

**RFP FOR
SELECTION OF SI FOR DEPLOYMENT, CONFIGURATION,
MAINTENANCE AND UPDATION OF MICRO-ATMS DEPLOYED
UNDER INDIA POST AADHAAR ENABLED PAYMENT SYSTEM**



By:
Jharkhand Agency for Promotion of Information
Technology

2014

Tender Ref: JAP-IT/UID-SI/2013-14/002

Address for communication, Place of submission of bids:

CEO JAP-IT,

Engineers Hostel no. 2,

Near Dhurwa Goalchakkar,

Dhurwa,

Ranchi – 834004, Jharkhand.

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1 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.

2 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.	JAP-IT/UID-SI/2013-14/002
Purpose of the RFP	The purpose of the RFP is to solicit proposals from qualified vendors for Selection Of Si For Deployment, Configuration, Maintenance And Updation Of Micro-ATMS Deployed Under India Post AEPS
Date of commencement of download of Bidding Documents	14-08-2014
Last date of acceptance of queries/clarifications	22-08-2014
Time and Date of Pre-Bid Meeting	25-08-2014 at 11.00 AM
Date of Issue of clarifications if any subsequent to Pre-Bid Meeting	27-08-2014
Last date and time for Submission of Bid	08-09-2014 at 3.00 PM
Time and Date for opening of bids	08-09-2014 at 4.00 PM
Date of Opening of Financial Bids	To be announced
Cost of RFP	Rs. 5,000/- (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.3,00,000 (Rupees 3 Lakh only) in the form of Pay Order/Demand Draft payable at Ranchi or BG favouring 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.



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Contact by Bidders	Interested Bidders are requested to send the email to uidcell.dit.goj@gmail.com , uidpramod@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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3 PART III: INSTRUCTIONS FOR BIDDERS

3.1 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

3.2 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), 441 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 hire the services of a System Integrator for Deployment, Configuration, Maintenance and Up-dation of Micro-Atms Deployed under India Post Aadhaar Enabled Payment System in the State of Jharkhand in IndiaPost Rural Post Office Network. There are 13 HO, 441 SO and about 2643 BOs operating in Jharkhand. The Micro ATMs (or its Android Platform based equivalent consisting of Tablet, Finger print Device and a Blue Tooth printer) will be deployed in all the 2643 BOs of India Post, while its desktop version will be deployed at various sub post offices. SI will have the following scope of work in regard to deployment, configuration, maintenance, up-dation and grievance handling of the Micro – ATMs for a period of two (2) years from the Date of Commencement of the Project / Acceptance of Letter of Intent under this project are outlined below:-

1. Coordinate with and assist India Post officials - For Deployment of the Micro-ATMs or its equivalents.
2. Carry out training the related India Post and MNREGA/related manpower operating the system as per the training module and procedures approved for the system.
3. Updating various SO and HO offices for impending software updates and assist BOs in carrying out updates.
4. Provide various MIS updates and statutory periodic reports generated under this system to various stakeholders of the project.
5. Coordinate with the Supplier / OEM and its service network - For Maintenance and device related issues. Micro-ATM supplier will establish one service center in State HQ for this purpose.
6. Coordinate with JAP-IT team for software / device configuration and up-dation and supporting SOs and BOs in carrying out updates.
7. Creation of Local repair coordination facility in various India Post HOs / districts for quick replacement and repairing for the devices to minimize downtime in the ground. This would entail establishing system for locating



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defective devices, and using Indiapost system for collecting and sending to the repair center and vice versa.

4 PRE EVALUATION 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. 2 Crore per annum over the last 3 accounting years (2011-12, 2012-13, 2013-14).	Letter from Chartered Accountant Audited Annual Reports
3.	The bidder must be an ISO9001:2008 company	Copies of ISO Certificate should be submitted with the technical bid
4.	The bidder must be registering profits or having positive net-worth for last three years (2011-12, 2012-13, 2013-14).	Letter from Chartered Accountants
5.	The bidder should have valid tax registration in India	Copy of Service Tax Registration Certificate Copy of PAN Card
6.	The bidder must have executed atleast 1 project as a system integrator in past three financial year (2011-12, 2012-13, 2013-14).	Copy of LoI, Project Completion / Satisfactory Performing Certificate from the client to be submitted
7.	The bidder must have on its roll at least 100 technically qualified professionals in the area of System Integration, Manpower deployment, 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
8.	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.

9.	Notarized Power of Attorney and Board Resolution for Authorized Signatory	Power of Attorney Board Resolution
10.	Tender Fee	Demand Draft of Rs. 5,000/- (Rupees Five Thousand Only).
11.	EMD	Bank Guarantee of Rs. 3,00,000 /- (Rupees Three Lakhs Only)

*In case the Bidder doesn't have an office in Jharkhand, the bidder will have to open a Office (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.)

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

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.

2. **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.

3. **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.

4. **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.

5. **AUTHENTICATION OF ERASURES/OVERWRITING ETC.**

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

6. 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.

7. 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.

8. 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.

9. 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.

10. 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.

11. 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.

12. 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.

13. EARNEST MONEY DEPOSIT (EMD)

Bidders have to submit the Bid Earnest Money of Rs. 3,00,000/- (Rs. Three Lakh 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 JAP-IT till the successful bidder submits the performance guarantee in form of Bank Guarantee favoring CEO, JAPIT upto the maintenance period or three years from the date of the last purchase order whichever is later as performance bank guarantee.

14. 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.

15. 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.

16. BID CURRENCY

All the prices shall be expressed in Indian Rupees only.

17. 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.

18. 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.

19. 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 "**Selection Of SI For Deployment, Configuration, Maintenance And Updation Of Micro-ATMS Deployed Under India Post AEPS**" 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 techno-functional 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 JAP-IT. 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 Conditions.

20. 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. JAP-IT will not be responsible for any postal delay

CEO, JAPIT,

Engineers Hostel # 2,

Dhurwa, Ranchi-834004

21. CONTENTS OF DOCUMENTS TO BE SUBMITTED

Documents required in Technical Bid (Sealed Cover)

1. Supporting documents in respect of eligibility criteria.
2. Bidders Information as per Annexure IV
3. Acceptance of the General terms and conditions as contained in Annexure-I including scope of work Annexure II
4. Acceptance of Compliance Statement-Annexure XI.
5. Document indicating the support architecture and matrix
6. ISO Certification, other relevant certifications, if any.
7. Audited balance sheet and profit & loss account statement for 2011-12, 2012-13 & 2013-14.
8. 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.
9. Service Support set up details
10. 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
11. Signed copy of the RFP document (each page signed with seal).

22. 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.

23. 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 presentation of their proposed solution 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 Techno-functional Requirements stipulated in the "**Scope of Work**", 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 solution offered by them as per the schedule decided by Purchaser. The technical bid will contain the CVs of the person proposed as Project Manager and Senior Hardware cum Network Support Specialist. The technical evaluation will be done on the basis of the solution understanding and the competence of the personnel to be deployed based on following and the total point for the technical evaluation is 100 Marks

and each of the below mentioned points will carry 20 marks each and rest 20 marks will be awarded on the overall solution offered by the bidder by the evaluation committee:

- i. Understanding and experience as a SI (System Integrator)
- ii. Solution Understanding
- iii. Three candidates of key manpower of Project Manager and Senior Hardware cum Network Support Specialist having background and experience in the qualification mentioned in Scope of Work should be proposed in the technical bid and the tender committee shall evaluate the CVs and approve the resources to be deployed by the SI.
- iv. Deployment Methodology proposed

The bidder may visit JAPIT and see demonstration of its application running in pilot before submission of its bid so as to understand the techno-functional requirements of the solution to be supported.

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

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. The total price of the project will be calculated on the basis of summation of C1 and C2 ($C=C1+C2$) mentioned in the Financial Bid form mentioned in Page 41 of the RFP. The bidder who has quoted the lowest bid shall be declared as L1.
- ii. 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.
- iii. 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. Deviation in prices quoted;
 - b. 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:

Solution Deployment Schedule:

The products and/or Systems and/or Manpower Services covered under this bid are to be supplied, installed / commissioned / deployed within two weeks of signing of contract with JAP-IT. 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.

24. 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.

25. CONTACTING PURCHASER OR PUTTING OUTSIDE INFLUENCE

Bidders are forbidden to contact JAP-IT / GoJ officials 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.

26. 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.

27. SIGNING OF CONTRACT

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

28. PERFORMANCE BANK GUARANTEE (PBG)

As required a Performance Bank Guarantee (PBG) of 10% of value of the contract will be furnished by the SI in the form of a Bank Guarantee as per format provided in the RFP from a Scheduled Bank in India. The PBG shall be valid for entire term of the Contract.

29. PAYMENT TERMS

The payment shall be made quarterly as per the QGR rates being quoted by the bidder mentioned in the Financial Bid of this RFP. The payment shall be released after appropriate deduction of statutory taxes and penalty (if any) as per SLA mentioned in the para 5.4 of this RFP. The bidder shall quote the cost of initial deployment of three months as D1 and will be treated as cost of first quarter. For the second phase of deployment period of 21 months the bidder shall divide the total cost of deployment by seven (7) to calculate the cost of each quarter.

The processing of the payment shall be done as the following process:

- a. The vendor shall submit the invoices within seven (7) working days of completing the quarter, in the name of Principal Secretary cum CEO JAP-IT in the office of Nodal Officer India Post – JAP-IT Project, India Post, Doranda HO, Ranchi - 834002.



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AND UPDATION OF MICRO-ATMS DEPLOYED UNDER INDIA POST AEPS**

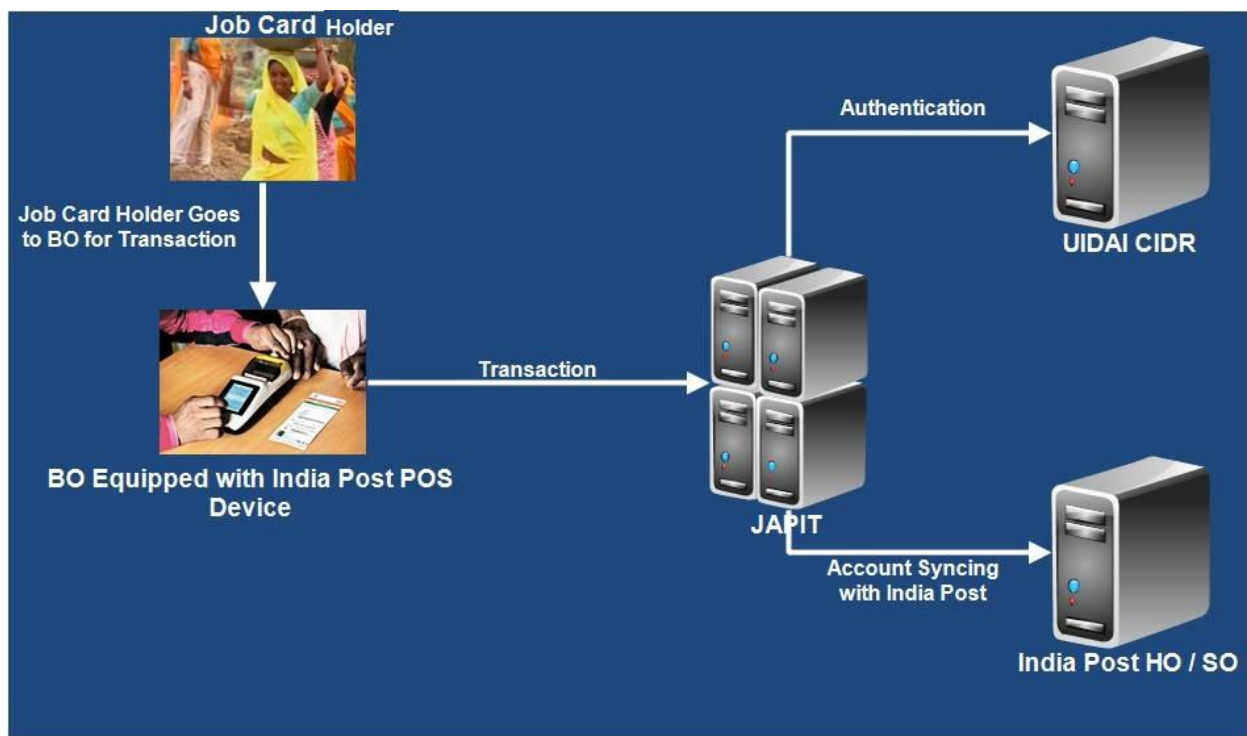
- b. The India Post Nodal Officer shall forward the invoices to Department of IT with its observations and recommendations within ten (10) working days of receiving the invoices.
- c. The Department within 5 working days of receiving the invoices shall process the invoices and send the invoices to with its recommendation including penalty calculation due, if any, to JAP-IT for release of payment.
- d. JAP-IT will release payment within 5 working days.

5 SCOPE OF WORK

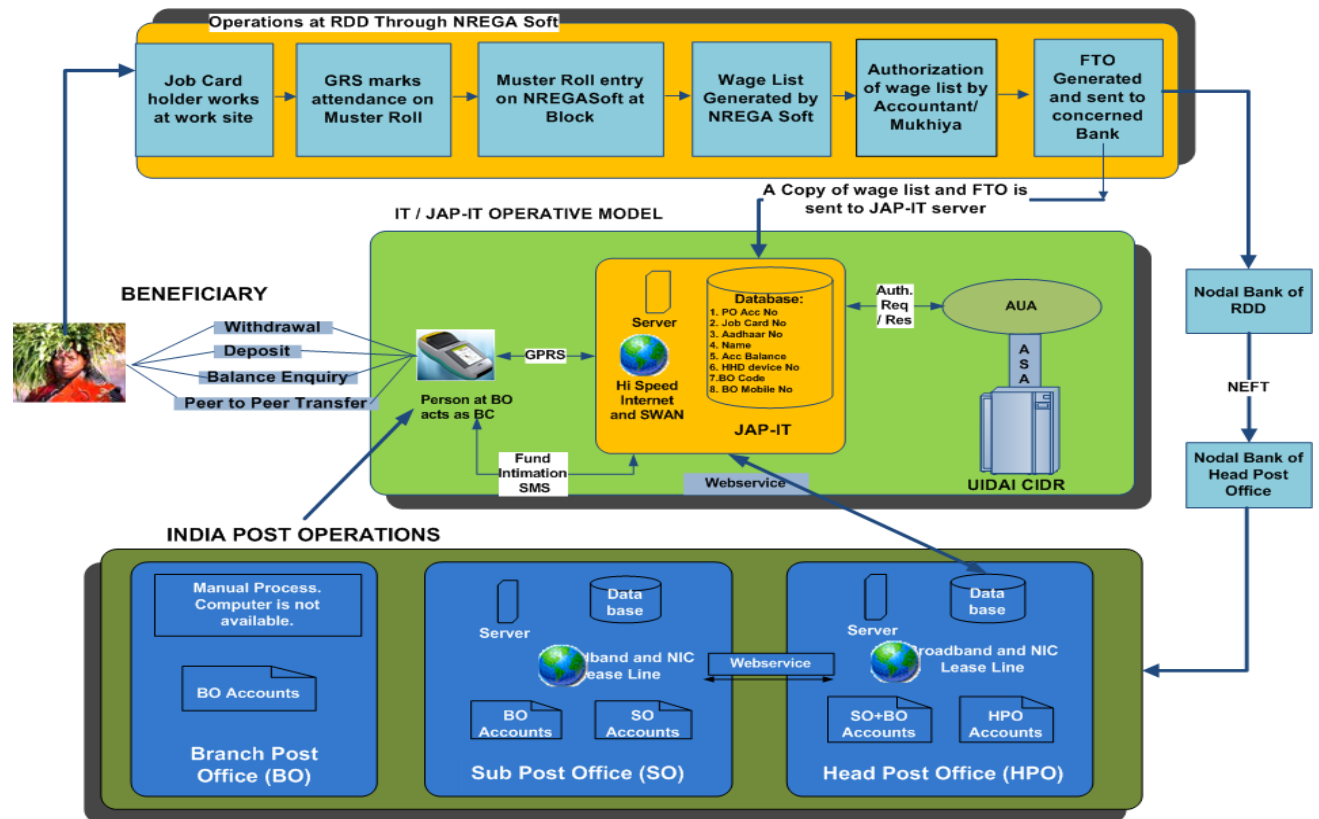
Jharkhand Agency for Promotion of Information Technology (JAP-IT) wishes to hire the services of a System Integrator for Deployment, Configuration, Maintenance and Up-dation of Micro-ATMs and Desktop Applications Deployed under India Post Aadhaar Enabled Payment System in the State of Jharkhand in IndiaPost Rural Post Office Network.

5.1 DEPLOYMENT ARCHITECTURE:

The working solution block diagram of the project can be shown in the following:



5.2 THE DETAILED SOLUTION ARCHITECTURE:



5.3 DETAILED SI ROLE ENVISAGED:

The role of System Integrator is envisaged as to provide all in support to the JAP-IT team and India Post core team in the deployment and maintaining the services of infrastructure created for this purpose. It is required that the SI deploys a Project Management Unit under which the entire monitoring and management of the project is handled. The team would consist of the following personnel listed below. Also it may be noted that the SI may propose additional manpower in various locations as may be suited as best practices under the mentioned circumstances.

The Micro-ATMs and Desktop applications deployed will be used as field devices in online mode. The SI shall be responsible for providing manpower support for managing the entire India Post JAP-IT Micro-ATM Payment Network. The Bidder shall manage, monitor and assist all the stakeholders of the project for implementing the same, which includes:

1. Coordinate with India Post officials- For Deployment of the Micro-ATMs and its equivalent.
2. Carry out training the related India Post and MNREGA / related manpower operating the system as per the training module and procedures approved for the system.
3. Updating various SO and HO offices for impending software updates and assist BOs in carrying out updates.

4. Provide various MIS updates and statutory periodic reports generated under this system to various stakeholders of the project.
5. Coordinate with the Supplier / OEM and its service network - For Maintenance and device related issues. Micro-ATM supplier will establish one service center in State HQ for this purpose.
6. Coordinate with JAP-IT team for software / device configuration and up-dation and supporting SOs and BOs in carrying out updates.
7. Creation of Local repair coordination facility in various India Post HOs / districts for quick replacement and repairing for the devices to minimize downtime in the ground. This would entail establishing system for locating defective devices, and using India Post system for collecting and sending to the repair center and vice versa.
8. India Post will provide office space in their PMU offices available at various HOs for the deployment of L1 Customer Support Engineers who shall be responsible for the corresponding HO. Also the Project Manager and Senior Hardware cum Network Support Specialist and Logistic Helpers shall be deployed at PMU office at Doranda HO for monitoring and coordinating the entire project. The logistic Helpers will also be deployed at Doranda HO for assisting the PMU team to send the faulty devices to the OEM facility for fault rectification and again accepting the devices from the OEM rectification facility to Doranda HO after due fault rectification.
9. The maximum time for replacement of manpower is 15 days for notice and 15 days for the actual replacement. The SI will ensure adequate manpower at standby level for facilitating the replacement.
10. This is to be noted that the department will not allow the replacement of any manpower during the initial three month deployment period under normal circumstances. The replacement will be only allowed after the initial three month period and with manpower higher or equivalent qualification.
11. The L1 Customer Support Engineers to be deployed at various HOs shall be shared with the Department after the selected SI receives the LoI and there will be a joint panel of JAP-IT / IT Department and India Post team for selection of the manpower.
12. The key manpower of Project Manager and Senior Hardware cum Network Support Specialist should be proposed in the technical bid. The CVs of the key manpower proposed should be submitted with the technical bid for evaluation

purposes and there shall be no change in the resources once selected by the tender committee.

Responsibility Matrix					
Sl. No.	Activities	Responsibility			
		OEM Supplier	UID Cell	India Post	SI
1.	Device Configuration	Yes	Yes		
2.	Whitelisting of Operators		Yes	Yes	
3.	Network Availability			Yes	Yes
4.	Updates Configuration			Yes	Yes
5.	Hardware Malfunction	Yes			Yes
6.	Software Problem		Yes		Yes
7.	General Coordination			Yes	Yes

The list of HO, SO and BO are enumerated below:-

S. No.	HO Name	No. Of SOs	No. Of BOs	No. of SO+BO
1	BOKARO STEEL CITY	23	76	99
2	CHAIBASA	24	130	154
3	DALTONGANJ	38	322	360
4	DEOGHAR	32	322	354
5	DHANBAD	56	118	174
6	DORANDA	28	184	212
7	DUMKA	38	355	393
8	GIRIDIH	38	214	252
9	GUMLA	24	281	305
10	HAZARIBAGH	37	236	273
11	JAMSHEDPUR	45	208	253
12	RAMGARH CANTT	25	64	89
13	RANCHI GPO	33	133	166
	Total	441	2643	3084

The Micro ATMs will be deployed in all the BOs of India Post and Desktop Applications shall be deployed in all the SOs of India Post, the SI will have the following scope of work in regard to deployment, configuration, maintenance, up-dation and grievance handling of the Micro – ATMs and associated desktop applications for a period of two (2) years from the Date of Commencement of the Project / Acceptance of Letter of Intent

1. Deployment of Micro-ATMs and Desktop applications in various locations of India Post in Jharkhand.
2. Deploying of qualified manpower at the designated locations of India Post in Jharkhand for managing and monitoring the deployments of Micro-ATMs and Desktop applications.

3. Providing field level problem handholding and escalation of the same for proper resolution within the defined SLA.
4. Coordination with the JAP-IT India Post core team for reporting, problem resolutions and handling various escalations.
5. The India Post core team of JAP-IT consists of a Project Manager, application development personnel and helpdesk members for successful project implementation and support.
6. Creation of an Escalation Matrix to support the problem resolution.
7. Coordination with various stakeholders for ensuring the device uptime at all locations as per the SLA mentioned for proper working of the overall project.
8. Providing training to India Post personnel for proper device handling and report generation.
9. Appraising the various stakeholders of various MIS reports generated in the solution.

The minimum manpower deployment required by the agency selected as SI is provided below:

1. Project Manager - 1
2. Senior Hardware cum Network Support Specialist – 1
3. Logistic Helpers -2
4. L1 Customer Support Personnel as per the below mentioned list:

Sl. No.	Name of District	Name of Post office in Head Quarter	Number of SO and BO in the HO	Number of L1 CSE for deployment period of 3 months	Number of L1 CSE for deployment period of 21 months
1.	Ranchi	Ranchi GPO	166	2	1
2.	Ranchi	Doranda HO	212	2	1
3.	Gumla	Gumla Head Post Office	305	3	2
4.	Hazaribagh	Hazaribagh Head Post Office	273	3	2
5.	Ramgrah	Ramgrah Head Post Office	89	1	---
6.	Dhanbad	Dhanbad Head Post Office	174	2	1
7.	Bokaro	Bokaro steel city Head Post Office	99	1	1 (Ramgarh included)
8.	East Singhbhum	Jamshedpur Head Post Office	253	3	1
9.	West Singhbhum	Chaibasa Head post Office	154	2	1
10.	Palamau	Daltongunj Head Post Office	360	4	2
11.	Giridih	Giridih Head Post Office	252	3	1
12.	Deoghar	Deoghar Head Post Office	354	4	2
13.	Dumka	Dumka Head Post Office	393	4	2
Total			441 SOs & 2643 BOs	34	17

The roles and responsibilities of the positions listed above is enumerated below:

Sl. No.	Designation	Skill Set and Roles / Responsibilities
1.	Project Manager	<p>Skill Set B.E./B.Tech. in Electronics & Telecommunication / Computers / IT / Systems / MCA / MBA in IT</p> <ul style="list-style-type: none"> • 8+years experience • 4-5 years of experience in process consulting / implementation • Proven ability to identify business needs and translate into concise business requirements • Experience in business/government process redesign • Understanding of Government structures, procedures, rules and regulations • Experience in change management planning and capacity building • Requirement gathering, Understanding business processes and its reengineering, Web and e-Governance applications, documentation skills, development, configuration, deployment and support • Proficient in Project management tools such as MS Office, MS Project and Process design tools such as MS Visio • Strong Inter-personal skills • Strong Project Management Skills • Strong communication and presentation • Knowledge about Digital Signatures, Encryption-decryption • Maintaining Audit Trails <p>Roles and Responsibilities;</p> <ul style="list-style-type: none"> • Taking ownership of the project implementation • Maintaining stakeholder coordination with India Post • Coordinating with IT Department / JAP-IT and India Post Core team for supporting POS and related application deployment and its management • Project Management • Risk Management and mitigation • Ensuring SLA monitoring and adherence by the entire team • Problem resolution and escalation at higher levels if not resolved at the any level • Responsible for day to day monitoring the deployment of the POS devices, Software deployment and problem resolution. • Also to provide guidance to the Govt. Officials, monitor implementation and provide proper MIS / report feedback on implementation at every stage • Ensure knowledge management are being maintained and up to date • Designs and maintain technical and project documentation. • Strong organizational, presentation, and customer service skills. • All other responsibilities as assigned and directed by IT Department / JAP-IT
2.	Senior Network cum Hardware Support Specialist	<p>Skill Set</p> <ul style="list-style-type: none"> • B.E./B.Tech. in Electronics & Telecommunication / Computers / IT / Systems • Should have experience of 6+ years • Should have CCNA / CCNP / A+Certification • Should have knowledge of ISO / IEC 27001 / ISO 20000 standards

		<ul style="list-style-type: none"> • Should have experience in maintaining GPRS devices • Proficient in network setup, LAN, VLAN, Proxy, Firewall, MPLS VPN, Leased Line • Should have knowledge of Tablets and Micro ATM devices • Single Point of Contact for supervision of the Network security and Network Administration activities of India Post servers installed at India Post locations. • Single Point of Contact for supervision of the Hardware and Server Administration activities of India Post sync servers installed at India Post locations. • Ensuring SLA monitoring and adherence by the deployed team • Escalation and resolution of network related problems occurring in the POS devices with the OEM vendors, Network Service Providers at India Post and IT Dept. / JAP-IT core team. <p>Roles and Responsibilities</p> <ul style="list-style-type: none"> • Supervision of India Post servers portal management • Data Management with respect to network infrastructure • Installation, support, maintenance and smooth running of Network devices. • Assist in Hardware and Security management for network and servers, also assist in network operations / maintenance • Responsible for monitoring potential and actual network security incidents • Consulting various specialists and OEMs on problems too complex for technical support • Ensure SLA Management (including Application Performance Management) -Monitoring of SLAs Monitoring of incident reporting and resolution • Providing trend analysis to higher Authority to enable them to make informed decisions regarding resource management. • Co-ordinate/own all the Network Administration Audit activities • Participate in Compute sizing requirements • Ensure knowledge management being maintained and up-to date • Designs and maintain technical and project documentation. • Strong organizational, presentation, and customer service skills. • All other responsibilities as assigned by IT Dept. / JAP-IT team
3.	L1 Customer Support Engineers	<p>Skill Set:</p> <ul style="list-style-type: none"> • B.E./B.Tech. in Electronics & Telecommunication / Computers / IT / Systems / BCA / ICHNP (IIHT) / ACHNP (IIHT) / CompTIA A+ MCSE or equivalent • Having 2 years experience in hardware and network support, troubleshooting • Proficient in computer application using MS Word, Excel, Power Point and Internet usage. • Good communication skills • Able to handle proper escalation for problems reported to them from India Post offices • All other responsibilities as assigned
4.	Logistic Helpers	<p>Skill Set:</p> <ul style="list-style-type: none"> • Graduate or higher • Have basic knowledge of Internet, Word, Excel etc.

	<ul style="list-style-type: none"> • Should be physically and mentally fit • Should have basic knowledge of customer interaction • Should have his own vehicle for commutation from Doranda HO (Ranchi) to OEM fault correction facility at Ranchi. • All other responsibilities as assigned
--	--

5.4 SLA FOR PROBLEM RESOLUTION:

The selected bidder will be responsible for:

- i. Enter and escalate the problems in the call logging system integrated into the India Post MIS module in line with the defined incident types as per the SLAs. The L1 customer care engineer shall log user calls related and create an incident.
- ii. Creation of knowledge base on frequently asked questions to assist user departments in resolving basic issues themselves.
- iii. Track each incident / call to resolution.
- iv. Provide feedback to callers.
- v. Continuous monitoring to ensure availability as per agreed SLAs.
- vi. Escalate the calls, to the appropriate levels, if necessary as per the escalation matrix agreed between the Bidder and the user department. The escalation matrix shall be developed by the Bidder in discussion with all the related stakeholders.
 - a. Coordinate with respective hardware OEMs for closure of calls.
 - b. Measure the uptime of the devices through the MIS and if required then additional monitoring software may be deployed for device monitoring.
 - c. Deploy adequate tools for Issue logging and tracking.
 - d. Analyze the incident / call statistics and provide monthly reports including but not limited to:
 - a. Type of incidents / calls logged
 - b. Incidents / calls resolved
 - c. Incidents / calls open

SERVICE LEVEL AGREEMENTS			
Sl. No.	Activity	Expected Performance	Penalty for delay
1.	Device Uptime	>= 95% measured on monthly basis	5 points for every %age delay of a month's uptime.
2.	Resolution-time for software related problems	<=24 hrs of resolution time	1 penalty point for slippage in the slabs of 4 hours for each issue reported
3.	Resolution-time for Hardware Issues	<= 4 days for escalation to OEM and replacement	1 penalty point for slippage in the slabs of 1 day for each issue reported

1. For every slab of 10 penalty points, 1% of the quarterly payment will be deducted as the penalty for that quarter.
2. "Resolution Time" shall mean the time taken (after the incident has been reported to the Call Centre), in resolving (diagnosing, troubleshooting and fixing) getting the confirmatory details about the same from the OEM Vendor and conveying the same to the end user), the services related troubles during the first level escalation.
3. "Uptime" shall mean the time period for which the specified services / components with specified technical and service standards are available to the users of the application. Uptime, in percentage, of any component (Non IT & IT) can be calculated as:
$$\text{Uptime} = \{1 - [(\text{Downtime}) / (\text{Total Time} - \text{Maintenance Time})]\} * 100$$
4. "Downtime" shall mean the time period for which the specified services / components with specified technical and service standards are not available to the users and excludes the scheduled outages planned in advance for SDC and the DC related link failures. It is clarified that this term covers non-availability of the Web services at Server Side and shall be monitored at Server Side.
- 5.

5.5 TECHNICAL EVALUATION OF BIDS

Bidders will be required to make presentation of the solution offered by them as per the schedule decided by Purchaser. The technical bid will contain the CVs of the person proposed as Project Manager and Senior Hardware cum Network Support Specialist. The technical evaluation will be done on the basis of the solution understanding and the competence of the personnel to be deployed based on following and the total point for the technical evaluation is 100 Marks and each of the below mentioned points will carry 20 marks each and rest 20 marks will be awarded on the overall solution offered by the bidder by the evaluation committee:

- i. Understanding and experience as a SI (System Integrator)
- ii. Solution Understanding
- iii. Three candidates of key manpower of Project Manager and Senior Hardware cum Network Support Specialist having background and experience in the qualification mentioned in Scope of Work should be proposed in the technical bid and the tender committee shall evaluate the CVs and approve the resources to be deployed by the SI.
- iv. Deployment Methodology proposed

Only those bidders who score more than 70 % during the technical evaluation will qualify and be shortlisted for opening of the commercial bids.

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

6 ANNEXURE I- 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

7 ANNEXURE II- BID PROPOSAL SHEET

Bidders Proposal Reference No. and Date :

Bidders Name and Address :

Person to be contacted :

Designation :

Telephone No(s) :

E-MAIL ID. :

Fax No. :

To,

The Chief Executive Officer

Jharkhand Agency for Promotion of Information Technology

Engineers Hostel # 2,

Dhurwa, Ranchi 834004.

**Subject: RFP For Selection Of Si For Deployment, Configuration, Maintenance
And Updation Of Micro-ATMs Deployed Under India Post AEPS**

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** __ 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.



**RFP FOR SELECTION OF SI FOR DEPLOYMENT, CONFIGURATION, MAINTENANCE
AND UPDATION OF MICRO-ATMS DEPLOYED UNDER INDIA POST AEPS**

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation

Seal

Date:

Place :

Business Address :

8 ANNEXURE III- 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

9 ANNEXURE IV- 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 / soft copy by email, 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.				



10 ANNEXURE V- 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 **“RFP FOR SELECTION OF SI FOR DEPLOYMENT, CONFIGURATION, MAINTENANCE AND UPDATION OF MICRO-ATMS DEPLOYED UNDER INDIA POST AEPS”** (Hereinafter called " The Said Contract") entered into between the JAP-IT 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



RFP FOR SELECTION OF SI FOR DEPLOYMENT, CONFIGURATION, MAINTENANCE AND UPDATION OF MICRO-ATMS DEPLOYED UNDER INDIA POST AEPS

date, provided that the notice of any such claim has been given to us _____ 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 JAP-IT.

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 JAP-IT 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 JAP-IT 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: -**
- WITNESS: -**

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

11 ANNEXURE VI: 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)



12 ANNEXURE VII- 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: -



13 ANNEXURE VIII- 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 installation, 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:



15 ANNEXURE X- WORK ORDER FOR SI IMPLEMENTATION AND SUPPORT

Name of the firm _____

Address:

Period from _____ to _____.

S. No.	Order Number and date	Order Placed by (full contact address of such organization s)	SI Scope of Impleme ntation	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.



16 ANNEXURE XI- BID PRICE FORM

(Upload in Financial bid envelope)

Request for proposal For Selection Of SI For Deployment, Configuration, Maintenance And Updation Of Micro-Atms Deployed Under India Post 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

	Sl. No	Item Description	Price quoted should be as per Cost to Company basis and should be inclusive of all taxes & duties for two years onsite SI support adhering to RFP SLA clause.				
			Total cost (Rs.) (A)	Tax component in %	Tax in Rs. (B)	Total Cost (C=A+B)	QGR component (D)
Manpower to be Deployed	1.	Service Cost for initial 3 months					(D1=C1)
	2.	Service Cost for rest 21 months					(D2=C2/7)
	GRAND TOTAL						
Total Cost (C=C1+C2)Rs / in words QGR for first three months (D1)Rs. / in words QGR for next twenty one months (D2)Rs. / in words							

Total Amount in Rupees:

(In figures) _____

(In Words) _____



**RFP FOR SELECTION OF SI FOR DEPLOYMENT, CONFIGURATION, MAINTENANCE
AND UPDATION OF MICRO-ATMS DEPLOYED UNDER INDIA POST AEPS**

Total QGR Amount payable per quarter in Rupees:

(In figures) _____

(In Words) _____

Date _____

Signature of Bidder

Seal