

TENDER DOCUMENT

Supply, Installation & Commissioning of Biometric Devices

FOR

AADHAAR Enrollment UNDER UIDAI

Tender no.: SPIC/2017/35403

Date: 16/03/2017



***Society for Promotion of Information Technology in Chandigarh
(Under the aegis of Department of Information Technology, Chandigarh Administration)
Entrepreneur Development Center, Plot No.20,
Rajiv Gandhi Chandigarh Technology Park, Chandigarh, 160101***

Tender Document for supply, installation & commissioning of	TENDER No: SPIC/2017/35403	
BIOMETRIC DEVICES for AADHAAR Enrollment under UIDAI	TENDER DATE : 16/03/2017	

NOTICE INVITING TENDER NO.: SPIC/2017/35403 DATED: 16/03/2017

e-Tenders are invited for the following job from reputed organizations having sufficient experience and credentials for successful supply, installation and commissioning of Biometric Devices under UIDAI project preferably in government / quasi-government organizations.

BRIEF DESCRIPTION OF WORK	TENDER FEE (₹)	EARNEST MONEY DEPOSIT (EMD) (₹)	START DATE OF TENDER AVAILABILITY	LAST DATE AND TIME OF TENDER SUBMISSION	DATE OF OPENING OF TENDER (QUALIFYING BID)
Supply, installation and commissioning of Biometric Devices for AADHAAR Enrollment	₹2,000/- (In the form of a DD in favour of SPIC payable at Chandigarh)	₹2,00,000/- (In the form of a DD/BG from Nationalized Bank favour of SPIC)	16/03/2017	05/04/2017 up to 12:00 PM	05/04/2017 AT 12:30 PM
Bid Submission & Opening Venue	Society for Promotion of Information Technology in Chandigarh Entrepreneur Development Center, Plot No.20, Rajiv Gandhi Chandigarh Technology Park, Chandigarh, 160101				

Interested bidders can download the tender document from e-tendering Site of Chandigarh Administration etenders.chd.nic.in or SPIC's website www.spicindia.com and submit the bid in the form of e-Tender as well as hard copy(optional) of the same with a Demand Draft of ₹2,000/- (Rupees Two thousand only) in favor of **SPIC** payable at Chandigarh, as Tender Fee.

For technical/other terms and conditions queries regarding this tender please contact SPIC Office at Entrepreneur Development Center, Plot No.20, Rajiv Gandhi Chandigarh Technology Park, Chandigarh, 160101 by e-mail at mail ID info@spicindia.com. The reply will be given by e-mail. If tender committee feels, suitable corrigendum will be uploaded to e-tendering Site of Chandigarh Administration : etenders.chd.nic.in or SPIC's website www.spicindia.com for the information of all prospective bidders.

Interested bidders may send a request by e-mail at mail ID info@spicindia.com for soft copies (in Microsoft Word) of the various formats specified in this Tender Document, viz., SCHEDULE OF REQUIREMENTS, FORMAT OF PRICE BID, BID FORM, FORMATS OF CERTIFICATES TO BE SUBMITTED, PERFORMANCE GUARANTEE BOND and BID SECURITY FORM. However, any undesirable changes made in such formats and submitted in bids will result in rejection of such bids.

Canvassing in any form shall be liable for disqualification.

SPIC reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

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SECTION – A

MINIMUM ELIGIBILITY CRITERIA FOR PARTICIPATION

1. The Bidder should be registered under the Companies Act, 1956, should have registered offices in India and should be in existence for at least the last 5 years.
Documentary evidence in form of Certificate of Incorporation (Copy) issued by Registrar of Companies MUST be produced.
2. The Bidder should be non Joint Venture /Joint Bidding Company having ISO certification and should be Biometric Device manufacturer or authorized dealer of the manufacturer.
Documentary evidence in form of Copy of ISO certificate & OEM authorization MUST be produced. In case Bidder is not an OEM then an authorized undertaking will be required from the OEM stating that OEM will discharge all responsibilities under warranty for the period indicated in the contract, in case the Bidder fails to do the same for any reason.
3. The Bidder MUST have experience with respect to installation and commissioning of Biometric Devices for AADHAAR enrollment project under UIDAI and integration of the biometric devices with the AADHAAR Enrollment Application in at least Two organizations and all these two implementations MUST have been COMPLETED within the LAST THREE YEARS. Order value for each of these installations MUST be at least ₹40 LAKHS against a SINGLE ORDER or TWO ORDERS of ₹20 LAKHS each.
Documentary evidence in form of at least 2 (two) Project Completion Certificates from customers MUST be produced in the specified format. (Client Certificate in SECTION – I) attached to the Tender Document. Documentary evidence in form of corresponding Purchase Order(s) / Agreement(s) specifying the values of orders Hardware MUST also be produced.
4. At least ONE among the above two installations (specified in Point 3 above) MUST be for a GOVERNMENT AGENCY / GOVT. UNDERTAKING / GOVT. DEPARTMENT / QUASI GOVT. DEPT / PSU / BOARD / COUNCIL OR SIMILAR ORGANIZATION.
At least one of the Project Completion Certificates, required against Clause No. 3 above, MUST be from such customer(s) as specified in this clause (Clause No. 4).
5. The Bidder MUST have an annual turnover of ₹5 CRORE from HARDWARE/SOFTWARE SUPPLY/INSTALLATION / SYSTEM INTEGRATION SERVICES ONLY, notwithstanding their other lines of businesses, if any, in each of the LAST THREE FINANCIAL YEARS (2013-2014, 2014-2015 and 2015-2017).
Documentary evidence in form of audited Balance Sheet/ certified statement from practicing Chartered Accountant firm, clearly specifying the revenue from such line of business as specified above MUST be produced.
6. The Bidder MUST NOT have been banned by any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization.
The Bidder MUST give a declaration that they have not been banned by any such organization. If any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization has banned the Bidder, this fact must be clearly stated.
7. The Bidder MUST have an office / support Centre in Tri-city (Chandigarh/ Mohali/ Panchkula) with adequate technical support staffs.
The Bidder MUST submit a statement containing a list of office(s) in Tri-city with nature of activities and the total no. of technical peoples.

IN ABSENCE OF ANY ONE OF THE ABOVE, THE BID SHALL BE TREATED AS NON-RESPONSIVE AND SUMMARILY REJECTED.



SECTION – B

BACKGROUND

Government of India has set up Unique Identification Authority of India (UIDAI) with the mandate to issue Unique Identification Numbers (UID) to all residents of India (UID Project).

In Chandigarh, out of the total population more than 96% residents have been enrolled under Aadhaar. There is a need to setup regular fixed Enrolment Camps through Sampark for covering to achieve 100% completion status in the Chandigarh. SPIC intends to procure Biometric Devices that will be commissioned at Sampark Centres/Govt. Schools across the city for conducting Aadhaar enrollments of residents under the UIDAI Project.

The scope of work of this Tender is to supply, install and commission the required biometric devices and related system software/plugin/api and integrate all the devices for UID/AADHAAR enrolment and any other software as desired by SPIC. The indicative bill of materials for Phase I of this project, which is within the scope of this current tender, is:

BIOMETRIC DEVICES:

1. IRIS SCANNER.
2. FINGER PRINT SCANNER.

Further information about the above bill of materials and detail specifications are available in SECTION – D SCHEDULE OF REQUIREMENTS.

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SECTION – C

TERMS AND CONDITIONS

Summary Rejection of Bids

1. While all the conditions specified in the bid document are critical and are to be complied with, special attention of the Bidder is invited to the following clauses / sections of this tender document, non-compliance of any one of which may result in outright rejection of the bid.
 - A. Clause 24 of SECTION – C TERMS AND CONDITIONS: The entire set of bid documents shall be returned unopened if the bid is submitted after the due date and time.
 - B. Sealing, Marking & Delivery of Proposals sub-section of SECTION – C TERMS AND CONDITIONS: The entire set of bid documents shall be returned unopened if the required clauses are not complied with.
 - C. QUALIFYING BID documents as listed in form of a checklist in SECTION – G INSTRUCTIONS TO BIDDERS: The PRICE BID shall be returned unopened if ALL the required supporting documents in particular formats, wherever specified, are not submitted in the set of QUALIFYING BID.
 - D. Clauses 2 to 4 of SECTION – C TERMS AND CONDITIONS: The PRICE BID shall be returned unopened if these clauses are not complied with.
 - E. The PRICE BID shall be returned unopened if ALL the required supporting documents in particular formats, wherever specified, are not submitted in the set of QUALIFICATION BID documents.
 - F. Support Requirements sub-section in SECTION – C TERMS AND CONDITIONS: The PRICE BID shall be returned unopened if ALL the required OEM Certificates in specified format or OEM's standard format, whichever is applicable, are not submitted in the set of QUALIFYING BID.
 - G. Clause 38 of SECTION – C TERMS AND CONDITIONS: The entire set of bid documents shall be returned if the bid does not include an explicit declaration of price validity for a minimum period of **365 days** from the date of opening of the tender.
 - H. PRICE BID format in SECTION – G INSTRUCTIONS TO BIDDERS: The entire set of bid documents shall be returned if the PRICE BID does not comply with the format specified.

However, the Tender Committee reserves the right to ignore any minor deviations that do not have any financial implications and accept the bids.

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BOM (Bill of Material) Requirements:

1. The Bidder MUST bid for **all items mentioned** in SECTION – D SCHEDULE OF REQUIREMENTS.
An exact copy of SCHEDULE OF REQUIREMENTS of this tender document MUST be included in the QUALIFYING BID with the “**REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS**” column completely filled in. **However only deviations in respect of higher specifications of the mentioned criteria would be allowed.**
Using ambiguous words like “Noted”, “Understood”, “Noted & Understood” in the “**REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS**” column shall not be accepted as complied. Mere “Yes” or “Complied” will also be not sufficient; the offered specification of the parameter and reference to the enclosed documents like datasheets, brochures, etc., or web site link showing compliances must be given.
2. SECTION – D SCHEDULE OF REQUIREMENTS, viz. All IRIS SCANNER, FINGER PRINT SCANNER MUST be from the SAME OEM.
The Bidder’s SCHEDULE OF REQUIREMENTS must clearly specify the MAKE of each of the above items.

System Integration Requirements:

3. All hardware, system software / licenses purchased through this tender shall have to be deployed by the Bidder. Hence, any issues related with the connectivity, interface, adapter, etc. have to be looked into in totality and any missing items in the proposed SCHEDULE OF REQUIREMENTS (See SECTION – D in this Tender Document) shall have to be identified. Any hardware / software / services required over and above the proposed SCHEDULE OF REQUIREMENTS MUST be included in the Bidder’s SCHEDULE OF REQUIREMENTS against the head “Any other items.” and MUST be accordingly quoted in the PRICE BID. In case the Bidder does not specify any additional hardware / software / services and the same are found to be necessary while attempting to install and commission the items, such additional hardware / software / services shall have to be supplied by the Bidder free of cost.

Software Requirements:

4. All software licenses (If any) MUST be in the name of “SPIC”.
5. The Bidder MUST NOT supplies any freeware if otherwise asked for.

Delivery, Installation & Commissioning Schedule:

6. All items to be ordered on the successful bidder MUST be delivered, installed and commissioned within maximum 4 WEEKS from the date of the Letter of Intent (LOI).
7. If any loss or damage occurs in transit then it will be the responsibility of the Bidder to make good the loss. The bidder may take necessary action to claim the insurance money, for the item(s) lost/damaged during transit, from insurance Company at their own level.

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8. All the items to be supplied should be new, of good quality and standard and as per the technical specifications mentioned in SECTION – D.
9. The bidder shall provide operational manuals, OEM documents for peripherals, set of diagnostics to test all the sub-systems etc. along with the systems. All the software should be supplied along with the media, manuals and requisite licenses.

Support Requirements

10. All Biometric Devices MUST be quoted with AT LEAST 3 YEARS ONSITE COMPREHENSIVE MANUFACTURER'S WARRANTY.

The Bidder MUST produce a certificate in the specified format (see OEM Certificate in SECTION – I FORMATS FOR CERTIFICATES TO BE SUBMITTED) from the OEM of each of the above items regarding their (the respective OEMs) acceptance of responsibility of supply, installation and comprehensive on-site maintenance of all hardware, software / licenses, during the warranty period, without which the bid will be summarily rejected.

11. Post-warranty AMC (*Annual Maintenance Contract*), if awarded to the Bidder, MUST be accepted by the Bidder for the 4th year onwards for at least 2 (TWO) MORE YEARS AFTER THE WARRANTY PERIOD.

The certificates required against Clause No. 12 above MUST include a declaration from the OEM of each of the above items regarding their (the respective OEMs) acceptance of responsibility of comprehensive maintenance of all hardware, software / licenses as applicable, during the post-warranty maintenance contract period.

12. The Bidder MUST undertake the support for the supplied software/APIs and ensure that all software patches and updates are provided for AT LEAST FOR A PERIOD OF 1 Year from the commencement of the contract.

The Bidder MUST produce authorization forms from the OEMs of software items regarding their (the respective OEMs) acceptance of responsibility of supply, installation and comprehensive maintenance of software / licenses during the warranty period.

13. Post-warranty AMC for the supplied software, if awarded to the Bidder, MUST be accepted by the Bidder for the 2nd year onwards for at least 2 (TWO) MORE YEARS AFTER THE WARRANTY PERIOD.

The authorization forms required against Clause No. 14 above MUST include a declaration from the OEM of each of the software items regarding their (the respective OEMs) acceptance of responsibility of comprehensive maintenance of their products during the post-warranty maintenance contract period.

14. The Bidder shall ensure that support to their equipment and software will be available for critical faults 24 hours a day, 7 day a week and 365 days a year for all equipment. A detail bidder's support-related Escalation Matrix MUST be enclosed in the set of the QUALIFYING BID (See SECTION – G).

15. Service Levels during Warranty

The Bidder should provide the required technical support to the Departmental system maintenance team. The Bidder should enter into a Service Level Agreement (SLA) with SPIC and should adhere to the following service levels and accept the penalties as specified for non-compliance:

	PROBLEM DESCRIPTION	RESOLUTION TIME	PENALTY FOR NON-COMPLIANCE
Severity 1	The problem identified is making unavailable the entire system or any modules thereof, hence stoppage of entire or part of operations.	Bidder must provide a resolution within 4 (four) hours from the time of reporting the problem.	1 % of the Performance Guarantee Security per hour beyond 4 hours
Severity 2	The problem identified is affecting the business causing undue delays or malfunctioning of any functionality.	Bidder must provide resolution in 3 (three) calendar days.	0.5 % of the Performance Guarantee Security per day beyond 3 days
Severity 3	The problem identified is not affecting the business but an irritant.	Bidder must provide a solution within 1 calendar week.	0.1 % of the Performance Guarantee Security per week beyond 1 week

The categorization of Severity is at SPIC's/Department's discretion and Bidder must provide the service as agreed in the service contract.

16. System Availability: The Bidder must ensure system availability during the warranty period as

SEVERITY	SEVERITY REQUIRED AVAILABILITY (COMPUTED QUARTERLY)	PENALTY FOR NONCOMPLIANCE
Biometric Device	98 %	@1 % of the Performance Guarantee Security per %age point below 98 %

per the following requirements and accept the penalties as specified for non-compliance:

- I. Systems / sub-systems for which the availability is 98 % shall not be down for more than 16 hours in a month, non-compliance of which will attract a monthly penalty of 0.5 % of the Performance Guarantee Security.

Clarifications Regarding Tender Document

17. A prospective Bidder requiring any clarification about the tender document and scope of work, or finding any discrepancies or omission in the specifications or other parts of this tender document, or being in doubt as to the true meaning of any part thereof, may contact the person(s) for correction / clarification or interpretation through e-mail / letter as mentioned in the tender notice on page 2 of this document before **above mentioned dates**. No queries after this time frame will be entertained.

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Amendment of Invitation

18. At any time 2 business days prior to the deadline for submission of proposals, SPIC reserves the right to add / modify / delete any portion of this document for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, by issuance of one or more Corrigenda, which will be made available on SPIC's website www.spicindia.com. The Corrigenda shall be binding on all bidders and will form part of this tender document.

Schedule of the Tender

19. The physical tender document which is optional shall be submitted on or before 05/04/2017 at 12:00 Hrs. to Chief Executive Officer, Society for Promotion of Information Technology in Chandigarh, Entrepreneur Development Center, Plot No.20, Rajiv Gandhi Chandigarh Technology Park, Chandigarh, 160101 and e-tender must be submitted before the above mentioned date & time.
20. SPIC may, at its discretion, extend this deadline for any administrative reasons.

Amendment of Proposals

21. In order to afford prospective Bidders reasonable time to make amendment in their proposals, SPIC may, at their discretion, extend the deadline for the submission of proposals. However, no such request in this regard shall be binding on SPIC.

Late Proposals

22. Any proposal received by SPIC after the deadline for submission of proposals, as referred above shall not be accepted.

Preparation of Bid

23. Details of the enclosures in each envelope should be clearly mentioned in the forwarding letter in Bidder's letterhead along with the bid.
24. Supporting technical brochures / catalogues / datasheets for all items offered indicating each feature in respect of offered models and makes must be submitted along with the offer, in absence of which the offer is liable to be rejected.
25. Bids must be submitted in the prescribed forms/formats wherever specified. To aid the bidders in preparation of their bid documents, soft copies of such forms/formats in Microsoft Word will be made available. Bidders may request for such forms/formats by e-mail to info@spicindia.com.
26. All signatures shall be in longhand.
27. Where there is a conflict between the words and the figures, the words shall prevail.
28. All notations must be in ink or type written. No erasing or overwriting will be permitted. Mistakes may be crossed out and corrections typed or written with ink adjacent thereto and must be initialed in ink by the person or persons signing the tender.
29. Bids shall not contain any recapitulation of the work to be done. Alternative proposals will not be considered unless called for. No written, oral, electronic, telegraphic or telephonic proposals for modifications will be acceptable.

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30. Bids if subjected to any conditions or stipulations imposed by bidders are liable to be rejected.
31. Each and every page of this tender document must be signed with date and company seal by the Bidder. This is required to show that the Bidder has accepted all the terms and conditions mentioned in this tender document.
32. The Bidder's original proposal shall be neatly typed and shall be signed by an authorized signatory / signatories on behalf of the Bidder. Written Power of Attorney or Authorization letter shall be provided for the authorization of signing the Bid document. The person or persons signing the proposal shall initial all pages of the proposal, except for unammended printed literature. The proposal shall contain no interlineations, erasures or overwriting. In order to correct errors made by the Bidder, all corrections shall be done and initialed with date by the authorized signatory after striking out the original words / figures completely.
33. If at any point of time during procurement process or subsequently it is detected that documents submitted are forged / tampered / manipulated in any way, the total responsibility lies with the Bidder and SPIC reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.

Language of Proposal & Correspondence

34. The proposal submitted by the Bidder should be in English language only. All the documents relating to the proposal (including brochures) supplied by the firm should also be in English, and the correspondence between the Bidder and SPIC will be in English language only. A duly signed formal copy must subsequently confirm any correspondence by fax / e-mail.

Price

35. Prices shall be quoted in Indian Rupees, inclusive of all prevailing taxes, levies, duties, etc. However, the tax/duty/levy portion MUST be shown separately in the PRICE BID. **No physical copy of the PRICE BID is required to be submitted, the PRICE BID should only be uploaded in the e-tender site.**

Period of Validity of Proposals

36. The quoted offer and / or rates must remain firm and be valid for a minimum period of 180 days from the date of opening of the tender. No escalation of price will be allowed. Variation in statutory rate levied by Government will however be reflected for both reduction and escalation.
37. SPIC reserves the right for seeking extension of validity of offered rates from the successful Bidder. Acceptance of such request during actual offer is however at the discretion of the Bidder. The price validity will remain unaltered irrespective of any reason including foreign exchange rate variation.

Tax Registration Certificate

38. The Bidder shall produce up-to-date VAT, Service Tax, Income Tax and Professional Tax Certificate in the standard form from the Tax Authority or a Certificate that the assessment

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is under consideration. All such clearance certificates shall remain valid on the last date of tender submission.

Discrepancies and Adjustments there of

39. In the event of any discrepancy between description in words and figures, the rate, which corresponds to the words quoted by the Bidder, shall be taken as correct.
40. Discrepancy in the amount quoted by the Bidder due to calculation mistake of the unit rate, the unit rate shall be regarded as firm.
41. Discrepancy in totaling or carry forward in the amount quoted by the Bidder shall be corrected.

Canvassing

42. Canvassing or support in any form for the acceptance of any tender is strictly prohibited. Any Bidder doing so will render them liable to penalties, which may include removal of their name from the register of approved vendors.

Assignments

43. The tender committee allows no consortium in the tender.

Sealing, Marking & Delivery of Proposals

44. All joints must be signed across and good quality transparent adhesive tape on top of such joints and signatures must be pasted with company seal to seal the envelopes.
45. The Bidder shall seal and mark various parts of the proposal as mentioned in SECTION – G INSTRUCTIONS TO BIDDERS later in this tender document.
46. If the envelopes are not sealed and not marked as required, SPIC shall assume no responsibility for the proposals' misplacement or premature opening.
47. Proposals sent through telex / telegrams / fax / e-mail shall not be accepted.
48. SPIC shall not be responsible for delay on account of delivery by the postal authorities as well as of courier companies. Such delivery shall be at the risk and cost of the vendor / Bidder.
49. Tenders shall be delivered to the office as notified on or before the date and time set for the opening of tenders in the NOTICE INVITING TENDER (Page 2 of this tender document).

Earnest Money Deposit (EMD)

50. The Bidder shall furnish an EMD of ₹ 2,00,000/- (Rupees Two Lacs only) in the form of a demand draft from a Scheduled Nationalized Bank payable at Chandigarh or a bank guarantee in favor of SPIC. Any bid not accompanied with the valid EMD shall be summarily rejected. (See SECTION L – BID SECURITY FORM for the format of the Bank Guarantee).

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51. Earnest money will be refunded to the unsuccessful bidders after receiving application from them on completion of tender process. In case of successful bidder(s), earnest money will be retained till performance guarantee security deposit is provided.
52. Earnest money of the Bidder is liable to be forfeited in case of any false submission / statement. In case of any refusal to abide by terms and conditions or refusal to enter into a written agreement as per prefixed terms and conditions, SPIC is at liberty to forfeit earnest money and take lawful actions.

Withdrawal from Tender

53. Any Bidder may withdraw their tender by written request at any time prior to the scheduled closing time for receipt of tenders and not thereafter.
54. If any Bidder withdraws their tender, without giving any satisfactory explanation for their withdrawal, before formal acceptance or refusal by SPIC within a reasonable time after the scheduled closing time for receipt of tenders, they shall be disqualified for participation in any tender of this organization for a minimum period of 2 (two) years.

Opening of Tender

55. The tenders shall be opened at the time set forth in this document. Bidders or their authorized representatives are invited to be present and to put their signatures on the records of tender opening as each tender is opened.

Awarding of Contract

56. The ultimate aim of tender is to implement the AADHAAR Enrolment through Sampark Centres/Govt. Schools. SPIC intends to limit the number of technically and commercially responsive bidders to one from the list of such bidders. From among the all qualified bidders based on the qualification criteria, the Bidder with the LOWEST PRICE BID (L1), will be considered for supply and implementation of the tendered items.
57. SPIC reserves the right not to accept the Lowest Price bid without assigning any reason whatsoever and the Bidder will not challenge such decision in any forum what so ever.
58. SPIC also reserves the right to split the order and / or drop any line item and / or changes the quantity of any line item without assigning any reason thereof.
59. Quantity mentioned in this tender document is indicative only and orders shall be placed subject to actual requirement. SPIC reserves the right to increase or decrease the quantity specified in the tender. Orders may also be divided in parts.
60. SPIC reserves the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised against the right of SPIC in any court of law or elsewhere.

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Performance Bank Guarantee

61. The successful Bidder will have to provide a security deposit of **@10% of the total value of the order in the form of a Bank Guarantee (format given, see SECTION – J PERFORMANCE GUARANTEE BOND) for a validity period of 60 days more than the longest warranty period of the items within 10 days from the date of issue of Letter of Intent (LOI)**, failure of which will automatically result into cancellation of the LOI. Under such circumstances SPIC reserves the right to get the job done by any other vendors.

Deduction of Sales Tax & Income Tax

62. Deduction of all statutory and necessary taxes from each bill will be made as per Government Order prevailing at the time of payment. SPIC will issue necessary tax deduction certificate on demand.

Disputes and Arbitrations

63. In case of any dispute or differences, breach and violation relating to the terms of this agreement, the said dispute or difference shall be referred to the sole arbitration of Chief Executive Officer, SPIC or any other person appointed by Chief Executive Officer, SPIC. The award of the arbitrator shall be final and binding on both the parties.

64. In the event of such arbitrator to whom the matter is originally referred to vacates his office on resignation or otherwise or refuses to do works or neglecting his work or being unable to act as arbitrator for any reason whatsoever, the Chief Executive Officer, SPIC or any other person appointed by Chief Executive Officer, SPIC, shall appoint another person to act as arbitrator in the place of outgoing arbitrator and the person so appointed shall be entitled to proceed further with the reference from the stage at which it was left by the predecessor. The vendor will have no objection in any such appointment that arbitrator so appointed is employee of SPIC. The adjudication of such arbitrator shall be governed by the provision of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof or any rules made thereof.

65. The arbitration shall be held in Chandigarh only.

Governing Laws

66. This Tender Document and the contract shall be governed by and interpreted in accordance with Laws in force in India. The courts at Chandigarh shall have exclusive jurisdiction in all matters arising under the contract.

Force Majeure Condition

67. If the execution of the contract/supply order is delayed beyond the period stipulated in the

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supply order as result of outbreak of hostilities, declaration of an embargo or blockade of fire, flood, acts of God, then SPIC may allow such additional time by extending the project execution timeframe as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the SPIC, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

Confidentiality

68. The bidders and their associates and SPIC shall treat all documents / data / software or part of them, which one may provide to the other, as strictly confidential and maintain secrecy for the same.
69. The bidders and their associates and SPIC shall not publish, disclose any information about, make available or otherwise dispose of the document / data / software or any part or parts thereof to any third party, directly or indirectly without prior written consent of the other party to this agreement.
70. The bidders and their associates shall restrict access to the documents / data / software only to those of their employees to whom it will be felt necessary and relevant for this project and shall draw the provision of this undertaking to the personal attention of those of their employees to whom access to the document / data / software will be granted.

SECTION – D

SCHEDULE OF REQUIREMENTS

Bidders have to submit un-priced detailed Bill of Material for all the Biometric Devices/ Software / Licenses, etc. and any other items, if required to complete the commissioning job, in the set of QUALIFYING BID (See SECTION – G INSTRUCTIONS TO BIDDERS) and the same Bill of Material, but priced, of all the proposed Biometric Device/ Software / Licenses and any other items in the PRICE BID.

Bidders MUST submit their un-priced **SCHEDULE OF REQUIREMENTS** STRICTLY in the formats given below in the set of QUALIFYING BID. **ANY DEVIATIONS FROM THE GIVEN FORMATS MAY RESULT INTO REJECTION OF THE BIDS.**

MINIMUM REQUIRED SPECIFICATIONS			REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
1	IRIS SCANNER		<i>Write Make & Model No. here</i>	
1.1	Device Model	Hand-held (Operator operates and holds the camera and the subject is stationary)	120 Nos.	
1.2	Iris Diameter (In pixel)	> 210		
1.3	Spatial Resolution Pixel Resolution	> 60% @ 4.0 Lp/mm > 16 Pixels/mm		
1.4	Simultaneous captured eyes	2 (Considered simultaneous if second eye is captured within 2 seconds of first eye done without moving the device.)		
1.5	Viewfinder	Internal		
1.6	Capture distance	> 50 mm		
1.7	Capture volume (width/height/depth)	> 20x15x12mm		
1.8	Exposure time	< 33 ms		
1.9	Imaging wavelength	700-900 nm		
1.10	Spectral Spread	Power in any 100nm band > 35% of total power		
1.11	Scan type	Progressive		
1.12	Image margins	Left & right: 0.50x iris diameter, Top & bottom: 0.25x iris diameter		
1.13	Pixel depth	> 8 bits/pixel		
1.14	Image evaluation frame rate	> 5 frames/sec, continuous image capture		



1.15	Capture mode	Auto capture with built-in quality check (incorporates NIST quality considerations)		
1.16	Sensor signal to noise ratio	> 36 DB		
1.17	Connectivity	USB 2.0, USB-IF certified		
1.18	OS Supported	Microsoft Windows 7 Professional 32 bit		
1.19	Power	Through USB (common interface through single port)		
1.20	Weight	< 1 kg		
1.22	Dimension	< 220x200x100mm		
1.23	Operating temperature	0-49C		
1.24	Humidity	10 – 90% non-condensing		
1.25	Durability/Shock	IP54		
1.26	Safety Standard	Exempt Group per IEC 62471:2006-07		
1.27	Standards	FCC Class A, RoHS		
1.28	Certification	UIDAI-STQC Biometric Device Certification		
1.29	Software API	Compliant with UIDAI Device Capture API specification V1.0 RC 3		

MINIMUM REQUIRED SPECIFICATIONS			REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
1	FINGER PRINT SCANNER			<i>Write Make & Model No. here</i>
1.1	Capture mode	Plain live scan capture		
1.2	Scanner Model	Slap Capture/ Flat bed		
1.3	Image Acquisition Requirements	Setting level 31 or higher (Section 9.1 of Biometric Design Standards for UID Applications V1.0)		
1.4	Image evaluation frame rate	> 3 frames/sec, continuous image capture		
1.5	Capture mode	Auto capture with built-in quality check (incorporates NIST quality considerations)		
1.6	Capture area	> 76mm x 80mm		
1.7	Connectivity	USB 2, USB-IF certified		
1.8	Power	Through USB (common interface through single port)	120 Nos.	
1.9	Dimension (W X H X D)	< 160mm x 160mm x 160mm		
1.10	Weight	Maximum 2.5 Kg.		



1.11	Operating temperature	0 – 50 C		
1.12	Humidity	10 – 90% non-condensing		
1.13	Durability/Shock	IP 54		
1.14	OS Supported	Microsoft Windows 7 Professional 32 bit		
1.15	Standards	UL certified (if applicable). Meets ISO 19794-4:2005 Section 7 and Annex A certification requirements (IAFIS Appendix F certified).		
1.28	Certification	UIDAI-STQC Biometric Device Certification		
1.29	Software API	Compliant with UIDAI Device Capture API specification V1.0 RC 3		

NOTE : QUANTITIES MENTIONED ABOVE ARE INDICATIVE MAY INCREASE OR DECREASE DURING ISSUING OF LOI.SPIC MAY SPLIT THE ORDER QUANTITY AS PER REQUIREMENT.

Corporate license on a perpetual and on a non-transferable basis shall be contracted to SPIC by the Bidder. This shall entail "SPIC" to use and operate:

- 1. All software, for its own business purposes or in any of its subsidiaries.*

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SECTION – E

SCOPE OF WORK

- 1. Installation, Commissioning & System Integration Scope** – All Biometric equipment and software APIs as per the Bidder's Schedule of Requirements will have to be installed and commissioned by the Bidder. System integration, as applicable, will have to be carried out by the Bidder in collaboration with SPIC Infrastructure Support Team and IT Team.

This scope includes, but is not limited to:

- A. Installation and commissioning of Biometric Devices, including power and data cabling if required.
 - B. Installation of software APIs for the biometric devices.
 - C. Integration of the biometric devices with **UIDAI Application** as per requirements.
- 2. Geographical Scope** – The hardware and software will be implemented at Sampark Centres/ Govt. Schools in Chandigarh.
- 3. Training Scope** – Administrative / Operational Training for the equipment will be imparted by the bidder during the course of commissioning of the equipment along with operating manuals.

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SECTION – F

PAYMENT TERMS AND LIQUIDATED DAMAGES

1. **Payment Terms:**

- 1.1. @40 % payment on supply of the ENTIRE LIST of items ordered.
- 1.2. @40 % payment on successful commissioning and on completion of the integration with the UIDAI application.
- 1.3. The balance @20% will be disbursed after 30 days of successful operations.
- 1.4. No advance payment shall be made.

2. **Liquidated Damages (LD):**

Should the Bidder fail to commission the entire list of items ordered within the period prescribed in Clause 8 of SECTION C – TERMS AND CONDITIONS in this tender document, SPIC shall be entitled to recover damages as per details given below:

- 2.1. For a delay in commissioning beyond 4 weeks from the date of LOI – @1% of Total Order Value per week of delay.
- 2.2. Overall maximum penalty due to delayed commissioning – @5% of the total order value.

Quantum of liquidated damages assessed and levied by SPIC shall be final and not challengeable by the winning Bidder.

LD will be deducted from the EMD/PBG.

After 3 weeks of delay, the LOI/PO will automatically stand cancelled and SPIC reserves the rights to get the job done by any other vendor and would confiscate the PBG of the existing vendor.

3. The Bidder is to quote detail item wise material requirement. The Bidder is to complete the job with the items quoted. No payment will be made for any extra items used for the successful completion of the job.

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SECTION – G

INSTRUCTIONS TO BIDDERS

Interested Bidders are required to submit:

- A. Documentary evidence to support the MINIMUM ELIGIBILITY CRITERIA FOR PARTICIPATION (See SECTION – A) and other required documents (See below under QUALIFYING BID sub-section for a complete check-list);
- B. Price bid (For details see below under PRICE BID sub-section);
in two separate sealed envelopes as per instructions given below.

The Bidder shall seal and mark various parts of the proposal (**OPTIONAL PHYSICAL COPY**) as follows:

- A. Documentary evidence to support the Minimum Eligibility Criteria and other required documents in one envelope super-scribed with words:-

“QUALIFYING cum TECHNICAL BID for Supply, Installation and Commissioning of Biometric Devices for AADHAAR Enrollment under UIDAI”, “Tender no. _____ dated _____”.

This envelope MUST also contain the Tender Processing Fee and EMD in two separate smaller envelopes inside it.

This envelope MUST also clearly indicate the Bidder's name.

- B. All these three envelopes shall be sealed in a fourth outermost covering envelope super-scribed with words **““Tender no. _____ dated _____”, “QUALIFYING BID & EMD for Supply, Installation and Commissioning of Biometric Devices for AADHAAR Enrollment under UIDAI”.**

This envelope MUST also clearly indicate the Bidder's name.

- C. PRICE BID SHOULD ONLY BE SUBMITTED ELECTRONICALLY IN THE E-TENDERING SITE.

Such a sealed envelope as mentioned above in Clause C containing the sealed QUALIFYING BID along with Tender Processing Fee and EMD should be sent to the **Chief Executive Officer, Society for Promotion of Information Technology in Chandigarh, Entrepreneur Development Center, Plot No.20, Rajiv Gandhi Chandigarh Technology Park, Chandigarh, 160101**, through post / speed post / courier or dropped personally within the stipulated time. No other mode of delivery shall be accepted. SPIC will not be responsible for any postal delay. Late submission of Bid will not be accepted.

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CHECK LIST FOR SUBMISSION OF QUALIFYING BID

1. BID FORM.
2. Power of Attorney / Authority Letter on letterhead for signing authority of the Tender.
3. Qualifying BID.
4. Certificate of Incorporation /Registration Certificate of the Company.
5. Copy of ISO Certificates of the Company.
6. Scanned copy of Tender Processing Fee & EMD/BID Security Form.
7. Copy of Balance Sheet/CA Certificate of the year 2013-2014, 2014-2015 and 2015-2017.
8. Self Certificate for Not Banned by any Agency.
9. Self Certificate for Tri-city Office (Chandigarh, Mohali, Panchkula) Details with Full Address and Manpower Details.
10. Project Completion Certificate along with copy of Purchase Order of TWO organizations and all these three implementations MUST have been COMPLETED within the LAST THREE YEARS. Order value for each of these 2 installations MUST be at least ₹50 LAKHS against a SINGLE ORDER or TWO ORDERS of ₹25 LAKHS each.
11. Duly filled Schedule of Requirements.
12. Project specific OEM Certificates/Authorization for Hardware & System Software.
13. Delivery, Installation & Commissioning Schedule on Bidders letterhead duly signed.
14. Support related escalation Matrix.
15. Detailed Technical Specifications sheet of each of the items to be ordered.
16. Profile of the Bidder.

CHECK LIST FOR SUBMISSION OF FINANCIAL BID

1. PRICE BID.
-

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QUALIFYING BID

This set MUST contain the following documents STRICTLY in the given order. **ANY DEVIATIONS FROM THE GIVEN ORDER MAY RESULT INTO REJECTION OF THE BID.**

Sr.	CRITERIA	SUPPORTING DOCUMENTS REQUIRED	SUBMITTED (YES/NO)
	DOCUMENTS INDEX		
*	Details of the enclosures in the envelope of QUALIFYING BID MUST be clearly indexed in the forwarding letter.	A Table of Contents in the forwarding letter on the Bidder's letterhead. This MUST be the first page of this set of documents.	
DOCUMENTARY EVIDENCE TO SUPPORT MINIMUM ELIGIBILITY CRITERIA			
1	The Bidder should be registered under the Companies Act & should have registered offices in India and should be in existence for at least the last 5 years.	<i>Documentary evidence in form of Certificate of Incorporation (Copy) issued by Registrar of Companies MUST be produced.</i>	
2	The Bidder should be non Joint Venture /Joint Bidding Company having ISO certification and should be Biometric Device manufacturer or authorized dealer of the manufacturer.	<i>Documentary evidence in form of Copy of ISO certificate & OEM authorization MUST be produced. In case Bidder is not an OEM then an authorized undertaking will be required from the OEM stating that OEM will discharge all responsibilities under warranty for the period indicated in the contract, in case the Bidder fails to do the same for any reason.</i>	
3	The Bidder MUST have experience with respect to installation and commissioning of Biometric Devices for AADHAAR enrollment project under UIDAI and integration of the biometric devices with the AADHAAR Enrollment Application in at least Two organizations and all these two implementations MUST have been COMPLETED within the LAST THREE YEARS. Order value for each of these installations MUST be at least ₹40 LAKHS against a SINGLE ORDER or TWO ORDERS of ₹20 LAKHS each.	<i>Documentary evidence in form of at least 2 (two) Project Completion Certificates from customers in the specified format (see Client Certificate in SECTION – I) included in the Tender Document.</i>	
		<i>Documentary evidence in form of corresponding Purchase Order(s) / Agreement(s) specifying the values of orders.</i>	
4	At least ONE among the above two installations (specified in Point 3 above) MUST be for a GOVERNMENT AGENCY / GOVT. UNDERTAKING / GOVT. DEPARTMENT / QUASI GOVT. DEPT / PSU / BOARD / COUNCIL OR SIMILAR ORGANIZATION.	<i>At least one of the Project Completion Certificates, required against Point 3 above, from such customer(s) as specified in this clause (Clause No. 4).</i>	
5	The Bidder MUST have an annual turnover of ₹5 CRORE from HARDWARE/SOFTWARE SUPPLY/INSTALLATION / SYSTEM INTEGRATION SERVICES ONLY, notwithstanding their other lines of businesses, if any, in each of the LAST THREE FINANCIAL YEARS (2013-2014, 2014-2015 and 2015-2017).	<i>Documentary evidence in form of audited Balance Sheet/ certified statement from practicing Chartered Accountant clearly specifying the revenue from such line of business as specified.</i>	
6	The Bidder MUST NOT have been banned by any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization.	<i>A declaration that the Bidder have not been banned by any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization. If any organization has banned the Bidder, this fact must be clearly stated.</i>	
7	The Bidder MUST have an office / support Centre in Tricity (Chandigarh/ Mohali/ Punchkula) with adequate technical support staffs.	<i>The Bidder MUST submit a statement containing a list of office(s) in Tricity with nature of activities and the total no. of technical Staffs.</i>	

DOCUMENTARY EVIDENCE TO SUPPORT BOM REQUIREMENT

8	The Bidder MUST bid for all items mentioned in SECTION – D SCHEDULE OF REQUIREMENTS in their proposal.	The Bidder's proposal on their letterhead, with an exact copy of the set of tables in SECTION – D SCHEDULE OF REQUIREMENTS with the " REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS " column completely filled in.
9	SECTION – D SCHEDULE OF REQUIREMENTS, All IRIS Scanner MUST be from the SAME OEM and all Fingerprint scanner MUST be from the SAME OEM.	SCHEDULE OF REQUIREMENTS to clearly specify the make of each of such items.

DOCUMENTARY EVIDENCE FOR SUPPORT CRITERIA

OEM certificates as mentioned below MUST be submitted (in the specified format for all items excepting software; see OEM Certificate in SECTION – I for the format).

10	All hardware MUST be quoted with at least 3 YEARS OF ON-SITE COMPREHENSIVE MANUFACTURER'S WARRANTY.	Tender specific OEM authorization certificate in the specified format for their acceptance of responsibility for supply, installation and comprehensive maintenance of server hardware and accessories during the warranty period.
11	All Software (If Any) MUST be quoted with at least one year Update support.	Tender specific OEM authorization form from OEM for their acceptance of responsibility for update support of all software during the warranty period.

DOCUMENTARY EVIDENCE FOR SUPPORT CRITERIA DURING POST WARRANTY

12	Post-warranty AMC, if awarded MUST be accepted by the Bidder on yearly basis from the 4th years onwards AFTER THE WARRANTY PERIOD.	Tender specific OEM authorization certificate in the specified format for their acceptance of responsibility for supply, installation and comprehensive maintenance of hardware and accessories during the post warranty maintenance contract period.
		Tender specific OEM authorization form from OEM for their acceptance of responsibility for update support of all software during the post warranty maintenance contract period.
13	The Bidder MUST ensure that support to their equipment and software will be available for critical faults 24 hours a day, 7 day a week & 365 days a year for all equipment.	A detail support-related Escalation Matrix from the Bidder's end.

OTHER REQUIRED DOCUMENT

14	Bid Form on the letterhead of the Bidder.	Bid Form duly filled and signed as per the format (See SECTION – H) on the Letter- head of the Bidder.
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TENDER PROCESSING FEE & EMD

15	TENDER PROCESSING FEE	Tender Processing Fee in a separate inner envelope to be enclosed in the same outer envelope as the one containing the above documents.
16	EMD	EMD in a separate inner envelope to be enclosed in the same outer envelope as the one containing the above documents.

.....
Signature

..... (In capacity of) Duly authorized to sign bid
for and on behalf of(Name and Address of the Bidder)

(Affix Official Seal)

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PRICE BID

The PRICE BID must contain the same Bill of Material for all the quoted items as in the SECTION D – SCHEDULE OF REQUIREMENTS, but with prices quoted for each item.

Insertion of PRICE BID in QUALIFYING BID will summarily cancel the bid.

Bidders MUST submit their PRICE BID **STRICTLY** in the format given below. **ANY DEVIATIONS FROM THE GIVEN FORMAT MAY RESULT INTO REJECTION OF THE BIDS.**

FORMAT OF PRICE BID

PRICE BID for supply, installation and commissioning of Biometric Devices for UIDAI enrollment services, Chandigarh Administration and Tender No: **SPIC/2017/35403** Dated: **16/03/2017**.

TABLE (A): DEVICE PRICING

Sr.	Item description	Unit Price (A)	Sales Tax (B)	VAT (C)	Service Tax (D)	Total Unit Price (E) = A+B+C+D	Qty (F)	Total Price (G) = E X F
HARDWARE								
1	IRIS Scanner						120	
2	Finger Print Scanner						120	
GRAND TOTAL								

TABLE (B): PRICING FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT(OPTIONAL)

(Per Year basis, for Hardware 4th year onwards)

Sr.	Item description	Unit Price (A)	Sales Tax (B)	VAT (C)	Service Tax (D)	Total Unit Price (E) = A+B+C+D	Qty (F)	Total Price (G) = E X F
HARDWARE								
1	IRIS Scanner						120	
2	Finger Print Scanner						120	
GRAND TOTAL								

.....
Signature

..... (In capacity of) Duly authorized to sign bid
for and on behalf of(Name and Address of the Bidder)

(Affix Official Seal)

NOTE:

- The cost of all Hardware items should include mandatory 3 years onsite comprehensive

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- manufacturer's warranty.
2. Additional comprehensive annual maintenance/update support on yearly basis on the expiry of the onsite comprehensive manufacturer's warranty of 3 years would be binding on the bidder however it would be at the disposal of the department to decide whether they would avail the services or not.
 3. **ONLY TOTAL COST OF TABLE A WOULD BE CONSIDERED FOR L1 CALCULATION AND TABLE B PRICING WOULD NOT BE CONSIDERED FOR L1 CALCULATION.**
 4. **THE QUANTITIES OF ABOVE BOM ARE TENTATIVE AND MAY INCREASE OR DECREASE DURING ISSUANCE OF LOI.SPIC RESERVE THE RIGHT TO SPLIT THE ORDER TO ANY QUANTITY WITHIN BID VALIDITY PERIOD OF ONE YEAR.**
 5. The commercial figure quoted will be an all-inclusive figure – inclusive of out-of pocket expenses and all taxes, duties etc. payable. No out-of-pocket expenses will be reimbursed separately.
 6. Should the commercial quote include separate out of pocket expenses or any taxes, duties, etc., such a commercial proposal will be treated as an invalid.

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SECTION – H

BID FORM

(Bidders are requested to furnish the Bid Form strictly in the format given in this section with all blanks duly filled in and submitted on their Letterheads)

To,
Chief Executive Officer,
Society for Promotion of Information Technology in Chandigarh,
Entrepreneur Development Center, Plot No.20,
Rajiv Gandhi Chandigarh Technology Park, Chandigarh, 160101

Dear Sir,

Having examined the tender documents we, the undersigned, offer to undertake the job of Supply, Installation and Commissioning of Biometric Devices for AADHAAR enrolment services as per the Tender No.: SPIC/2017/35403 dated: 16/03/2017.

We agree to abide by this bid for the period of One Year from the date fixed for price bid opening and it shall remain binding upon us for acceptance at any time before the expiry of the period.

This bid, together with your written acceptance thereof and your order / notification of award, shall constitute a binding contract between us.

We understand that SPIC reserves the right to accept in full / part or reject any or all the bids received or split order within successful bidders or increase / decrease quantities offered, without any explanation to bidders and SPIC's decision on the subject will be final and binding on Bidder.

We have enclosed an EMD of Rs (DD No dated drawn on) along with the QUALIFYING BID.

We also abide to provide a bank Guarantee of @10% of the order value as Performance Bank Guarantee within 10 days from the date of your LOI, if awarded to us.

Dated, this day of20.....

.....
Signature

..... (In capacity of) Duly authorized to sign bid

for and on behalf of(Name and Address of the Bidder)

(Affix Official Seal)

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SECTION – I

FORMATS OF CERTIFICATES TO BE SUBMITTED

OEM Certificate

(To be submitted by OEMs on their respective letterheads, signed by persons having the appropriate Power of Attorney – Notarized copy to be submitted)

To,
Chief Executive Officer,
Society for Promotion of Information Technology in Chandigarh,
Entrepreneur Development Center, Plot No.20,
Rajiv Gandhi Chandigarh Technology Park, Chandigarh, 160101

Ref.: Your Tender No.: SPIC/2017/35403 dated: 16/03/2017

WHEREAS we _____(OEM's Name) are official manufacturer of _____(Item Name) and have manufacturing facilities at _____ (OEM's Manufacturing Site Address), we hereby authorize _____ (Bidder's Name) located at _____ (Bidder's Address) to submit a bid to supply, install and commission the following items manufactured by us, to meet the requirements associated with your above tender.

List of Items:

1. _____
2. _____
3. _____

When resold by _____ (Bidder's Name), these items are subject to applicable warranty terms of this tender.

We assure you that in the event of _____ (Bidder's Name) not being able to fulfill its obligation as our Sales & Service Provider in respect of this tender, we would continue to meet the supply, installation and commissioning obligations stated in the abovementioned tender through alternate arrangements.

We also confirm that _____ is our authorized service provider / system integrator and can hence provide maintenance and upgrade support for our products during and after the warranty period, the latter being subject to yours awarding an AMC to the Bidder, up to _____ (no. of years of post-warranty support) years from the date of expiry of the warranty.

Signature _____ Date _____

Name _____ In the capacity of _____

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Client Certificate

(To be submitted on Client's Letterhead)

TO WHOEVER IT MAY CONCERN

This is to certify that:

1. M/s _____ (name of the Bidder) successfully supplied/installed and commissioned the following items (omit items that are not applicable from the lettered list below) in our organization against our Purchase Order/Agreement No(s). _____ (PO/Agreement Ref.Nos.), dated _____ (dates of PO/Agreement):

Item A :

Item B :

Item C :

- The above items were successfully commissioned by _____ (month), _____ (year).
- The Biometric Device(s) mentioned in point 1 above was/were commissioned for our _____ (name of Line of application) application.
- All the items mentioned above have been working satisfactorily since commissioning.

Details of the person signing the certificate:

Name and complete postal address Contact numbers and FAX Email address Postal address of the Location/ s of the Data Center



SECTION – J

PERFORMANCE GUARANTEE BOND

1. In consideration of the Chief Executive Officer, SPIC (hereinafter called 'SPIC') having agreed to exempt _____ (hereinafter called 'the said contractor(s)') from the demand under the terms and conditions of an agreement/Letter of Intent No _____ dated _____ made between _____ and _____ for the supply of _____ (hereinafter called "the said agreement"), of security deposit for the due fulfillment by the said contractor (s) of the terms and conditions contained in the said Agreement, on production of the bank guarantee for _____ we, (name of the bank) _____ (hereinafter refer to as "the bank") at the request of _____ (contractor(s)) do hereby undertake to pay to SPIC an amount not exceeding Rs. _____ against any loss or damage caused to or suffered or would be caused to or suffered by SPIC by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.
2. We (name of the bank) _____ do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from SPIC by reason of breach by the said contractor(s)' of any of the terms or conditions contained in the said Agreement or by reason of the contractors(s)' failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of SPIC in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____.
3. We undertake to pay to SPIC any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/supplier(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor(s)/supplier(s) shall have no claim against us for making such payment.
4. We (name of the bank) _____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of SPIC under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till _____ (office/Department) SPIC certifies that the terms and conditions of the said Agreement have been fully or properly carried out by the said contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of THREE YEARS AND SIXTY DAYS (as specified in P.O) from the date hereof, we shall be discharged from all liabilities under this guarantee thereafter.
5. We (name of the bank) _____ further agree with SPIC that SPIC shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by SPIC against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall



not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of SPIC or any indulgence by SPIC to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/supplier(s).
7. We (name of the bank) _____ lastly undertake not to revoke this guarantee during its currency except with the previous consent of SPIC in writing.

Dated the _____ day of _____

For _____

(Indicate the name of bank)

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SECTION – K

BID EVALUATION CRITERIA

Bids will be evaluated based on two stage process & would be evaluated by two separate tendering committees. Technical Committee would evaluate the qualification cum Technical bidding and Financial Committee would evaluate The Financial Bid.

1. **QUALIFYING cum TECHNICAL BIDDING PROCESS:** BIDs of all those bidders would be opened who have submitted the e-Tender and the physical BID in proper format and submitted/uploaded before the stipulated time as mentioned in the Tender. Based on the minimum qualification criteria and required Technical specifications Technical Committee would verify each of the tender and in case of any non compliance/non qualification /Deviation in Specification, BID would be rejected.

2. **FINANCIAL BIDDING PROCESS:** Financial Bidding process would be based on LEAST VALUE COMMERCIAL BID (L1). Financial BID of only those bidders would be opened considered for FINANCIAL BID opening, who have qualified in the 'QUALIFYING CUM TECHNICAL BIDDING PROCESS'. The total costing of the project would be calculated based on the Cost matrix given in the Price BID and would be evaluated by Financial Committee. The Bidder that obtains the Lowest Commercial BID would be declared as L1 Bidder and shall be considered for negotiations by Committee as per rules and regulations of Chandigarh Administration and further awarding the contract.

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SECTION – L

BID SECURITY FORM

Whereas _____ (hereinafter called "the Bidder") has submitted their bid dated _____ for the supply of _____ vide Tender No _____ dated _____ KNOW ALL MEN by these presents that WE _____ (name of the Bank) OF _____ (name of the branch) having our registered office at _____ (hereinafter called "the Bank") are bound unto SPIC (hereinafter called "the Purchaser") in the sum of Rs _____ for which payment will and truly to be made of the said Purchaser, the Bank binds itself, its successors and assigns by these present.

THE CONDITIONS of the obligation are:

1. If the Bidder withdraws their 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 their bid by the Purchaser during the period of bid validity
 - i. Fails or refuses to execute the Contract, if required; or
 - ii. 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 as per the Bid Document up to and including THIRTY (30) days after the Period of bid validity and any demand in respect thereof should reach the Bank not later than the specified date/dates.

	Signature of the Bank Authority Name
	Signed in Capacity of
Name & Signature of witness	Full address of Branch
Address of witness	Tel No. of Branch Fax No. of Branch