



GOVERNMENT OF SIKKIM
FOOD CIVIL SUPPLIES AND CONSUMER AFFAIRS DEPARTMENT
NEAR POWER SECRETARIAT, KAZI ROAD
GANGTOK, EAST SIKKIM

TENDER NO:01/FCS & CA

ISSUE DATE:16/2/17

RFP FOR SELECTION OF SYSTEM INTEGRATOR FOR SUPPLY AND MAINTENANCE OF POS DEVICES, POS APPLICATION, ITS INSTALLATION, MAINTENANCE, ITS INTEGRATION WITH THE TPDS SOFTWARE AND AUTOMATION OF FAIR PRICE SHOPS IN THE 1421 FAIR PRICE SHOPS OF SIKKIM.

BID DATA SHEET

Particular	Details
Tender Number	
Name of the Client	FCS&CAD, Government of Sikkim
Address and Concerned person for Correspondence	Additional Secretary, Food Civil Supplies &CAD, Government of Sikkim, Near Power Secretariat, Kazi Road, Gangtok, East Sikkim-737101
Cost of Bid documents	Rs.15,000/- INR
EMD/Bid Security Amount	Rs.3,60,000/- INR
EMD Submission Date and Time	17/03/2017 before 3pm
Bid submission Date and Time	17/03/2017 before 3pm
Date and time for opening of Pre qualification and Technical Proposal	18/03/2017, 11 am
Data and time for opening of Financial Proposal	19/03/2017, 11am
Performance Bank Guarantee and Mobilisation Advance	Amount equivalent to 10% of the total contract value issued by any Nationalized Bank of India located at Gangtok, Sikkim in favour of FCS&CAD, Government of Sikkim, Gangtok, payable at Gangtok. Subsequent to which 10% of Mobilisation advance would be released to the successful bidder.
Method of submission of Proposal	Physically-In hard as well as soft copy.
Validity of Bids	Minimum 180 days from the due of submission of proposal as mentioned in this RFP or the subsequent corrigendum(if any)
Technical Presentation	Required
Bid Documents submission	Support documents for each group has to be submitted separately

Note: All further corrigendum /addendum shall be uploaded on the portal www.sikkim.gov.in and www.sikkimfcs-cad.gov.in

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1. Executive Summary

Food Civil Supplies and Consumers Affairs Department (FCS&CAD), State of Sikkim seeks for an end-to-end FPS automation solution which should be much more comprehensive than the current manual process. Currently, FPS level transaction are being conducted manually in the state and now there is a need to move a step ahead with full automation at the FPS level. FCS&CAD wishes to implement FPS automation on a Build-Own-Operate (BOO) mode. The System Integrator is required to provide FPS automation as a service and engages on a build-Own-Operate (BOO) basis. By BOO, it is meant that the select private partner shall procure PoS device, develop and customize the application, integrate application with central server, deploy and maintain the FPS automation infrastructure. It should include the module like Supply and Installation of PoS device, development and customization of application, Maintenance of PoS device, Training, Helpdesk Support, Project Management Unit (PMU), District level technical support and MIS etc. Humanitarian

2. Introduction

FCS&CAD is in process of transformation their existing process, services with the use of latest technologies toward identification and authentication of the beneficiary. FCS&CAD is planning to augment their service delivery by inclusion of PoS devices in phased manner which shall not only enhance the accuracy of the system but shall also make the system automated authentic, faster and transparent.

Government of India (GoI) through its flagship program "AADHAAR" has carried out the enrolment of the residents of India with a vision to provide unique identity of resident and during this process GoI has collected the demographic and biometric details of resident. The aadhaar number is a 12 digit unique number for resident which could be used by Government department to authenticate identity of the residents.

FCS&CAD in the State have prepared database of Targeted Public Distribution System (TPDS) beneficiaries where unique number has give to each beneficiary family. In order to deliver the service to the citizens in a more efficient and effective manner, FCS&CAD wishes to make use of its TPDS database and aadhaar. The approximate number of Fair Price Shop in the State is Sikkim and approximate number of beneficiary families would require PoS machines for recording the sales and receipts of material distributed under Targeted Public Distribution System (TPDS) and PoS device

with application for authentication during service delivery. It is because of this purpose, this RFP has been published to select the System Integrator (SI) to supply, install and maintain PoS device with application based on the requirement of FCS&CAD.

2.1 Objective of the RFP

The primary project objective is the implementation of TPDS through PoS device. The Project Objectives are as follows.

1. Timely and need based food grain allocation
2. Prevention of diversion of essential commodities.
3. Introduction of transparency and accountability in operations.
4. Reduction of stakeholder's grievances.
5. Dissemination of the information as per the public requirements.
6. Monitoring and quickly decision making through MIS generated by the data of PoS device.
7. Protecting the interest and empowering the end beneficiary.
8. To improve service delivery and create transparency.
9. To weed out the fake/duplicate/false beneficiary.
10. To ensure Government F&CS scheme benefits are delivered only to intended beneficiaries using biometric authentication.
11. To record real time information related to FPS transaction and make them readily available for future planning and analysis.

2.2. Area of work

FPS Automation system will be implemented group-wise in the State. Following twenty eight (28) groups of FPS has been created for this purpose. Bidder will need to quote separately for implementation in each of these groups. Based on these rates quoted, L1 bidder (financial) shall be decided considering the overall amount quoted by the bidder for the 28 groups.

2.3.Number of Fair Price Shops under each of the Group

Sl.No	District	SUB-DIVISION	GODOWN	GROUP	FPS
1	NORTH	Chungthang	Chungthang	G1	6
2		Mangan	Dikchu	G2	23
3		Mangan	Mangan	G3	49
4		Mangan	Gangtok	G4	1
			TOTAL	GN	79
1	EAST	Gangtok	Gangtok	G5	179
2		Gangtok	Makha	G6	30
3		Gangtok	Ranipool	G7	83
4		Gangtok	Singtam	G8	85
5		Pakyong	Pakyong	G9	77
6		Rangpo	Rangpo	G10	52
7		Rongli	Rhenock	G11	42
8		Rongli	Rongli	G12	67
			TOTAL	GE	615
1	WEST	Yuksam	Chongrang	G13	17
2		Yuksam	Thingling	G14	21
3		Dentam	Dentam	G15	54
4		Gyalshing	Gyaslhing	G16	65
5		Gyalshing	Legship	G17	22
6		Soreng	Kaluk	G18	53
7		Soreng	Sombaria	G19	40
8		Soreng	Soreng	G20	66
7			TOTAL	GW	338
1	SOUTH	Namchi	Bermiok	G21	18
		Namchi	Namchi	G22	105
		Namchi	Namthang	G23	31
		Jorthang	Jorthang	G24	74
		Jorthang	Melli	G25	57
		Ravongla	Ravongla	G26	50
		Ravongla	Temi	G27	19
		Yangang	Yangang	G28	35
			TOTAL	GS	389
			GRAND TOTAL		1421

These are the current number of Fair Price Shop and new shops are likely to be opened in future OR Some existing shops may also be closed in future. Therefore, the number of shop in a district is likely to change by 25% of its

current number in the first years however subsequent change in FPS shops may vary by 3%.

2.4.FCS Automation process

In TPDS FPS will be equipped with PoS with GPRS connectivity. The food grains will be given manually at Fair Price Shop but authentication and record of transaction on server is to be done by this Pos Device.

Basic infrastructure proposal at FPS is PoS Device as per the guidelines issued by GoI given in annexure 1.

Note: All the consumable except paper will have to be provided by SI.

2.5. Issuance of the commodities at FPS shop to the beneficiaries

Online-Offline (Hybrid) Mode: The beneficiary will be bound to a particular FPS and transaction will be carried out even if there will be no connectivity at the FPS (these would be without Aadhar based biometric connectivity).

Hybrid mode is to be adopted in all Fair Price Shop where connectivity is there or not available at present.

- I. The PoS machine will download the list of eligible families and their eligibility from the central server in the beginning of the month.
- II. Ration will be distributed on the basis of TPDS ID verification in case connectivity is not available. Whenever connectivity is available, biometric authentications shall be carried out. (The decision whether connectivity is available or not shall be taken by the device without any manual interface.)
- III. The sale transaction and receipt thereof will be generated through the POS device.
- IV. The machine database will be updated as per the sales on real-time basis. In case connectivity is available, the server shall also be updated with the transaction.
- V. The FPS shopkeeper will come to an area on designated day once every week with the PoS device where he can connect with her the server and the offline data will be synchronised with the central server.
- VI. The PoS device will also generate the receipt of material received at the Fair Price Shop and such receipt is recorded on central server on next designated day.
- VII. **Please Note:** The Charge of Data connectivity shall be borne by the SI.

2.6. Scope of System Integration

This RFP is for the selection of System Integration (SI) for supply, Installation with application (integration with central server, application development & customization by SI subject to the satisfaction of NIC);Maintenance of PoS Device for the service being delivered to Department of Food.The selection of the SI shall be carried out to provide the service for FPS automation using the Point of Sale Device (as per annexure 1)with Biometric authentication and fetching the beneficiary data from central server for distribution of ration with the help of TPDS Family ID/Individual ID.

The bidder is responsible for the complete service as stated in the scope to the FCS&CAD that includes, supply of PoS Device,PoS Application Development & Customization, Training, Installation at the FPS, Maintenance etc, Application at the State Server for Data management, MIS and Analytics. The application and the database related technical part of application hosted at central server will be taken care by NIC. The application of PoS device will be developed and customized by the SI and NIC designated agency will be verify that the integration is successful and satisfactory. The issues related to the integration of the two systems will be reported to the Secretary, FCS&CAD and the decision of the Secretary in this regard will be final.

3.Instructions to the Bidders

The section specifies the procedures to be followed by bidders in the preparation and submission of their bids. Information is also provided on the submission, opening, and evaluation of bids and on the award of contract. It is important that the bidder carefully reads and examines the RFP document.

3.1. Availability of RFP Document

The tender document is available and downloadable on following website, www.sikkim.gov.in and www.sikkimfcs-cad.gov.in. The bidders can download the tender document from the website and a demand draft of Rs.15,000/- (Rupees Fifteen Thousands) only needs to be submitted to FCS&CAD while submitting the bid documents. The Demand Draft should be in the favor of Chief Accounts Officer, FCS&CAD, Gangtok for crediting in the Government account.

3.2. Preparation and Submission of Proposal

3.2.1. Completeness of Bids

Bidders are advised to study all the instructions, forms, terms, requirements and other Information in the RFP document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish the information required by the RFP documents in every respect will be at the bidder's risk and may result in rejection of its proposal. The RFP Document is not transferable to any other bidder.

3.2.2. Language

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the purchaser, shall be in English language only.

3.2.3. Preparation and Submission of Bid

a) It is proposed to have a Three Cover for this tender:

Pre-Qualification Bid – (2 copies) in one cover

Technical Bid - (2 copies) in one cover

Commercial Bid - (2 copies) in one cover

b) Pre-Qualification Bid, Technical Bid and Commercial Bid of the Tender shall be covered in separate sealed covers super-scribing "Pre-Qualification Bid", "Technical Bid", "Commercial Bid". Each Bid shall also be marked as "Original" and "Copy". Please Note that Prices shall be indicated only in the Commercial Bid. And if price will be indicated in the Pre-Qualification Bid or Technical Bid, that Bid is liable to be rejected.

c) The three envelopes containing Pre-qualification Bid, Technical Bid and Commercial Bid shall be put in another single sealed envelope clearly marked "Appointment of System Integrator for supply and maintenance of POS Device, POS application customization, Installation, its integration with TPDS software and automation of FPS". These envelopes are to be superscripted with Tender Number and the wordings "DO NOT OPEN BEFORE 11.00 hours on 18/03/2017"

- d) The cover thus prepared shall also indicate clearly the name, address, telephone number, E-mail ID and fax number of the Bidder to enable the Bid to be returned unopened in case it is declared "Late".
- e) Each copy of the tender shall be a complete document and shall be bound as a volume. The document shall be page numbered and appropriately flagged and must contain the list of contents with page numbers. Different copies must be bound separately. Any deficiency in the documentation may result in the rejection of the Bid.
- f) As part of the Bid, Bidder shall also provide the Pre-Qualification Bid and Technical Bid in Soft Copy (PDF Format), in the form of a non rewriteable CD (Compact Disc) as follows:
 - i. Two (2) copies of CD each containing the Pre-Qualification Bid and Technical Bid - The CDs containing Bids shall be sealed along with the hard copies of the respective Bids
 - ii. All CDs submitted by the Bidder must be in sealed covers. The sealed covers as well as the CD media must be duly signed by the Bidder using a "Permanent Pen/Marker", shall be superscribed with "Technical Bid- Soft Copy (PDF Format) / Pre-Qualification Bid -Soft Copy (PDF Format)" (as the case may be) and shall bear the name of the Bidder
 - iii. Bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the original paper Bid document. In case of any discrepancy observed by the State in the contents of the CDs and original paper Bid documents, the information furnished on original paper Bid document will prevail over the soft copy
 - iv. Bidder must ensure that Pre-Qualification and Technical Bid CDs do not contain any Commercial items / prices
- g) Telex/Telegraphic/Tele-fax Bids will not be considered. All out-station Bids, if sent by post, shall be sent under registered cover
- h) If the outer envelope is not sealed and marked as indicated above, State will assume no responsibility for the Bid's misplacement or premature opening.

i.Authentication of Bid

The response Bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. A letter of authorization shall be supported by a written Power-of-Attorney accompanying the Bid. All pages of the Bid, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the Bid.

j.Validation of interlineations in Bid

The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

- k. The financial Bid should inclusive of all related accessories, Driver Software, Operating Manuals, Forwarding, Freight, and Installation charges at sites and Warranty etc.
- l. Conditional proposals shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of the bids.

3.2.4. Late Bids

Proposals after due date and time shall not be accepted.

3.2.5. RFP Validity

The RFP offer must be valid for 180 days from the due date of submission of proposal as mentioned in this RFP or the subsequent corrigendum (if any).However, State Government in consultation with FCS&CAD may extend this period, if the bidder accepts the same in writing.

3.2.6. Cost and Currency

The offer must be given in Indian Rupees only. The price will remain fixed for the period of the contract and no changes for any reason what so ever will be allowed. The bidder shall bear all the costs associated with the preparation and submission of its bid, and the purchaser will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

3.2.7. Interpretation of the clauses in the Tender Document

In case of any ambiguity in the interpretation of any of the clauses in Tender Document, FCS&CAD interpretation of the clauses shall be final and binding on the bidder.

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

3.2.8. Amendment of Tender Document

At any time prior to the deadline for submission of bids, the FCS&CAD for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bid documents by amendment. Any such communication shall be posted on website www.sikkim.gov.in and www.sikkimfcs-cad.gov.in and bidders are requested to visit the said website for updates, modification and withdrawal of Offers.

3.2.9. Deviations

The bidder shall not be allowed to make any deviations whatsoever from the terms and conditions and technical specifications specified in the RFP. All the bidders should submit No deviation form as per the format given in Annexure II.

3.2.10. Earnest Money Deposit (EMD) / Bid Security

- a. The Bidder shall furnish a bid security as per the amount mentioned in Bid Data Sheet By Demand Draft in the name of Chief Accounts Officer, FCS&CAD, Gangtok for a minimum period of 210 days.
- b. No interest shall be payable on EMD under any circumstances.
- c. Unsuccessful Bidder's Bid security shall be discharged or returned within 60 (Sixty) days of expiration of the period of proposal validity or after awarding tender to successful Bidder.
 - d. In case of successful bidder, the EMD shall be discharged upon signing of agreement and submission of performance bank guarantee, as per Annexure IV.
 - e. The EMD shall be forfeited by the FCS&CAD on account of one or more the following reasons-
 - If a bidder withdraws its bid during the period of bid validity.
 - If the bidder fails to sign the agreement in accordance with terms and conditions (Only in case of successful bidder).

- Fails to furnish performance bank guarantee as specified in annexure.
- Information given in the proposal is found inaccurate/incomplete.

4. Qualification Criteria and Bid Evaluation

4.1. Evaluation Methodology

EVALUATION OF PREQUALIFICATION BID:

- Bidders need to fulfill all the pre-qualification conditions mentioned in Pre-Qualification Criteria of the RFP. FCS&CAD will examine the Bids to determine whether they are complete, whether the Bid format conforms to the Tender requirements, whether any computational errors have been made, whether required EMD has been furnished, whether the documents have been properly signed, and whether the Bids are generally in order.
- A Bid determined as not substantially responsive will be rejected by State and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
- The State may waive any 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.
- The State may at any point of time ask clarifications from the Bidders for getting more clarity of the proposal received. The clarification shall be given in writing immediately, but no change in the price shall be sought, offered or permitted.

EVALUATION OF TECHNICAL BID

- After qualifying the Pre-qualification criteria, Technical Bid document will be evaluated as per the requirements specified in the RFP.
- The FCS&CAD may request the Bidders to make a presentation on their proposal to an Evaluation Committee to be constituted for the purpose.
- **All the Bidders who score a Technical Score of (60%) or more will be declared as technically qualified.** The commercial Bids of only the technically qualified Bidders will be opened for further processing. It is, however, clarified that, subject to other provisions of this Document,

every Bidder will have to comply the minimum technical specifications laid down in the RFP for being qualified technically.

- In order to assist in the examination, evaluation and comparison of Bids, State may at its discretion ask the Bidder for a clarification regarding its Bid. The clarification shall be given in writing immediately, but no change in the price shall be sought, offered or permitted. **However, while giving a clarification, a Bidder may offer a higher specification or model without any impact on Financial Bid to be opened subsequently.**
- The State may waive any informality or 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

Bids Not Considered For Evaluation

Bids that are rejected during the Bid opening process due to incomplete documentation or late receipt shall not be considered for further evaluation.

4.1.1. Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP / Contract shall constitute sufficient grounds for the annulment of the proposal or the award, in such event the FCS&CA Department would reject the proposal and forfeit the EMD as specified in the document.

4.2. Eligibility Criteria

#	Eligibility Criteria	Documents to be Provided
1.	The Bidder or one of the company of the Consortium must be a company incorporated in India Registered under the Company's Act 1956/proprietorship firm/partnership firm.	Certificate of Incorporation along with MAO and AOA.
2.	The Bidder or one of the company of the Consortium should be in the business of supply, installation and maintenance of POS machines/Handheld machines in India for last three years as on date submission of bid.	Order copy /installation/client certificate.
3.	The bidder or consortium of bidders should have an annual average turnover of minimum Rs.5 crores or above in last 3 financial years (FY 2015-2016,2014-2015,2013-2014)	Financial Statements (Balance Sheets Audited by a Certified Chartered Accountant)

4.	The Bidder or one of the company of the Consortium shall have at least 1 work order for supply, installation and maintenance of total 1000 PoS devices/Handheld machines in the last three years in the PDS domain with biometric, aadhar authentication.	Work Order copy /installation/client certificate.
5.	Bidder or one of the company of the Consortium shall be PoS machine manufacturer/Authorized Distributor of the OEM. Authorized dealers if OEM are allowed	Authorization by the OEM/Authorized Distributor to give Manufacturers Authorization letter as per the enclosed format on Annexure II
6.	The Bidder or one of the company of the Consortium shall have a valid ISO 9001:2008 or better.	Copy of the valid Certificate.
7.	The Bidders or consortium of bidders shall be registered for Sales Tax /VAT and shall have valid PAN Number.	Copy of Sales Tax & VAT registration Copy of PAN documents
8.	The bidder or consortium of bidders or OEM should not have been blacklisted by Central Government or any State Government Organization /Department PSU in India	Self Declaration letter from Bidder
9.	The Vendor's PoS device being proposed shall be STQC certified as per the latest STQC Scheme (as on the last date of bidding) of certification of UIDAI Biometric Authentication Devices.	Copy of certificate issued by STQC for Suppliers and Bio-metric Devices (Authentication)

4.3. Technical Qualification Criteria

- a) Technical Proposal for only those Bidders who have been found in compliance with the Eligibility Criteria mentioned above would be considered by the FCS&CA Department for further evaluation.
- b) Technical proposals of bidders shall be compared within respective product category and ranking of technical score would be carried out within the same category.
- c) Only those Technical Bids, whose proposed PoS devices comply with the Technical specifications given on Annexure-I shall be

considered for further evaluation. In this regard the Bidder should provide a compliance statement to the technical specifications in the form of 'Complied' or 'Not Complied' should be enclosed in the technical bid. The compliance statement should contain the signature of the authorized person and the seal of the company.

- d) The Technical Evaluation Committee based on technical evaluation framework mentioned shall evaluate each proposal and allot technical score as per the Technical criteria mentioned below.
- e) The bidders are required to give a technical presentation to the committee members of FCS&CAD

#	Description	Requirement/Maximum Score	Supporting Document
A	Proposed Product(s) is in compliance with the Technical Specifications as mentioned in Annexure-I and the compliance sheet as per Annexure II has been submitted as part of the technical proposal.	10	Annexure II
B	Technical Evaluation Framework		
1	Bidders Turnover: Annual average turnover of Bidder in last 3 financial years (FY 2015-2016,2014-2015,2013-14) >20 cr=20 Points >10 to 20+Cr=13 Points 5 to 10 Cr=07 Points	20	Balanced Sheets Audited by a Certified Chartered Accountant
2	PoS Machine /Handheld Machines supplied: Number of PoS machines/Handheld machines supplied in the last 3 financial years (FY 2015-16,	20	Work Order copy/installation/client certificate.

	2014-2015,2013-14) 2000 and above=20 Points >1500-2000=13 Points 500-1500=07 Points		
3	Experience: Experience of supplying Point of sale devices/Handheld devices for Government/PSU/Priva te Sector listed company projects in India with project value greater than 1.00 crores each. 3 or more Projects=20 Points 2 Projects=13 Points 1 Project=07 Point	20	Work order copy/installation/clie nt certificate.
4	Software Integration Methodology	10	
5	Implementation Plan	10	
6	Technical Presentation	10	
7	Total	100	

Please Note:

- FCS&CA Department reserves right to visit (or conduct telephonic verification) bidder's customers where such a similar project execution has taken place.
- Bidders who score overall 60 marks or higher in the technical evaluation, as per the criteria mentioned above, shall be considered for considered for financial evaluation.

4.4. Financial Bid Evaluation

The financial bids for technical qualified bidders will be opened. Financial bids, not substantially responsive or incomplete in any manner, are liable to be disqualified. The bidder with over all lowest bid irrespective of groupwise bids will be declared as Lower Bidder (LI).

4.5. Selection of the Bidder

- a) The selection of successful bidder shall be done on the basis of QUALITY CUM COST BASED selection.
- b) Combined Evaluation of Technical & Financial Bids

The technical and financial scores secured by each bidder will be added using weightage of 60% and 40% respectively to compute a composite bid score using the following formula.

Formula for Final Bid Evaluation is $F_b = 0.6 (TM) + 0.4 (FS)$

$$FS = (F_{min} / F_{bid}) * 100$$

Where,

F_b is total marks of the bidder in consideration

F_{bid} is the bidder's actual financial bid.

TM is Technical Marks of the bidder in consideration

FS is Normalized financial score of the bidder in consideration F_b is Evaluated Cost of bidder under consideration

F_{min} is Minimum evaluated cost of any bidder

(c) The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.

(d) In the event the bid composite bid scores are "tied", the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

(e) In the event that any successful bidder(L1) withdraws or is not ready for engagement for any reason, FCS&CA Department may invite the vendor with next lowest rate (L2) for engagement provided L2 bidder is ready to accept the quoted by L1 bidder.

4.6. Confidentiality

- a) Any attempt by a Bidder to influence to influence FCS&CA Department in the evaluation of the bids or Contract award decisions may result in the rejection of its bid.
- b) If any Bidder wishes to contact the FCS&CA Department during/after opening of the Bid to award of contract. He may do so in writing.
- c) 5.1. Supply, Installation and Maintenance of Devices:

The Scope of work for successful vendor is given below:

- a) The bidder shall procure and deploy PoS devices at all locations where FPS are located in his allotted area of operations which should be CE/EMI/EMC complaint and biometric features should be STQC certified in compliance with UIDAI guidelines for the PoS devices.
- b) The bidder shall demonstrate all the features of proposed PoS device through a proof of concept (POC) implementation at bidder's own cost. POC is required to be given at central point to ensure compliance as per requirements however a certificate that all machines deployed in each group, is to be submitted by SI. If more than one type/make/model of machine is to be deployed in field then demonstration of all type/makes/models of machine will need to be provided.
- c) The bidder shall demonstrate the compliance of PoS devices, as per the R.F.P
- d) The bidder shall develop and customize the application. This application will also store and retrieve relevant transaction details in PoS device, at least till the information is transferred to the central server.
- e) The bidder shall use PKI based encryption to store and retrieve all relevant transaction details in the PoS device. No specific PKI based encryption is desired however the security must be provided as per the best practices.
- f) The bidder shall give training to all PoS operators in the use of devices as well as in troubleshooting of simple/basic errors. The training will be conducted on the weekly off day when the FPS remains closed. There will be at least 2 trainings to be conducted for all PoS operators. The induction training will be a class-room based training to be conducted at the block level. The on-the job level training will be need based training that will be conducted at the FPS level as per the request of the food department. The contents, trainers and training will be provided by the SI. The venue of the training and logistics support for training will be provided by the department of food. Beyond the minimum requirement, the bidder has to access the number of trainings depending on the Fair Price Shops in each district as provided in the table in section 2.3.
- g) The bidder shall incorporate Back-up and Restore facility in the PoS devices as necessary, till last committed transaction in case of power failure.
- h) The bidder shall deploy sufficient resources to plan and manage the installation of PoS devices at all service points in the area of

operations. The bidder shall ensure that the PoS devices are delivered and installed in a safe and secure manner.

- i) The central Helpdesk (Tier-1) will be incorporated by FCS&CA Department. Complaints from the field will be registered at this central helpdesk. Vendor will need to nominate a nodal officer who will be communicated all complaints by FCS&CA Department along with an email that will be sent and date and time of the email will be recorded and 48 hours will start from the date and time of the email sent. This nodal officer can be stationed anywhere however will be responsible for providing services for 1 district.
 - i. The FPS shop keeper shall transfer the data from all PoS devices deployed at all service points to the central server once every week on designated day of the week.
- j) The current number of requirement of PoS devices required to be supplied are as noted in the section 2.3 above. The number of fair price shops in a district is likely to change by 25% of its current number in the first year however subsequent changes in FPS shops may vary by 3%.
- k) Bidder shall develop and customize the software application for supply and distribution for the usage over PoS devices.
- l) The bidder may be required to plan and take up PoS device deployment in a phased manner across FPS and geographical areas as may be decided at a later date by Dept. Of Food or its representatives.
- m) The selected SI will have to provide one member of the PMU at district level within that group. Only 1 nodal officer (PMU) will be required even in those groups where there are more than one division.
- n) The bidder shall make available additional PoS Machines at each district level of the state to address any machine breakdowns. A stock of additional 3% machines of the total machines will be available at each district.
- o) The SI will be responsible for supply, installation, commissioning and maintenance of PoS devices as per the minimum specifications given in the RFP.
- p) The SI shall depute its technically qualified representative for commissioning/installing the delivered quantity of PoS Devices. The designated officer from FCS&CA Department will inspect the PoS devices deployed and commissioned and fill up the post-delivery inspection report. Rejected equipment(s) shall be handed over to the authorized representative of the SI. The

number of such defective equipment(s) shall be specified in the post-delivery inspection report.

- q) The SI is also required to provide support to FCS&CA Department in reference to faulty PoS device. They would be required to replace / fix / provide resolution as per the service levels mentioned in the section 6. The entire cost of replacement including transportation from the Manufacturing Plant or Port of Landing to the location shall be borne by the concerned SI.
- r) The SI should ensure that all the components of PoS devices offered are as per the approved specifications. No item with short supply or with different technical specifications shall be accepted in any circumstances. The devices being supplied by the SI should be tested and certified prior to delivery of the device to the Department.
- s) The SI shall provide such packing as is required to prevent damage or deterioration of the goods during transit to their final destination. The packing shall be sufficient to withstand, without limitations, rough handling during transit and exposure to extreme temperatures and precipitation during transit and open storage.
- t) The SI needs to ensure that every device shall be provided with a carry case to protect the device from regular wear and tear.
- u) The SI has to ensure that the PoS devices, application software functionalities and any other components, equipments, peripherals involved in implementation solution meet the current STQC/UIDAI guidelines and any changes in future shall be addressed via formal change request.
- v) SI shall provide necessary software and technical document including drivers, installable, manuals, to enable Department of Food in using devices and also integrating these devices in their existing/new business applications.
- w) The SI shall provide Software Development Kit (SDK) support for all popular software languages including Android/Java, .Net, C/C++ etc. The SDK should be compatible with all versions of Windows, Linux, and Android Operating System.
- x) The SI shall be responsible to provide training to the FCS&CA Department officials. The training would include basics of the devices, key functionalities and features, usage guidelines, safety measures, etc. The training location shall be decided by the FCS&CA Department and shall be informed to the SI at the time of signing of contract.

- y) In case Fair Price Shops increases in the state in the future, the SI shall be willing and able to service those shops as per the terms described in this document.
- z) The security of the machine will be the responsibility of the FPS shop keeper after handing over the machine to him.

5.2. Implementation of Schedule

Following are the timelines for the completion of various phase (for each group specified in section 2.2):

Sl.No	Activity	Completion Schedule(in weeks)
1.	Signing of Contract	T+0
2	Deployment, Installation of PoS devices (along with customized application) and start of provision of services	T+16
3	Training of manpower completed.	T+6
4	Establishment of PMU at the State level and support staff at district level available.	T+6
5	Setting up of district level nodal officers	T+10
6	Final Acceptance Test completed by	T+16
7	Go-live (for calculation of five years of engagement period)	17 weeks onwards

The go-live for the start of five years of engagement will be at the group level. The go-live definition for a group will be: **Commencement of the transaction on 95% of the PoS in each and every district within the group. The definition of a completed transaction will be completed communication with the central server for the transaction.** Further, the go-live for every group will be 1st of every month irrespective of the completion date of installation of PoS devices.

Please Note:

- a) SI will need to strictly adhere to the implementation schedule and obtain final acceptance as per the implementation schedule. In case there is delay from bidder in obtaining the final acceptance as per the implementation schedule, 1% of the total monthly fee for the particular group will be levied as penalty (for every week of delay) on the SI. In case of a continuous delay of 12 weeks the agreement is liable to be terminated at the discretion of the FCS&CA Department.

5.3. Support

- a) The SI shall provide support as per service level agreements mentioned in the Section 6.3.
- b) The SI shall cooperate with the third party external auditors for conducting certifications and audits and shall also assist in strengthening of processes by attending to audit points. FCS&CA Department will appoint the third party auditor and will bear the cost for the same.
- c) FCS&CA Department will operate a centralized helpdesk (Tier - 1) with a telephone number for technical / operational support. Please note that a single number will be functional in the State. The centralized helpdesk will forward the calls to the nodal officers appointed by the System Integrator responsible for one district. The nodal officers appointed by SI will register the complaints about hardware and software issues and will also maintain a log of issues, time and date of receipt of call, cause / nature of problem (network, hardware etc), date & time of resolution provided etc. The working hours for the district level nodal officers should be from 9:00am to 5:00pm on all days except Sundays and Government holidays. System Integrator will need to bear all expenses of the nodal officers.
- d) The SI needs to ensure to provide support for the device. In case any of the device models becomes obsolete, the SI shall offer new item / model with the same make and same or higher specification at no additional cost. The proposed device should comply with the STQC/UIDAI Guidelines and shall be offered to FCS&CA Department for evaluation and acceptance. The SI shall provide technical document and manpower support to enable FCS&CA Department in evaluation process.
- e) System Integrator shall keep at least 3 % spare PoS devices at District level for business continuity in case of any break down of the devices. The repair / replacement (as the case maybe) would be the responsibility of the concerned SI. Also, it would be the responsibility of the SI to collect the faulty devices from the FPS.
- f) SI is free to set up call centre anywhere in India beyond the scope of work to provide remote / telephonic support .

6. Service Level Agreements and Payable Schedules

6.1. Payment Schedules

On signing of the contract as Build-Own-Operate model, the System Integrator, within the time defined in the Service Level Agreement, shall deliver the devices on locations mentioned by the Department. The System Integrator shall be responsible for obtaining all the clearances/road permits/ etc. to ensure delivery of devices. After delivery of device, the System Integrator shall be required to install commission and train the Department official.

The FCS&CA Department shall review the service levels adherence by the System Integrator before making the payment.

6.2. Payments

The System integrator shall be paid a fix monthly fee quoted by the SI per Fair Price Shop service during the month assuming at least 80% of unique transaction (based upon total number of ration cards associated with the FPS) on that FPS during the month OR at least 20 days of PoS device availability on the FPS during the month as confirmed via log files available on the central server. In case both the above conditions are NOT met, MGR for that particular month will not be paid and penalty will be levied as described under section 6.4 below. Deductions if any due to SLAs deviations shall be determined and adjusted during the Monthly Payment details given in Annexure V. First invoice will be generated after one month of Go-live date of the particular group as per implementation schedule. The SI will be paid on monthly basis on satisfactory performance as per the condition of the RFP. Effort shall be made to make payment possibly within 3 days of receiving communication from the SI. FCS&CA Department will be responsible for calculating the monthly fee for that month as well as any deductions arising out of penalties being levied on the SI as well as any incentives to be paid as mentioned in the implementation schedule above.

6.3. Other Payment Terms

- a) The bidder would raise a monthly invoice along with the information as per the template provided in the annexure.
- b) The FCS&CA Department of Food will make payments to System Integrator after making adjustments against the penalties levied with respect to the SLAs.

- c) SLA adherence reports have to be generated by the concerned System Integrator and the same shall be submitted the FCS&CA Department. This would be used for monitoring of SLA and calculation of penalties (if any), client at its own discretion may verify the SLA performance reports and penalties.

6.4. Service Level Agreement

Service Level Agreement (SLA) will form part of the contract between FCS&CA Department and the System Integrator. SLA defines the terms of responsibility in ensuring the timely delivery and the compliance to the Performance Indicators as detailed in this document. The System Integrator has to comply with Service Level requirements to ensure adherence to timelines, quality and availability of services.

SLA Requirements

Service Level Agreement (SLA) is the contract between FCS&CA Department and the System Integrator. SLA defines the terms of the System Integrator’s (SI) responsibility in ensuring the performance of the

Project based on the agreed Performance Indicators as detailed in the agreement. This section defines various Service Level Indicators for Project , which can be considered by the FCS&CA Department in the Service Level Agreement with operator. The detailed description of the performance indicators, SLA Terms and their definitions are discussed in the following sections.

SLA Parameters

Project SLA terms and definition

Table SLA Terms and definition

S.N.	SLA Term	Description
1.	Availability	Availability refers to remain connected to the central server and communicate.
2.	Percentage of ration card holders.	Percentage of the total number of cards within that FPS.
3.	Offline Area	Area where the device is not connected with the central server

SLA Reporting

Other than the standard reports, any other customized report required by the FCS&CA Department has to be submitted by the selected bidder to be mutually agreed by both the parties.

6.5. Penalties

The bidder shall be paid MGR (Monthly Guaranteed revenue) as per the services (i.e. availability and percentage of card holders) provided to the tendered.

Table: Penalties

Following decision tree will be in force to check if there are penalties to be levied on the vendor for a given month:

1. Is the machine online (available) for at least 20 days in the month as per the files available on the central server?
2. If YES to 1, then payment will be made to the vendor.
3. If NO to 1, then it will be checked whether the number of unique transactions (transaction conducted using a single ration card will be termed as a single unique transaction no matter how many times the ration card is used in the month) crossed 80% of the ration cards associated with the Fair Price Shop in the month.
4. If YES to 3, then payment will be made to the vendor
5. If NO to 3, then it will be checked whether the FPS shopkeeper lodged a complaint with the Helpdesk regarding malfunctioning of the PoS machine?
6. If NO to 5, then payment will be made to the vendor
7. If YES to 5, then apart from not getting payments for that shop penalty will be levied on the vendor for that month as described in the table below:

#	Description	Service Level	Penalty
1.	Monthly online availability of the PoS device as per the report generated from the central server.	Minimum 20 days in a month	No Penalty
		Less than 20 days but eighty percent or more unique transactions.	No Penalty
		Less than 20 days and less than eighty percent unique transactions but no complaint lodged by FPS dealer.	No Penalty
		Less than 20 days and less than eighty percent unique transactions and complaint lodged by FPS dealer and not redressed within 48 hours.	SI will NOT be paid MGR for that month.

Please Note:

- a) The penalty amount shall be recovered from the payment for that month being made to the System Integrator.
- b) An investigation will be conducted by the department into the reason as to why the machine was not available for at least 20 days in that month.
- c) It will be investigated whether that machine was non-functional due to mishandling/ mismanagement or due to any other reason. The investigation will be completed within 7 working days of filing of complaint and based upon the results of the investigation further action will be initiated by the department.
- d) In case machine within malfunctions due to any reason, vendor will need to repair/replace the machine within 48 hours of the receiving the complaint from FPS dealer
- e) In case 2 days are elapsed after the complaint made by the FPS dealer and no repair/replacing of the machine is done on the shop by vendor, vendor will not receive payment for that shop for that month.
- f) The vendor timeline of 48 hours will start after the complaint is forwarded to nodal officer of bidder from the FCS&CA Department central helpdesk via email

7. Signing of Contract

- a) The successful Bidder shall execute an agreement within 15 days from award of contract from FCS&CADepartment. In exceptional circumstances, on request of the successful bidder in writing for extension, FCS&CADepartment reserves the right to grant an extension for appropriate period after getting satisfied with the reasons given.
- b) In addition to terms and conditions being mentioned hereunder, all terms and conditions of the RFP and corrigenda issued will also be applicable for the contract.
- c) There shall be agreement between FCS&CADepartment and Successful bidder. On failure of execution of the agreement by the successful bidder, the EMD furnished will be fortified.

7.1. Performance Bank Guarantee (PBG)/Security Deposit

The System Integrator shall be required to submit PBG as per the following formula:

- **Ten percent of the total contract value of the successful bidder.**

The System Integrator shall have to submit the PBG as per the format given on Annexure IV.

The PBG shall be denominated in the currency of the contract and will be for an amount as mentioned above. All charges with respect to the PBG shall be borne by the bidder. The PBG shall be remaining valid six months beyond the life of the contract i.e. five and half years after go live.

The PBG will be discharged / returned by FCS&CADepartment upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee

In the event of the bidder being unable to service the contract for whatever reason, FCS&CADepartment would invoke the PBG. FCS&CADepartment shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which bidder is in default.

7.2. Validity period/ Duration of the engagement

The engagement shall remain in force for 5 years (Five years) from T+16 date as per the implementation schedule table section 5.2.

7.3. Taxes and Duties

Rates should be exclusive of all Taxes and inclusive of all other items.

7.4. Transfer / Sub-Contracting

The bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof. However, in case of circumstances beyond the control of bidder, transfer/ sub-contracting may be permissible with the written concurrence of Secretary, Department of Food Civil Supplies & Consumer Affairs Department, Government of Sikkim.

7.5. Completeness of Contract

The contract will be deemed as incomplete if any component of the hardware, software, handholding, Training, etc., or any documentation relating thereto is not delivered, or is delivered but not installed and /or not operational or not acceptable to the indenter/ buyer after acceptance testing /examination. In such an event, the supply and installation of hardware, application software, and other software will be termed as incomplete. The hardware & application software will be accepted by concerned officer of the department after successful commissioning and satisfactory functioning of equipment.

7.6. Suspension & Termination of System Integrator

- a) Subject to the provisions mentioned here under this Agreement shall terminate at the expiry of the agreement term.
- b) Either party may terminate this Agreement if the other party breaches the terms of this Agreement and fails to rectify it within 30 days of receiving notice of breach.
- c) Either party with the consent of the other party can terminate this Agreement by giving 30 days written notice.
- d) FCS&CADepartment reserves the right to terminate the contract in case System Integrator gets blacklisted by the Government of FCS&CA, or any other Ministry of Government of India during the course of Project or if SI is convicted in a legal/tax evasion case or on

- e) The FCS&CADepartment may serve written notice on SI at any time to terminate this Agreement with immediate effect in the event of a reasonable apprehension of bankruptcy of the SI.
- f) In the event that the FCS&CADepartment terminates this Agreement due to the breach of the SI as per the conditions of this agreement, the FCS&CADepartment shall be entitled to invoke the Project Performance Guarantee.
- g) Upon expiry, this Agreement may be extended and/or renewed and/or taken over by FCS&CADepartment on behalf of Government of Sikkim subject to the terms of this Agreement.
- h) FCS&CADepartment may, at any time, terminate the engagement by giving 30 days written notice to the System Integrator without any compensation (if the System Integrator becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to FCS&CADepartment)
- i) The engagement of the bidder shall be suspended and the bidder may be blacklisted forthwith by the FCS&CADepartment under following circumstances/reasons:
- Violation of any condition of the tender/ contract or part of any condition of the tender contract of engagement, or
 - Deviation found in quality and quantity of the product supplied, or
 - On finding software supplied with hardware as pirated, or
 - If it is found that during the process of award of contract, fraudulence was made by the bidder or the vendor if found to resort to the fraudulent practice in getting supply order like offering incentive in terms of free product or money.
- j) As stopping the supply of faulty/substandard product and taking appropriate action in this regard is of an urgent and emergent nature required to protect the interest of the Government, the engagement of the concerned will be suspended. However, before taking the final decision on the matter, all concerned will be given reasonable opportunities to explain their stand. After enquiry, if the bidder is found guilty, the engagement of the concerned bidder for the product in question will be cancelled and other appropriate legal action shall also be initiated against all concerned. In case of any dispute, the decision of the Secretary, FCS&CADepartment shall be final and binding.

7.7. Amendment

No provision of Contract shall be changed or modified in any way (including this provision) either in whole or whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of all the parties and which expressly states to amend the present Contract.

7.8. Corrupt / Fraudulent Practices

The Purchaser requires that the Bidders under this tender should observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Purchaser defines the terms set forth as follows:

- a) "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the award of the RC, procurement process or in contract execution;
- b) In the event of corrupt practice and fraudulence in addition to penal action as per the terms and conditions of the contract, legal action shall also be initiated against the concerned.
- c) "Fraudulent practice" means a misrepresentation of facts in order to influence award of contract or a procurement process or a execution of a contract to the detriment of the Purchaser, 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 Purchaser of the benefits of the free and open competition;
- d) The purchaser will suspend the award of contract if prima-facie it is established that the vendor had engaged in corrupt or fraudulent practices in completing for the contract in question.
- e) The purchaser will declare a Bidder ineligible after giving opportunity of being heard, either indefinitely or for a stated period of time, to be stated period of time, to be awarded a contract if at any time it is found that the Bidder has engaged in corrupt and fraudulent practices in competing for, or in executing, this contract.

7.9. Resolution of Disputes

FCS&CADepartment and the successful bidders shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract.

Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the meaning, scope, operation or effect of this Contract or the validity of the breach thereof, which cannot be resolved, shall be referred to a sole Arbitrator to be appointed by mutual consent of both the parties herein. If the parties cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be nominated by the Secretary, Law Department, Government of Sikkim ("Law secretary"). The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at Gangtok, Sikkim, India.

7.10. Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Courts at Sikkim only.

7.11. Indemnity

The successful bidders/System Integrator shall indemnify, protect and save FCS&CA Department against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringements in respect of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components (like system software, software tools, hardware etc.) and the services rendered under this tender.

7.12. Publicity

Any publicity by the bidder in which the name of the Intender/buyer is to be used should be done only with the explicit written permission of the Intender/buyer.

7.13. Performance Obligations

While providing services as per the Scope of Work, the successful bidder shall ensure that there is no infringement of any patent or design rights or other right of any person or entity and shall comply with all applicable Laws, Statute, regulations and Government requirements and he/she shall be solely and fully responsible for consequence / any actions due to any such infringement.

7.14. Force Majeure

- a) Force Majeure would include natural and unavoidable catastrophic that interrupts the expected course of events.
- b) For purposes of this clause, “Force Majeure” means an event beyond the control of both the parties (Govt. & SI) and not involving the both the parties and not involving the fault of both the parties or negligible and not foreseeable. Such events may include, but are not restricted to, instances of, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes which would have an impact on both the parties.
- c) If a Force Majeure situation arises, the any of the parties shall promptly notify the other in writing of such conditions and the cause thereof. Unless otherwise directed by, the bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- d) The FCS&CA Department may also discuss the issue with the system integrator and revise the existing timelines for the Project. If the system integrator does not complete the Project Implementation in accordance with the revised timelines, the FCS&CA Department will have the option to invoke the Performance Guarantee and/or terminate this Agreement.
- e) If an event of Force Majeure contains for a period of Sixty (60) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other

with respect to the Contract, other than to effect payment for services already delivered or performed.

f) The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the appropriate definition as per this agreement. Within limitation to the generality of the foregoing, Force Majeure Event shall include the following classes and circumstances and their effects:

i. Natural events ("Natural Events") to the extent they satisfy the foregoing requirements including:

- Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon;
- Explosion or chemical contamination (other than resulting from an act of war);
- Epidemic such as plague;
- Any event or circumstance of a nature analogous to any of the foregoing

ii. Other Events (Political Events) to the extent that they satisfy the foregoing requirements including:

- Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage;
- Any act of Government
- Strikes, work to rules, go-slows which are either widespread, nation-wide, or state-wide and are of political nature;

- Any event or circumstance of a nature analogous to any of the foregoing

7.15. Right to terminate the process

FCS&CA Department, reserves the right to accept or reject any tender offer, and to annul the tendering process and reject all tenders at any time prior to award of control, without thereby incurring any liability to the affected vendor(s) or any obligation to inform the affected vendor(s) of the grounds for such action.

FCS&CA Department makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. Further, this RFP does not constitute an offer by FCS&CA Department.

The bidder's participation in this process may result in FCS&CA Department selecting the bidder to engage in further discussions and negotiations.

Annexure I: Technical Specification of devices

1. Point of Sale (PoS) Devices

S.N	Description	Specifications
1.	Processor	Arm Cortex A8/ x86 equivalent 1 GHz or higher Processor (Processor should be capable enough of performing fingerprint authentication with AUA/ASA/UIDAI servers)
2.	OS	Preferably Linux OS (Latest stable Kernel)/ Android 4.0 or higher/Windows. Device operating system should support HTML5 based web browser, CSS 3, Java Scripts
3.	Memory	512 MB or Higher RAM and 1 GB Flash or higher memory
4.	Expansion slot	Micro SD Slot to support SD Card with minimum 4 GB high speed SD card. Slot should be able to Support up to 8 GB
5.	Communication	Should support GSM Network with GPRS, Wi-Fi, and Ethernet
6.	Interface	RS-232, USB 2.0 or higher (full speed).
7.	Display	3.5 inch or higher colour TFT Display supporting QVGA (320 x 240) or better resolution and 64K or higher colours. (The Display may be with Touch screen or without touch screen feature)
8.	Key Pad	Hard QWERTY keypad (Minimum 32 alpha numeric keypad with navigation keys, keys size to be large enough for navigation)
9.	Battery	Swappable & Dry/Rechargeable 2600mAH or higher, Li Polymer battery capable of providing minimum 6-8 hours of operation while all function of device active.
10.	Power Adapter	Power Adapter with surge protection and operating range 100 to 240V, 50Hz. AC input.
11.	SIM & SAM slot	One or more Dual GSM SIM slot and dual SAM slots for software up-gradation in device.
12.	Printer	Integrated 2" or higher Thermal Printer with support for English, Hindi and one regional language printing & Bar codes printing. The Print must be legible for at least two months from printing

13.	Audio	Good quality Speaker with 1W or higher output for announcements.
14.	Finger Print Scanner	Integrated Finger Print module shall be STQC certified
15.	Status Indications	Status indicator provides ease of use, Indicators for connectivity (presence/absence), signal strength, battery status etc.
16.	Other Accessories	Durable carry Case, with Multilingual (English, Hindi & one regional Language) user manual. The PoS device, Single finger print Scanner and Printer should be in integrated in rugged casing. The casing should be made of inflexible, solid material and can be of polycarbonate/thick plastic / acrylic / other tough material.
17.	SDK	Appropriate SDK need to be provided along with the devices
18.	Warranty Support	Comprehensive 5-years Warranty support
19.	Terminal Management	Device should be remotely manageable in secured mode for software/ patches updation through available communication mode.
20.	Environment & Durability	As per STQC guidelines
21.	Humidity	As per STQC guidelines
22.	Safety	As per STQC guidelines
23.	Environment, Health and Safety	As per STQC guidelines
24.	CE/EMI/EMC Compliance	As per STQC guidelines
25.	Add-On Antenna	PoS devices which will be used in remote locations and hilly areas for better signal reception and seamless transactions, If the built-in antenna is able to communicate properly with server then additional antenna will be required.
26.	Magnetic Card reader/Debit card(Chip based)	Card Reader with Micro ATM standards 1.5.1

Annexure II: Technical Proposal Formats

1. Covering letter

To

Sub: Submission of Technical Proposal

Ref: RFP for Selection of System Integrator for Supply, Installation and Maintenance of PoS Devices (Tender No: _____ Dated: __/__/____)

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, install and maintain the devices, as required and outlined in the RFP

We attach hereto our responses to Technical requirements.

We confirm that the information contained in these responses or any part thereof, including the exhibits and other documents and instruments delivered or to be delivered to _____ Department is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the due date of submission of proposal.

We hereby declare that in case we are chosen as a System Integrator, we shall submit the PBG in the form prescribed in the RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

Following are the particulars of our organisation:

#	Description	Details (To be filled by the bidder)
1.	Name of the Company	
2.	Official Address	
3.	Phone No. and Fax No.	
4.	Corporate Headquarters Address	
5.	Phone No. and Fax No.	
6.	Website Address	
7.	Details of Company's Registration (Please enclose copy of the company registration document)	
8.	Name of Registration Authority	
9.	Registration Number and Year of Registration	
10.	Quality Certificates (ISO 9001:2008) and its validity	
11.	CST/LST/VAT Registration No.	
12.	Service Tax Registration No.	
13.	Permanent Account Number (PAN)	
14.	STQC certification No.	

Contact Details of officials for future correspondence regarding the bid process:

Details	Authorised Signatory	Secondary Contact
Name		
Title		
Company Address		
Phone		
Mobile		
Fax		
Email		

It is hereby confirmed that I/ We are entitled to act on behalf of our company and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours Faithfully

[Authorized Signatory]

[Designation]

[Place]

[Date and Time]

[Seal & Sign]

[Business Address]

2. Checklist for Technical Proposal.

(The technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the technical proposal).

#	Documents to be submitted	Submitted (Yes/No)	Documentary Proof (Page No.)
1.	Covering letter for Technical proposal		
2.	Statement of No deviation as per the format		
3.	Declaration from bidder for not being blacklisted by any Government Entity as per the format		
4.	Manufacturers Authorization letter as per the format		
5.	Details of Technical Manpower available with bidder in the format Certified by Auditor / Company Secretary /HR		
6.	Certificate of Incorporation / Registration Certificate / MOA and AOA.		
7.	Copy of Audited Balance Sheet for last 3 Financial Years (2013-14,2014-15,2015-2016)		
8.	Order copy / installation / client certificate highlighting that Bidder is in the business of supplying, installing and maintaining of Pos Devices / Handheld devices in India for last three years as on date of submission of bid.		
9.	Copy of work order and successful delivery certificate of devices from client showing minimum of 1000 PoS devices /Handheld devices supplied in last three financial years. And Submission of experience in format.		

#	Documents to be submitted:	Submitted (Yes/No)	Documentary Proof (Page No.)

10.	<p>Agreement/Work Order and Completion certificate from Client (Government/PSU/Private Sector) clearly highlighting that bidder has supplied. Installed and maintained PoS devices / Handheld devices of INR 5.00 crores (minimum) in the Government Department/PSU/Private Sector Company.</p> <p>Or</p> <p>Purchase order from SI and SI Agreement with the Government, clearly highlighting that under the scope SI has to supply, install and maintain PoS devices of INR 5.00 crores (minimum) in the Government Department/PSU/Private Sector Company</p>		
11.	Technical Specification Compliance sheet in the format		
12.	Valid Copy of the ISO 9001:2008 Certificate		
13.	Copy of Sales Tax & VAT registration Certificate copies of valid PAN documents		
14.	Copy of certificate issued by STQC for suppliers and Bio-metric Devices (Authentication) latest version		
15.	Power of Attorney/board resolution for the Authorized personal signing the Bid		

3. Statement of No Deviation from the RFP Requirements

(Letter on the bidder's Letterhead)

To

Sub: Undertaking of No deviation from RFP terms and conditions

Ref: RFP for Selection of System Integrator for Supply, Installation and Maintenance of PoS Devices (Tender No: _____)

Dated: ____/____/____)

Dear Sir,

I would like to state that in the proposal submitted by <<bidder name>>, there are no deviations from the RFP Terms & Conditions and Technical Specification of PoS devices proposed for this engagement.

Thanking You,

Yours Faithfully
(Authorized Signatory)
(Designation)
(Place)
(Date and Time)
(Seal & Sign)
(Business Address)

4. Self-declaration for not being blacklisted by any Government Entity

(Letter on the bidder's Letterhead)

To

Sub: Declaration for not being blacklisted by any Government Entity

Ref: RFP for Selection of System Integrator for Supply, Installation and Maintenance of PoS Devices

(Tender No: _____ Dated _____/_____/_____)

Dear Sir,

In response to the above mentioned RFP I/We, _____,
as _____ < Designation > _____ of M/s _____, hereby
declare that our Company / Firm _____ is having unblemished
past record and is not declared blacklisted or ineligible to participate for
bidding by any State/Central Govt., Semi-government or PSU due to
unsatisfactory performance, breach of general or specific instructions,
corrupt / fraudulent of any other unethical business practices.

Yours Faithfully
(Authorized Signatory)
(Designation)
(Place)
(Date and Time)
(Seal & Sign)
(Business Address)

5. Manufacturer Authorization letter
(Letter on the OEM Letterhead)

To

Sub: Authorization of << company name>> to provide services based on our product(s)

Ref: RFP for selection of System Integrator for Supply, Installation and Maintenance of PoS Devices (Tender No: _____ Dated: ____/____/____)

Dear Sir,

This is to certify that I/We am/are the Original Equipment Manufacturer in respect of the products listed below. I/We confirm that

- <Name of Bidder> have due authorization from us to provide product(s) listed below and related services of warranty, licensing and maintenance on the products, to _____ Department, as per your RFP for selection of System Integrator for Supply, Installation and Maintenance of PoS Devices.
- We endorse the terms and condition specified in the RFP, contracting and licensing terms provided by <Bidder> to _____ Department.
- We endorse the warranty support for the products for a period of 60 months commencing from the date of acceptance sign-off. The warranty shall cover all the components and sub-components of the supplied PoS Devices including battery, screen, patches and upgrades (free of cost) of the device driver.
- We also certify that the below mentioned product being supplied by the <Bidder> meets the minimum specifications given in the RFP.

#	Product Name	Remarks
1	< Fill Model number and Product name>	

Thanking You,

Yours Faithfully

(Authorized Signatory)

(Designation)

(Place)

(Date and Time)

(Seal & Sign)

(Business Address)

6. Details of Technical Manpower available with bidder
(Letter on the Bidder's letterhead)

To

Sub:Details of Technical Manpower with <<bidder's name>> for support regarding supply, installation and maintenance or PoS devices.

Ref: RFP for Selection of System Integrator for Supply, Installation and Maintenance of PoS Devices

(Tender No: _____ Dated: ___/___/___)

Dear Sir,

We hereby declare the details of staff provided below are full time employee of <<bidder's name>>:

S. No :	Name	Designation	Education	Experience	Years with the current organization	Key Trainings
1.						
2						
3						
..						

Thanking You,

Yours Faithfully
(Authorized Signatory)
(Designation)
(Place)
(Date and Time)
(Seal & Sign)
(Business Address)

7. Relevant project experience

8. PoS/Handheld devices supplied in the last 3 financial years (FY 2013-14, 2014-15, 2015-16):

<To be provided each project separately, in case of more than one project>

General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Make and Model of PoS Devices/Handheld devices supplied	
Quantity Supplied	
Value of the Order (in INR)	
Start date	
Completion date	
Duration of the project	
Other Relevant Information	
Supporting Documents enclosed ():	
Letter from the client to indicate the successful completion of the projects Work Order received from Client	

Contract signed between vendor and client	
Other (if any)	

9. Experience of supplying PoS / Handheld devices for Government / PSU / Private Sector projects in India with project value greater than 1.00 crores.

General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Make and Model of PoS/Handheld devices supplied	
Quantity Supplied	
Value of the Order (in INR)	
Start Date	
Completion Date	
Duration of the project	
Other Relevant Information	
Supporting Documents Enclosed ():	
Letter from the client to indicate the successful completion of the projects Work Order received from Client	
Contract signed between vendor and client	
Other (if any)	

10. Compliance sheet for Technical Specification

10.1 Point of Sale (PoS) Devices

Ref: RFP for Selection of System Integrator for Supply, Installation and Maintenance of PoS Devices

(Tender No: _____ Dated: ____/____/____)

Compliance to the Technical Specification

PoS Devices Specification

S.N.	Description	Specifications	Compliance / non Compliance
1	Processor	Arm Cortex A8 / x86 equivalent 1 Ghz or higher Processor (Processor should be capable enough of performing fingerprint authentication with AUA/ASA/UIDAI servers)	
2	OS	Preferably Linux OS (Latest stable Kernel)/Android 4.0 or higher/Windows Device operating system should support HTML5 based web browser, CSS 3, Java Scripts	
3	Memory	512 MB or Higher RAM and 1GB Flash or higher memory	
4	Explanation slot	Micro SD Slot to support SD card with minimum 4 GB high speed SD card. Slot should be able to Support upto 8 GB	
5	Communication	Should support GSM Network with GPRS, Wi-Fi, Ethernet	
6	Interface	RS-232,USB 2.0 or higher (full speed)	
7	Display	3.5 inch or higher colour TFT Display supporting QVGA (320 x 240) or better resolution and 64K or higher colours. (The Display may be with Tough screen or without touch screen feature)	
8	Key Pad	Hard QWERTY keypad (Minimum 16 alpha numeric keypad with navigation keys, keys size to large enough for navigation)	

9	Battery	Swappable & Dry/Rechargeable 2600mAH or higher, Li-on or Li Polymer battery capable of providing minimum 6-8 hours of operation while all function of device active.	
10	Power Adaptor	Power Adaptor with surge protection and operating range 100 to 240V, 50Hz. AC input.	
11	SIM & SAM slot	One or more GSM SIM slot and dual SAM slots for software up-gradation in device	
12	Printer	Integrated 2" or higher Thermal Printer with supports for English, Hindi and one regional language printing & Bar codes printing). The Print must be legible for at least two months from printing	
13	Audio	Good quality Speaker with 1W or higher output for announcements.	
14	Finger Print Scanner	Integrated Finger Print module shall be STQC certified	
15	Status Indications	Status indicator provides ease of use, indicators for connectivity (presence/absence), signal strength, battery status, etc.	
16	Other Accessories	Durable Carry Case, with Multilingual (English, Hindi & one regional language) user manual. The POS device, Single finger print scanner and Printer should be integrated in rugged casing. The casing should be made of inflexible, solid material and can be of polycarbonate/thick plastic/acrylic/other tough material.	
17	SDK	Appropriate SDK need to be provided alongwith the devices.	
18	Warranty	Comprehensive 5-years Warranty support	

19	Terminal Management	Device should be remotely manageable in secured mode for software / patches updation through available communication mode.	
20	Environment & Durability	As per STQC guidelines	
21	Humidity	As per STQC guidelines	
22	Safety	As per STQC guidelines	
23	Environment, Health and Safety	As per STQC guidelines	
24	CE/EMI/EMC Compliance	As per STQC guidelines	
25	Add-On Antenna	PoS devices which will be used in remote locations and hilly areas for better signal reception and seamless transactions, built-in antenna is able to communicate properly with server additional antenna will be required.	
26	Magnetic Card reader/Debit card(Chip based)	Card Reader with Micro ATM standards 1.5.1	

11. Format for Queries

To

Sub: Submission of Queries

Ref: RFP for Selection of System Integrator for Supply, Installation and Maintenance of PoS Devices

(Tender No: _____ Dated: ____/____/____)

Dear Sir,

We have gone through the bid document and have following queries:-

S.No:	Clause No in RFP	Page Number	Query

Request your kind response of the same.

Yours Faithfully
(Authorized Signatory)
(Designation)
(Place)
(Date and Time (Seal))
(Business Address)

ANNEXURE III: Financial Proposal Formats

1. Covering letter for Financial Proposal

To

Sub: Submission of Financial Proposal

Ref: RFP for Selection of System Integrator for Supply, Installation and Maintenance of POS Devices (Tender No: _____ Dated: ____/____/____).

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledge, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for supply, install and maintain of PoS Devices.

We attach hereto our responses to financial proposals as required by the RFP. We have applied for engagement of PoS devices.

We confirm that the information contained in these responses or any part thereof, including the exhibits and other documents and instruments delivered or to be delivered to _____ Department is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do no in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date fixed for bid opening.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/corporation/firm/organization and empowered to sign this documents as well as such other documents, which may be required in this connection.

Thanking You,

Yours Faithfully
(Authorized Signatory)
(Designation)
(Place)
(Date and Time)
(Seal & Sign)
(Business Address)

1. Financial Proposal

RFP for Selection of System Integrator for supply, Installation and Maintenance of PoS Devices

(Tender No: _____ Dated: ____/____/____) for group four

S.N.	Subdivision	Godown	Group	Amount quoted	Sub-Total
1					
2					
3					
4					
5					
6					
				TOTAL	
				Taxes as applicable	
				GRAND TOTAL	

Terms:-

1. Please note as per the Tax rules, VAT and Service Tax components are to be charged separately. Accordingly, please quote applicable VAT on the supply part of the basic cost and service tax on the service component of the basic cost quoted.
2. The basic price is inclusive of all other items.
3. Price shall remain fixed for a period of 5 years from the T + 16 date.

Yours Faithfully,

(Authorized Signatory)
(Signature & Seal)
(Designation)
(Place)
(Date and Time)
(Business Address)

Annexure IV: Format of PBG

1. Format of Performance Bank Guarantee (PBG)

(Date)

To

Sub:Performance bank Guarantee for Selection of System Integrator for Supply, Installation and Maintenance of PoS Devices.

Ref:RFP for Selection of System Integrator for Supply, Installation and Maintenance of PoS Devices

(Tender No: _____ Dated:____/____/____)

Dear Sir,

WHEREAS

M/s (name of bidder), a company registered under the Companies Act, 1956, having its registered office at (address of the bidder), (hereinafter referred to as “ our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assignees), agreed to enter into a contract dated (Herein after, referred to as “ Contract”) with you _____ Department (Do _____) for Selection of System Integrator for Supply, Installation and Maintenance of PoS Devices.

We are aware of the fact that as per the terms of the contract, M/s (name of bidder) is required to furnish an unconditional and irrevocable bank guarantee of amount 10% of (Fixed fee quoted by the bidder applicable per month per FPS * Number of Fair Price Shops in the Group * 3 (months) in favour of _____ Department for an amount <<.....>> and guarantee the due performance by our constituent as per the contract and do hereby agree and undertake to pay the amount due and payable under this bank guarantee, as security against breach/default of the said contract by our constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee. Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach/default of the said contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of amount <<.....>>), without any demur.

Notwithstanding anything to the contrary, as contained in the said contract, we agree that your decision as to whether our constituent has made any such default(s)/breach(es), as aforesaid and the amount or amount to which you are entitled by reasons thereof, subject to the terms and conditions of the said contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur. This PBG shall be remain valid during the entire engagement period (5years) plus additional 6 months (i.e.5 years and 6 months from start to contract period), subject to the terms and conditions in the said Contract.

We further agree that the termination of the said agreement for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honor the same without demur.

We hereby expressly waive all our rights to pursue legal remedies against _____ Department and other Concerned Government Departments of _____.

We the guarantor, as primary obligor and not merely surety or guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been provided to us after the expiry of 48 hours from the time it is posted. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent upon intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constituent of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to your benefit and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to amount <<.....>>, and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect,

notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein, our liability under this Performance Bank Guarantee shall not exceed amount INR <<.....>>

The PBG shall be remain valid during the entire contract period (d Years) plus additional 6 Months (i.e. 5 years and 6 Months from start of contract period); and we are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only if we receive a written claim or demand on or before(Date) i.e. 5 Years and 6 Months from start of contract period for the engagement of Agencies for Supply, Installation and Maintenance of PoS Devices.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

The guarantee shall be governed by and constructed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in _____ for the purpose of any suit or action or other proceeding arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such count.

Dated.....this.....Day.....2015

Yours faithfully,

For and on behalf of the

Bank

(Signature)

Designation

(Address of the Bank)

Note: This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence.

Annexure V : Payment Schedule

Proposed Payment Schedule for Delivery, Deployment and Maintenance support of PoS devices in State of _____ for 5 years.

Invoice No:

Date:

Month Start Date:

Month End Date:

S.N	Group	FPS code	No of days PoS available online	Estimated number of Unique Transactions (No. of ration cards)	Actual number of unique transaction	Minimum 80% Transactions OR 20 days machine available on FPS	Deductions due to SLA deviation	Amount (INR)

Monthly Release of Payment
Authorized by