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**Request for proposal  
for Supply, Installation and Commissioning of Aadhaar enabled  
Biometric Handheld Devices in Department of Food Public Distribution  
and Consumer Affairs,  
Govt. of Jharkhand**

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**RFP Ref No . TPDS/Comp./3-32/ Ranchi/01/2013-14 -Re-Tender**

**REQUEST FOR PROPOSAL**

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## 1. Invitation for Bid:

- Department of Food, Public Distribution & Consumer Affairs here in referred as (Department), hereinafter referred as “purchaser” invites online bid through e-Procurement process from IT firms or authorized partners (hereinafter referred to as “Bidder” till the award of Contract and thereafter on award of contract, referred to as “Vendor/Contractor/Supplier/Successful Bidder”) to Supply, Installation, commissioning and required software for Biometric Handheld Devices for 4 Pilot Blocks in State of Jharkhand.
- The bid shall be submitted online in the Website <http://jharkhandtenders.gov.in>. The bidder(s) should have necessary portal enrolment with their own Digital Signature Certificate:**

1.

| S.No | Name of Work   | Bid security   | Cost of tender Document  | Period of completion                             |
|------|--|--|--|--|
| 1.   | Supply, Installation, commissioning of Biometric Handheld Devices including required software for 4 Pilot Blocks in State of Jharkhand | <b>INR 10,00000 /- (Ten lakhs only)</b> in the form of BG/Bank Draft | <b>INR 10000/-</b> (Ten Thousand only) in the form of Demand Draft in <b>favour of Secretary, Department of Food, Public Distribution &amp; Consumer Affairs</b> Payable at Ranchi | 90 days + Post Implementation Support for 1 year |

2. Period of availability of tenders online date & time bidding on-line/last date of seeking clarification/date of opening of tender papers are as given below –

|    |  |  |
|----|--|--|
| 1. | Date of Publication of Tender on website       | 24-06-2013   |
| 2. | Submission of Pre-Bid Queries                  | 28-06-2013   |
| 3. | Online Bid Submission                          | 08-07-2013 at 11:30 AM   |
| 4. | Technical Bid Opening                          | 08-07-2013 at 12:30 PM   |
| 5. | Financial Bid Opening                          | 09-07-2013 at 11:00 AM   |
| 6. | Contact no. and address of Procurement officer | Office of Joint Secretary & Deputy Secretary , Department of Food, Public Distribution & Consumer Affairs, 4 <sup>th</sup> Floor, Project Building, Dhurwa, Ranchi Jharkhand Tel: 0651-2401978 |

3. Cost of bidding document i.e **INR 10,000/- (Rupees Ten Thousand only)** "non refundable fee" as indicated shall be in the form of Demand Draft drawn upon any Scheduled Bank / Nationalized Bank in favor of Secretary, Department of Food, Public Distribution & Consumer Affairs
4. The Bidder shall furnish a bid security amounting to **INR 10,00000 /- (Rupees Ten lakhs only)**. The bid security shall be in favor of Secretary, Department of Food, Public Distribution & Consumer Affairs, Ranchi in any one form as specified in clause of Instruction to Bidder of the Standard bidding document .
5. Cost of bidding document and Bid Security shall be deposited in the office of the of Joint Secretary & Deputy Secretary, Department of Food, Public Distribution & Consumer Affairs, 4<sup>th</sup> Floor, Project Building, Dhurwa, Ranchi Jharkhand on all working days **between 29/06/13 to 08/07/2013 upto 11:30 AM** either by registered post/Speed post or by hand. Only those applications will be entertained whose cost of bidding document and bid security is received **before 11:30 AM on 08-07-2013**. Secretary, Department of Food, Public Distribution & Consumer Affairs will not be held responsible for the postal delay, if any, in the delivery of the document or non receipt of the same.
6. Bids shall be submitted online on the website **<http://jharkhandtenders.gov.in>**.
7. Other details can be seen in the bidding document.
8. Any change or corrigendum will be uploaded on the website.
9. Authority reserves the right to reject any or all the tender(s) received without assigning any reason thereof.
10. The RFP includes the following Section:
  1. Invitation for Bid
  2. Project Back Ground
  3. Scope of Work
  4. Terms and Condition
  5. Pre-Bid Conference
  6. Evaluation Process
  7. Technical Qualification Criteria
  8. Instruction to Bidders

**Tender Document can be downloaded from [www.jharkhandtenders.gov.in](http://www.jharkhandtenders.gov.in).**

## 2. Project Back Ground:

### Introduction

Government of India introduced TPDS on 1st June, 1997, aimed at delivering food grains to targeted families through the Fair Price Shop (FPS). Under this scheme, consumers are classified into four groups -Below poverty line (BPL), Antyodaya Anna Yojna (AAY), above poverty line (APL) and Annapurna. Food quotas and prices differ for each category. Under this, the States are required to formulate and implement foolproof arrangements for food grain distribution in a transparent and accountable manner at the FPS level.

TPDS is operated under the joint responsibility of the Central and State/UT Governments wherein the Central Government is responsible for procurement, allocation and transportation up-to the designated depots of the Food Corporation of India (FCI). The operational responsibility for allocation and distribution of food grains within the States/UTs, identification of eligible Below Poverty Line (BPL) families, issuance of ration cards to them and supervision over and monitoring of functioning of FPS rests with the concerned State/UT Government.

In TPDS also, it's been observed that the food grains supplied by ration shops are not enough to meet the consumption needs of the deserving segment or are of inferior quality. The TPDS has been criticized for its failure in identifying the deserving community and distributing food items in an error-free manner. Therefore, to improve the TPDS operation, Hon'ble Supreme Court in WP (C) No. 196/2001 – PUCI v/s Union of India and others has issued directions from time to time regarding computerization of TPDS. Computerization of TPDS has also been included as Mission Mode Project (MMP) under the National e-Governance Plan (NeGP) of Government of India.

A High Powered Committee (HPC) headed by Justice D.P. Wadhwa (Retd.) had been set up under the directions of the Hon'ble Supreme Court to monitor and expedite the Computerization of TPDS. The HPC has submitted its preliminary report to the Court. Subsequently, the Hon'ble Supreme Court has given detailed directions for Computerization of TPDS covering all States/UTs in a time bound manner in its order dated 14.9.2011.

With similar objective of betterment in service delivery system, Department of Food, Public Distribution & Consumer Affairs (FPDCA) is planning end to end computerization of its entire TPDS operation till Fair Price Shop (FPS). Presently, both department and corporation have hardly any computerization and information exchange is completely manual.

Under TPDS, Government of India provides to State, food grains and other essential commodities based on pre-estimated population (allotment) and at a rate highly subsidized from market price. State generally adds additional beneficiaries to allotment list and may further subsidize the rate. Currently, the TPDS operation of Jharkhand covers estimated 55,55,799 beneficiaries spread across 24 districts and 260 blocks. The supply and distribution is done through 260 godowns and 25557 FPS. Further, Department procures paddy at MSP with the assistance of state co-operative Department through 672 collection centers.

The state has planned to implementation FPS as 4 Blocks. These blocks have been considered keeping in mind the progress made under Aadhaar enrollment.

| Blocks        | Ration Card # | FPS #      |
|---------------|---------------|------------|
| Gobindpur     | 27388         | 152        |
| Ormanjhi      | 7139          | 64         |
| Ramgarh Sadar | 8731          | 93         |
| Khunti Sadar  | 13849         | 96         |
| <b>Total</b>  | <b>57,107</b> | <b>405</b> |

State of Jharkhand's TPDS operation is structured through Department of Food, Public Distribution & Consumer Affairs (FPDCA) and Jharkhand State Food Corporation (JSFC). Department of Food, Public Distribution & Consumer Affairs (FPDCA) operates through its wing at state capital (Secretariat), District Level (Office of District Supply Officer) and Block Level (Office of Block Supply Officer).

## Motivators for the Initiative

PDS in Jharkhand are being reformed with both ICT and Non- IT interventions. Even though the PDS had improved in Jharkhand due to the interventions, there were still the following areas of concern that motivated the State to take up the initiative-

Beneficiary in general is getting her full entitlements, but faces following common problem(s) at FPS-

- FPS is not open when the beneficiary wants to take her rations, leading to multiple trips.
- FPS declares 'no stock' even when the FPS has sufficient stocks, leading to multiple trips.
- The sales person does not accord due respect to the beneficiary or sometimes misbehaves.
- Overcharging – The sales person charges more than actual charge.
- Beneficiary may need to spend at least half a day to take commodities because of long queues.

The motivation behind the implementation of Biometric Handheld Devices is to solve the problems stated above. Given that these problems exist at the shop level and that their existence depends on the behavior and integrity of the sales person, technology alone cannot provide a solution to the problems. The problems can only be solved by empowering the beneficiary to go to any FPS of her choice by providing portability support. Whenever a beneficiary faces any of the above problems, she would be free to go to any other FPS where she gets better service. Fear of losing customers and the resulting competition among FPSs shall also eliminate the above problems and improve the services. Biometric Handheld Devices not only provides for capturing of real time transaction data at the FPS but also offers portability to the beneficiaries to address the above problems.

There were clear evidences of Proxy issuances (recording an issue to a beneficiary without actually issuing to the beneficiary) before the implementation of Biometric Handheld Devices, mostly in case of APL allocations and K Oil, as demand for these items is comparatively less. Another motivation behind the initiative is to save cost to the Government by checking Proxy issues with the help of Biometric Handheld Devices.

## **Biometric Handheld Devices Objectives**

### **✓ To empower beneficiary**

The objective of Biometric Handheld Devices is to empower the beneficiary with the facility to pick up her rations from an FPS of her choice. This in turn introduces competition among FPSs, for a larger share of beneficiaries, leading to improved service delivery at the shop. As a result, the beneficiary shall not be solely dependent on monitoring done by the departmental officials. In fact the beneficiary, in Biometric Handheld Devices, becomes a partner of the government in the process of monitoring.

### **✓ To Create Transparency**

The transaction data recorded at the shops would be put in public domain and hence Biometric Handheld Devices enables public scrutiny and social auditing of the FPSs. The details of withdrawals are sent through SMS to beneficiary's registered mobile number if any. Biometric Handheld Devices is targeted towards elimination of diversion by using "Online real time mechanical authentication", at the time of service delivery, at the FPS.

✓ **To reduce Diversion**

To check diversion of PDS commodities by checking proxy issues. Diversion in PDS Supply chain at any stage (while procuring, storage, movement from warehouse to FPS or at FPS) is possible only when proxy issues can be recorded at an FPS.

✓ **To improve Service Delivery**

Primary purpose of the initiative is to improve service delivery at FPS in terms of quality and quantity of commodities and behavior of FPS sales person with beneficiaries.

✓ **To Weed out Bad FPS**

The past system of inspection of FPS' to identify bad FPSs for cancelling them has been proved to be ineffective as the inspections can attract corrupt practices and the inspectors can be managed with grafts. Biometric Handheld Devices is to create a system where bad performers shall automatically be weeded out as a result of competition.



### 3. Scope of Work:

Food grains are given at FPS but authentication and record of transaction on server is to be done through the PoS machine into PDS application software. The following table describes the step by step process:

| Step   | Citizen   | System  | Pre-requisite   |
|--------|---|---|---|
| Step 1 | Approaches Point of Sale with Ration Card Number              |   |   |
| Step 2 | Enter Ration Card Number in the system                        |   |   |
| Step 3 |   | Display available commodity wise stock against Ration Card Number | Application should have provision for checking Ration Card No. from entered UID No. and find commodity wise updated details per Ration card. <i>If UID No. is missing, application should have provision for seeding the same</i> |
| Step 4 | Enter commodity wise stock to be lifted or select default for |   |   |

| Step    | Citizen                               | System   | Pre-requisite   |
|---------|---------------------------------------|--|---|
|         | lifting total entitlement             |  |   |
| Step 5  |                                       | Display amount to be paid and ask for confirmation or return for re-calculating lifting                                    |   |
| Step 6  | Confirms or re-calculate and confirms |  |   |
| Step 7  |                                       | Request for confirming lifting of stock as per confirmed lifting request. Also ask for quality of stock lifted. (Optional) |   |
| Step 8  | Confirms                              |  |   |
| Step 9  |                                       | Request for bio-metric impression of the person concerned  |   |
| Step 10 | Impress bio-metric                    |  |   |
| Step 11 |                                       | Transfer the UID no. along with bio-metric impression to UID Authentication Service.                                       | Application can exchange data for UID Authentication Service.       |
| Step 12 |                                       | On success, generates bill and stores record in the PDS application, with Date, Time,                                      | Application should be able to pass data for printing, publishing to |

| Step | Citizen | System   | Pre-requisite  |
|------|---------|--|--|
|      |         | Ration card No., Name of person who lifted, FPS Name & No., commodity wise Qty lifted, commodity wise qty available, amount paid. Other details may include Call Center No., web portal URL. The information is also sent through sms to registered mobile no. against ration card | portal, e-mail and sms. Also Application should record this for calculating FPS wise closing balance and that will be in turn use for generating monthly allotment.<br><i>Application should also have provision for seeding mobile no. and e-mail -id if same is missing.</i> |

Bidder is advised to go through

[http://www.iba.org.in/upload/MicroATM\\_Standards\\_v1.5.1\\_Clean.pdf](http://www.iba.org.in/upload/MicroATM_Standards_v1.5.1_Clean.pdf) for detailed understanding of Aadhaar authentication functional specification.

The minimum specified Scope of Work that needs to be undertaken by the successful Bidder for installation and maintenance of Biometric Handheld Devices and necessary Software and SDK with APIs for Handheld Devices for Department of Food, Public Distribution & Consumer Affairs. During implementation, Bidder will have to ensure that proper handholding and training is provided to FPS dealers and Officials of the Department.

The work is to be performed as per the specifications and conditions mentioned in different parts of this document, any further amendments issued in this regard and the Contract to be signed by the Bidder successfully.

- I. Supply of all the products and equipment (specified in the Bill of Quantities/Material Requirement Summary (**Annexure 9**) included in the RFP at their appropriate quantity and

capacity at their respective sites, which includes transporting the items safely and delivery to the various locations across the State.

- II. The bidder must not bid/supply any equipment that is likely to be declared end of sale within the 5 years from the Bid Date. The bidder would be required to replace all such equipment with latest and at least of equivalent configuration if not better in such case. Such equivalence will be determined by the purchaser whose decision will be final in this matter.
- III. To bring all the installation equipment and tools required for the installation and commissioning of the system without any extra charges.
- IV. The Handheld Devices provided by the Bidder should be able to deploy any software on the given platform.
- V. Provide all patches and update for system software, APIs, SDK and provide onsite technical manpower support in using SDK and APIs for access and usage of PDS application residing in central server till the AePDS operation stabilizes.
- VI. Carry out all general tests such as Power on test on delivery, pre-installation checks, UAT and FAT to ensure correct connection, completeness of the requirement.
- VII. Bidder will have to provide all consumables (including paper) for a period of one year from the date of FAT.
- VIII. It is the responsibility of the Bidder to supply all the Hardware equipment, as mentioned in the schedule of requirements in the respective project sites. Transportation of Goods and Material to the designated locations as per the Purchase order is the responsibility of vendor. Also the Bidder has to make his own arrangement for loading and unloading of the goods at the designated locations.
- IX. Bidder shall ensure installation and up-gradation facility in the device for the application software to be installed or accessed remotely.

- X. Bidder shall ensure provision of adequate interfaces to support addition equipments like digital weighing machines, digital moisture meter, etc.
- XI. Bidder will provide hands-on training to officials of the Department and FPS dealers.
- XII. Bidder shall ensure the secure connectivity between device and server where PDS is hosted.
- XIII. In case of any changes in the server configuration, bidder shall make changes in client devices accordingly, to work properly with new configuration of server (during warranty and AMC period).
- XIV. Bidder shall supply all the source code of the ported application software design for PDS application.
- XV. Bidder shall provide the development tool /environment in case if any specific development tool and environment is required for device.
- XVI. Bidder shall fulfill all the requirement of purchaser for porting and signing the applications in the devices.

**Please Note:** Application software (client) for the device in .Net and/or Java framework shall be provided by Department of Food Public Distribution and Consumer Affairs, Govt. of Jharkhand. Successful bidder has to port the .Net and/or Java based client application on the device.

### **Comprehensive On-Site Warranty**

- I. The bid proposal shall be inclusive of a One (1) year onsite warranty for all the hardware items including software applicable from the date of Final Acceptance Test. (FAT) adhering the RFP SLA clauses. The bidder shall obtain the successful installation and commissioning report form concerned authority at each location. The bidder shall maintain systems and peripherals supplied

and installed under this RFP in accordance with the provisions laid down in the clauses below during the warranty period.

II. The supplier shall provide the following services under the warranty to keep the systems and peripherals and in good working order:

- a. Unscheduled on call corrective and remedial maintenance service to set right the malfunctioning of the system. This includes replacement of unserviceable parts including battery also. The parts replaced will either be new parts or equivalent in performance to new parts. The defects will be attended to and rectified within 24 hours of filing of complaint.
- b. Operating System (OS) Support: The supply is comprehensive inclusive of OS support on all the systems supplied and installed under this contract. Any problem related with OS maintenance, reloading of OS with all device drivers, OS upgrade, device drivers, System configuration and network configuration (if required) shall be attended & rectified by the supplier. All required device drivers shall be provided by the supplier. The supplier shall also keep a copy of all device drivers.
- c. The bidder will undertake preventive maintenance measures as a part of overall responsibility for maintenance of the Supplied Items.

### **Replacement of Parts:**

i) If any Item or any part thereof before it is taken is found defective or fails to fulfill the requirements of the contract, the consignee shall give the notice setting forth details of such defects or failure. The bidder shall make the defective material good, or alter the same to make it comply with the requirements of the contract forthwith and in any case within a period not exceeding 24 hours of the initial report. The replacements by the bidder shall be made free of all charges at site. Should Bidder fail to do so within this time, the department reserves the discretion to reject and replace at the cost of the bidder the whole or any portion of the items as the case may be, and that is defective or fails to fulfill the requirements of the contract. The cost of any such replacement made by the Department shall be deducted from the amount payable to the Bidder or invoke from performance bank guarantee.

- ii) Any component that is reported to be down on a given date should be either fully repaired replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the RFP Penalty Clause .In case the selected bidder fails to meet the above standards of maintenance, there will be a penalty as specified in the RFP.

#### 4. Terms and Condition:

1. Bidders are advised to study all technical and commercial aspects, instructions, forms, terms and specifications carefully in the tender document. Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the Tender document in every respect will be at the Bidder's risk and may result in the rejection of the bid. **It will be imperative on each bidder to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract.**
2. **Outsourcing and Subcontracting is not allowed at any stage of the project.**
3. Sealed offers prepared in accordance with the procedure enumerated in the RFP document should be submitted to Deputy Secretary, Department of Food, Public Distribution & Consumer Affairs, not later than the date and time laid down, at the address given in the schedule for invitation for BID.
4. All bids must be accompanied by a non refundable Tender/ Bid fee **INR 10,000/- (Rupees Ten Thousand Only)** in form of Bank Draft Only and **Earnest Money Deposit (EMD) of INR. 10,00,000 /- (Ten Lakhs only)** in the form of BG/Bank Draft Valid for period of 180 days drawn from a scheduled/Nationalized bank in favor of Secretary, Department of Food, Public Distribution & Consumer Affairs, payable at Ranchi. Bidder's not accompanied by earnest Money and Bid fee or incomplete in any respect will be rejected outright.
5. This tender document is not transferable.
6. The draft must be in a separate sealed envelope indicating the amount, tender notice number, and due date enclosed with the bid.
7. The tenders will be opened on the date and time indicated in the presence of Bidders

if any present on the occasion. If the date of opening is declared to be a holiday the tenders will be opened on the next working day or as decided by Purchaser.

8. The Bidder must indicate specifically the Make & Model of the each item to be supplied and also attach the brochure for the same with technical bid.
9. Department of Food, Public Distribution & Consumer Affairs may hire a third party agency for physical verification for all the supplied items. The vendor will have to provide relevant data, access to the equipment supplied and documentation to such agency and in general facilitate such verification.

## 5. Pre-Bid Queries:

- i. Department of Food Public Distribution & Consumer Affairs will conduct a pre-bid conference for all potential bidders to clarify the objectives/scope of the project as per the date and time mentioned in RFP.
- ii. The interested bidders should confirm their participation and must submit their queries as per the Performa (**Annexure 4**) through post or email ( **food.secy@gmail.com**) in writing 2 business days prior to the Pre-Bid Conference. **Queries received after the set time limit shall not be considered.**
- iii. If required, appropriate corrigendum to this RFP document would also be put up on the website. Such corrigendum, if issued, would form part of this RFP and the bidders would be advised to prepare their technical and financial bids in accordance with such corrigendum.



## 6. Evaluation Process:

The bid document is not transferable. The selection of the bidder under this RFP will be done through stage evaluation process (i) Technical Bid and (ii) Financial Bid.

### Evaluation of Technical Bid

The evaluation of the Technical bids will be carried out in the following manner :-

The bidders technical bid will be evaluated as per the technical qualification criteria specified in the RFP. Department reserves the right to ask for any other supporting document or testimonial at any point of time, during the evaluation of the Bid.

### Evaluation of Commercial Bid

After opening of the technical bids, those bidders, who are technically found eligible (i.e. who satisfy all the eligibility criteria) and have submitted all the required documents mentioned in technical qualification criteria, the financial bids of the only those technically qualified bidders will be opened. The Tendering Authority will award the work to the Successful Bidder whose bid has been determined as the **lowest evaluated bid i.e. L1** as per the bid price form.

## 7. Technical Qualification Criteria:

The Bidding is open to all qualified Bidder who fully meet the following qualifying requirements:-

| 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.<br>Memorandum of Association.                         |
| 2.   | The Bidder (including consortium partner) must have an annual turnover of Rs. 3.00 Crore during each of the last 3 financial years ending 31st March, 2011. The turnover of the group companies of the bidder shall also be considered for evaluation.   | Letter from Chattered Accountant<br>Audited Annual Reports                                  |
| 3.   | The partner should have valid tax registration in India  | Copy of Service Tax Registration Certificate<br>Copy of PAN Card<br>Copy of VAT Certificate |
| 4.   | The prime bidder or consortium partner must have experience in supplying similar kind of minimum of 20 biometric enabled hand held devices under one single order having order value should be more than INR 10 Lacs. This should include the cost of software to be provided along with the Hand held Devices and training and onsite technical support cost. | Copy of Work Order / Completion Certificate   |
| 5.   | Specification of POS device complies to UIDAI specifications should meet the minimum specifications given in Annexure 9.   | Self Declaration by Bidder  |
| 6.   | Internal GPS available in POS  | Self Declaration by Bidder  |
| 7.   | POS device shall operate in OS like Linux, Android, or Windows   | Self Declaration by Bidder  |
| 8.   | POS device support Unicode and can carry operation in bi-language in Hindi and English   | Self Declaration by Bidder  |
| 9.   | Presentation and onsite demonstration of Aadhaar enabled biometric hand held device complying to the minimum specification given in annexure 9 on the date of technical bid submission.  | Successful presentation and demonstration as per the requirement of Department              |

|     |   |   |
|-----|---|---|
| 10. | The Prime bidder must have on its roll at least 50 technically qualified professionals in the area of System Integration, infrastructure technology, database solution & security                       | Certificate from the Authorized Signatory on number of full time technically qualified personnel on its rolls in these areas  |
| 11. | The Prime Bidder and Consortium Partner 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 Authorised 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. |
| 12. | The Prime Bidder and Consortium partner should have a valid and existing ISO 9001-2001 Certification  | Copy of the ISO certification to be attached  |
| 13. | Notarized Power of Attorney and Board Resolution for Authorized Signatory   | Power of Attorney<br>Board Resolution   |
| 14. | Manufactures Authorization form   | Letter from OEM   |
| 15. | Tender Fee  | Demand Draft of Rs.10,000/- (Rupees Ten Thousand Only).   |
| 16. | EMD   | Bank Guarantee of Rs.10,00,000/- (Rupees Ten Lac only)  |

**In case the Bidder/ Consortium Partner doesn't have an office in Jharkhand, the bidder will have to open a Service Center ( with dedicated Technical Experts) within one month of issue of LOI. The bidder must provide the details of complaint redressal system.**

**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.)**

## 8. Instruction to Bidders:

### 1. Detailed instruction & documents to be furnished for online bidding

- Guidelines for online submission of bids can be downloaded from the website <http://jharkhandtenders.gov.in>
- Interested bidders can download the bid from the website <http://jharkhandtenders.gov.in>
- Bidders in order to participate in the bidding process have to get 'Digital Signature Certificate (DSC)' as per Information Technology Act-2000 to participate in online bidding. This certificate will be required for digitally signing the bid. Bidders can get the above mentioned digital signature certificate from any approved vendors (CA). Bidders, who already possess valid Digital Certificate, need not procure new Digital Certificate.
- **Bidders have to submit their bids online in electronic format with digital Signature. Bids without digital signature will not be accepted.**
- Bids will be opened online as per time schedule mentioned in the Invitation for Bids (IFB).
- Bidders should be ready with the scanned copies of cost of documents & bid security as specified in the tender document. Before submission of bids online, bidders must ensure that scanned copies of all the necessary documents have been attached with bid.
- Bidders have to submit original Demand Draft towards tender fee & bid security as mentioned in the RFP during the period & time as mentioned in the RFP failing which bid will not be accepted. The details of cost of documents, bid security specified in the tender documents should be the same as submitted online (scanned copies), otherwise bid will summarily be rejected.
- Uploaded documents of successful bidder will be verified with the original before signing the agreement. The successful bidder has to provide the originals to the concerned authority.
- **Department will not be responsible for delay in online submission of bids due to any reason, what so ever.**
- All required information for bid must be filled and submitted online.

## 2. Details of documents to be furnished for online bidding

- Scanned copies of the following documents to be up-loaded in. pdf format only on the website <http://jharkhandtenders.gov.in> in technical envelop/folder.
  - i. D.D towards Tender fee.
  - ii. D.D or Bank Guaranty towards EMD.
- Scanned copies of the following documents to be up-loaded in. pdf format only on the website <http://jharkhandtenders.gov.in> in technical bid envelop/folder.
  - i. Technical Qualification information and supporting documents as specified in Technical Evaluation Criteria.
  - ii. Certificates, undertakings, affidavits as required in Technical Qualification Criteria.
  - iii. And following:  
Annexure-1, Annexure-2, Annexure-3, Annexure-6, Annexure-7, Annexure-8, Annexure- 9, Annexure-11
- Scanned copies of the following documents to be up-loaded on the website <http://jharkhandtenders.gov.in> in financial bid envelop/folder.
  - i. Relevant Documents corresponding Technical qualification criteria
  - ii. Duly filled in & Digitally signed BOQ
  - iii. Financial Bid proposal [Annexure-12]
- Uploaded documents of successful bidder will be verified with the original before signing the agreement. The successful bidder has to provide the originals to the concerned authority on receipt of such a letter, which will be sent though registered post or speed post or delivered by hand.
- Uploaded documents should be digitally signed by the bidders.

## 3. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid including visit to sites, and Department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

#### 4. Composition of the RFP

The goods required, bidding procedures, and contract terms are prescribed in the RFP document. In addition to the Invitation for Bids, the RFP document includes:

- Instructions to Bidders
- General Terms and Conditions
- Project Background & Specifications
- Scope of work
- Annexure

The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a Bid not substantially responsive in every respect will be at the Bidder's risk and may result in the rejection of its bid.

#### 5. Amendment of Bidding Documents

- a. At any time prior to the deadline for submission of bids, the Tendering Authority may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective Bidder, modify, change, incorporate or delete certain conditions in the bidding document. Such amendments will be published on the website ***<http://jharkhandtenders.gov.in>*** such publication will be considered as adequate notice to all prospective bidders.
- b. In order to allow prospective Bidders reasonable time to take into consideration the amendments while preparing their bids the Tendering Authority, at its discretion, may extend the deadline for the submission of bids.

#### 6. Preparation of Bids

##### a. Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Tendering Authority shall be in English only.

##### b. Bid Currency

Prices shall be quoted in Indian National Rupees only and be inclusive of all taxes.

### c. Technical bid

The technical proposal should address all the areas/ sections as specified in the Qualification Criteria as specified in this RFP. The technical proposal should demonstrate how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP. The technical proposal must not contain any pricing information. In submitting additional information, beyond what has been explicitly asked for, please mark it as "supplemental" to the required response. If the bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate attachment to the proposal.

### d. Financial Bid

Unless explicitly indicated, bidder shall not include any technical information regarding the services in the financial proposal. Conditional price bid would not be acceptable to Tendering Authority.

## 7. Submission Of Bids

### a. Sealing and Marking of Bids (For hardcopy)

- I. The Bidders shall also furnish a hard copy of the Technical bid and seal the said and be addressed to:

**The Deputy Secretary ,  
Department of Food, Public Distribution & Consumer Affairs  
Government of Jharkhand  
Project Bhawan, Dhurwa, Ranchi-834004**

- II. The envelope shall bear the words:

**"Request for proposal for Supply, Installation and Commissioning of Biometric Handheld Devices , Department of Food Public Distribution and Consumer Affairs, Govt. of Jharkhand"**

- III. Envelope shall indicate the name and address of the Bidder.

### b. Deadline for Submission of Bids

1. Bids must be received by The Tendering Authority at the address, not later than the time and date specified in the RFP. In the event of the specified date for the submission of Bids being declared as a holiday for the Tendering Authority, the bids will be received up to the appointed time on the next working day.
2. The Tendering Authority may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of The Tendering Authority and Bidders subject to the deadline will thereafter be subject to the deadline as extended.

### **C. Late Bid**

Any bid received by the Tendering Authority after the deadline for submission of bids prescribed by the Tendering Authority, will be rejected and/or returned unopened to the Bidder.

### **8. Bid Opening and Evaluation of Bids**

- i. Bids will be opened in the presence of Tender Committee of the Purchaser as well as Bidders or their representatives who chose to attend on the specified date and time.
- ii. After opening of the technical bids, those bidders, who are technically eligible (i.e. who satisfy the Qualification criteria) and have submitted all the documents mentioned in Qualification criteria, the financial bids of the technically qualified bidders will be opened. The date of this meeting shall be announced.
- iii. The Bidder's representative who is present shall sign an attendance. In the event of the specified date of bid opening being declared holiday for the tendering authority, the bid shall be opened at the appointed time and location on the next working day.

### **9. Clarification of Bids**

During evaluation of bids, Tendering Authority may at its discretion, ask the Bidder for clarification of its bid. The request for clarification and response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

### **10. Contacting The Tendering Authority**

- a) No Bidder shall contact the Tendering Authority on any matter relating to its bid, from time of opening to the time the contract is awarded. If he wishes to bring additional



information to the notice of the Tendering Authority, he should do in writing. The Tendering Authority reserves the right as to whether such additional information should be considered or otherwise.

- b) Any effort by a Bidder to influence the Tendering Authority in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the Bidder's bid and also forfeiture of his bid security.

#### **11. Period of Validity Of Bids**

Bids shall be valid for 180 days after the date of bid opening. A bid valid for a shorter period shall be rejected by the tendering authority as non –responsive.

In exceptional circumstances, the Tendering Authority may solicit the Bidders consent to an extension of the period of validity .The request and response thereto shall be made in writing.

#### **12. Award of work**

- a. The finalization of the tenders will be done by a committee constituted by the Tendering Authority for this purpose.
- b. The Tendering Authority will award the work to the Successful bidder whose bid has been determined as the lowest evaluated (L1) bid provided further that the bidder is found technically eligible.

#### **13. Signing of Contract**

At the same time as the Tendering Authority notifies the successful Bidder that its bid has been accepted, the Tendering Authority will send the Bidder the Contract Form provided by this office. Within 15 days of receipt of the Contract Form, the successful Bidder shall sign the contract and return to the authority.

#### **14. Performance Bank Guarantee**

Within 15 days after receipt of notification of award of the Contract from the Department, the successful Bidder shall furnish performance bank guarantee (PBG) to the , which shall be equal to 10% (percent ) of the value of the contract and shall be from a Nationalized Bank as per the Proforma given in **Annexure 5**.

**The validity of bank guarantee shall be 1 year after FAT.**

## **15. Corrupt or Fraudulent Practices**

The Tendering Authority requires that the Bidders/suppliers/ contractors under this tender observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Tendering Authority:

**a.** Defines for the purposes of this provision, the terms set forth as follows:

1. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution; and

2. "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or a execution of a contract to the detriment of the Tendering Authority, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Tendering Authority of the benefits of the free and open competition.

**b.** The tendering Authority will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

**c.** The tendering Authority will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

**d.** The past performance of the Bidder will be crosschecked if necessary. If the facts are proven to be dubious, the Bidders tender will be ineligible for further processing.

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

In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, the Tendering Authority's interpretation of the clauses shall be final and binding on all parties.

## 17. Decision Taken

The decision taken by the Tender Committee in the process of Tender evaluation will be full and final.

## 18. Delivery of Items

The vendor shall be responsible for delivery and installation of the ordered item(s) at the site and for making them fully operational at no extra charge. Delivery of the Items shall be made by the Provider in accordance with the terms and specification specified in RFP. The time line for the implementation of the project from date of signing of agreement is as under:

| S.N. |   | Timelines in Weeks (T=LoI Date) |
|------|---|---------------------------------|
| 1    | Delivery of Equipment   | T + 4                           |
| 2    | Installation and Commissioning at Pilot locations. (Including required software installation, configuration and training for POS Machine) | T + 6                           |

## 19. Delays in the Bidder's performance

Performance of the Contract shall be made by the Bidder in accordance with the time schedule specified by the Department as indicated in tender document.

An unexcused delay by the Bidder in the performance of its contract obligations shall render the Bidder liable to any or all of the following sanctions:

- i) Forfeiture of its performance security;
- ii) Termination of the Contract for default.

As soon as practicable, after receipt of the Bidder's notice, the Department shall evaluate the situation and may at its discretion extend the Bidder's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.

## **20. Termination For Insolvency**

The Tendering Authority may at any time terminate the Contract by giving written notice to the Provider. If the Provider becomes bankrupt or otherwise insolvent, in this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Tendering Authority.

## **21. Force Majeure**

1. For purposes of this clause, "Force Majeure" means an event beyond the control of the Provider and not involving the Provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchase either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
2. If a force Majeure situation arises, the Provider shall promptly notify the Tendering Authority in writing of such conditions and the cause thereof. Unless otherwise directed by the Tendering Authority in writing, the Provider shall continue to perform its obligations under the Contract as far as it reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

## **22. Resolution of Disputes**

The matter regarding any dispute shall first be sorted out at the level of Secretary, Food Public Distribution and Civil Supplies. If the dispute persists to remain unresolved then it will be entertained, heard & finalized as per the provisions of the Arbitration and Conciliation Act, 1996. The arbitrator will be the Secretary of Department of Food Public Distribution and Civil Supplies, Government of Jharkhand.

## **23. Legal Jurisdiction**

All legal disputes are subject to the jurisdiction of Ranchi courts only.

## **24. Taxes and Duties**

The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, duties as applicable up to the completion of job. Any increase in the rates will not be allowed.

## **25. Binding Clause**

All decisions taken by The Tendering Authority regarding the processing of this tender and award of contract shall be final and binding on all concerned parties.

**26.** The Decision regarding acceptance of Tender by the Tendering Authority will be full and final.

**27.** Conditional tenders shall be summarily rejected.

**28.** The Tendering Authority is free to phase out the work if it feels it is necessary.

**29.** The vendor should be in a condition to fulfill the repeat orders, if asked to do so.

## **30. Payment Terms**

- A. 80% of the total quoted price of the supplied items will be payable on successful installation, testing and commissioning of items for each location after obtaining the successful installation, testing and commissioning /user acceptance report from concerned official at each location.
- B. 20% against the FAT ( Final Acceptance Test) duly signed by the Authorized signatories at each Block Location.
- C. For release of these payments, the Bidder shall present pre-receipted bills of separately for the payments due to him along with all necessary supporting documents.

## **31. Service Level Agreement (SLAs)**

The Handheld Devices provided by the Bidder should be able to deploy any software on the given platform. The Bidder must have a complaint redressal system to register the complaint about hardware issues and will also maintain a log of issues, time and date of receipt of call, cause / nature of problem (network, hardware etc), date & time of resolution provided etc as per format provided in **RFP**. The Bidder should have also a centralized toll free call centre for after sales/technical support.

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

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

“Scheduled operation time” means the scheduled operating hours of the Equipment (systems and infrastructure) for the Quarter. All scheduled maintenance time on the system would be deducted

from the total operation time for the quarter to give the scheduled operation time. The total operation time for the equipment (systems and infrastructure) will be 24x7x365. The total operation time for the client site systems shall be the business hours of the Department.

“Availability” shall mean the time for which the services and facilities offered by the Bidder are available for conducting operations from the equipment. Availability is defined as:

$$\{(\text{Scheduled Operation Time} - \text{System Downtime}) / (\text{Scheduled Operation Time})\} \times 100\%$$

Bidder will have to provide one toll free number for Call Center/Help Desk/ Service Desk Number where all calls regarding equipment failure / incidents will be received and monitored till the call is completed. "Call Center" shall mean support for incident management and reporting during this contract. The business hours for the Department is 9:30am to 5:30 pm. (Monday to Saturday)

The working days mentioned exclude Public Holidays or any other Holidays observed by the Department. The Bidder however recognizes the fact that the Department offices will require to work beyond the business hours on need basis. Bidder need to provide escalation matrix (The last escalation point should include contact details like e-mail, land line number and mobile number must be provided).

### **Service Level Requirement and Targets**

The SLAs have been logically segregated in the following categories:

1. Delivery and Installation Level
2. Downtime Service Level

The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following table are applicable for the duration of the contract.

If the selected bidder is not executing the contract to the satisfaction of the tendering authority then he may invoke any or all of the following clauses.

1. All the deliverables defined in the contract has to be submitted on-time as mentioned in the contract with no delay. Timely delivery of deliverables would comprise of Hardware items, etc. are to be submitted as part of the project deliverables. The penalty in case of delay in delivery would be as follows:

**Delivery and Installation Level**

| Project Activities             | Location                                | Baseline Timeline ( in Week) T= Lol issue date | Penalty/LD for each Week ( On Incremental basis)  |
|--------------------------------|---|--|---|
| Delivery of Equipment          | All locations. Please refer Annexure 13 | T + 4  | No Penalty  |
|                                |   | T+ 6   | 2.0% of cost of specific equipment  |
|                                |   | T +8   | 4.0% of the cost of Specific equipment ( Department will have the right to Termination of Contract) |
| Installation and Commissioning | All locations. Please refer Annexure 13 | T+ 6   | No Penalty  |
|                                |   | T + 8  | 2.0% of cost of specific equipment  |
|                                |   | T +10  | 4.0% of the cost of Specific equipment ( Department will have the right to Termination of Contract) |

**2. Downtime Service Level :**

| Issue  | Baseline             | Penalty/LD for each day ( On Incremental basis)                  |
|--|----------------------|--|
| Failure /malfunctioning of equipment or Software | < 24 hrs             | No Penalty   |
|  | > 24 hours < 36hours | Rs 1000/- Per Day on incremental basis for each Hand Held Device |
|  | > 48 hours           | Department will have the right to                                |

| Issue | Baseline | Penalty/LD for each day ( On Incremental basis) |
|-------|----------|---|
|       |          | Termination of Contract                         |

There will a penalty charge which will be adjusted against Performance Bank Guarantee or bidder will have to submit a Demand Draft equal to the Penalty Amount to the Department.

The selected bidder is expected to have a call logging software and furnish the details of all the calls logged in every quarter and the resolution time. The Purchaser reserves the right to verify the details for calculation of penalty. The purchaser should also be provided access to the software so as to check the status of all the calls logged for a given period of time (Date of call, location, call logged by, date and time of resolution etc.). This would be validated by the department prior to calculation of penalty. In case of any dispute, the decision of Secretary, Food Public Distribution and Consumer Affairs, Government of Jharkhand would be final and binding.

Total LD/ Penalty are capped to maximum on 10% of Total contract value. LD/Penalty will be calculated on **Total cost of Specific Hardware**. Breach of performance requirements consistently on part of the Bidder may lead to invocation of clause for "Termination for Default" and invocation of the PBG by the Purchaser.



# ANNEXURES

## ANNEXURE 1- BIDDER PROFILE

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

-----  
Signature of the Bidder

## ANNEXURE 2- BID PROPOSAL SHEET

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

To,  
Deputy Secretary,  
Department of Food, Public Distribution and Consumer Affairs  
Government of Jharkhand.  
4<sup>th</sup> Floor, Project Building,  
Dhurwa, Ranchi

Subject: Request for proposal for Supply, Installation and Commissioning of Biometric Handheld Devices for Food Public Distribution and Civil Supplies Department, Govt. of Jharkhand

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 Secretary, Department of Food Public Distribution and Civil Supplies for a sum of Rs. Ten Lakh only (**INR 10,00,000/-**). This EMD is liable to be forfeited in accordance with the provisions of Bid documents.

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

**5. Bid Pricing**

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

**6. Bid Price**

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

**7. Contract Performance Guarantee**

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

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

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation

Seal

Date:

Place :

Business Address :

### ANNEXURE 3- BIDDER'S AUTHORISATION CERTIFICATE

To,  
Deputy Secretary,  
Department of Food, Public Distribution and Consumer Affairs  
Government of Jharkhand.  
4<sup>th</sup> Floor, Project Building,  
Dhurwa, Ranchi

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

Thanking you,

Authorized Signatory.

\_\_\_\_\_  
<Company Name>

Seal

**ANNEXURE 4- PROFORMA FOR PRE BID QUERIES**

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

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

## ANNEXURE 5- PROFORMA OF PERFORMANCE BANK GUARANTEE

Ref: \_\_\_\_\_ Date \_\_\_\_\_

Bank Guarantee No \_\_\_\_\_

To,  
Deputy Secretary,  
Department of Food, Public Distribution and Consumer Affairs  
Government of Jharkhand.  
4<sup>th</sup> Floor, Project Building,  
Dhurwa, Ranchi

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

We Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that could be taken for satisfactory performance and fulfillment in all respects of the said Contract by the Bidder i.e. till (viz. The date upto 14 months after the date of successful implementation) hereinafter called the said date and that if any claim arises against us \_\_\_\_\_ Bank



by virtue of this guarantee before the said date, the same shall be enforceable against us \_\_\_\_\_ Bank notwithstanding the fact that the same is enforced within six months after the said date, provided that the notice of any such claim has been given to us \_\_\_\_\_ Bank by the purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Department.

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

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

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

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

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

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

**DATE: -**

**PLACE:**

**SIGNATURE: -**

**WITNESS: -**

**PRINTED NAME:**

.....(BANK'S COMMON SEAL)

## Bid Guarantee

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

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

THE CONDITIONS of this obligation are:

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

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

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

-----

(Authorized Signatory of the Bank)

## ANNEXURE 6- SELF-DECLARATION

Ref: \_\_\_\_\_

Date: \_\_\_\_\_

To,  
Deputy Secretary,  
Department of Food, Public Distribution and Consumer Affairs  
Government of Jharkhand.  
4<sup>th</sup> Floor, Project Building,  
Dhurwa, Ranchi

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

**Name of the Bidder: -**

**Signature: -**

**Seal of the Company: -**

## ANNEXURE 7- CERTIFICATE OF CONFORMITY

Date:.....

To,  
Deputy Secretary,  
Department of Food, Public Distribution and Consumer Affairs  
Government of Jharkhand.  
4<sup>th</sup> Floor, Project Building,  
Dhurwa, Ranchi

### CERTIFICATE

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

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

**Name:**

**Designation:**

**Seal:**

## ANNEXURE 8- MANUFACTURER'S AUTHORIZATION FORM

To,  
Deputy Secretary,  
Department of Food, Public Distribution and Consumer Affairs  
Government of Jharkhand.  
4<sup>th</sup> Floor, Project Building,  
Dhurwa, Ranchi

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

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

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

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

Signature:

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

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

**ANNEXURE 9- TECHNICAL SPECIFICATIONS**

| Component        | Minimum Requirement  | Mandatory(M)<br>(OR)<br>Recommended<br>(R) | Specifications<br>Offered |
|------------------|--|--|---------------------------|
| Micro Processor  | 32 bit   | M  |                           |
| CPU Speed        | ARM-9/x86 equivalent or higher, "380" MHz or higher frequency  | M  |                           |
| RAM              | 256MB  | M  |                           |
| Operating System | Windows/Android/Linux  | M  |                           |
| LCD              | 3.5 inch color QVGA (320X240) 260K Colors,<br><br>Trans-reflective, Touch screen   | M  |                           |
| Battery          | Lithium – Ion 1800 mAh and above suitable for 12 hours operation.  | M  |                           |
| Key Board        | Minimum with 21 Alpha Numeric Keys ( QWERTY); Softkey  | M  |                           |
| Charger          | AC 180v to 280 V Charger for 3-4 hours Charging  | M  |                           |
| Slot             | ISO 7816 and ISO 14443A & B Complaint Slots  | M  |                           |
| Communication    | Terminal shall have GSM/GPRS/CDMA with provision for Dual - SIM card. POS device should support wired and wireless broad band connectivity   | M  |                           |
| Communication    | Terminal may have additional communication hardware like Ethernet / PSTN For Exchange of Data through TCP/IP with server on MPLS network. PSTN Modem inbuilt to transfer data through telephone cable. | R  |                           |
| Printer          | Unit may be supplied either with a 56mm paper width integrated printer / Thermal Printer with a 50mm/sec speed   | M  |                           |
| Paper            | Thermal Paper  | M  |                           |
| Paper Width      | 56mm width, 0.06 to 0.085 (52.3 to 64  | M  |                           |

|                       |   |   |  |
|-----------------------|---|---|--|
|                       | GSM)  |   |  |
| Cabinet               | Aesthetically designed ABS & Poly Carbonate plastic housing, with integrated Printer, LCD display and Keyboard.   | M |  |
| Operating Temperature | 0 to 55 degree Celsius  | M |  |
| Humidity              | 98% RH, None Condensing   | M |  |
| Biometric Sensor      | All the parameters of Biometric Devices for Authentication should be as per certification of UIDAI as per latest STQC Scheme for Certification of UIDAI Biometric Devices (Authentication)<br><br><a href="http://stqc.gov.in/content/bio-metric-devices-testing-and-certification">http://stqc.gov.in/content/bio-metric-devices-testing-and-certification</a> | M |  |
| Data Ports            | USB Host V.2.0/3.0 and RS 232   | M |  |
| Barcode Reader        | Should have 2 D barcode reader/ QR Code   | R |  |
| Protocols             | TCP/IP, HTTP, HTTPS   | M |  |
| Antenna               | Should have internal/ External Antenna  | M |  |
| Safety                | CE Marking  | R |  |
| Additional Feature    | Real-time Audio Response to interaction, Backlit Keyboard. Speaker should be provided for voice ( 3 watt or more)   | M |  |
| Additional Features   | Device need to host the application for PDS, UID authentication, BFD, seeding UID/EID.  | M |  |
| Additional Features   | Multicolor LED  | M |  |
| Language Support      | Bilingual support (Hindi and English) to be extended to keyboard  | M |  |
| Status Indications    | Status indicator provides ease of use. Indicators for connectivity (presence/absence), signal strength, battery status etc.   | R |  |
| Antenna               | External antenna for providing better signal strength when device is used in remote   | M |  |



|                               |  |   |  |
|-------------------------------|--|---|--|
|                               | locations or where signal boosting is required by mounting ante  |   |  |
| Fingerprint reader compliance | Support for Aadhaar authentication: Best Finger Detection client and Authentication Client in addition to Terminal management (terminal management plays key part in upkeep of the device).  | M |  |
| GPS                           | Industry standard 16 channel NMEA compliant GPS support  | R |  |
| Operating requirements        | <p>Dry heat Test – Operating (<math>50\pm 2^{\circ}\text{C}</math> for 2 hrs)</p> <ul style="list-style-type: none"> <li>• Cold Test - Operating (<math>0\pm 3^{\circ}\text{C}</math> for 2 hrs)</li> <li>• Dry heat Test - Storage (<math>55\pm 2^{\circ}\text{C}</math> for 2 hrs)</li> <li>• Damp Heat Cyclic (<math>40^{\circ}\text{C}</math> for (12+12 hrs), No of Cycles: 2)</li> <li>• Cold Test – Storage (<math>-10\pm 3^{\circ}\text{C}</math> for 2 hrs)</li> <li>• Drop/ Free Fall Test, in unpacked, switched OFF &amp; Normal handling condition (Height: 100 mm, Total number of falls = 2)</li> <li>• Vibration Test, in unpacked switched OFF condition (10-150Hz., 0.15mm/2g, 10 Sweep cycles/ axes)</li> <li>• Bump test -In packed switched OFF condition. (1000 Bumps, 40g, In vertical position)</li> </ul> | R |  |

### High Level Functionality

| S.No | Application Name                 | Purpose of Functionality  |
|------|----------------------------------|---|
| 1.   | Template conversion              | Scanned biometric finger print to be converted into UID Standards templates compressed and transmitted using appropriate protocol.  |
| 2.   | Backup Manager                   | Automatic backup with configurable schedules.   |
| 3.   | Data Encryption                  | Use of PKI infrastructure for storing and retrieval of data.  |
| 4.   | POS device configuration Manager | To configure the POS device for service point related welfare scheme parameter and to store the master data related to beneficiary such as Aadhaar ID, proxy ID. To enable and disable multiple modes of operation. |

**ANNEXURE 11- WORK ORDER FOR SUPPLY OF HARDWARE**

Name of the firm \_\_\_\_\_

Address: \_\_\_\_\_

Period from \_\_\_\_\_ to \_\_\_\_\_.

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

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature of the Bidder: \_\_\_\_\_

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

**ANNEXURE 12- BID PRICE FORM****(Upload in Financial bid envelope)**

**Request for proposal for Supply, Installation and Commissioning of Biometric Handheld Devices for Food Public Distribution and Civil Supplies Department, Govt. of Jharkhand**

Bidder's Name & Address

To,

**Deputy Secretary,  
Department of Food, Public Distribution and Consumer Affairs  
Government of Jharkhand.  
4<sup>th</sup> Floor, Project Building,  
Dhurwa, Ranchi**

**Format for Commercial Proposal**

| (Hardware, Software and Manpower) | Sl. No  | Item Description   | Price inclusive of all taxes & duties and One year onsite warranty cost of all the hardware including Software adhering to RFP SLA clause. |                       |                  |
|-----------------------------------|---|--|--|-----------------------|------------------|
|                                   |   |  | Cost per unit (Rs.)  | Quantity (Indicative) | Total cost (Rs.) |
|                                   | 1.  | Biometric Handheld Device along with SDK incl. necessary technical onsite and remote support for application integration, installation, configuration, field level hands-on training, and onsite system maintenance & support. |  | 405                   |                  |
|                                   |   |  |  |                       |                  |
|                                   | <b>Total Cost -----Rs/</b><br><b>In words -----</b> |  |  |                       |                  |

**Note:** Work Order for Bio-metric Handheld Device will be issued between 150 and 405 and may be further increased. The cost per unit will be valid for one year from date of issue of LoI for additional procurement of the device.

**Total Amount in Rupees:**

(In figures) \_\_\_\_\_

(In Words)\_\_\_\_\_

Date\_\_\_\_\_

**Signature of Bidder**

**Seal**

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

**ANNEXURE 13 – Locations for installation and commissioning of Biometric Handheld Devices**

| <b>Blocks</b>        | <b>Ration Card #</b> | <b>FPS #</b> | <b>% UID Enrolled ( April' 13)</b> |
|----------------------|----------------------|--------------|------------------------------------|
| <b>Gobindpur</b>     | 27388                | 152          | 69                                 |
| <b>Ormanjhi</b>      | 7139                 | 64           | 73                                 |
| <b>Ramgarh Sadar</b> | 8731                 | 93           | 99                                 |
| <b>Khunti Sadar</b>  | 13849                | 96           | 80                                 |
| <b>Total</b>         | <b>57,107</b>        | <b>405</b>   |                                    |