMER

The information contained in this Request for Proposal Document (–RFP Document) or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of the or any of their representatives, employees or advisors (collectively referred to as –JAPIT Representatives), is provided to Bidder(s) on the terms and conditions set out in this RFP Document and any other terms and conditions subject to which such information is provided.

This RFP Document is not an agreement and is not an offer or invitation by the JAPIT Representative(s) to any party other than the entities, who are qualified to submit their Proposal (Bidders). The purpose of this RFP Document is to provide the Bidder with information to assist the formulation of their Proposal. This RFP Document does not purport to contain all the information each Bidder may require. This RFP Document may not be appropriate for all persons, and it is not possible for the JAPIT Representatives, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP Document. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP Document and wherever necessary, obtain independent advice from appropriate sources.

The JAPIT Representatives, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP Document.

The JAPIT Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP Document.

PART I: INVITATION TO BID

The summary of various activities with regard to this invitation of bids are listed in the table below:

Bid Reference No.	
Purpose of the RFP	The purpose of the RFP is to solicit proposals from qualified vendors for supply, migration, configuration, commissioning and maintenance of Micro-ATMs for IndiaPost Aadhaar Enabled Payment Application
Date of commencement of download of Bidding Documents	25 th November 2013
Last date of acceptance of queries/clarifications	7 th December 2013
Time and Date of Pre-Bid Meeting	9 th December 2013, 3:00 pm
Date of Issue of clarifications if any subsequent to Pre-Bid Meeting	12 th December, 2013
Last date and time for Submission of Bid	23 rd December, 2013, 3:00 pm
Time and Date for opening of bids	23 rd December, 2013, 4:00 pm
Date of Opening of Technical Bids	27 th December 3:00 pm
Date of Opening of Financial Bids	To be announced
Cost of RFP	Rs. 10,000/- (Non-Refundable) The said amount is to be submitted in form of Demand Draft in favor of Chief Executive Officer, JAPIT payable at Ranchi. The DD has to be submitted by the bidder at the time of submission of the hard copy of bids in person.
Earnest Money Deposit	Rs.5,00,000 (5 Lac only) in the form of Pay Order/Demand Draft payable at Ranchi or BG favoring CEO, JAPIT payable at Ranchi. The same should be submitted in person at the time of bid submission. In case of unsuccessful bidder, EMD will be returned after completion of the bid process (without interest).
Address for Submission of Tender	CEO, JAPIT, Engineers Hostel # 2, Dhurwa, Ranchi-834004 Tel No. 0651- 2401040 Fax No.



REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, MIGRATION, CONFIGURATION, COMMISSIONING AND MAINTENANCE OF MICRO ATMs FOR INDIAPOST AEPS

Contact by Bidders	Interested Bidders are requested to send the email to amarto11@gmail.com containing following information, so that in case of any clarification, same may be issued to them. Name of company, Contact person, Mailing address with Pin Code, Telephone No., Fax No., email address, Mobile No.etc.
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Note:-

1. Bids should be submitted online through Govt. of Jharkhand's e-procurement website
2. Bids will be opened online; Bidders may view the details through their terminal.
3. Bidders are requested not to upload any documents online in the system.
4. All the technical supporting documents should be given in physical form only.

PART III: INSTRUCTIONS FOR BIDDERS**About JAPIT**

Jharkhand Agency for promotion of Information Technology is the Executive Arm of the Department of Information Technology and responsible for implementation of IT infrastructure projects viz. State Wide Area Network, Common Service Centers, State Data Center as well as various applications for the Departments. This organization is registered as a non-profit society and is headed by the Hon'ble Chief Minister, Jharkhand. At the executive level, this is managed by the Chief Executive Officer assisted by various categories of technical and support staff. The JAPIT interacts with various departments of the Governments, National Informatics Center, State E-Governance Management Teams and other related organizations. JAPIT has been entrusted with implementation of IndiaPost Aadhaar Enabled Payment System

About IndiaPost Operations and Pilot Project

As per current scenario of India, Department of Post has the maximum reach-ability to rural population. They are one of the largest de-facto banking facility providers to rural India. In Jharkhand, 7 postal divisions cover 24 districts. Out of total 4423 Gram Panchayats (GP) in Jharkhand, 2544 GPs have BOs (Branch Post Offices) and rest 1879 GPs are being served through rural sub offices known as PSSKs (Panchayat Sanchar SevaKendras). There are 13 HOs (Head Post Offices), 454 SOs (Sub Post Offices) and about 2643 BOs (Branch Post Offices).

As of date, 85% of the MNREGA wage payments are being delivered to rural people through Post Office accounts in Jharkhand. The position on MNREGA beneficiaries having postal accounts during last 4 financial years is tabulated below:

Year	No. of MGNREGA SB Accounts (in lakhs)	Amount of wages disbursed (Rs. in Crs.)
2009-10	27.36	284.91
2010-11	33.18	609.46
2011-12	34.93	599.67
2012-13	36.06	601.72
TOTAL	36.06 lakhs	2095.76

Although similar statistics are not being presented for other schemes viz. National Social Assistance Programme, their analysis reveals that an equally large proportion of large beneficiary schemes accounts are being held in the post-offices

Although Post Offices are serving rural people at such a large scale, the banking facilities are not in-line with the facilities provided by Banks. As per direction under Financial Inclusion from Government of India, Banks are providing banking facilities to rural population at their door step through Bank Correspondents who deliver the services at village level by using Micro ATMs. The Direct Benefit Transfer Initiative of the Government of India was launched to transfer beneficiary entitlements directly to their accounts using either Aadhaar Payment Bridge or Central Plan Scheme Monitoring System (CPSMS). In order to fully realize the benefit of the Direct Benefit Transfer Initiative, counterpart initiative of Aadhaar Enabled Payment System has been launched for those having accounts in banks, where through Hand Held Terminals, known as Micro-ATMs, using Aadhaar as the authentication platform, payment is possible at the door steps of the beneficiary through the Agency of Business Correspondents. Many banks have recruited such correspondents in large number of Panchayats to facilitate such payments.

Similar efforts have not been possible as yet for the lowest tiers of the Post Office Network, where the operations are completely manual. Such large scale manual operations put Post Office account holders at a great disadvantage in terms of time lag of payments, authenticity of payments and so on. Head Post Office and Sub Post Offices are computerized but they are not linked to each other. Although, the Deptt. of Posts has taken up a programme for computerization of their rural operations, because of procurement related factors, there has not been much headway. IndiaPost has resolved part of the online funds transfer puzzle, but the distribution end has not been addressed.

In order to tackle this issue, a different approach was piloted, where IndiaPost accounts of government scheme beneficiaries were mirrored in a server kept at JAPIT. This server was linked to the Micro-ATMs through web-services. Aadhaar was used as the authentication platform for both the operator (the Branch Post Master) as well as beneficiary. With a simple software developed by the DoIT, it was possible to conduct disbursement, peer to peer transfer, account checking and deposit transactions on a real time basis. The demonstration of this Concept was carried out before Hon'ble Chief Minister, Jharkhand and Hon'ble Union Minister, Rural Development on 2nd October, 2013. Enthused by such success, UIDAI and IndiaPost have entrusted the responsibility of implementing it throughout the State of Jharkhand.

The purpose of this RFP is to procure Micro-ATMs for implementing this solution throughout the State of Jharkhand in IndiaPost Rural Post Office Network.

There are 13 HO, 454 SO and about 2600 BO.

1. **ELIGIBILITY CRITERIA:** Entities meeting the following criteria would be eligible to participate in the bid process:

S. No.	Evaluation Criteria	Documents Required
1.	The Bidder must be a reputed and experienced entity registered under the Indian Companies Act, 1956, have a registered office in India for the last 5 years	Certificate of Registration in India. Memorandum of Association.
2.	The average turnover of the bidder should be Rs. 5 Crore over the last 3 accounting years (2012-13, 2011-12 & 2010-11).	Letter from Chartered Accountant Audited Annual Reports
3.	The bidder must be registering profits or having positive net-worth for last three years (2010-11, 2011-12, 2012-13). Relevant data should be submitted in annexure VII.	Letter from Chartered Accountants
4.	The partner should have valid tax registration in India	Copy of Service Tax Registration Certificate Copy of PAN Card Copy of VAT Certificate
5.	The bidder should have supplied, commissioned and maintained at least 1000 (One Thousand) Micro-ATMs fitted with secured biometric scanner with or without magnetic strip card readers during the last three accounting years (2010-11, 2011-12 & 2012-13) to at least 2 Bank/Financial Institution/ PSU / Govt. Department / Reputed Ltd Company or other such organization in India during last 3 years. Certificate of such experience from related Bank/FIs to be furnished in original.	Copy of Work Order / Completion Certificate, to be produced in original at the time of technical evaluation.
6.	The bidder should have national presence and should be engaged in supplying and providing maintenance services for Micro-ATMs, Hand Held Terminals & peripherals in India for at least 3 years.	Self Certification by Bidder
7.	The bidder should be either Original Equipment Manufacturer (OEM) of Branded Micro-ATM or Hand Held Terminal or one of their authorized representatives in India. In case of authorized representative, a letter	Self Certification by Bidder or Letter of Authorization by OEM, as the case may be.

	of authorization to this effect from OEM must be furnished. The authorization letter should mention that if authorized representative fails to meet the obligation for items supplied and / or to be supplied under this tender, then OEM would be responsible for all obligations for their items.	
8.	The bidder/OEM should be having/ establish support offices/ Support Centers/ Support Locations with necessary support infrastructure for maintenance of HHTs and Peripherals items at Ranchi and other important centers in Jharkhand. The bidder shall submit the complete list of such support Offices/ Support Centers / Support Locations along with bid. Further the selected bidder will be required to have/ to set up support facilities with necessary spare parts at such offices.*	Self Certification and information to be furnished by Bidder
9.	The bidder must provide the details of complaint redressal system.	Statement by the Bidder
10.	In case the bidder is Original Equipment Manufacturer (OEM) he/she shall have IP (Intellectual property) rights for the products offered to JAPIT and an undertaking to this effect to be given. In case of authorized representatives / reseller such authorization from the OEM should be submitted with the bid.	Self Certification by Bidder or Authorization by OEM
11.	STQC certification of the proposed Make and Model of the HHTs OR Evidence of having applied for STQC certification of the proposed Make and Model of the HHTs. JAPIT has the right to terminate the rate contract in case STQC certificate is not arranged within a reasonable time period.	STQC Certification or undertaking
12.	Undertaking that the device being offered by him complies with standards laid down by Micro-ATM standards version 1.5.1 brought out jointly by UIDAI, Indian Banks' Association, National Payments Corporation of India and Institute for Development and Research in Banking Technology in March 2013 (available at http://uidai.gov.in/financial-inclusion/microatm-standards.html) fully besides meeting the minimum specifications	Undertaking by Bidder

	laid down in this document.	
13.	Presentation and onsite demonstration of Aadhaar enabled biometric hand held device complying to the minimum specification as in Annexure - II on the date of technical bid submission.	Successful presentation and demonstration as per the requirement of Department
14.	The bidder must have on its roll at least 50 technically qualified professionals in the area of System Integration, software development & testing, device maintenance and other related areas relevant for this bid	Certificate from the Authorized Signatory on number of full time technically qualified personnel on its rolls in these areas
15.	The Bidder should not have been blacklisted by any Central / State government departments or PSUs for corrupt or fraudulent practices or for quality of services rendered.	Letter from the Authorized Signatory stating that the bidder has not been blacklisted by Central/ State Government Departments or PSUs for corrupt or fraudulent practices or for quality of services rendered.
16.	The Bidder should have a valid and existing ISO 9001-2001 Certification	Copy of the ISO certification to be attached
17.	Notarized Power of Attorney and Board Resolution for Authorized Signatory	Power of Attorney Board Resolution
18.	Manufacturers Authorization form	Letter from OEM
19.	Tender Fee	Demand Draft of Rs.10,000/- (Rupees Ten Thousand Only).
20.	EMD	Bank Guarantee of Rs. 5,00,000 /- (Rupees Five Lacs)

*In case the Bidder doesn't have an office in Jharkhand, the bidder will have to open a Service Center (with dedicated Technical Experts) within one month of issue of LOI.

Note: Department reserves the right to verify, if it so desires, the correctness of documentary evidence furnished by the bidder. (In the absence of the above documents along with Annexure as per the RFP, the bid is likely to be rejected.)

2. CONDITIONS OF BID: Following conditions will apply to submission of bids:-

- i. Bidders should quote for Micro-ATMs of only one OEM.
- ii. Bidders, who have not satisfactorily completed any of the earlier contracts with the JAPIT/GoJ and / or who have been debarred by them from participating in future tenders, will not be eligible for this tender. Bidder should submit an undertaking in this regard.



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- iii. Either OEM or only one of its authorized representatives in India shall participate in the tender

3. COST OF BIDDING

The bidder shall bear all the costs associated with the preparation and submission of bid and JAPIT will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

4. BIDDING DOCUMENT

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

5. LANGUAGE OF BIDS

The bids prepared by the bidder and all correspondence and document relating to the bids exchanged by the bidder and JAPIT, shall be written in English.

6. AUTHENTICATION OF ERASURES/OVERWRITING ETC.

Any inter-lineation, erasures, or overwriting shall be valid only if the person(s) signing initial(s) them.

7. AMENDMENTS TO BIDDING DOCUMENTS

At any time prior to the last Date and Time for submission of bids, the JAPIT may, for any reason, modify the Bidding Document by amendments at its sole discretion. All amendments shall be uploaded on the JAPIT/GoJ's websites (www.jharkhand.gov.in, <https://jharkhandtenders.gov.in>) and will be binding on all who are interested in bidding.

In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Purchaser may, at its discretion, extend the deadline for submission of bids.

8. PURCHASER'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Purchaser reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the purchaser's action. The Purchaser reserves the right to accept or reject any technology proposed by the vendor. The Purchaser reserves the right to select more than one vendor keeping in view its large requirements.

9. MODIFICATION AND WITHDRAWAL

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

10. REVELATION OF PRICES

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.

11. TERMS AND CONDITIONS OF THE BIDDING FIRMS

The bidding firms are not allowed to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids.

The bidders are advised to clearly specify the deviations, in case terms and conditions of the contract applicable to this invitation of tender are not acceptable to them. The bidders should also describe clearly in what respect and up to what extent the equipment and services being offered differ/ deviate from the specifications laid down in the specifications and requirements.

12. LOCAL CONDITIONS

The bidder must acquaint himself with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost.

13. CLARIFICATIONS

If deemed necessary Purchaser may seek clarifications on any aspect from the bidder. However that would not entitle the bidder to change or cause any change in the substance of the tender submitted or the price quoted.

14. EARNEST MONEY DEPOSIT (EMD)

Bidders have to submit the Bid Earnest Money of Rs.500,000/- (Rs. Five Lac only) for the bid either online or in the form of Pay Order/Demand Draft payable at Ranchi or BG favoring CEO, JAPIT filling all the details in the format available for the same in our e-procurement system at website <https://jharkhandtenders.gov.in>.

In case of unsuccessful bid, EMD will be returned after completion of the bid process (without interest). For successful bidders the same will be retained by the bank till the successful bidder submits the performance guarantee in form of Bank Guarantee favoring CEO, JAPIT upto the warranty period or three years from the date of the last purchase order whichever is later as performance bank guarantee.

15. OPENING OF BIDS

All the bids will be opened at the date, time and locations mentioned in RFP (as per tender schedule). The technical bids will be opened in the presence of representatives of the bidders who choose to attend.

16. PERIOD OF VALIDITY

Bid shall remain valid for one year from the date of bid opening prescribed by the purchaser. A bid valid for shorter period is liable to be rejected by JAPIT as non-responsive.

17. BID CURRENCY

All the prices shall be expressed in Indian Rupees only.

18. DEADLINE FOR SUBMISSION OF BIDS

Bid must be received by the Purchaser at the address specified in Bid Document not later than the specified date and time as specified in Bid Document. In event of the specified date for submission of bids being declared a holiday for the Purchaser, the bids will be received up to appointed time on next working day.

The purchaser may, at its discretion, extend this deadline for submission of bids by amending the bid documents in accordance to clause "AMENDMENTS TO BIDDING DOCUMENTS", in which case all rights and obligations of the purchaser and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

19. LATE BIDS

Any bid received by the Purchaser after the deadline for submission of bid will be rejected and/or returned unopened to the Bidder.

20. BIDDING PROCESS (TWO STAGES)

For the purpose of the present job, a two-stage bidding process will be followed. The response to the RFP will be submitted in two parts:

- ✚ Technical Bid Part I
- ✚ Financial Bid Part II

For the purpose of the above scope of work, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts, Technical Bid and Commercial Bid. The bidders will have to submit the technical bid in physical as well as online form through GoJ's e-procurement system. Commercial bids should be submitted in online form only through GoJ's e-procurement system. The bidder will have to submit the Technical Bid in sealed envelopes (wax seal), duly superscribing "Procurement of Micro-ATMs by JAPIT" and "TECHNICAL BID". TECHNICAL BID will also contain all the documents mentioned under Annexure-XIV. All the Annexure should be duly signed and sealed. TECHNICAL BID will NOT contain any pricing or commercial information at all. Technical bid documents with any commercial information will be rejected.

In the first stage, only TECHNICAL BIDS will be opened and evaluated. Only those bidders satisfying the technical requirements as determined by the Purchaser and accepting the terms and conditions of this document shall be short-listed.

All pages of the bid except amendable printed literature shall be initialed by the person(s) signing the Bid.

The bid shall contain no interlineations, erasures or over writing except as necessary to correct errors made by the Bidder, in which case such corrections shall be duly confirmed under signature/initials of the person(s) signing the bid.

In the second stage, the COMMERCIAL BID of only those bidders, whose technical bids qualify for next stage evaluation, will be opened. Prices quoted by the bidder must be all inclusive, firm and final and shall not be subject to any escalation whatsoever during the period of the contract. Any revision of the prices of any of the equipment or services, during the period of contract shall be discussed and negotiated between the selected vendor and the Bank. Prices should include all taxes, statutory levies INCLUDING Sales Tax/Service Tax/VAT on the final finished supplies tendered for. Octroi/Entry tax, if any payable, will be paid to the bidder on actual, on production of original receipt.

Prices should be shown both in numbers and words. In case of discrepancy between the two, the amount in words shall prevail. The prices quoted should also include all rights (if any) of patent, registered design or trademark and intellectual proprietary rights and the bidder shall indemnify JAPIT against all claims in respect of the same.

Bidders are advised to go through payment terms as mentioned in General Terms and



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Conditions.

21. SUBMISSION OF BIDS

- 21.1 All the interested bidders should register themselves in the e procurement system <http://jharkhandtenders.gov.in> for submitting the bids online.
- 21.2 The bidders shall duly complete the formats of Bid and the same should be submitted online through our e-Procurement System using their Digital Signature at website <http://jharkhandtenders.gov.in>.
- 21.3 All the Technical supporting documents should be submitted manually before the final date & time of bid submission at the following address. Bank will not be responsible for any postal delay

**CEO, JAPIT,
Engineers Hostel # 2,
Dhurwa, Ranchi-834004**

22. CONTENTS OF DOCUMENTS TO BE SUBMITTED

Documents required in Technical Bid (Sealed Cover)

1. Device conformation check list as per Annexure III
2. Supporting documents in respect of eligibility criteria.
3. Bidders Information as per Annexure IV
4. Acceptance of the General terms and conditions as contained in Annexure-I including scope of work Annexure II
5. Acceptance of Compliance Statement-Annexure XI.
6. Document indicating the features of the product.
7. ISO Certification/ STQC certification/other relevant certifications, if any.
8. Audited balance sheet and profit & loss account statement for 2010-11, 2011-12 & 2012-13.
9. Earnest Money in the form of Demand Draft/Bank Guarantee. Please mention the tender name with year and company name at the back of DD/Pay order.
10. Service Support set up details
11. Letter of Authorization for granting the person the right to sign the bid and binding the bidder as the constituted attorney of the company. Annexure VI
12. Additional Functionalities as per Annexure XIII
13. Complaint Redressal System
14. Signed copy of the RFP document (each page signed with seal).

23. PRELIMINARY EXAMINATION

The bids will be examined to determine whether they are complete, contain any computational errors, whether required bid security has been furnished, etc. and whether the bids are generally in order. Bids from agents without proper authorization from the manufacture will not be accepted

A bid determined as not substantially responsive will be rejected and may not subsequently be made responsive by the bidder by correction of non conformity. Purchaser may, at its discretion, waive any minor non conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

24. EVALUATION AND AWARD CRITERIA

After opening of the technical bids, all the documents and annexure (except commercial documents/offer) will be evaluated first. Bidders will be required to make a presentation before the Evaluation Committee which would include demonstration of their devices and their features.

Purchaser will determine to its satisfaction whether the bidder selected as having submitted the best evaluated responsive bid is qualified to satisfactorily perform the contract. The decision of Purchaser will be final in this regard. The determination will take into account bidder's financial, technical and support capabilities, based on an examination of documentary evidence submitted by bidders.

Technical Evaluation:

- a) Purchaser will examine the bids to determine whether they are complete, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bid documents are generally in order.
- b) Compliance to Bidders' Qualification Criteria stipulated in Annexure A of the RFP.
- c) Compliance to Technical Requirement stipulated in the "**Hardware Specifications for Micro-ATM Device**", duly supported by documentary evidence will be evaluated in detail.
- d) Review of written reply, if any, submitted in response to the clarification sought by the Purchaser
- e) Technical skill set available, availability of customer support personnel etc., would be considered.
- f) Purchaser may interact with the Customer references submitted by bidder, if required.
- g) Bidders will be required to make presentation of the product offered by them as per the schedule decided by Purchaser. Purchaser may also visit and inspect the onsite / manufacturing/ development centers and other installation of the bidders as also the installations where similar devices supplied by them as disclosed in its Technical bid are working. The bidder will have to coordinate such visits if requested by the Purchaser.

The Micro-ATMs will be used as field devices both in online modes and offline modes. The Micro-ATMs shall be able to host and run Purchaser IndiaPost Aadhaar enabled Payment Services and Seeding application.

The bidder may visit JAPIT and see demonstration of its application running in pilot before submission of its bid so as to understand the technical requirement of the Product.

The bidder will actively cooperate with the Purchaser in making modification of its software application including deployment of its developers at their own cost. If the

bidder changes the model of the Micro-ATMs during the currency of the rate contract, bidder has to re submit the STQC certificate for the new model and undertake the necessary modifications in the software (if required) with the Purchaser at his/her own cost within a reasonable time mutually agreed between the Purchaser and the bidder without affecting the services.

Only those bidders, who satisfy the technical requirements, accept the terms and conditions of this RFP document shall be short-listed for further evaluation.

The criterion for marking of the technical bids are available at Annexure - ????. Only those bidders who score more than 70 % during the technical evaluation will qualify and be shortlisted for opening of the commercial bids.

Commercial Evaluation:

The commercial bids for only those bidders will be opened who have qualified on the basis of technical evaluation and reviewed to determine whether the commercial bids are substantially responsive. Commercial bids that are not substantially responsive or incomplete in any manner are liable to be disqualified. The bidder with lowest bid will at this stage will be declared as successful subject to the following:

- i. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantities, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of the errors, his bid will be rejected. and its Bid security forfeited.
- ii. The Purchaser's evaluation of a Price Bid will take into account, in addition to the Bid price quoted, one or more of the following factors:
 - a) Deviations in payment schedule & Delivery Schedule from that specified;
 - b) Deviation in prices quoted;
 - c) Other specific criteria indicated in the Bid and/or in the Technical & Functional Specifications & Price schedule.

For factors retained in the Bid, one or more of the following quantification methods will be applied:

Delivery Schedule:

The products and/or Systems and/or Services covered under this bid are to be supplied, installed and commissioned within the period mentioned in . No credit will be given to early deliveries. For delayed deliveries an adjustment of 2.5 % of the Bid price per week or part thereof will be added to the price bid for evaluation of Bids.

25. VERIFICATION OF REFERENCE INSTALLATIONS

Purchaser may, if it deemed necessary, conduct verification of reference installations to satisfy itself on the performance of the equipment / services offered with reference to their requirements.

26. CONTACTING PURCHASER OR PUTTING OUTSIDE INFLUENCE

Bidders are forbidden to contact PNB or its Consultants on any matter relating to this bid from the time of submission of commercial bid to the time the contract is awarded. Any effort on the part of the bidder to influence bid evaluation process, or contract award decision may result in the rejection of the bid.

27. CANCELLATION OF BID/ BIDDING PROCESS

Purchaser reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for its action.

28. SIGNING OF CONTRACT

The successful bidder(s) shall be required to enter into a rate contract with Purchaser, within 7 days of declaration of L-1 vendor.



ANNEXURES

ANNEXURE I

GENERAL TERMS AND CONDITIONS

1. ACCEPTANCE OF ORDER

The bidder shall give acceptance within 7 days from the date of order. However, Purchaser has a right to cancel the order, if the same is not accepted within the stipulated period from the date of the order.

2. DELIVERY PERIOD

The devices should be delivered within 6 weeks from date of placing the Purchase Order as per following delivery schedule:-

- a. 25 % of order: within 3 weeks of purchase order
- b. Next 3 lots of 25 % each : 1 lot every subsequent week

3. TAXES

The Unit Cost should be inclusive of all Taxes, statutory levies including Sales tax/service tax/VAT. Octroi/Entry tax, if any payable, will be paid to the bidder on actual on production of original receipt.

4. PAYMENT

Payment will be made as per the following schedule: -

- i. 80% of the total order amount against supply, migration, installation and commissioning on pro-rata basis or after 30 days of delivery, whichever is earlier, in case the installation is delayed due to Purchaser.
- ii. 20% after expiry of warranty period or against submission of performance Purchaser guarantee of equal amount valid up to end of warranty period.
- iii. In case of delayed delivery or incorrect delivery or partial delivery, then date of receipt of the correct and final component shall be treated as delivery date for penalty and other calculation.

5. WARRANTY

The Micro-ATMs should have a warranty of three years which shall be applicable from the date of delivery of Micro-ATMs. In case warranty period is beyond the expiry date of performance bank guarantee, the performance bank guarantee should be suitably extended to cover the warranty.

6. Service Levels and Penalties:

The Purchaser shall have the right to expect the following service levels as also to impose penalty on vendor on its failure to meet them as under:

- i. In case of late delivery of equipment by the vendor, 2.5 % per week of the value of undelivered portion of the purchase order after 6 week.

- ii. In case of any problem in the Micro-ATMs, it should be rectified in maximum 2 working. During warranty period failure to do so will attract penalty @ 1000 per day subject to maximum 10% of total Purchase Price.
- iii. This penalty amount may be discounted for any of the future payments to the bidders or from the performance bank guarantee with the Purchaser including the purchase price or any other amount, which is due to vendor from this contract, or any other contract or by invoking the Bank Guarantee In addition to any contractual or other action.
- iv. The Bidder must have a complaint redressal system to register the complaint about hardware issues and will also maintain a log of issues, time and date of receipt of call, cause / nature of problem (network, hardware etc), date & time of resolution provided etc. The Bidder should have also a centralized toll free call centre for after sales/technical support. The business hours for the JAPIT are 9:30am to 5:30 pm. (Monday to Saturday).
- v. The selected bidder is expected to have a call logging software and furnish the details of all the calls logged in every quarter and the resolution time. The Purchaser reserves the right to verify the details for calculation of penalty. The purchaser should also be provided access to the software so as to check the status of all the calls logged for a given period of time (Date of call, location, call logged by, date and time of resolution etc.). This would be validated by the department prior to calculation of penalty. In case of any dispute, the decision of Principal Secretary/Secretary, Deptt. of Information Technology, Government of Jharkhand would be final and binding.
- vi. The working days mentioned exclude Public Holidays or any other Holidays observed by the Department. The Bidder should however recognize the fact that the Department offices will require to work beyond the business hours on need basis. Bidder need to provide escalation matrix (The last escalation point should include contact details like e-mail, land line number and mobile number must be provided).

Note: The bidder must provide the details of complaint redressal system with the technical bid.

7. INSURANCE

The Micro-ATMs supplied under the contract shall be fully insured till delivery at designated places by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery. Purchaser will not be responsible for any loss to bidder on account of non-insurance to any equipment or services

8. GOVERNING LAWS AND DISPUTES

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Ranchi.

The vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Purchaser or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained.

The venue of the arbitration shall be Ranchi. The scope for arbitration is available only for successful bidders.

9. USE OF CONTRACT DOCUMENTS AND INFORMATION

The vendor shall not, without the Purchaser's prior written consent, make use of any document or information provided by Purchaser in Bid document or otherwise except for purposes of performing contract.

10. PATENT RIGHTS

The vendor shall indemnify the Purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.

- i. The vendor shall, at their own expense, defend and indemnify the Purchaser against all third party claims on infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.
- ii. The vendor shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Purchaser is required to pay compensation to a third party resulting from such infringement, the vendor shall be fully responsible therefore, including all expenses and court and legal fees.
- iii. The Purchaser will give notice to the Vendor of any such claim without delay, provide reasonable assistance to the Vendor in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.
- iv. The Vendor shall grant to the Purchaser a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the vendor, including all inventions, designs and marks embodied therein in perpetuity.

11. ASSIGNMENT

The vendor shall not assign, in whole or in part, its obligations to perform under the contract, except with the Purchaser's prior written consent.

Purchaser reserves the right to award contract to more than one bidder, if the Purchaser so desires.

12. PRE-DISPATCH INSPECTION

Purchaser shall be free to carry out pre-dispatch inspection as and when required by it. The bidder shall make all necessary arrangement for this purpose. Purchaser will also conduct the random acceptance testing of select Micro-ATMs to ascertain their configuration and quality.

13. DELAYS IN THE VENDOR'S PERFORMANCE

Delivery of the goods and performance of the Services shall be made by the vendor in accordance with the time schedule specified by purchaser. Any delay in performing the obligation by the vendor will result in imposition of liquidated damages and/or termination of rate contract for default.

14. CONTRACT BETWEEN PURCHASER AND SELECTED BIDDER

The selected bidder shall be required to execute Agreement cum SLA (Service Level Agreement).

15. DURATION OF CONTRACT

The rate contract will be valid for one year from the date of signing the rate contract. However, during the currency of the contract with the Purchaser if there is any general reduction in rates due to any change in guidelines of any concerned government body or principal vendor(if any), then the bidder has to pass on the proportionate benefit to the Purchaser.

Purchaser also has the right to extend the existing contract for the period of one year which will be subjected to the review of the quality of services provided by the service provider.

16. TERMINATION OF CONTRACT

The quality of services given by the bidder will be reviewed every six months and if the services are not found satisfactory, the Purchaser reserves the right to cancel the rate contract by giving one month's notice to the bidder. The decision of the Purchaser regarding quality of services shall be final and binding on the bidder.

17. OTHER CONDITIONS

- i. The entire activity under this facility would be guided by and conform to guidelines of GOJ, UIDAI, Deptt. of Posts, legal provisions etc. if any.
- ii. No right to employment in the Purchaser shall accrue or arise, at any point of time under this project to any of the bidder or its personnel or agents.
- iii. In the event of exit of the Vendor from the project, all the records & confidential information as would be required by the Purchaser shall be handed over to the Purchaser in form prescribed by the Purchaser at the time of exit.

Annexure – II

SCOPE OF WORK

The successful bidder will be responsible for:-

- a. Supply, Migration, Configuration and Maintenance of MICRO-ATMs as per technical specifications.
- b. The MICRO-ATMs should be provided along with required SDK and software applications related to the same.
- c. Bidder has to ensure that the MICRO-ATMs, application software functionalities and any other components, equipments, peripherals involved in implementation of the magnetic stripe solution meet the current guidelines (Micro-ATM standards version 1.5.1 brought out jointly by UIDAI, Indian Banks' Association, National Payments Corporation of India and Institute for Development and Research in Banking Technology in March 2013 & available at <http://uidai.gov.in/financial-inclusion/microatm-standards.html> & or standards issued by IDRBT, UIDAI, RBI, IBA, Government authorities (if any) and should continue to comply with any amendments / changes made to these standards by the above referred authorities, without any additional cost to the Purchaser.
- d. Bidder has to ensure that the MICRO-ATMS devices should be certified by STQC (refer Micro-ATM standards version 1.5.1 and any subsequent versions).
- e. Vendor has to migrate the IndiaPost POS application software, developed in C++ using QT framework to the procured devices.
- f. Vendor has to provide necessary technical details related to MICRO-ATMs, SDKs or other software and give training to JAPIT's technical team, IndiaPost and other authorized stakeholders involved in the project for undertaking any customization in the application wherever required.
- g. The Vendor will bring in all the required technology and infrastructure, including hardware, software, personnel, technical services, connectivity; maintenance, provide training and operational support for the assisting the Purchaser in operationalizing Aadhaar enabled payments through IndiaPosts outlets.
- h. Technology standards will have to meet specific minimum requirements of Government of Jharkhand, GOI, recommendations of RBI etc., if any.
- i. Vendor shall abide by the checks and controls specified by the Purchaser.
- j. Vendor shall assist the Purchaser in identifying potential risks in the devices, remedy of any of the identified risks, develop strategies to measure, monitor and mitigate those risks and implement new controls.
- k. Vendor shall cooperate with the third-party external auditors viz. STQC for conducting certifications and audits and shall also assist in strengthening of processes by attending to audit points.

- l. In addition to security features deployed in the technology, Vendor's operational procedures should ensure protection of the Purchaser from business risk (from system error, human error, negligence and mismanagement) and fraud risk (loss due to intentional deception by employees, customers, agents, external entities, etc).
- m. Vendor will take due care of the support infrastructure so as not to cause disruptions to services to the customers. The Vendor should either repair defective MICRO-ATM or any part or replace within 48 hours from the day he receives such MICRO-ATM. The Vendor has to maintain a buffer stock of 5% of the total purchased MICRO-ATMs free of cost at JAPIT's office so that replacement of the defective MICRO-ATM can be done immediately to meet the emergent requirements in the field and to continue the IndiaPost's transactions.
- n. Selected Vendor will be responsible for managing the actions and activities of its personnel or the personnel of its sub-contractors, etc involved in the project and will be accountable for all the personnel deployed / engaged in the project.
- o. Vendor will be responsible to deliver MICRO-ATMs to the locations specified by the Purchaser. The latter will not bear the cost of delivery of MICRO-ATMs and other components.
- p. All the related activities related to maintenance of the MICRO-ATM will be done by selected Vendor.
- q. All the MICRO-ATMs or any other part lost during transport, having technical or manufacturing defect will be replaced free of cost.
- r. MICRO-ATMs should be delivered with MICRO-ATM case/ leather bag with necessary literature and technical specifications.
- s. The Purchaser may provide the customer enrolment, Aadhaar seeding application, transaction application etc. to the bidder at a central location for pre configuration and migration of applications to MICRO-ATMs. The bidder will deliver the MICRO-ATMs with Purchaser's applications and other utilities, if any, preloaded ex-factory. Subsequently these may be taken care at JAPIT offices by the bidder.
- t. Patches and upgrades: For MICRO-ATM and its system software the bidder has to manage the relevant patches.

Other Conditions:

- a. The entire activity under this facility would be guided by and conform to guidelines of Reserve Bank of India, UIDAI, IBA, NPCI, GoJ, IndiaPosts, Central Government, legal provisions etc. if any issued from time to time.
- b. JAPIT reserves the right to change the Vendor with one month's notice to the concerned person.
- c. The vendor also has to provide the adequate no of connectors/convectors and extension cables for the devices.

ANNEXURE – III: SPECIFICATIONS FOR MICRO-ATM DEVICE

Annexure: III

Sl. No.	Component	POS Device Standard	Compliance (Yes / No)	Other Information, if any
A	Hardware specification			
1	Processor	ARM A9 equivalent or better		
2	PoS Types	Magstripe reader required		
3	Biometric Sensor and Extractor	All the parameters of Biometric Devices for Authentication should be as per certification of UIDAI as per latest STQC Scheme for Certification of UIDAI Biometric Devices (Authentication) http://stqc.gov.in/content/biometricdevices-testing-and-certification . Native biometric integration required. OR Biometric integrated a peripheral with Bluetooth interface required. Prefer Native integration.		
4	Connectivity	At least one of the following connectivity combinations must be supported - Dual SIM capability (GPRS*+GPRS*) and - CDMA support through external dongle and Broadband through(Ethernet)		
5	Security	application must support 2048-bit PKI, 256-bit AES, Base64, SHA-256 for full compliance with Aadhaar Authentication API specifications 1.6 or later		
6	Display	3.5" screen , QVGA (240 X 320 or 320 X 240) or higher, with at least 262k colors TFT		
7	Printer	Integrated Printer with multilingual Unicode support		
		Thermal or non-thermal printer		
		Direct Thermal Paper Width: 58 mm, Paper Roll Diameter: 32 mm, Print Width: 48 mm regular non-thermal paper		
		Print Speed: 75 mm/sec or higher, Print Resolution: 200 dpi or higher		
8	Battery	Replaceable Li-ion battery, with minimum 4 hours battery life, Also the software developed by Dept. of IT should run for 4 hrs with regular usage pattern		

Sl. No.	Component	POS Device Standard	Compliance (Yes / No)	Other Information, if any
9	Power Adaptor	AC/DC Adaptor with surge protection. Input 100-264V AC , 50Hz.		
10	Environment	Operating temp: 0°C to 50°C.		
		Storage not including battery: 0°C to 55°C.		
11	Speaker	A facility should be provided for voice confirmation of the transaction, 1W or more.		
12	Memory	RAM 256 MB or higher, FLASH 256MB or higher		
13	Add-on memory	Micro SD Slot up to 32GB or more		
14	Keypad	16/ 21 key alpha numeric with navigation keys, key-size to be large enough for navigation or On screen key pad		
		QWERTY Keypad is preferable (Optional)		
15	OS/Software	Following OS with GUI and windows manager Support, JVM or equivalent support & SDK for 3rd party app. Development: i. Linux 2.6 or higher ii. Windows iii. Android iv. Any other equivalent OS		
16	Ports	USB 2.0 or higher – 1 nos., micro USB - 1 nos. or more preferred and ethernet RJ45(Ethernet)		
17	Language Support	Unicode Support for Support for all Indian Language including English		
18	Status indications	Multi Colour LED's for power status and On Screen Display preferred for all the parameters like network connection, signal strength, to indicate battery charge remaining etc)		
19	Antenna	Internal, External, Extended External Antenna. Device must support Booster for boosting signals in remote areas.		
20	Humidity	10-90% RH Non-condensing		
21	Other accessories	Durable Carry case, English user manual		
22	Other features	External but covered accessible slots for SIM and SD Cards		
23	Support	Complete cover support with three years comprehensive warranty (with parts)		
24	Safety	UL or IEC60950 compliance		

Sl. No.	Component	POS Device Standard	Compliance (Yes / No)	Other Information, if any
25	Environment, Health and Safety	ROHS certification		
26	EMC Compliance	FCC class A or equivalent		
27	Ingress protection (IP) Compliance	Dust resistant , Water resistance		
B	Software specification			
1	Best Finger Detection client	<p>a. BFD client application compliant to Aadhaar Best Finger Detection (BFD) API 1.6 or later.</p> <p>b. BFD application should have capability of displaying NFIQ score of each finger.</p> <p>c. Voice enablement of BFD output in English and Hindi</p> <p>d. BFD output print on receipt should indicate best finger(s) pictorially</p>		
2	Authentication client	<p>a. Authentication client application compliant to UIDAI's Aadhaar Authentication API 1.6 or later.</p> <p>b. Authentication client should support all the authentication factors as prescribed in Aadhaar Authentication API 1.6 or later.</p> <p>c. Application should at least support single finger and 2-finger fusion authentication</p> <p>d. Voice enablement of Authentication output in English and Hindi</p>		
3	Integration	<p>a. BFD and Authentication client application integration with respective AUA server application</p> <p>b. Should able to communicate through SSL / https</p>		
4	API Support	API for all peripherals to be provided with development maintenance support for 3 years. Support for programming environments either C, C++ or Java be provided(one or all)		
C	Biometric Component			

Sl. No.	Component	POS Device Standard	Compliance (Yes / No)	Other Information, if any
1	Minimum platen area	Optical/multispectral/capacitance technology 1. Platen area is 12.8 mm x 16.5 mm or more: 2. Sensor-extractor should meet norm of <2% FRR in Aadhaar authentication system (at FAR of 0.01%). 3. Device certified by STQC.		
2	Image quality	Must be listed on "IAFIS Certified Product List" posted on https://www.fbibiospecs.org/IAFIS/Default.aspx under "PIV Single Finger Capture Devices" OR Lab Test conformance report showing compliance to ISO 19794-4 Annexure A OR any other equivalent conformance report (to be approved for equivalence by expert committee appointed by Competent Authority)		
3	Extractor quality	1. MINEX compliance 2. Number of Minutiae generated by extractor to be in conformance to ISO Specification. Tested for at least 12 Minutiae points generated under test conditions.		
4	NFIQ Quality software	Inbuilt NFIQ quality software either at device level or extractor level		
5	Resolution	Minimum 500 DPI with 5% margin on the lower side		
6	Grey scale / Image type	8 bit, 256 levels		
7	Extractor & Image Template Standard	ISO 19794-2 for fingerprint minutiae template and ISO 19794-4 for Fingerprint Image Template		
8	Latent detection	Preferable		
9	Platen	Rugged, minimum IP 54 rating preferable Prefer scratch resistant features		
10	Preferred Operating Temperature	0 to 45 degree Centigrade		
11	Preferred Storage Temperature	0 to 50 degree Centigrade		

Sl. No.	Component	POS Device Standard	Compliance (Yes / No)	Other Information, if any
12	Preferred Humidity	10 to 90%		
13	ESD	>= 8Kv		
14	Environment, health and safety	ROHS certification		
15	Safety	UL or IEC60950 compliance		
16	EMC compliance	FCC class A or equivalent		
17	Operating system environment	Vendor needs to declare the compatible operating system		
18	Connectivity	Standard USB connectivity for PC based application Connectivity for POS devices.		

Note:

1. All Micro ATM devices should be certified by STQC to meet the technical specifications as defined by UIDAI. Detailed guidelines on the STQC certification process are available on the STQC website: <http://www.stqc.gov.in/content/bio-metric-devices-testing-and-certification>.
2. The OEM should also release patches and upgrades in respect of new guidelines issued by UIDAI/IDRBT.

ANNEXURE – III A: TECHNICAL EVALUATION SHEET

TECHNICAL EVALUATION SHEET					
1	Physical characteristics		Score Range	Score Criteria	Obtained Score
	a	Aesthetics	1 to 5	5 for ideal handheld, 3 for ok, 1 for inconvenient.	
	b	Weight	1 to 5	5 for less than 500gms. 3 if between 500-800gm. 1 if above 800gm.	
	c	Ruggedness	1 to 5	5 of Drop test certified. 3 if made of ABS plastic with rugged design. 1 if looks flimsy.	
	d	Accessories	1 to 5	5- If Holster with padding inside to protect during transport supplied. 3 if holster is supplied without padding to protect during transport. 1 if no holster is supplied.	
	Overall Physical Characteristics		Max Score = 20	Total Score Obtained (Sum of a to e)	

2	Processing Capacity		Score Range	Score Criteria	Score
	Note:		Detailed processor specs and documentation should be submitted for technical evaluation		
	a	Speed	1 to 10	If processor speed <400=2.5. Speed is 400Mhz, than 5. If Speed is greater than 400 and less than 600Mhz, than 7.5 and if greater than 600Mhz than 10.	
	b	Number of Cores	1 to 10	If single core than 5 and if more than one than 10.	
	c	Memory	1 to 10	If memory DDR2 or higher and if equal to or greater than 1GB than 10. If 512MB then 5, If 256 then 3 marks, If less than 256MB then 0.	
	Total Processor Rating		Max Score = 30	Total Score Obtained (Sum of a to c)	

3	Biometric Device Capability		Score Range	Score Criteria	Score
	a	FRR at STQC	1 to 10	If FRR <0.5=10. 0.5<FRR<1.0=7.5, 1<FRR<1.5=5, 2<FRR<1.5=2.5	
	b	Liveness	1 to 5	Supported = 5, Not Supported=0	
	Total Biometric Device Quality		Max Score = 15	Total Score Obtained (Sum of a to b)	

4	Display		Score Range	Score Criteria	Score
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	a	Resolution	1 to 10	Keeping screen size constant at 3.5inch - If Display Resolution 114.29 PPI then 5, if 228.6 than 7.5 and if 329.65 PPI or higher then 10. Keeping screen size constant at 5 inch - If display Resolution 160PPI then 5, if 240PPI then 7.5 and 294 PPI or higher then 10.	
	b	Size of Screen	1 to 10	If size is 3.5=5, 3.5<Size of screen<=5, than 7.5, Size of screen>5", than 10,	
	c	Color TFT	1 to 10	if Color than 10, If not color=0	
	Display Total		Max Score = 30	Total Score Obtained (Sum of a to c)	

5	Connectivity		Score Range	Score Criteria	Score
	a	Dual SIM	1 to 10	If 2 GPRS SIM slots then 5. If 1 GPRS + 1 3G slots then 7.5 and If 2 3G Sim slots then score 10.	
	b	External USB Modem support	1 to 5	CDMA dongle support available then 5 else 0	
	c	Ethernet	1 to 5	Ethernet (RJ45) port should be present. If built-in ADSL modem then a score of 5. If broadband enabled then a score of 3.	
	d	External Antenna	1 to 10	If there is a provision for an external antenna without booster then 3 marks, ext. antenna with booster 5 marks, internal antenna with booster then 7.5 marks and internal antenna with external antenna then 10 marks	
	Connectivity Total		Max Score =30	Total Score Obtained (Sum of a to d)	

6	Programmability/APIs		Score Range	Score Criteria	Score
	a	SDK	1 to 10	If SDK available for application development on Java/C/C++ then a score of 5. If SDK for both Java and C/C++, then a score of 10.	
	b	Programming APIs for printer, biometric and connectivity.	1 to 10	Printing APIs support is scored on text printing, image printing and Unicode text printing. 1 point for each of these. Similarly, 1 point each if APIs to select connectivity mode (SIM1 or SIM2 or USB modem or Ethernet), getting status, initiating/closing connection. 1 point each for fingerprint capture, template extraction and checking for duplicate fingerprint capture in session.	
	c	Barcode & Magnetic Stripe APIs	1 to 5	If both QR code scanning and MSR reading APIs are available then a score of 5.	

	d	Support for additional libraries	1 to 5	If there are libraries for XML2, NFIQ score, JSON, OpenSSL then 1 point for each of these.	
	e	Support for Multi-tasking	1 to 10	If Multi-tasking OS available then 10 else 0	
	f	Support for GUI	1 to 10	If GUI available then 10 else 0	
	Programmability Total		Max Score =50	Total Score Obtained (Sum of a to f)	
7	Code Day Out Evaluation		Score Range	Score Criteria	Score
	a	SDK Installation	1 to 5	If the device SDK was installed and Hello World application built and run on device in less than 30 minutes, then a score of 5. If this was accomplished within 1 hour then a score of 3. If this has taken less than 2 hours then a score of 1.	
	b	Demo applications for each of the peripherals.	1 to 5	If a demo application for each of the peripherals - printer, fingerprint, barcode, connectivity is built and run on device in less than 30 minutes, then a score of 5. If this is achieved in less than an hour, then a score of 3. If this has taken less than 2 hours, then a score of 1.	
	c	Fusion Fingerprint and BFD applications	1 to 5	If both Fusion fingerprint and BFD applications are demonstrated after building on installed SDK then a score of 5. If one of them is showcased, then a score of 2.5	
	d	Configurability of Fusion fingerprint and BFD	1 to 5	If these 2 apps can be configured to connect to a different AUA and use a different set of licence keys, and this can be demonstrated within 30 minutes, then a score of 5. If this is achieved in less than 1 hour then a score of 2.5. If in less than 2 hours then a score of 1.	
	e	Application Coding	1 to 10	Progressively build an application starting for "Hello World" to capture a fingerprint, and dump its Base64 using HTTP POST to a specified backend server. Then dump the fingerprint dump on the specified location url. If all this can be achieved in 2 hours, then a score of 10. If this is achieved within 3 hours then a score of 7.5. If this takes 4 hours, then a score of 5.	
	Code Day Out Total		Max Score = 30	Total Score Obtained (Sum of a to e)	
	Grand Total Score		Max Score = 205	Grand Total Score (Sum of scores obtained in points 1 to 7)	

ANNEXURE IV- BIDDER PROFILE

S.No.	Particulars	Details to be Furnished
Details of the Bidders(Firm/Company)		
1.	Name	
2.	Address	
3.	Telephone :	Fax:
4.	Email:	Website:
Details of Authorized Person		
5.	Name	
6.	Address	
7.	Telephone:	Email:
Information about the company		
8.	Status of company (Public Ltd/Pvt. Ltd) (Provide Ref e.g. Roc Ref#)	Date:
		Ref#:
9.	Number of Professionals	
10.	Location and Address of Offices(in Jharkhand and India (Head office))	
11.	Service Tax Registration Number	
12.	Income Tax Registration Number (PAN)	
13	Sales Tax Registration Number (VAT)	

Signature of the Bidder



ANNEXURE V- BID PROPOSAL SHEET

Bidders Proposal Reference No. and Date :
Bidders Name and Address :
Person to be contacted :
Designation :
Telephone No(s) :
Telex No. :
Fax No. :

To,
**The Chief Executive Officer
Jharkhand Agency for Promotion of Information Technology
Engineers Hostel # 2,
Dhurwa, Ranchi 834004.**

**Subject: Request for proposal for Supply, Migration, Configuration,
Commissioning and Maintenance of Micro-ATM Devices for IndiaPost
Aadhaar Enabled Payment Services Application**

Sir,

1. We, the undersigned Bidders, having read and examined in detail the Specifications and all the bidding documents as specified in the Bidding documents No. < _____>.

2. PRICE AND VALIDITY

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of the Bids.

We are an Indian firm and do hereby confirm that our Bid prices inclusive all taxes.

3. Unit Rates

We have indicated in the relevant schedules enclosed the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to/decrease from the Scope of Work under the contract.

4. EMD

We have enclosed a BG/Demand Draft in favour of _____ for a sum of Rs. _____ (INR -----/-).

This EMD is liable to be forfeited in accordance with the provisions of Bid documents.

We declare that all the Services/Works shall be performed strictly in accordance with the Scope of Work.

5. Bid Pricing

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders included in Bidding documents.

6. Bid Price

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated in **Annexure 12** attached with our proposal as part of the Commercial Bid.

7. Contract Performance Guarantee

We hereby declare that in case the Contract is awarded to us, we shall submit the Contract Performance Guarantee Bond in the form prescribed at **Annexure 5**.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation

Seal

Date:

Place :

Business Address :



ANNEXURE VI- BIDDER'S AUTHORISATION CERTIFICATE

To,

**Chief Executive Officer
Jharkhand Agency for Promotion of Information Technology
Engineers Hostel # 2,
Dhurwa, Ranchi 834004.**

<Bidder's Name> _____, <Designation>
_____ is hereby authorized to sign relevant documents on behalf of the
company in dealing with Tender of reference <Tender No. & date> _____.
He is also authorized to attend meetings & submit technical & commercial
information as may be required by you in the course of processing above said tender.

Thanking you,

Authorized Signatory.

<Company Name>

Seal

ANNEXURE VII- PROFORMA FOR PRE BID QUERIES

Bidders requiring specific points of clarification may communicate with Department during the specific period using the following format. All clarification should be mailed (in .xls format) and given in hard copy by Post or by hand.

Bidder's Request for Clarification				
Name of Organization submitting request		Name & Position of person submitting request		Address of Org. including phone, Fax, e-mail Points of Contact
				Tel: Fax: e-Mail:
S.No.	Bidding Document Reference (Number/Page)	Content of RFP Requiring Clarification	Points of Clarification Required	Suggestions (if Any)
1.				
2.				
3.				



ANNEXURE VIII- PROFORMA OF PERFORMANCE BANK GUARANTEE

Ref:.....

Date:.....

Bank Guarantee No:.....

To,

**Chief Executive Officer
Jharkhand Agency for Promotion of Information Technology
Engineers Hostel # 2,
Dhurwa, Ranchi 834004.**

Against Contract vide Advance Acceptance of the Tender No..... Dated of the Department covering the **Supply, Migration, Configuration, Commissioning and Maintenance of Biometric Handheld Devices of Micro-ATM Devices for IndiaPost Aadhaar Enabled Payment Services Application** (Hereinafter called " The Said Contract") entered into between the Department and the _____ (Hereinafter called the "The Bidder"), this is to certify that at the request of the Bidder we Bank _____ are holding in trust in favour of the client, the amount _____(write the sum here in words) to indemnify and keep indemnified the department against any loss or damage that may be caused to or suffered by the Department by reason of the said Contract and / or in the performance thereof. We agree that the decision of the Department, whether any breach of any of the terms and conditions of the said contract and / or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the Department shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Department.

We Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that could be taken for satisfactory performance and fulfillment in all respects of the said Contract by the Bidder i.e. till (viz. The date upto 14 months after the date of successful implementation) hereinafter called the said date and that if any claim arises against us _____ Bank by virtue of this guarantee before the said date, the same shall be enforceable against us _____ Bank notwithstanding the fact that the same is enforced within six months after the said date, provided that the notice of any such claim has been given to us _____



REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, MIGRATION, CONFIGURATION, COMMISSIONING AND MAINTENANCE OF MICRO ATMs FOR INDIAPOST AEPS

Bank by the purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Department.

It is fully understood that this guarantee is effective from the date of the said Contract and that we _____Bank undertake not to revoke this guarantee during its currency without the consent in writing of the Department.

We undertake to pay the Department any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceedings pending before any Court or Tribunal relation thereto our liability under this present bond being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge or our liability for payment there under and the Bidder shall have no claim against us for making such payment.

We _____Bank further agree that the Department shall have the fullest liberty, without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said Contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the Department against the said Bidder and to forbear or enforce any of the terms and conditions relating to the said Contract and we, _____Bank shall not be released from our liability under these guarantee by reason of any such variations or extension being granted to the said forbearance and / or omission on the part of the Department or any other matter or thing whatsoever, which under the law relating to sureties, would but for this provisions have the effect of so releasing us from our liability under this guarantee.

The guarantee is for an amount of Rs. _____ (In figures Rs. _____).

This guarantee shall not be discharged due to the change in the constitution of the Bank or the Bidder.

DATE: -

PLACE:

SIGNATURE: -



**REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, MIGRATION, CONFIGURATION,
COMMISSIONING AND MAINTENANCE OF MICRO ATMs FOR INDIAPOST AEPS**

WITNESS: -

PRINTED NAME:.....(BANK'S COMMON SEAL)



ANNEXURE IX: EMD / Bank Guarantee Format

Whereas ----- (hereinafter called 'the bidder) has submitted its bid dated ----- for "Appointment of -----" (hereinafter called "the Bid") to -----

KNOW ALL MEN by these presents that WE ----- of ----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the ----- (hereinafter called "the Purchaser") to the sum of ----- for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this ----- day of ----- 20...

THE CONDITIONS of this obligation are:

1. If the bidder, withdraws its Bid during the period of bid validity specified by the bidder on the Bid Form; or
2. If the bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity,
 - a. fails or refuses to execute the Contract, if required; or
 - b. fails or refuses to furnish the Performance Security, in accordance with the instructions to bidders;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force for 180 days from the date of bid submission, and any demand in respect thereof should reach the Bank not later than the above date.

(Authorized Signatory of the Bank)



ANNEXURE X- SELF-DECLARATION

Ref: _____

Date: _____

To,

**Chief Executive Officer
Jharkhand Agency for Promotion of Information Technology
Engineers Hostel # 2,
Dhurwa, Ranchi 834004.**

In response to the tender No. _____ dt. _____ Of
Ref. _____ as a owner/partner/Director of
_____ I / We hereby declare that our Agency
_____ is having unblemished past record and was not declare ineligible
for corrupt & fraudulent practices either indefinitely or for a particular period of time.

Name of the Bidder: -

Signature: -

Seal of the Company: -



ANNEXURE XI- CERTIFICATE OF CONFORMITY

Date:.....

To,

**Chief Executive Officer
Jharkhand Agency for Promotion of Information Technology
Engineers Hostel # 2,
Dhurwa, Ranchi 834004.**

C E R T I F I C A T E

This is to certify that, the service for supply, migration, installation and maintenance and service which I shall provide, if I am awarded with the work, are in conformity with the Scope of Work in the Tender document.

I also certify that the price I have quoted per unit cost basis is inclusive of all the cost factors involved in the execution of the project, to meet the desired standards set out in the Conditions of the contract.

Name:

Designation:

Seal:



ANNEXURE XII- MANUFACTURER'S AUTHORIZATION FORM

To,

**Chief Executive Officer
Jharkhand Agency for Promotion of Information Technology
Engineers Hostel # 2,
Dhurwa, Ranchi 834004.**

Whereas _____ (Name and Address of the Manufacturer) who are established and manufacturers of (Name/description of the products), having production facilities at _____ (Address of factory) do hereby authorize M/s _____ (Name and Address of the Bidder) to submit a bid, for providing support and warranty for 1 years and sign the Contract with you against RFP No _____ dated _____ for the above products manufactured by us, for the supply requirements of the above invitation of bids.

We also do hereby confirm that those equipments quoted will not be end of sale in next 5 years from the date of submission of bid.

We hereby extend full guarantee for the products offered are not end-of-life for supply by the above firm against the said RFP and duly authorize said firm to act on our behalf in fulfilling all installation, technical support and maintenance obligations as required by Department.

Name: _____ (In the capacity of)
_____ (Duly authorized to sign the authorization on and behalf of)

Signature: _____

Dated this _____ day of _____ 20__

Note: This letter of authority must be on the letterhead of the concerned manufacturer and must be signed by a competent person and having the power of attorney to bind the Manufacturer.



ANNEXURE XIII

List of Additional Functionalities being offered as part of the Solution, without any Additional cost module wise.

S. No.	Module	Functionality

ANNEXURE XIV- WORK ORDER FOR SUPPLY OF HARDWARE

Name of the firm _____

Address:

Period from _____ to _____.

S. No.	Order Number and date	Order Placed by (full contact address of such organizations)	Items Supplied	Value of order in Rupees	Date of completion		Remarks indicating reasons for delay, if any
					As per contract	Actual	
1.							
2.							
3.							

Date: _____

Place: _____

Signature of the Bidder:

Note: The Bidder must enclose the relevant Work Order and Certificate of satisfactory completion for each such order.



ANNEXURE XV- BID PRICE FORM

(Upload in Financial bid envelope)

Request for proposal for Supply, Migration, Configuration, Commissioning and Maintenance of Biometric Handheld Devices of Micro-ATM Devices for IndiaPost Aadhaar Enabled Payment Services Application

Bidder's Name & Address

**To,
Chief Executive Officer
Jharkhand Agency for Promotion of Information Technology
Engineers Hostel # 2,
Dhurwa, Ranchi 834004.**

Format for Financial Proposal

(Hardware, Software and Manpower)	Sl. No.	Item Description	Price inclusive of all taxes & duties and Three years onsite warranty cost of all the hardware including Software adhering to RFP SLA clause.		
			Cost per unit (Rs.)	Quantity (Indicative)	Total cost (Rs.)
	1.	Biometric Handheld Device as per the technical requirements mentioned in the Part IV of the RFP		2800	
Total Cost			-----Rs/		
In words			-----		

Total Amount in Rupees:

(In figures) _____

(In Words) _____

Date _____

Signature of Bidder

Seal

NOTE: Appendix 12 should only be uploaded in Financial bid envelope