Food & Civil Supplies Departments
UT Administration of Daman & Diu

Bids are invited through e-Tendering from the interested parties (bidders) for End-to-End Computerization of TPDS in the UT Administration of Daman & Diu and Dadra & Nagar Haveli.
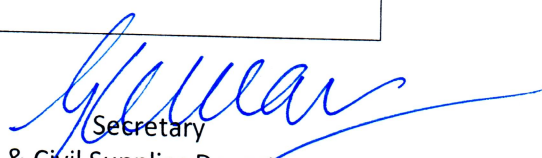
The RFP will be available at www.daman.nprocure.com, www.daman.nic.in and www.dnh.nic.in

The details of the bid are as mentioned below:

Sr. No.	Information	Details
1.	Bid Inviting Authority	The Secretary, Food &Civil Supplies Department, Daman
2.	Correspondence Address	The Secretary – Food & Civil Supplies Department, Collectorate, Dholar, Moti Daman, Daman – 396220
3.	RFP Name	Request for Proposal for Selection of System Integrator for End-to-End Computerization of PDS in the UT Administration of Daman & Diu and UT Administration of Dadra & Nagar Haveli
4.	Bid Reference No and Date	1/164/COL/CSD/AS-IS Report/2013-14/ 3908 dated 08th December, 2014
5.	Place of Execution	The Conference Hall, Collectorate, Dholar, Moti Daman, Daman
6.	Cost of RFP Document	Rs.5000 (Five Thousand only) in the form of Demand Draft / Bankers Pay Order drawn on a nationalized / scheduled bank and in favor of the Secretary (Food & Civil Supplies Department), UT Administration of Daman & Diu
7.	Bid security / Earnest Money Deposit	Rs.1500000(Fifteen lacks Only) in the form of Bank Guarantee / FDR / Demand Draft drawn on a nationalized / scheduled bank and in favor of the Secretary (Food & Civil Supplies Department), UT Administration of Daman & Diu
8.	Last date of downloading of RFP	19th January, 2015by 1600 hours
9.	Last date for submission Pre-bid queries	22nd December, 2014
10.	Date of pre-bid conference	24th December, 2014 by 1200 hours
11.	Date of Release of response to Pre-bid queries / Corrigendum	02nd January, 2015
12.	Last Date of Submission of Technical Proposal (Online)	19th January, 2015 by 1600 hours
13.	Last Date of Submission of RFP – Physical Submission of Technical Bid Date, Time and place for submission	20th January, 2015 by 1500 hours The Conference Hall, Collectorate, Daman, UT Administration of Daman & Diu
14.	Place, Date and Time to open the Pre-Qualification & Technical bid	20th January, 2015 1600 hours The Conference Hall, Collectorate, Daman, UT Administration of Daman & Diu
15.	Place, Date & Time of Technical Presentation by the bidders	Date & Time will be communicated later The Conference Hall, Collectorate, Daman, UT Administration of Daman & Diu
16.	Place, Date and Time of opening of Online Financial proposals received in response to the RFP notice	Date & Time will be communicated later to all the Technically Qualified Bidders The Conference Hall, Collectorate Daman, UT Administration of Daman & Diu
17.	Contact Details for queries	The Secretary – Food & Civil Supplies Department, Collectorate, Dholar, Moti Daman, Daman – 396220. Email addresses: collector-daman-dd@nic.in, ddegs-dd@nic.in, dnhegs-dd@nic.in
18.	Addressee and Address at which proposal in response to RFP notice is to be submitted.	The Secretary – Food & Civil Supplies Department, Collectorate, Dholar, Moti Daman, Daman – 396220

Place: Daman
Date: 08th December, 2014

Secretary
(Food & Civil Supplies Department,
UT Administration of Daman & Diu)

SELECTION OF SYSTEM INTEGRATOR FOR END-TO-END COMPUTERIZATION OF PDS IN THE UT ADMINISTRATION OF DAMAN & DIU AND UT ADMINISTRATION OF DADRA & NAGAR HAVELI

RFP No: 1/164/COL/CSD/AS-IS REPORT/2013-14/3908

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List of Tables

Table 1: List of Abbreviations

AAY	Antyodaya Anna Yojana
APL	Above Poverty Line
BG	Bank Guarantee
BOM	Bill of Material
BPL	Below Poverty Line
CBCPC	Centralized Beneficiary Card Personalization Centre
CD	Compact Disc
CIP	Central Issue Price
CKGA	Central Key Generating Authority
CPU	Central Processing Unit
CS Department	Civil Supplies Department, UT Administration of Daman & Diu
D & D	Daman and Diu
DBA	Data Base Administrator
DC	Data Centre
DEO	Data Entry Operator
DIT / DoIT	Department of Information Technology
DNH	Dadra & Nagar Haveli
DPI	Dot per Inch
DR / DRC	Disaster Recovery Center
DVD	Digital Versatile Disc
EMD	Earnest Money Deposit
F&CS	Food and Civil Supplies
FCI	Food Corporation of India
FPS	Fair Price Shop
GoI	Government of India
ICT	Information and Communication Technology
INR	Indian Rupee
IPR	Intellectual Property Right
IT	Information Technology
KD	Kerosene Depot
KMS	Key Management System
KPI	Key Performance Indicators
LAN	Local Area Network
LOI	Letter Of Intent
MIS	Management Information System
MRZ	Machine Readable Zone
MSA	Master Service Agreement
NDA	Non-Disclosure Agreement
NFSA	National Food Security Act
NIC	National Informatics Centre
O&M	Operation and Maintenance
OEM	Original Equipment Manufacturer
OS	Operating System
PC	Personal Computer
PDS	Public Distribution System
RAM	Random Access Memory
RDBMS	Relational Data Base Management System
RFP	Request For Proposal
RO	Release Order

RPM	Revolutions Per Minute
RTGS	Real Time Gross Settlement
SLA	Service Level Agreement
SOW	Scope of Work
TAT	Turn Around Time
UIDAI	Unique Identification Authority of India
UPS	Uninterrupted Power Supply
USB	Universal Serial Bus
UT	Union Territory
VIZ	Visual Inspection Zone
WAN	Wide Area Network

Table 2: IMPORTANT INFORMATION

Sr. No.	Information	Details
1.	Bid Inviting Authority	The Secretary, Food &Civil Supplies Department, Daman
2.	Correspondence Address	The Secretary – Food & Civil Supplies Department, Collectorate, Dholar, Moti Daman, Daman – 396220
3.	RFP Name	Request for Proposal for Selection of System Integrator for End-to-End Computerization of PDS in the UT Administration of Daman & Diu and UT Administration of Dadra & Nagar Haveli
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17.	Contact Details for queries	The Secretary – Food & Civil Supplies Department, Collectorate, Dholar, Moti Daman, Daman – 396220. Email addresses: collector-daman-dd@nic.in, ddegs-dd@nic.in, dnhegs-dd@nic.in
18.	Addressee and Address at which proposal in response to RFP notice is to be submitted.	The Secretary – Food & Civil Supplies Department, Collectorate, Dholar, Moti Daman, Daman – 396220

1. PROJECT BACKGROUND

1.1 INTRODUCTION

The Public Distribution System (PDS) is a major food-subsidy programme under National Food Security Act (NFSA) explicitly targeted towards the poor in the country. It has evolved as a major instrument of the government's poverty eradication programme and is intended to serve as a safety net for the poor. PDS ensures the availability of essential commodities like rice, wheat, and kerosene to consumers through a network of outlets called as Fair Price Shops (FPS).

The Ministry of Consumer Affairs, Food and Public Distribution, GoI, has initiated a project for the Computerization of PDS for achieving end-to-end Computerization of PDS. The Ministry of Consumer Affairs, Food and Public Distribution, Government of India has identified four key components which are required to be implemented in all the States/UTs as below:

a) Creation & Management of digitized Beneficiary Database
b) Supply-Chain Management of PDS commodities from Food Corporation of India (FCI) up to Fair Price Shops (FPS)
c) Sale of PDS commodities at FPS including identification and authentication of beneficiaries and recording of transactions.
d) Transparency and Grievance Redressal Mechanism

1.2 GOALS AND OBJECTIVES OF DEPARTMENT

The primary function of the Civil Supplies Departments of both the UTs is to run the Public Distribution System (PDS) efficiently to ensure availability of food grains to right beneficiaries and to ensure that it is at an affordable price for even the poorest in the UT Administration of Daman & Diu and in the UT Administration of Dadra & Nagar Haveli. The Departments are also entrusted with the responsibility of ensuring availability of essential commodities in the market at reasonable price and prevention of black-marketing and artificial price hike. Since most of the food grains in the UT Administration of Daman & Diu and UT Administration of Dadra & Nagar Haveli come from outside, the PDS is completely dependent on the food grains supplied by the Government of India through FCI. The food grains that comes from FCI godown are stored in three godowns (two in Daman & one in Diu) in the UT of Daman & Diu and in three godowns in the UT of Dadra & Nagar Haveli, and from these godowns the food grains is distributed to FPS shops (Thirty Eight in Daman, Thirteen in Diu and Seventy Eight in Dadra & Nagar Haveli). The food grains include wheat and rice. There are sixty one kerosene depots in the UT Administration of Daman & Diu (No Kerosene Depots are there in UT of Dadra & Nagar Haveli as Kerosene is not being distributed in Dadra & Nagar Haveli). The primary objectives of the Department include –

a) **Guarantee food security for the vulnerable and poor:** Effective implementation would guarantee food security for the poor, most vulnerable and food insecure families. This requires proper selection of beneficiaries and effective monitoring. Administrative systems must enable and guarantee these.
b) **Deliver higher quality of services to citizens in PDS:** Current quality of services offered by the Department is defined through the Citizens' charter that is published by the UT Administration of Daman & Diu and UT Administration of Dadra & Nagar Haveli. These standards are based on infrastructure available; and considerable improvements are expected enabling us to redefine quality of service standards so that they are technically, financially and organizationally sustainable.
c) **Empower citizens in PDS, Food Security and Consumer Rights:** Transparency in selection of beneficiaries as well as benefits received by beneficiaries would enable citizens or citizen groups

to point out irregularities, which can be rectified. Citizens have a right to information and guaranteeing that is a legal obligation cast on the Department as laid down in the Right to Information Act.

d) **Minimize costs to Government:** Reducing losses of essential commodities, duplication and mis-utilization of ration cards and uncontrolled leakages substantially by re-engineering processes and introduction of better systems and reliable technology. Our objective would be to make PDS cost effective and efficient.

1.3   PROJECT OBJECTIVES

The primary project objectives of the project are:

a) Introduce a Smart Card based Public Distribution System
b) Bring more transparency in the distribution of ration at the Fair Price Shops
c) Further, simplification and streamlining of the procedures, related to PDS, of the Department by introducing automation of the related processes
d) Enable the Department to have clear access to accurate data for informed decision making.

1.4   IMPLEMENTATION APPROACH

In view of the above the Civil Supplies Departments of both UTs would like to have the complete service delivered by a suitably experienced System Integrator to implement the processes, at Departments as well as all field locations – Godowns, FPS and Kerosene Depots. The selected Bidder is required to complete rollout of the project which includes:

a) Implementation of ePDS solution developed by NIC.
b) Development, Integration and Implementation of separate modules to complement ePDS solution.
c) Replacement of Paper based Ration Cards by Smart Card based Ration cards across UT of Daman & Diu and UT of Dadra & Nagar Haveli for applicable beneficiaries;
d) Procurement, deployment and commissioning of the requisite IT & Smart Card infrastructure at all the locations;
e) Commencement of operations at each location including provisioning of manpower, training and technical support at each location including helpdesk;
f) All activities pertaining to Helpdesk and Beneficiary Service Desk.

2. INSTRUCTIONS TO BIDDERS

2.1 DEFINITIONS

- "**Agreement**" means the Agreement to be signed between the successful bidder and the Civil Supplies Department, Daman & Diu and the Agreement to be signed between the successful bidder and the Civil Supplies Department, Dadra & Nagar Haveli, including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
- "**Authorized Representative**" shall mean any person authorized by either of the parties.
- "**Awareness and Sensitization**" It shall mean creating Awareness among the people and other stakeholders about the Project and sensitizing them in this regard for successful implementation of the project. The awareness and sensitization is expected to bring about positive changes in people's approach and response with respect to the Project, such that they are receptive to ICT infrastructure and processes and responsive in executing the project in true spirits. It shall include printing literature, communication of messages through various medias.
- "**Bidder/vendor/SI**" means any firm or group of firms (called consortium) offering the solution(s), service(s) and /or materials as required in the RFP. The word Bidder/ vendor when used in the pre- award period shall be synonymous with parties bidding for this RFP, and when used after award of the Contract shall mean the successful party with whom the Civil Supplies Department, UT Administration of Daman & Diu and the Civil Supplies Department, UT Administration of Dadra & Nagar Haveli, signs the agreements for rendering of services for implementation of this project.
- "**Contract**" is used synonymously with Agreement.
- "**The Department**" shall mean the Civil Supplies Department, UT Administration of Daman & Diu and the Civil Supplies Department, UT Administration of Dadra & Nagar Haveli.
- "**Default Notice**" shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
- "**Law**" shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or the Daman & Diu Administration and/or Dadra & Nagar Haveli Administration or any other Government or regulatory authority or political subdivision of government agency.
- "**LoI**" means Letter of Intent, which shall constitute the intention of the Department to place the Purchase Order with the successful bidder.
- "**Party**" means The Civil Supplies Department or Bidder, individually and "Parties" mean the Civil Supplies Department and Bidder, collectively.
- "**Proposal / Bid**" means the Pre-Qualification, Technical and Commercial Proposals all together, i.e., complete proposal for end-to-end computerization of PDS across both the UTs.
- "**Request for Proposal (RFP)**" means this document and its annexure. Seeking a set of solution(s), services(s), materials and/or any combination of them.
- "**Requirements**" shall mean and include schedules, details, description, and statement of technical data, performance characteristics and standards (Indian & International) as applicable and specified in the RFP.
- "**SCOSTA**" means Smart Card Operating System for Transport Applications, a standard being developed by NIC for interoperability of Smart Card applications across the country.
- "**Termination Notice**" means the written notice of termination of the Agreement issued by one Party to the other in terms hereof.

2.2 INVITATION TO BID

The Civil Supplies Department, UT Administration of Daman & Diu invites Bids from the

organizations that are willing to take up such large-scale project and can deliver value to the Civil Supplies Department, UT Administration of Daman & Diu and the Civil Supplies Department, UT Administration of Dadra & Nagar Haveli.

The bidders will need to submit their comprehensive bids – Pre-Qualification bid, Technical bid in two separate sealed envelopes, at the address mentioned in Section "Submission of Bids". The details of scope of work, technical requirements and formats for submission of bids have been given in the subsequent sections. The financial bid has to be uploaded only online on www.daman.nprocure.com

2.3   CONTENTS OF REQUEST FOR PROPOSAL

The Request for Proposal document consists of:
a)   This RFP document
b)   Annexure to this document
c)   Pre-Qualification Bid Form
d)   Technical Bid Form
e)   Financial Bid Form
f)   Any other corrigendum that the tender inviting authority might release on a later date

2.4   REQUEST FOR PROPOSAL

The Civil Supplies Department, UT Administration of Daman & Diu is publishing this Request for Proposal to select an eligible, reputed and qualified System Integrator for Application Development, Rollout, Supply, Installation, System Integration, Operation & Maintenance of Hardware & Networking infrastructure, Change Management, Helpdesk Support and Beneficiaries Service Desk for Beneficiaries for a period of five years from the date of acceptance and go live of the system, for end-to-end Computerization of PDS in UT of Daman & Diu and in UT of Dadra & Nagar Haveli as detailed out in the Scope of Work under Section 3 of this RFP Document. This Request for Proposal (RFP) is open to all Bidders meeting the minimum eligibility criteria as mentioned in this Document.

2.5   NON-DISCLOSURE AGREEMENT

The bidders must sign the Non-Disclosure Agreement as per the prescribed format supplied by Department. The Non-Disclosure Agreement of the selected vendor will form part of the Contract Agreement.

2.6   LICENSED PRODUCTS AND SERVICES

The selected Bidder would be required to obtain license or authorization for any software or hardware or services to fulfill its performance obligations under this contract. In case of any infringement on this by Bidder, the Civil Supplies Department, UT Administration of Daman & Diu and/or the Civil Supplies Department, UT Administration of Dadra & Nagar Haveli will not be responsible for the same.

2.7   CONCESSIONS RELATED TO GOVERNMENT PROJECTS

At no stage of the project, the Civil Supplies Department, UT Administration of Daman & Diu and/or and the Civil Supplies Department, UT Administration of Dadra & Nagar Haveli would provide any form or certification or undertaking, which the bidders or the selected Bidder might ask for getting concessions or benefits in various activities due to government related work.

2.8   COST OF BID

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

2.9   SITE VISIT

The bidder may visit the office of the Civil Supplies Departments and at various other field locations (FPS / KDs, godowns) in UTs for reconnaissance and obtain information at its own responsibility and risk. The costs of visiting the offices shall be at the bidder's own expense. However, failure of a bidder to visit a site or to check the software will not be a cause for its disqualification. It would be deemed that prior to the bid submission, the bidder:

a) Has examined completely and carefully the project in this bid document and has taken necessary precaution to build in all costs necessary for implementation of the project considering the risks and the logistics involved.
b) Has made a complete and careful examination of specifications, and other information set forth in this bid document.
c) Has received all such relevant information as has been requested by the Department
d) Has made a complete and careful examination of the requirements and has determined to its satisfaction the nature and the extent of the work involved in development, integration, the data cleaning / standardization of legacy data; requirements for staff training on computers & various applications and Smart card; orientation of data entry groups for handling data entry; and providing support after deployment of requisite hardware and software application.
e) Has determined to its satisfaction the nature and extent of any other issues incidental to the performance of its obligations.

It would also be deemed that the bidder has made a complete and careful examination to determine the matters incidental to the performance of its obligations including, but not limited to:
a) Site, the temperature fluctuations, humidity and dust levels
b) The conditions of electric supply in the various locations and possibility of fluctuations.
c) Conditions affecting transportation, access, disposal, handling and storage of the materials and services
d) Applicable laws, applicable permits and all other matters that might affect the bidder's performance under the terms of this bid.
e) The Department shall not be liable to the bidder for any mistake or error or neglect of the above in any manner whatsoever.

2.10   CLARIFICATION OF RFP DOCUMENTS

A prospective Bidder requiring any clarification of the RFP documents may notify Department in writing, either by post or email, at the following address:

The Secretary,
Civil Supplies Department,
Collectorate, Dholar
Moti Daman, Daman
396220
Email: - collector-daman-dd@nic.in, ddegs-dd@nic.in, kamlesh.patel@semt.gov.in, rangarajan.i@semt.gov.in

2.11   PRE-BID CONFERENCE

The Department will conduct a pre-bid meeting as per schedule mentioned in section for Important Information – Table 2 of the RFP. The bidders are requested to attend this pre-bid conference to seek clarifications in matters related to the project or the bidding process of this project. Amendments necessitated as a result of the pre bid meeting or otherwise shall be made available on **www.daman.nprocure.com** website. It shall be the responsibility of the bidders to fine tune their bids incorporating the amendments so communicated through the website. Such corrigendum, if issued, would form part of this RFP and the bidders would be advised to prepare their pre-

qualification, technical and financial bids in accordance with such corrigendum. The Department shall not be responsible for any oversight or negligence on the part of the bidders on the amendments to the terms and conditions of the tender document and notified through the website.

The pre-bid conference shall be held at the Collectorate, Daman, UT Administration of Daman & Diu. However, non-attendance at the Pre-Bid Conference will not be a cause for disqualification of a Bidder but, separate queries from such Bidders will not be entertained at any later stage.

The bidders are requested to send their queries as per schedule (mentioned in Important Information – Table 2 of the RFP) to make such conference more productive.

2.12   AMENDMENT OF THE RFP DOCUMENTS

At any time prior to the deadline for submission of Bid, the Department may amend the RFP documents by issuing suitable Corrigendum. The corrigendum will be published on the www.daman.nprocure.com .

To give adequate time to the bidders, so that they can take corrigendum into account in preparing their proposals, the Department may extend the deadline for submission of Bids.

2.13   PREPARATION OF BID

2.13.1   LANGUAGE OF BID

The Bid, and all correspondence and documents related to the Bid exchanged by the Bidder and the Department should be in English. Supporting documents and printed literature furnished by the Bidder may be in any language other than English provided they are accompanied by an accurate translation of the relevant passages in English language. Supporting material, which is not translated in English, will not be considered for evaluation. For the purpose of evaluation and interpretation of the bid, the English language translation shall prevail.

2.13.2   CURRENCIES OF BID AND PAYMENT

The currency of the Bid offer and the payments shall be in Indian Rupee (INR).

2.13.3   RFP DOCUMENT FEE

The bidders are required to download the RFP from the **www.daman.nprocure.com** website. Bidders must deposit the tender fees in the form of demand draft/ bankers pay order of Rs. 5000/- (Indian Rupees Five Thousands Only), drawn on a nationalized / scheduled bank and in favor of the Collector, Daman, UT Administration of Daman & Diu, towards non-refundable and non-transferable RFP document fee at the time of bid submission.

2.13.4   BID VALIDITY

The Bids shall be valid for a period of minimum "SIX MONTHS" from the date of submission of the bid. On completion of the validity period (six months), in case required, the Civil Supplies Department, Daman & Diu may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing by post or email.

2.13.5   EARNEST MONEY DEPOSIT – EMD

Earnest Money Deposit (EMD) deposit of Rs 1500000/- (INR Fifteen Lakhs only) in the form of a Demand Draft/Bank Guarantee/FDR drawn on Nationalized/Scheduled bank only in favor of "The Collector, Daman, UT Administration of Daman & Diu" payable at Daman.

The bid will be disqualified if the EMD is not submitted along with the pre-qualification Bid.

Unsuccessful bidder's bid security will be released as promptly as possible as but not later than sixty days after the award of the contract to the successful Bidder. The successful Bidder's bid security will be released upon the successful bidder signing the Contract and deposit of PBG.

No interest will be payable on the amount of the EMD. The EMD may be forfeited in following cases:

a) If a Bidder withdraws bid or increases quoted prices during the period of bid validity or its extended period, if any; or
b) In the case of a successful Bidder, if it fails within the specified time limit to:
    i. Sign the Agreement or,
    ii. Furnish the required Performance Bank Guarantee

2.13.6 GUIDELINES FOR FILLING FINANCIAL FORMS

The bidders should submit their financial bid in the specified formats only. No changes would be allowed in the financial bid on account of foreign exchange fluctuations and changes in local taxes, duties, levies, rate of inflation.

2.13.7 DOCUMENTS COMPRISING THE BID

The Bid submitted by the Bidder shall comprise the following documents:
a) Bidder's response to pre-qualification requirements as set forth in Section 5.14 Pre-qualification criterion of this RFP. Relevant annexure and statements as 7.1 ANNEXURES with this RFP should be used for submitting the Bid.
b) Earnest Money Deposit (EMD) in the form of DD/ BG/ FDR of Rs. 1500000/- (INR Fifteen Lakhs Only) shall be enclosed in the envelope having original pre-qualification document Bid.
c) Technical Bid including all the technical forms, as attached in section 7.2 Technical Specifications of the RFP Document duly filled on each page along with all attachments/schedules duly completed and duly signed by the authorized signatory of the Bidder/consortium.
d) The Bidder's Financial Bid as per Performa given in Annexure 7.3 including all the financial forms duly signed by the authorized signatory of the Bidder/consortium.
e) Any other information that is to be submitted during the course of Bid process.
f) All sections in the bid should be adequately flagged and numbered.

2.13.8 BID SUBMISSION FORMAT AND SIGNING OF BID

The entire proposal shall be strictly as per the format specified in this Request for Proposal. Bids with deviation from this format shall be rejected. The bidders are required to submit the bid in two separate envelopes as follows:

Envelop A: Pre-qualification Criteria - 1 copy

Envelop B: Technical Bid - 1 copy

i. Each copy of Pre-qualification criteria and Technical Bid of the tender should be covered in separate sealed covers super-scribing "Pre-qualification Criteria" & "Technical Bid" respectively.
ii. Financial Bids must be submitted online on **www.daman.nprocure.com** .
iii. Format for Financial Bid should be as per format provided. The formats are available online on the website **www.daman.nprocure.com**
iv. Please note that prices should not be indicated in the Technical Bid.

v. Two envelopes containing Pre-qualification criteria and Technical Bid should be put in another single sealed envelope clearly marked "APPLICATION DEVELOPMENT, ROLLOUT, SUPPLY, INSTALLATION, SYSTEM INTEGRATION, OPERATION & MAINTENANCE OF HARDWARE & NETWORKING INFRASTRUCTURE, CHANGE MANAGEMENT, HELPDESK SUPPORT AND BENEFICIARIES SERVICE DESK FOR BENEFICIARIES FOR A PERIOD OF FIVE YEARS FROM THE DATE OF ACCEPTANCE AND GO LIVE OF THE SYSTEM, FOR END-TO-END COMPUTERIZATION OF PDS IN UTs OF DAMAN & DIU and DADRA & NAGAR HAVELI".

vi. These envelopes are to be super scribed with RFP Number and the wordings **"DO NOT OPEN BEFORE XX:XX on XX.XX.XXX"**

vii. The cover thus prepared should 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".

viii. Each copy of the tender should be a complete document and should be bound as a volume. The document should be page numbered and appropriately flagged and must contain the list of contents with page numbers. Different copies must be bound separately.

ix. Any deficiency or deviation in the documentation may result in the rejection of the bid.

x. In case of any discrepancy observed by the Competent Authority in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.

xi. As part of the bid, bidder should also provide the Pre- Qualification Criteria and Technical bid in soft copy format, in the form of a non-re-writeable CD (Compact Disc) as follows:

   a. A CD containing the pre-qualification criteria and technical bid - The CD containing pre-qualification criteria and technical bid should be sealed along with the hard copies of the bid. The CD should contain a two PDF files (One pdf file for Pre- Qualification Criteria and another pdf file for Technical bid) with all the relevant information included in a sequence exactly as in the paper proposal.

   b. CD 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" and should be super-scribed with "Pre- Qualification Criteria and Technical Bid -Soft Copy", and should also bear the name of the bidder.

   c. Bidder must ensure that the information furnished by him in CD is identical to that submitted by him in the original paper bid document. In case of any discrepancy observed by the Competent Authority in the contents of the CD and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.

   d. Bidder must ensure that Technical Bid CD do not contain any financial items/ prices.

xii. If the outer envelope is not sealed and not marked as indicated above, the Department will not have responsibility for the bid's misplacement or premature opening.

In case of any discrepancy between the soft copy and the hard copy versions of the proposal, the hard copy version will be considered as the final version and be evaluated accordingly.

2.13.9 ADDRESS OF SUBMISSION

The bids duly completed as per the instructions given in this documents and the amendments issued if any, shall be submitted to the following address and **www.daman.nprocure.com** on or before the last date of bid submission.
The Secretary,
Civil Supplies Department,
Collectorate, Dholar,
Moti Daman, Daman
396220

2.13.10 DEADLINE FOR SUBMISSION OF BIDS

Bids must be received by the Department at the address specified in the RFP not later than scheduled date and time as mentioned in Table 2 of this RFP. The Department may, in exceptional circumstances and at its discretion, extend the deadline for submission of Bids by issuing a Corrigendum on www.daman.nprocure.com website. In this case, all rights and obligations of the Civil Supplies Department and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

2.13.11 NO COLLUSION OR CONFLICT OF INTEREST

UT Administration of Daman & Diu requires that the Bidder provides professional, objective, and impartial advice and at all times holds the client's interests paramount, strictly avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work. By responding to this Tender Document, the Bidder shall be deemed to have represented and warranted that the proposal is not made in connection with any competing Bidder submitting a separate response to this Tender Document, and is in all respects fair and without collusion or fraud.

2.13.12 RIGHT TO ACCEPT AND REJECT THE BID

Notwithstanding anything contained in this document, the Department reserves the right to accept or reject any bid/s. The Department also reserves the right to cancel the bid process at any time prior to signing the contract and the Department will have no liability for above-mentioned actions.

2.13.13 CORRUPT OR FRAUDULENT PRACTICE

In the event of the bidder engaging in any corrupt or fraudulent practices during the bidding process, by the judgment of the Civil Supplies Department, Daman & Diu and/or the Civil Supplies Department, Dadra & Nagar Haveli, the bid will be rejected.

For the purpose of this clause:

"**Corrupt Practice**" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Civil Supplies Departments official in the selection process. It also includes bringing undue influence through any quarter or interfering directly or indirectly in the selection process to affect its outcome.

"**Fraudulent Practice**" means a misrepresentation of facts in order to influence selection process to the detriment of the Civil Supplies Departments.

2.13.14 LIMITS ON PROMOTION

The Bidder shall not perform any kind of promotion, publicity or advertising at the Civil Supplies Departments and its field offices through any kinds of hoardings, banners or the like without prior written consent of the Civil Supplies Department of the respective UT.

3. SCOPE OF WORK

The scope of work covers Finger Print Collection, Printing and Personalization of Smart Card based Ration Card, Application Development to complement NIC's developed solution, Rollout, Supply, Installation, System Integration, Operation & Maintenance of Hardware Software & Networking infrastructure, Change Management, Helpdesk Support and Beneficiaries Service Desk for Beneficiaries for a period of five years from the date of acceptance and go live of the system, for end-to-end Computerization of PDS in UT of Daman & Diu and UT of Dadra & Nagar Haveli. The SI must conduct the system study of the existing business processes of the Civil Supplies Departments and design the solution accordingly.

The selected SI is to execute the scope of work as detailed in the following sections or as modified during finalization of this contract in part or whole. The Department at its sole discretion at any point of time may extend or reduce the scope of work with a written notice.

3.1 FINGER PRINT COLLECTION, PRINTING AND PERSONALIZATION OF SMART CARD BASED RATION CARD

I. Collection of Finger prints
a) Finger prints of the beneficiaries arriving at the department would be collected by the system Integrator. SI would collect the finger print where the eldest women (above eighteen years of age) would be the head of the family, in the format prescribe by the Department.
b) While mapping the finger prints to the beneficiaries data, System Integrator will also de-duplicate the ration card data based on pre-defined parameters provided by the department and incorporated in the software after getting approval from the Civil Supplies Departments. Any duplicate records found will also be forwarded by the SI to the Department for necessary action.
c) SI must capture the biometrics of FPS and KD operator.

Note:

a) The SI must ensure that the fingerprints collected are as per specified standards.
b) The application is to be deployed by the SI for verification/capture of biometrics (Finger prints).
c) It is the responsibility of the SI to correctly map the fingerprints of the family/family members to the data digitized.
d) Card is to be printed only if data/ biometrics of minimum three family members/ entire family collected.
e) For Beneficiaries:
   - Fingerprint impressions of all the ten fingers of all family members above 12 years of age (in groups of four fingers + four fingers + two thumbs);
   - Digital photograph(s) of the family members, wherever required.
f) For FPS and KD operator:
   - Fingerprint impressions of all the ten fingers (in groups of four fingers + four fingers + two thumbs) of the FPS / KD Operator and one backup staff;
   - Digital photograph of the Operator, wherever required

II. Printing, Personalization and Issuance of Smart Cards
The various steps involved in this process are as follows:
a) SI will procure 64 Kb SCOSTA cards (as per the specifications mentioned in Table 50 and Table 51). The verified resident data would be available in the Standardized digital format with the SI.

b) Card Printing and Personalization:
  i. Write the relevant data of the Card Holder on the chip including two fingers' print each for three members of the family. The standards/ other parameters for the same will be provided by NIC to the successful Bidder. For handicapped (whose finger print cannot be captured) beneficiaries, the SI will enable the PIN option for authentication purpose.
  ii. It will be the responsibility of the SI to provide blocks/ templates for printing and personalization of cards for beneficiaries as well as KMS related cards.

c) Card Verification and Activation: The Card Activation software and KMS will be provided by NIC. This activity will be done by the Department in the following steps:
  a. Verify Card Data with back‑end (software driven for MRZ & manual matching for VIZ). In case any errors are identified in the MRZ or VIZ data, the erroneous cards would be returned back to the SI for reprinting and personalization. The SI would be required to bear all costs related to such reprinting and /or re-personalization of cards. The same service levels, as were applicable for the printing and personalization of the cards, will be applicable for any such reprinting and / or re-personalization.
  b. Activate the Smart Card based Ration Card
  c. Post the Card specific data (Chip#, Card #) to back end.

Note:

  a. The data on the MRZ and VIZ of the beneficiary and the Owner of FPS/ KD will be different.
  b. The SI must print and personalize the cards in bulk at a central location as decided by the Department so as to achieve economies of scale. Software for the same will be arranged by the SI. The use case and specifications for the same will be provided by NIC.
  c. For the purpose of card activation for bulk cards, the Department shall depute one official for monitoring operations related to printing and personalization. The infrastructure required for card activation at this stage will be the responsibility of the SI.
  d. All costs involved in secure transportation of printed and personalized cards to/from the Central location including losses incurred (if any) during this process will be borne solely by the SI.
  e. For the replacement of paper based Ration cards by Smart Card based Ration cards, SI will not use the IT or Smart card infrastructure provided to the Department.
  f. Key Management System (KMS) will be provided by NIC.

Issuance of Card to Resident

  a. SI would issue the activated Smart Card based Ration Cards to the resident at the Beneficiaries Service Desk after successful biometric authentication of the resident.
  b. SI would issue Smart Card based Ration cards to residents Field Location wise and ensure that both Paper based and Smart Card based Ration Cards are not in use simultaneously at any field location.
  c. The SI is required to collect the existing paper based Ration Card from the owner / beneficiary and will generate an acknowledgement receipt for the same. SI would also be required to update the information in the system. SI will submit all the paper based ration cards to the Authorized Representative of the Department at the end of each day.

3.2   SCANNING OF APPLICATION FORMS WITH SUPPORTING DOCUMENTS

The SI will be responsible for scanning of Ration Card Application Forms of Beneficiaries along with the supporting documents and also to preserve them. For this purpose, SI has to develop a software application. This application should be capable of having functionalities of Uploading scanned Ration Card Application Forms along with supporting documents, searching Ration Card Application Forms along with supporting documents based on the fields available into Ration Card Application Forms and download them.

The approximately 3,50,000/- documents for Daman & Diu and 10,00,000/- documents for Dadra & Nagar Haveli are needed to be scanned and preserved in PDF/A so that the scanned copies can be preserved for a long period of time.

3.3   APPLICATION RELATED REQUIREMENTS

A.   Application Development and Roll-out

The SI will be responsible for roll-out of the solution developed by NIC for PDS. However, the software application for POS and integration with solution developed by NIC for PDS, integration with Aadhaar (UID), Grievance Redressal, Helpdesk, Beneficiary Service Desk and integration with weighing machines (at UT godowns and FPS/KDs) need to be developed by SI. The source code pertaining to any application development done by the SI need to be handed over to the Department and copyright/IPR of the software will remain with UT Administration of Daman & Diu. The software specification for applications to be developed are described in "Table 60: POS Application" Minimum Software Functional Requirements, section 7.2.2 of the RFP. However, the system integrator has to study the system and develop the applications accordingly.

Upgradations

a) **Application for POS Terminals -** SI would be responsible to provide necessary upgrades / patches for the POS terminal application to meet any changes in the requirements of the Department and will ensure that the same version of POS application module is functional at all the field locations. The change requests might arise even after project has been rolled out.

b) **Updates/Patches in the software supplied:** SI would be responsible for providing all kinds of software updates/patches released by the OEMs (Hardware/Software) time to time.

c) **PDS Application upgrades-** Typically, there would be following kinds of upgrades that are possible for the application software:

   i.   The upgrades as a result of changes in the policies would be released by NIC and its frequency cannot be ascertained beforehand.
   ii. The bugs in the existing software that are noticed by the user group/ SI and these bugs are to be fixed by NIC as and when the request is made to NIC. The frequency of release of such upgrades cannot be ascertained beforehand.

Resolution of Issues in Application Software

a. NIC will provide the Troubleshooting Manual to SI. In case the system is down due to issues mentioned in the Troubleshooting Manual, then it will be responsibility of the SI to resolve the issue and get the system running within the timelines as per the SLA specified in this RFP (Section 4).

b. In case of any other issue, SI would escalate the issue along with adequate details; screenshots. to the Department, who in turn will forward the same to NIC. NIC will resolve the issues and will deliver the patch / upgrade to the Department.

c. The SI will be responsible for installation of these upgrades within the defined SLAs and will keep version control of applications along with Department. The detailed Software Maintenance plan has been provided in Section 7.5.

B. Aadhaar Integration

Integration of UID (Aadhaar) and bank account details with the ration card operations for distribution of goods and subsidy transfer into the beneficiary accounts, SI need to develop a solution for proper Integration and authentication from the Aadhaar SRDH (State Resident Data Hub) and CIDR Systems. Detailed Functional Requirement Specifications are provided in "Table 62: Aadhaar Specifications". Aadhaar based authenticating will be used for the beneficiaries (who have provided their aadhaar no) at the FPS.

C. SMS Integration

SI must develop a solution to integrate SMS notification/alerts to the Department and Beneficiaries. The point of stock arrival and sale in FPS, SMS to beneficiaries is to be delivered by the solution. The point of stock arrival/dispatch as well as the daily and monthly closing balance must also be sent to the department users through SMS.

D. Offline Integration through Smart Card Based Ration Card

SI is responsible to develop, configure and/or roll-out the POS Application in/through the POS devices procured and supplied by SI. SI needs to make sure that the POS Application must meet minimum functionalities mentioned in "Table 60: POS Application" of "Section 7.2.3", can be achieved.

3.4 HARDWARE AND RELATED EQUIPMENTS

A team of technical experts appointed by the Department will conduct a thorough physical inspections of all the products delivered along with invoices, onsite support cards, warranty and booklets to ensure that they arrive at the sites in good condition and are free from physical damage including but not limited to crushed or broken equipment, missing seals, opened packages and incomplete shipments. The Civil Supplies Department reserves the right to return such products to the SI at the SI's expense. This equipment will only be acceptable as correct when each received item corresponds with the checklist that will be prepared by the SI prior to shipment. Any shortfalls in terms of number of items received may render the delivered equipment incomplete.

3.5 SCOPE OF SUPPLY

a) It would be the responsibility of the SI to supply all the products and equipment as specified in the Bill of Materials (provided in annexure 7.2.1 of this RFP) as final at their appropriate quantity and capacity at their respective sites. It would be inclusive of but not limited to –

    i. Timely delivery to various locations as per the stated timelines.

    ii. Transporting the items – no extra / additional charges (road tax, excise, toll tax, insurance) would be considered for payment

    iii. Safety – The SI would be responsible for maintaining adequate safety measure at the storage points. The Department would not be responsible for any losses due to theft, fire or any exigencies in this regard.

b) The proposed hardware technical specifications have been provided in Annexure 7.2.2 of this RFP.

i.   Bidder may quote accordingly. In case higher specifications/ additional hardware are required to meet the desired Service Levels, the same must be provisioned by the SI at no extra cost.

ii.   Duly tagged product catalogues with technical specifications of the product should be provided along with certificate from OEM. Any lower deviation in the installed equipment / items from the proposed equipment / items would be termed as breach of contract and the Department may terminate the contract as per clause (termination by clause)terminated.

c) UPS Requirement: The supplied desktop should be backed up with uninterrupted power supply from UPS as specified in BOM (Annexure 7.2).

d) Servers: The supplied servers would be placed in the SDC/ NDC. Taking backup of the data and maintaining the SAN are responsibility of Data Center Operator (DCO). However, day to day maintenance of the database for its smooth operation is the responsibility of SI. Maintenance of Hardware in the SDC/ NDC will be the responsibility SI. The SI will supply the servers meeting the specifications of SDC/ NDC since the proposed Servers shall be placed in the racks of the SDC/NDC.

e) Networking: The Hardware used at UT godowns and FPS that will connect through Broadband and GPRS respectively.

f) The SI is also required to provide the following:

    i.   Suitable LAN cabling for all nodes in the Civil Supplies Department offices, Mamlatdar office, and BDO office in both the UTs.

    ii.   Connectivity between godowns and FPS/KDs till the validity of contract would be provided by SI through Broadband/ GPRS. Monthly charges towards the same will be borne by the Department on agreed plan.

    iii.   For connectivity through Broadband/ GPRS, the services of regional telecom operators needs to be utilized by the SI for accessing applications hosted in the Servers of SDC/ NDC.

    iv.   The hardware, networking & all other equipment to be used and/or supplied by the SI shall be capable of delivering high performance during the time period of the project to meet the defined SLAs. A team of technical experts appointed by the Department will inspect all hardware provided by the SI to ensure compliance of this requirement.

g) POS and weighing balances: POS machines and weighing balances are to be supplied to all FPS and KD only after installation of DC equipment and creation of live instance of NIC core solution at DC. The Supplied POS machine should be dual smart card reader enabled to authenticate both FPS owner and Beneficiaries. It should have inbuilt fingerprint scanner for scanning the Beneficiaries biometrics.

h) The SI would require factory acceptance test for the products listed in the bills of material or agreement and provide documentary evidence for the same to the Department.

i) The bidder must not supply any such equipment that it likely to be declared end-of-sale within three years from the date of supply. The bidder must replace any such equipment with at least the equivalent or higher configuration.

j) Supply of all such material - nuts, screws, wires necessary for installation of the systems need to be provided by the SI.

Note: The SI must study the existing infrastructure of the SDC/ NDC before any procurement.

3.6   SCOPE OF INSTALLATION, COMMISSIONING AND SYSTEM INTEGRATION

The SI shall provide the details of required IT and non-IT infrastructure necessary for the implementation of the Department applications, including the servers, client machines, multi-function printers. The servers and related resources shall be housed in the NDC/SDC and DR Site and shall share resources wherever possible. Initially the hosting could be on NDC and later the Department may decide to host the application in SDC where the SI will be required to physically move the hardware equipment from NDC to SDC. The SDC location will be communicated to SI at later stage. Insurance cover for the entire hardware infrastructure deployed at various locations for the entire duration of the contract against vandalism, theft, fire and lightening will be borne by the SI.

The SI shall be responsible for all unpacking, assemblies, wiring, installations, cabling between hardware units and connecting to power supplies, commissioning & configuration of LAN/ Networking equipment under project area. The SI will test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the hardware at all installation sites.

i.   Installation of all active and passive components and accessories supplied under this Project and configuring it.
ii.   Installation, integration and commissioning of Local Area Networks at implementation locations as per the requirements. The installation charges should include minor civil works if required.
iii.   Configuring and fine tuning of sub-systems to achieve overall optimal network performance and highest security.
iv.   The components to be installed would include but not limited to :
    a) Switches
    b) Passive components like patch panels, I/O outlets.
    c) Any other software besides the standard software and Server Operating System
v.   Integration of all existing LAN/ WAN links to provide enterprise wide access to resources and services.
vi.   The SI also needs to take care of all IP addressing or similar issues arising at the time of integration and should also ensure that the existing systems run smoothly.
vii.   To bring all the installation equipment and tools required for installation and commissioning of systems without any extra cost.
viii. To provide all patches and updates during the duration of the contract.
ix.   To carry out all general test such as power test on delivery, pre-installation check to ensure correct connection.
x.   To install and commission structured LAN cabling within the implementation location involving CAT 6 cables, surface mount I/OS, patch codes, jack panels, any other components.
xi.   Testing is conformance to measurement procedures and test parameters for CAT 6 and other communication cables installation as defined in TIA/EIA-568-B standards, of each node at each site. The certified test results are to be submitted to the Civil Supplies Department in hard copy
xii.   The SI will provide necessary support on bandwidth monitoring and maintaining SLA and will liaison with Network bandwidth service provider on behalf of the Civil Supplies Department.

3.7   COMPLETE SYSTEM ACCEPTANCE TESTING

For System Acceptance, the Department will acknowledge complete system acceptance in writing to the SI upon completion of the following:
i.   All required activities as defined in this RFP including all changes agreed by Department, delivered by the SI and accepted by the Department.

ii.   All required system functionalities as defined in this RFP including all changes agreed by the Department, delivered by the SI and accepted by the Department.

iii.   All required documentation as defined in this RFP including all changes agreed by the Department, delivered by the SI and accepted by Department.

iv.   All required training as defined in this RFP including all changes agreed by the Department, delivered by the SI and accepted by the Department.

v.   All identified shortcomings / defects in the systems have been addressed to the Department complete satisfaction. All required activities as defined in this RFP including all changes agreed by the Department delivered by the SI and accepted by the Department.

The SI must agree to above criteria for complete system acceptance and further agree that in order to accept the system, Department must be completely satisfied and that all aspects of the system perform acceptably. The functional / logical acceptance of the system will only be certified when the proposed system is installed and configured at the sites according to the design and that all the detailed procedures of operating them have been carried out by the SI in the presence of Department staff.

NOTE: The acceptance test of the application system will be conducted with the live / actual data. The acceptance tests shall demonstrate that the SI has met each and every requirement specified within the contract and has delivered an effective operational system.

3.8   HELP DESK SUPPORT

In order to ensure that the Department officials focus on their core activities uninterruptedly even after the new computerized system to be in place, the SI is required to set up help desk facilities at Daman & Diu and Dadra & Nagar Haveli to provide technical support and handholding.

a) The mandatory minimum requirement of personnel for help desk support is as given below. SI should analyze the threshold required and submit the Bid to the Department accordingly.
    i.   At least two dedicated Person for monitoring and support at Daman
    ii.   At least one dedicated Person for monitoring and support at Diu
    iii.   At least two dedicated Person for monitoring and support at Silvassa
    iv.   At least two dedicated Person for monitoring and support at Khanvel

b) The Helpdesk shall act as a single point interface to UT Administration of Daman & Diu and UT Administration of Dadra & Nagar Haveli for:
    i.   Troubleshooting and providing solutions.
    ii.   Maintaining a repository of issues and events.

c) The Helpdesk personnel at all location must have good understanding of the project, the technical, functional and operational details of the technologies involved, including a very good understanding of the application software.

d) The SI shall set up and maintain help desk with 9.5x6 (9.30 AM – 7 P.M. and six days for a week – Monday to Saturday) uptime for the entire contract period.

e) A daily reporting of problems and issues, categorized and classified appropriately, must be made to the Civil Supplies Department.

f) A monthly, quarterly and yearly summary of incident, problems, changes, device wise uptime, and SLA matrix must also be shared with the Civil Supplies Departments.

3.8.1   RESPONSIBILITIES OF MANPOWER AT HELPDESKS

The manpower provided at helpdesk locations is exclusively to be used by the Civil Supplies Departments for the following (but not restricted to) General, Technical and other required support.

a) General Support:
    i.   Performing effective operational and maintenance support during and after onsite support period

ii. Maintain a log of the queries received, resolution provided, agent providing resolution, time and date of receipt of call, time and date of resolution of call.

iii. Deploy adequately qualified resources dedicated to manage the help desk operations.

Note:

i. The application to be deployed at the help desk will be provided by the SI. However, SI would be provided a limited access to the Civil Supplies Department database so as to cater to specific queries and reporting requirements of the Civil Supplies Department.

ii. The help desk should have the following functionalities (but not limited) to Call logging, SLA Management, service knowledge base, issue escalation, record of resolutions, cross platform compatibility, performance reports**.**

iii. All IT Infrastructures for Helpdesk should be provided by SI only. Department will provide only Space along with Table and Chair for Helpdesk.

b) Technical Support:

i. Ensuring proper handling of IT and Non IT Infrastructure deployed at all the locations

ii. Managing the system software

iii. Trouble shooting of the infrastructure

iv. Escalating the issues to the Civil Supplies Departments.

v. Keeping a log of all technical issues and their resolution time.

vi. Back-up and recovery of data as per backup policy

vii. Coordinating with other Bidders, if required, for the resolution of the reported problems.

3.9 BENEFICIARIES SERVICE DESK

The SI is required to set up Beneficiaries Service Desk with a minimum of three counters (with one operator each) in the UT Administration of Daman & Diu and minimum of four counters (with one operator each) in the UT Administration of Dadra & Nagar Haveli, to receive and process citizen requests at the Department premises. Four toll-free help lines are to be provisioned by the SI in coordination with telecom service provider - two dedicated telephone help lines for Daman, one dedicated telephone help line for Diu, two dedicated help lines for Silvassa and two dedicated help lines for Khanvel.

List of activities to be performed by the Beneficiaries Service Desk are as follows:

1. Taking the citizens request/queries at the Beneficiaries Service Desk counter/phone calls.
2. Responding/ conveying the response to the citizen queries as per the decision taken by the department.
3. Response format design to response the citizens and the approval from the department.
4. Will serve as the counter for taking the application for fresh/new ration card, deletion of the ration card, addition of name in the ration card, change of name or address in the ration card,
5. Collections of the biometrics of the citizens of Daman and Diu and Dadra & Nagar Haveli.
6. Handling over of the ration card to the citizens after they are activated.

I. **Receipt of Requests: The SI will be required to carry out the following-**

a) The Operator at Beneficiaries Service Desk will provide blank Application Form (if required) and will receive the filled Application Form along with other Supporting Documents from the resident.

b) Operator will enter the details of the application in the software.

    c)   Operator will scan the application and supporting documents and save it for record purpose

        i.   In case of Request for New Ration Card, the Operator will also take Fingerprint impressions of all the ten fingers of all the Family members above twelve years of age; and

        ii.   Request for modification of existing card

           (i) Take the fingerprint impressions of the applicant and verify the authenticity of the card holder by matching biometrics with those stored in the card;

           (ii) Take the details for the modifications required;

              (iii) Collect the existing Smart Card

        iii.   Surrender Certificate, the Operator will

           (i) Take the fingerprint impression of the applicant and verify the authenticity of the cardholder by matching fingerprint impressions with those stored in the card, and

           (ii) Collect the existing Smart Card.

           (iii) A receipt is issued to the resident - containing a date when the resident can collect this card/ surrender certificate from the Beneficiaries Service desk.

           (iv) Operator submits the request into the system for further processing within the Department

II.   **Printing and Personalization of Cards:**

SI will print and personalize the Smart card as per the process defined in this RFP Section 3.1 - "Finger Print Collection, Printing and Personalization of Smart Card based Ration Card", received during ongoing operations at the Department office. The hardware and software required for the same will be deployed by the SI at the Department's office in Daman & Diu. SI will provide printed and personalized cards to the Department for verification and activation. The infrastructure required for activation will be procured through this RFP. The Department will verify and activate each batch of cards within seventy two hours after SI submits them to the concerned Department officials. Batch size will be defined by the Department at later stage.

III.   **Issuance of Card: The SI will perform following activities to issue the Smart Card or Surrender Certificate to the resident:**

        i.   When the resident visits Beneficiaries Service Desk on the date specified in the receipt

        ii.   The Operator collects the resident receipt, and retrieves the details of the corresponding request from the system;

        iii.   If the card is ready, the Operator takes the fingerprint of the resident to match it with the fingerprints stored on the card; and

        iv.   If successfully verified, the card is issued to the resident and status updated in the system.

Note:

    i.   All IT Infrastructures for Beneficiary Service Desk should be provided by SI only. Department will provide only Space along with Table and Chair for Beneficiary Service Desk.

3.10   TRAINING

Training needs to be provided in maximum batch size of fifteen persons. The training to higher officers is required be provided in separate batches. The no of trainees identified for Daman & Diu are one sixty (approx.) and the no. of trainees identified for Dadra & Nagar Haveli are one hundred (approx.). The SI is supposed to identify the type of training required for each identified trainee and prepare the training plan accordingly.

a) The entire cost of training including the infrastructure, training material, consumables will be borne by the SI. The space for training will be provided by the Department.

b) The resources provided by the SI at various offices will be responsible for providing following kinds of training / capacity building:
    i. Basic computer skills training
    ii. Awareness Training
    iii. Training on POS
    iv. Training related to new process to be put in place
    v. PDS software application training
    vi. Change Management
    vii. Training of Trainer
    viii. Any other training related to hardware, software and networking as and when the need arises.

   *Note: - NIC will provide training of PDS application to minimum three engineers of the SI, who further provides training to the Department and FPS/KD owners. SI should not change the trainers who are trained by NIC for PDS application for training the Department/FPS owners. Any session conducted by different trainer for PDS application will not be considered for counting the session.

c) Continuity of operations:
    a. As and when newer versions of software application of Scope under SI is introduced, SI will provide required documentation along with each release of patch / upgrade and will provide training (if required) to the staff at all level (Department, godowns).
    b. In case of new additions to the Staff members of the Civil Supplies Department, the SI will be required to train these new resources as well.

Note: Count of trainees mentioned above is indicative. Actual no. of trainees may vary by 10% of total no. of trainees.

3.11 SCOPE OF DOCUMENT REQUIREMENTS

3.11.1 END USER DOCUMENTS

Documentation will be prepared by the SI during different stages of the project. The ownership of all documents, supplied by the SI, will be with the Department. The electronic copies will be supplied with all the documents and manuals, required for operating and configuring the hardware and software at the user specific environment. The documents must be provided in English and must include at least:

a) User Documentation including user guide and procedures manuals for hardware and software.
b) Software installation guide.

User will have the rights to duplicate the hardcopy and soft copy for the documents created by the SI without any financial and legal implications.

Note: At least two soft copies (in CD) and one printed copy of all the documents to be provided by the SI.

3.11.2 TECHNICAL DOCUMENTS

The SI shall supply operation and maintenance manuals to enable the Civil Supplies Department to operate, maintain, adjust and repair the parts of the stated specifications. The manuals and drawings for all supplied applications and equipment shall be in English and in soft and hard copy/ printed copy and equal to the number of supplied applications. Indicative list of documents, not

limited to, that will be supplied and maintained by the SI during different stages of the project are:

a) System Manual for Hardware Infrastructure
b) Operating System Manual
c) Trouble Shooting document
d) Installation Manual
e) Operational Procedures Manual
f) Acceptance Test Plan
g) Acceptance Test Specifications

Any updates to the documents must be made available to the Department to support any changes to requirements, design. All deliverables prepared by the SI for this assignment would be submitted and approved by the Department.

3.12   SCOPE OF TESTING AND QUALITY ASSURANCE REQUIREMENTS

Testing is an important part of the delivery process which requires thorough and well-managed tests to be conducted. The SI must build up an overall plan for testing and acceptance of system, in which specific methods and steps should be clearly indicated and approved by the Civil Supplies Departments. The acceptance test of hardware and software will be defined by the SI, agreed and approved by the Department and will include all the necessary steps to ensure complete functionality, operation and performance of the system. Testing will be conducted at the installation sites/offices.

It is the SI's responsibility during the tests to evaluate and recommend any further changes to the infrastructure in consultation with the Department.

3.13   SCOPE OF COMPREHENSIVE OPERATIONS AND MAINTENANCE

a) During the comprehensive operations and maintenance period, SI warrants that the goods supplied under the contract are of the most recent version/models and incorporate all recent improvements in design and materials unless provided otherwise in the contract. The SI further warrants that the equipment & overall solution supplied shall have no defect arising from design, material of workmanship or any act or omission.
b) The operations and maintenance support of the networking components shall remain valid for a period of Five years from the date of System acceptance and go live.
c) The SI would provide free software upgrades during the operations and maintenance period from the date of acceptance for all software components like management software, anti-virus software, or any other software which would be a part of supplies.
d) The SI shall provide onsite Operations & Maintenance for all the supplied hardware, networking and software components over a total period of Five years from the date of System acceptance and go live.
e) Operations & Maintenance would include maintenance for the overall system stabilization, equipment maintenance and system maintenance.
f) The operation and maintenance support must be provided at all Zones through a suitable help desk support, to ensure that the solution is functioning and that all problems associated with operation are resolved satisfactorily.

3.14   MINIMUM EXPERIENCE AND QUALIFICATION FOR MAN POWER

A. Help Desk Support Personals
Minimum 3 persons for Daman & Diu and 4 persons for Dadra & Nagar Haveli are required. The minimum qualification and experience required for Helpdesk Personal is: BE/ B. Tech./ MCA/ M. Sc. (IT/ Computer/ Electronics) with minimum 2 years of experience of application support in IT and e-Governance.

B. Beneficiary Service Desk Personals

Minimum 3 persons for Daman & Diu and 4 persons for Dadra & Nagar Haveli are required. The minimum qualification and experience required for Helpdesk Personal is: BE/ B. Tech./ MCA/ M. Sc. (IT/ Computer/ Electronics) with minimum 2 years of experience of application support in IT and e-Governance.

C. Data Centre Support Personals

a. Minimum 1 person is required for Database Administration. The minimum qualification and experience required for DBA is: BE/B. Tech./MCA/M. Sc. (IT/ Computer/ Electronics) + Certified for relevant Database Administration and Configuration with minimum 4 years of experience in Database Administration

b. Minimum 1 person is required for System Administration. The minimum qualification and experience required for System Engineer / Administrator is: BE/B. Tech./ MCA/M. Sc. (IT/ Computer/ Electronics) + Certified for relevant server administration and network administration with minimum 4 years of experience in System Administration

D. POS Support Personals

Minimum 2 persons for Daman & Diu and 1 person for Dadra & Nagar Haveli are required for POS Maintenance & Support. The minimum qualification and experience required for DBA is: BE/B. Tech./ MCA/M. Sc. (IT/ Computer/ Electronics) with minimum 2 years of experience of POS maintenance & support.

3.15 DELIVERABLES

The SI shall submit a list of deliverables as listed below. The SI shall prepare the formats/templates for each of the deliverables upfront based upon industry standards. The documents created by the SI will be reviewed and approved by the Department prior to its use for deliverables. The Department would also approve any changes required to these documents during the course of the project. The SI shall create and maintain all project documents up-to-date that would be passed on to the Civil Supplies Departments as deliverables as per the agreed project timelines. All methodology and documentation shall conform to the standards as required by this RFP.

Table 3: Project documents include, but are not limited to, the following:

Key Reports/Documents to be submitted
1. Acclimatization and understanding of system study report
2. Detailed project plan with timelines that include:
(i) Data Integration, Enrollment, Smart card issuance
(ii) Plan for Software implementation, roll-out, System Integration Testing, Acceptance Testing, STQC Certification, Roll-out
(iii) Quality Assurance Plan & Methodology
(iv) Transition policy and Plan, during and at the end of the tenure of the agreement or termination of the agreement
(v) Supply-plan of requisite hardware items & inspection of the same
(vi) Hardware and Manpower Deployment Plan
(vii) Inventory management plan (for all assets)
3. System Requirement Specifications (SRS)
4. System Architecture and design documents
(i) Solution Design & Solution Architecture
(ii) Design of LAN as per requirement with proper documentation
(iii) Design of Network & Security Architecture, IP Policies, Security Policies and Helpdesk Management Policy.
(iv) Design of overall IT Infrastructure

    (v)   Design of Integrations methodology for SMS and Payment Gateway

5. Test Plans and Test Cases

6. Training Plan

   (i) Training/Capacity Building Plan
   (ii) Change Management interventions
   (iii) User Training for officers/employees in the Department/ FPS owners/KD owners in batch sizes not exceeding fifteen for the deployed system
   (iv) Syllabus and Manual for Training plan for the departmental users to be approved by the Department beforehand
   (v) Supporting documentation such as Training material, User Manuals, Maintenance Manuals

7. All the relevant documents related to implementation with necessary sign off from the Civil Supplies Department.

   (i) Infrastructure Delivery Report/Certificates with detailed specification and all original bills H/w & S/w Installation Report (component-wise)
   (ii) Commissioning & Integration Report
   (iii) Networking Installation report (at SDC)
   (iv) H/w & S/w Configuration report (component-wise)
   (v) System Testing Report
   (vi) Roll-out Report
   (vii) Training/Capacity building Execution report.
   (viii) Visual Help Kit for Roll out phase release
   (ix) SLA & performance monitoring Plan
   (x) Issue logs
   (xi) Risk Log
   (xii) Root Cause Analysis reports for all SLA and critical services failure and any other major problem.
   (xiii) Maintenance and augmentation report of the infrastructure including OS, software, hardware, site work, so as to meet the service levels and scalability requirements of the project.
   (xiv) Monthly report on attendance of all resources deployed, duly signed by the Department's authorized person.

For delivery related to Hardware and Networking components need to be done as per the BOM mentioned in section 7.2.1 of this RFP document. The supplied Item should meet the minimum technical specification mentioned in section 7.2.2 of this RFP document.

3.16   PROJECT PLAN

Table 4: Project Plan

Milestone	Month 1				Month 2				Month 3				Month 4				Month 5				Month 6			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Hardware Deployment (Specific to Enrollment)																								
Hardware Deployment (Specific to Solution)																								
Biometrics Enrollment and Verification																								
Printing and Personalization of Cards																								
Issuance of Cards																								
Software Solution Deployment (NIC Application)																								
Software Solution Deployment (SI Application and integration)																								
Commissioning of Service Desk and Helpdesk																								
System Integration Testing																								
User Acceptance Testing																								
STQC Certification																								
Training to the Departmental & FPS/KD owners																								

Note: Operations & Maintenance phase of 5 years will be started after completion of Implementation Phase (i.e. after Go-Live)

4. SERVICE LEVEL AGREEMENTS

Table 5: System Downtime

Service Metric Description	Time for which user(s) is not able to access the PDS Application to perform transactions at the Field Locations (FPS / KDs) or at Beneficiaries Service desk, during the working hours. However, in calculating downtime following circumstances should not be considered. Working hours are as follows: Helpdesk: 9.30AM-7PM 6 days a week FPS: 9:30AM-7PM 6 days a week Data Centre: 24x7 ▪ Scheduled downtime for example, backup time, batch processing time, routine maintenance time. However, the selected SI will be required to schedule such downtime with prior approval of the Department. The selected SI will plan scheduled downtime outside working time. In exceptional circumstances, the Department may allow the SI to plan scheduled downtime in the working hours.
Service level Requirement	As mentioned below
Measurement Of Service Level Parameter	The downtime should be monitored for: ▪ POS Terminals- one day per month ▪ Clients – one day per month ▪ Beneficiaries Service desks – one day per month ▪ Servers – Uptime of 99% per month ▪ Other Hardware/ Infrastructure – one day per month The selected SI should provide tools to measure the same. The tool should be able to provide online information to the Department about downtime for above components, and historical information of the same. The tool should generate data and reports which are read only and no modifications to the same should be possible.
Penalty for non-achievement of Service level	▪ POS Terminal downtime is greater than one day for a given month than a penalty of Rs. One Hundred per day per POS will be charged from the SI. ▪ Client downtime is greater than one day for a given month than a penalty of Rs. One Hundred per day per node will be charged from the SI. ▪ Beneficiaries Service desks downtime is greater than one day for a given month than a penalty of Rs. One Hundred per day per Beneficiaries Service desk will be charged from the SI. ▪ Server cluster uptime of 99% for a month has to be maintained after which a penalty of Rs. Hundred Per hour per server cluster will be charged from the SI ▪ Other hardware/ infrastructure downtime is greater than one day for a given month than a penalty of Rs. Hundred per day per item will be charged from the SI.

Table 6: Turnaround time for installation of upgrades/patches of Application Software

Service Metric Description	Time taken for successful deployment of application upgrades / patches at Data Centre or implementation of specifications at POS from the time the same is handed over to SI by NIC
Service level Requirement	Within five working days
Measurement of Service Level Parameter	The installation of the upgrades and patches will be monitored through the Software Version Control Mechanism.
Penalty for non-achievement of Service level	Time taken for installation of upgrades/patches or implementation of specifications at POS after five days– 1% of I per week per node subject to a maximum of 10%, Where I is the man month rate for Data Centre Support Charges.

Table 7: Timelines for submission of Smart Cards

Service Metric Description	Time within which printed and personalized Smart Card based Ration Cards is submitted to the Department for verification and activation.
Service level Requirement	To be completed within twenty weeks from signing of contract with the System Integrator
Measurement of Service Level Parameter	Completion of printed and personalized Smart Card based Ration Cards
Penalty for non-Achievement of Service level	Penalty - 1% of B for each card delayed per week subject to a maximum of 10% of B Where "B" is the per card cost quoted by the SI for replacement of existing paper based ration card by smart card based ration card.

Table 8: Commencement of Beneficiaries Service desks

Service Metric Description	Time taken for commencement of Beneficiaries Service desks from the date of handing over of site for Beneficiaries Service desks
Service level Requirement	Beneficiaries Service desk should be established and Operationalized by the time the first batch of Smart Cards is issued to the residents.
Measurement of Service Level Parameter	The Department officials would monitor the Date of Operationalization of the Beneficiaries Service desk.
Penalty for non-achievement of Service level	For delay in Operationalization of Beneficiaries Service desk counters: 1% of P1 per week per Beneficiaries Service desk subject to a maximum of 10% of P1 Where "P1" is Man month charges for Beneficiaries Service desks management.

Table 9: Turnaround Time for Data Entry of the Resident request

Service Metric Description	Time taken between submission of resident request at Beneficiaries Service desk and the digital application being forwarded to the Department for further processing.
Service level Requirement	▪ All Requests - twenty five minutes
Measurement of Service Level Parameter	Time stamps would be part of the application and the report would be generated from the application
Penalty for non-achievement of Service level	For all request ▪ For each transaction completed between twenty six min to fifty min: 0.1% of P1. Where "P1" is Man month charges for Beneficiaries Service desks management.

Table 10: Turnaround time for Printing and Personalization of Smart Cards for resident requests received at Beneficiaries Service desk Counters

Service Metric Description	The time taken for printing and personalization of cards from the time the approved request has been forwarded to the SI by authorized representative of the Department.
Service level Requirement	SI would print and personalize the Smart Card based Ration Cards for all the requests that are forwarded to the SI by authorized representative of the Department on any specific day within a time period of two working days.
Measurement of Service Level Parameter	The Department will maintain the log, through system generated reports, of the dates when authorized representative of the Department has forwarded the request to SI and when the Printed and Personalized cards have been received by the designated authority in the Department for activation.
Penalty for non-achievement of Service level	For card printed and personalized after Within one month= No penalty After one month: Per card 50 Rs.

Table 11: Errors in Printing and Personalization of Smart Cards (valid for Bulk Printing)

Service Metric Description	Errors detected in the data printed on the Visual Inspection Zone (VIZ) and Machine Readable Zone (MRZ) of the Smart card based Ration card
Service level Requirement	Zero errors
Measurement of Service Level Parameter	Printed and Personalized cards will be forwarded to the Department for verification and activation. During this process, the designated authority within the Department will verify the Card Data (MRZ and VIZ) with back end (software driven for MRZ, manual matching for VIZ).
Penalty for non-achievement of Service level	For a card with errors: If the cards with error(s) are between 0% to 1% (of total cards) the SI will replace all such erroneous cards without any additional cost to the Department. If the cards with error(s) are above 1% SI will replace all such erroneous cards without any additional cost to the Department and a penalty of 10% of TR will be imposed, Where TR is the Transactional cost of printing and personalization of ration card.

Table 12: Quality of Smart Card

Service Metric Description	Quality of Smart Card provided
Service level Requirement	Smart Card should be as per the specifications provided in this RFP and be SCOSTA compliant throughout the life of the project. The Smart Card should have a minimum lifetime of six years. During this lifetime of six years the card should not develop cracks, holes, major structure imperfection, visual print quality must remain unaffected, and retention on the MRZ must be ten years.
Measurement of Service Level Parameter	Grievances registered by residents or FPS/KD owners. The Department can also get the quality of the Smart Cards provided by the SI tested and verified by authorized agencies. The cost for any such procedures will be borne by the SI.
Penalty for non-achievement of Service level	No. of defected cards collected during a quarter: SI will replace all such defected cards without any additional cost to the Department and a penalty of 10% of B will be imposed, Where "B" is cost for replacement of paper based Ration cards with Smart Card based Ration Cards as defined in Annexure 7.4

Table 13: Helpdesk Availability (Working hours 8AM-8PM, 5 days a week)

Service Metric Description	Time for which the Helpdesk remains operational/ available
Service level Requirement	100% availability during working hours
Measurement of Service Level Parameter	The Department Nodal Officer will maintain a record of the number of complaints received from the Department Staff /FPS and KD Owners regarding the functioning of helpdesk.
Penalty for non-achievement of Service level	Penalty of Rs Five Hundred per hour of non-availability

Table 14: Availability of manpower

Service Metric Description	Availability of the manpower provided
Service level Requirement	100% availability of all manpower provided
Measurement of Service Level Parameter	The Department would maintain a record of attendance of the resources provided by the SI.
Penalty for non-achievement of	The SI will not be paid the cost for the period that the resource is absent. In addition, the SI will be penalized with the amount of Rs One Thousand/- per day.

Service level	

Table 15: Onsite O&M for all components

Service Metric Description	Quality of O&M Support provided by the SI
Service level Requirement	Time taken for resolution of any issues encountered at any location: one day from the communication of the issue to the Selected SI. Time taken for resolution of any issues encountered with any of the servers: one day from the communication of the issue to the Selected SI
Measurement of Service Level Parameter	Feedback would be taken from the authorized representative at each of the location. Logs would be maintained by the Department relating to issues encountered at various locations and the support provided by the SI
Penalty for non Achievement of Service level	For any location: Resolution after one day: Rs. Five Hundred per location per day For servers: Resolution after one day: Rs. Five Hundred per server per hour *The uptime requirement for servers is 99%

Table 16: Application Development and Integration with NIC solution

Service Metric Description	Application Development and Integration with NIC solution
Service level Requirement	The application development and integration with NIC solution has to be completed in 22 weeks after signing of the contract.
Measurement of Service Level Parameter	Department certificate for application development and integration would be needed to establish that development and integration is complete.
Penalty for non-Achievement of Service level	The delay in application development will attract a penalty of 1% of solution customization cost (SC) per week finalized after the bid subjected to the maximum cap of 10% of solution customization cost.

Table 17: Commissioning of Service Desk and Helpdesk

Service Metric Description	Commissioning of Service Desk and Helpdesk
Service level Requirement	The commissioning of Service Desk and Helpdesk is to be completed in 20 weeks after signing of the contract
Measurement of Service Level Parameter	Department certificate for commissioning of Service Desk and Helpdesk would be needed to establish that commissioning of Service Desk and Helpdesk is complete.
Penalty for non-Achievement of Service level	The delay in commissioning of Service Desk and Helpdesk will attract a penalty of 1% of Service Desk and Helpdesk setup cost per week subjected to the maximum cap of 10% of Service Desk and Helpdesk setup cost.

Table 18: Installation of equipment at DC and DR Sites

Service Metric Description	Installation of equipment at DC and DR Sites
Service level Requirement	The installation of DC and DR site equipment is to be completed in 14 weeks after signing of the contract.
Measurement of Service Level Parameter	Department certificate for successful hardware deployment at DC and DR would be needed to establish that installation of equipment at DC and DR is complete.
Penalty for non-Achievement of Service level	The delay in installation of DR or DR site will attract a penalty of 1% of total of Hardware, Software and Networking component (N1) subjected to the maximum cap of 10% of cost of the delayed Hardware or Equipment per week.

5. BID OPENING AND EVALUATION

5.1 EVALUATION COMMITTEE(S)

The Evaluation Committee(s) constituted by the Civil Supplies Department, Daman & Diu and the Civil Supplies Department, Dadra & Nagar Haveli shall evaluate the technical and financial Bids. The decisions of the Evaluation Committee(s) in the evaluation of the Technical and Commercial bids shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee(s).

5.2 BID OPENING AND EVALUATION

The Pre-qualification and Technical Bid will be opened by the bid opening Committee duly constituted by the Civil Supplies Department, Daman & Diu and the Civil Supplies Department, UT Administration of Dadra & Nagar Haveli, in the presence of Bidders' designated representatives who choose to attend, at the time, date, and location, specified in RFP. The Bidders' representatives who are present shall sign a register evidencing their attendance. The evaluation of the Bids will be carried out in three stages:

A. **Pre-qualification evaluation**: The pre-qualification bid documentation furnished by the bidder shall be examined prima facie to substantiate the compliance with the Bidder's eligibility criteria as set out for this project in terms of organizational, financial and technical experience.

B. **Technical evaluation**: The next stage of the evaluation will be an assessment of the technical bid.

Based on the short-listing of the pre-qualified bidders, representatives of Civil Supplies Departments then will proceed to a detailed evaluation of the Technical Bids of such pre-qualified bidders in order to determine whether they are substantially responsive to the requirements set forth in the Request for Bid. In order to reach such a determination, Departments will examine the information supplied by the Bidders, and shall evaluate the same as per the evaluation criteria specified in this RFP.

- The Department shall review the submitted Bid and a Bid shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Terms of Reference or if it fails to comply with the technical requirement.
- Bid shall be rejected at any stage of the evaluation if it is found that the company has provided misleading information or has been black listed by a central or state government or has indulged in any malpractice/ unethical practice and has not honored contractual obligation elsewhere.
- The Bidders qualifying the eligibility criterion will be invited to make presentation on the proposed technical solution. The schedule for the same will be intimated later to the bidders qualifying the eligibility criteria.
- After the technical evaluation is completed and approved, the Department will notify in writing to only those Bidders who have qualified the technical evaluation, the date, time and location for opening the Financial Bids.

C. **Financial Bid opening and evaluation**: Financial Bids of only those Bidders will be opened and evaluated who are technically qualified as mentioned in Section 5.17.

Substantially responsive bid: A substantially responsive Bid is one, which conforms to the requirements, terms, conditions and specifications of the Request for Bids without material deviation. A material deviation is one which affects in any substantial way the functionality, scope,

quality, or performance of the Deliverables, or which limits in any substantial way, inconsistent with the Request for Proposals, Department's rights or the Bidder's obligations for, performance of the Project and the rectification of which deviation would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids.

5.3   CLARIFICATION OF BIDS & CONTACTING THE AUTHORIZED REPRESENTATIVE

To assist in the examination, evaluations, and comparison of Bids, the Authorized Representative of the Civil Supplies Departments of both the UTs may, at its discretion, ask any Bidder for clarification of its Bid. The request for clarification and the response shall be in writing by post or email, but no change in the price or substance of the Bid shall be sought or offered by the Authorized Representative of the Civil Supplies Departments of both the UTs in the evaluation of the Bids.

5.4   INITIAL EXAMINATION OF BIDS

Prior to the detailed evaluation of Bids, the Civil Supplies Departments of both the UTs and/or its nominees will determine whether
- Requisite bid security (EMD) has been submitted
- The Bid has been properly signed;

In case the Bid is not accompanied by the requisite bid security (EMD) and/or it has not been properly signed and/or there is a discrepancy between the items on the checklist and the actual documents/material submitted, the bid will be rejected.

5.5   CONTACTING DEPARTMENT

From the time the Bids are opened to the time the Contract is awarded, the Bidders should not contact the officials on any matter related to its Technical and/or Financial Bid. Any effort by Bidders to influence the officials in the examination, evaluation, ranking of Bids, and recommendation for award of Contract may result in the rejection of the Bidders' Bid.

5.6   DISQUALIFICATION

The bid is liable to be disqualified if:
a) Not submitted in accordance with this document.
b) During validity of the bid or its extended period, if any, the Bidder increases quoted prices.
c) The Bidder submits the bid with own conditions.
d) Bid received in incomplete form or not accompanied by bid security amount.
e) Bid received after due date and time.
f) Bid not accompanied by all requisite documents.
g) Bidder fails to enter into a contract within fifteen working days of the date of notice of the award of tender or within such extended period, as may be specified by the Department.

Bidders may specifically note that while processing the tender documents, if it comes to our knowledge expressly or implied, that some Bidders may have compounded in any manner whatsoever or otherwise joined to form a cartel resulting in delay / holding up the processing of tender then the Bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the tenders floated by the Civil Supplies Department, Daman & Diu and the Civil Supplies Department, UT Administration of Dadra & Nagar Haveli. It is also clarified that if need arises the purchaser would go in for appointment of outside party(s) to undertake the work under the captioned tender.

In case any party submits multiple bids or if common interests are found in two or more Bidders, then such Bidders are likely to be disqualified, unless additional bids / Bidders are withdrawn immediately upon noticing such things

5.7   AWARD OF CONTRACT

a) The Bidder that is evaluated as L_{low} (as mentioned in Section 5.17) is qualified to perform the Contract satisfactorily. If a prequalification process was undertaken for the Contract(s) for which these Bidding Documents were issued, the Department will determine in the manner described above that no material changes have occurred after the prequalification that negatively affect the ability of the Bidder that has been evaluated as L_{low}.

b) The Department will evaluate the Bidder's financial, technical, design, integration, customization, production, management, and support capabilities and will be based on an examination of the documentary evidence of the Bidder's qualifications, as well as other information the Purchaser deems necessary and appropriate. This determination may include visits or interviews with the Bidder's clients referenced in its bid, site inspections, and any other measures. At the time of post-qualification the Department may also carry out tests to determine that the performance or functionality of the Solution offered meets those stated in the Technical Requirements.

c) An affirmative post-qualification determination will be a pre-requisite for award of the Contract to the Bidder evaluated as L_{low}. A negative determination will result in rejection of the Bidder's bid, in which event the Department may proceed to the next substantially responsive bidder to make a similar determination of that Bidder's capabilities to perform satisfactorily.

5.8   NEGOTIATIONS AND CONTRACT FINALIZATION

UT Administration of Daman & Diu shall reserve the right to negotiate with the bidder evaluated as L_{low}.

5.9   NOTIFICATION OF AWARD

The acceptance of the tender, subject to contract, will be communicated in writing by post and email at the communication address and email id submitted by the vendor in the bid document. Any change of address/email id of the vendor, should therefore be promptly notified to the Civil Supplies Department, Daman & Diu and the Civil Supplies Department, UT Administration of Dadra & Nagar Haveli.

5.10   SIGNING OF CONTRACT

The vendor shall be required to enter into a contract (Master Services Agreement and/or Service Level Agreements in the form provided in the Bid document, incorporating all agreements between the Parties, including any agreements reached during the negotiation process, if any) with the Authorized Representative, the Civil Supplies Department, Daman & Diu, within fifteen (fifteen) days of the award of the contract.

This contract shall be on the basis of this document, the Bid of the vendor, the letter of intent and such other terms and conditions as may be determined by the Authorized Representative, the Civil Supplies Department, to be necessary for the due performance of the work, as envisaged herein and in accordance with the Bid and the acceptance thereof.

5.11   DURATION OF THE CONTRACT

The CONTRACT shall remain valid for a period of five years post acceptance and go live.

5.12   GENERAL INSTRUCTIONS

a) Once the SI is selected as a result of the tendering process, the bidder is supposed to sign the contract as per clause 5.9. The SI will not be allowed to transfer the contract and can be led only by the bidder with whom the contract has been signed.

b) All the Bidders, for the purpose of submitting a Bid shall treat the content of this document as private and confidential.

c) Each bidder shall submit only one Bid. The bidder who submits or participates in more than one Bid will be disqualified.

Bid submitted by consortium:

If bidder is a consortium of firms, the consortium must provide the details of formation of the consortium, percentage of stake of each consortium member and the role of each member of the consortium with reference to this project. A self-certificate to the effect signed by the Company Secretary of the company must be submitted.

The total number of consortium members cannot exceed than three, including the lead member of the consortium. Any consortium member can't participate as a member of any other consortium or apply in its individual capacity for this Project.

One of the partners with not less than 50% stake in the consortium shall be nominated as lead partner through a power of attorney signed by legally authorized signatories of all the partners. The bid shall be signed by lead partner and shall be legally binding on all partners of consortium. The lead partner will be held solely responsible for achievement of SLAs mentioned in the RFP during the entire period of the contract.

Along with the Pre-Qualification bid, the bidder should submit Memorandum of Understanding (MoU) amongst members of the consortium for providing specific services as mentioned in the technical bid. MoU between consortium members must include at least following conditions:

a) Lead member of the consortium
b) Members other than lead member of the consortium
c) Role of each member and division of work
d) Coordination and management mechanism amongst consortium members
e) Financial arrangements including division of risks and liabilities amongst consortium members
f) Power of Attorney to the lead partner / its authorized signatory to incur liabilities and receive instructions for and on behalf of any and all partners of the consortium and the entire execution of the Contract, including payment, shall be done exclusively with the lead partner.
g) The lead partner of consortium shall meet the Financial Strength criterion as mentioned in Section 5.14 Pre-Qualification criterion, Financial Strength.
h) The composition or constitution of the consortium shall not be altered during the term of contract without the prior written approval of the Department.

5.13   AUTHORIZED PERSON OF THE BIDDER

The bidder must designate a person to represent the bidder in all its dealings related to this project with the Civil Supplies Department, Daman & Diu and the Civil Supplies Department, UT Administration of Dadra & Nagar Haveli.

5.14   PRE-QUALIFICATION CRITERIA

This section gives the details of the evaluation criterion for the pre-qualification stage as well as the details which the bidder should provide as part of bid document. The pre-qualification bid document should be accompanied by the following documents:

a) The bid shall be enclosed in a separate sealed folder clearly marked pre-qualification bid as explained in section on bid preparation. The EMD should also be enclosed in the Pre-qualification bid envelope.
b) A power of attorney in the name of the person signing the bid. In case of consortium, the same should be signed by legally authorized signatories of all the partners nominating one of the partners as the Lead bidder.

c) Duly signed affidavit and statements as per the format given in the Form – I (Annexure 7.1) for pre-qualification evaluation.

The bidder should comply with the following eligibility criteria for evaluation of pre-qualification:

a) The Bidder can be a company or a consortium of companies. In case of a consortium, the same shall not consist of more than three companies and shall be governed by a legal consortium agreement.

b) In case of consortium, the lead partner must submit:
   a. The details of the consortium with roles and responsibilities of each partner. The same should be endorsed by an authorized representative of the lead partner.
   b. The original stamped consortium agreement shall be attached along with the Bid Document.
   c. Self-certificate signed by the company secretary of the lead partner, mentioning that the Lead Partner has more than 50% stake in the consortium. The approximate stakes of each partner of the consortium, authorized by the lead partner, should also be submitted along with the bid document.
   d. In case of consortium, no change in the constitution of the consortium (Lead Partner / members of consortium / stakes of any member) will be allowed without explicit approval of the Department.

c) The company / all the partners (in case of Consortium) should be registered under the Companies Act, 1956, and the company / Lead partner (in case of consortium) should be in existence for at least five years (From 1st April 2009 to 31st March 2014) and should be engaged in IT related activities / services for at least 3 years (From 1st April 2011 to 31st March 2014). The registration certificate of the Bidder / all consortium partners and relevant work orders as proof of experience need to be attached along with the bid document.

d) Banned or Blacklisted Companies (each member in case of consortium) by Government Institutions in India will not be eligible to participate. An undertaking to this effect, signed by authorized signatory, has to be submitted.

e) Permanent Account Number (PAN) of bidder/each consortium member from Income Tax authorities

f) The Bidder / all the partners of consortium should have ISO 9001:2008 and the Bidder / any consortium partner should have SEI CMMI Level 3 or above certification. A copy of each certificate needs to be attached along with the bid document.

g) The Bidder must have office in Daman. In case the Bidder does not have an Office in the Daman, an undertaking to open the office within 30 days upon receipt of the LOI need to be submitted.

5.14.1 FINANCIAL STRENGTH

a) The Bidder / Lead Partner of consortium should have an average annual turnover of Rs. Twenty Crores in the past three consecutive financial years (i.e. 2011-2012, 2012-2013 and 2013-2014). Bidder would submit the Audited Balance sheets for the last three years and would also submit the Statutory Auditor's certificate for turnover from IT services.

b) Bidder / all partners of consortium should have positive net worth for each of the last three financial years (i.e. 2011-2012, 2012-2013 and 2013-2014). The Bidder / all partners of consortium also should be in profit for the last three financial years (i.e. 2011-2012, 2012-2013 and 2013-2014). Bidder/all consortiums partner would need to submit the audited Profit & Loss account statements. Certificate from Statutory Auditor for the same effect shall be attached by the Bidder / all partners of consortium. Bidder need to provide the details in formats as provided in Annexure 7.1.4 of the RFP.

Note: IT related activities/services should mean projects involving supply of hardware, development of software application, system integration, providing operational and maintenance services (including Facility Management Services) for IT infrastructure.

5.14.2 TECHNICAL EXPERTISE

a) The Bidder / Lead Partner of consortium should have minimum hundred regular IT professional employees on its payrolls as on 30th June 2014. A HR head authority certificate to the effect signed and stamped by the Authorized Representative of the Bidder/ Lead Partner of consortium should be submitted.

b) The Bidder / at least one partner of consortium must have experience of at least three e-Governance IT service delivery projects or NIC's application roll-out projects successfully completed with any State Government/Central Government/ P.S.U.'s in last five years in India. The scope of such projects should include, data migration, development of application software, system integration, trainings and operational and maintenance services. Out of these three projects, the project value of

   a. at least one project should not be less than Rs. Five Crores or
   b. at least two projects should not be less than Rs. Three Crores or
   c. at least three projects should not be less than Rs. Two Crores

Work Order and/or Completion certificate of work done needs to be attached.

c) The Bidder / at least one of the consortium partners should have been responsible for delivery of IT services from multiple locations (minimum 10) in a Single Work order of at least Rs. Two Crores. Bidder would need to provide details (along with purchase order / certificate from client) of such projects.

d) The Bidder / one of the consortium partners should have the experience of managing applications and systems deployed at a Data Centre with a minimum of fifty users (of that particular application or system) , successfully completed or ongoing.

e) The Bidder / one of the consortium partners must have experience in field survey, data collection including biometric collection and data digitization Projects and should have engaged in at least one such project covering at least One Lakh citizens or worth INR Fifty Lakhs or more in these components.

5.14.3 SMART CARD EXPERIENCE

a) The Bidder must procure smart cards from a company having a valid SCOSTA certificate from NIC for 64 KB contact based Smart Cards, a copy of which needs to be submitted along with the pre-qualification bid document. The Bidder/ lead partner (in case of consortium) should also provide a self-certificate duly signed by the authorized representative of the Bidder/ lead partner that the cards supplied throughout the project would be SCOSTA compliant.

b) The selected Bidder is required to provide a warranty of at least ten year data retention on MRZ from the OEM of the Smart Card.

c) The Bidder / one of the consortium partners should have delivered at least Twenty Five Thousand SCOSTA Smart Cards (non-GSM and any memory) along with personalization solution for any of the Smart Card projects in India in last three years. Details of projects certified from the client, where volumes of Smart Cards are delivered, must be provided in the bid document.

   i) The formats for the checklist along with the required supporting documents have been provided in Annexure – Form I of the RFP. All the documents / certificates submitted by the Bidder should be duly signed by the Authorized Representative of the Bidder / consortium.

5.15 TECHNICAL EVALUATION

Technical Bids shall be evaluated for only those bidders who met the pre-qualification evaluation criterion. The evaluation committee shall first evaluate the Technical Bids on the basis of the technical evaluation criteria provided below. The bidders qualifying the technical evaluation will be invited to make presentation on technical and operations aspect of the scope of work.

During the technical evaluation the responses provided in pre-qualification Bid and technical Bid will be evaluated out of hundred marks. The bidder must score at least 70 marks to be declared as technically qualified. Any Bid not achieving this score will be treated as "Not Qualifying for Technical Requirements" and will not be considered further. Only the technically qualified bidders will be informed for opening of the commercial bid.

Technical Bids shall be opened in the presence of the representatives of the Bidders. The absence at the Technical Bid opening won't be the criteria for disqualification of any Bidder.

5.16 TECHNICAL EVALUATION CRITERIA – COMPLIANCE MATRIX

A detailed evaluation of the bids shall be carried out in order to determine whether the bidders are competent enough and whether the bidder's Bid technically qualifies to the requirements set forth in the RFP. Bids received would be assigned scores based on the parameters defined in the table below:

Table 19: Technical Evaluation Criteria

S. No.	Criteria / Sub-criteria	Description / Response expected from bidder	Maximum Marks
(1)	(2)	(3)	(4)
A	Average turnover of the Bidder / Lead Partner of consortium in the past three consecutive financial years (i.e. 2011-2012, 2012-2013 and 2013-2014)	If Average turnover is ▪ > INR 40 Crores - 5 Points; ▪ > INR 35 Crores but <= INR 40 Crores – 4 marks; ▪ > INR 30 Crores but <= INR 35 Crores – 3 marks; ▪ > INR 25 Crores but <= INR 30 Crores – 2 marks; ▪ >= INR 20 Crores but <= INR 25 Crores – 1 marks; ▪ Else 0 marks.	5
B	Experience in handling e-Governance IT service delivery Projects or NIC's application roll-out projects in last five years (at least one project should be of value Two Crores)	▪ >=4 projects – 10 marks; ▪ 3 projects – 8 marks; ▪ 2 projects – 6 marks; ▪ 1 project – 4 marks; ▪ Else 0 marks. (Attach work order for each project)	10
C	Experience in handling Projects of at least Rs. Two Crores with service delivery at min. ten locations in single WO (successfully completed / ongoing)	▪ >=4 projects – 5 marks; ▪ 3 projects – 4 marks; ▪ 2 projects – 3 marks; ▪ 1 project – 2 marks; ▪ Else 0 marks. (Attach work order for each project)	5

S. No.	Criteria / Sub-criteria	Description / Response expected from bidder	Maximum Marks
D	Experience of managing e-Governance applications and systems deployed at Data Centre with a minimum of fifty users (of that particular application or systems successfully completed or ongoing)	▪ >=4 projects – 10 marks; ▪ 3 projects – 8 marks; ▪ 2 projects – 6 marks; ▪ 1 project – 4 marks; ▪ Else 0 marks. (Attach work order for each project)	10
E	Experience in field survey, data collection including biometric collection and data digitization Projects covering at least One Lakhs citizens or worth INR Fifty Lakhs or more (successfully completed or ongoing)	▪ >=4 projects – 10 marks; ▪ 3 projects – 8 marks; ▪ 2 projects – 6 marks; ▪ 1 project – 4 marks; ▪ Else 0 marks. (Attach work order for each project)	10
F	Volume of SCOSTA Smart cards (non GSM and any memory) distributed along with personalization solutions	Volume of smart cards – ▪ >= 75 thousand – 5 marks; ▪ >= 50 thousand but < 75 thousand – 3 marks; ▪ >= 25 thousand but <50 thousand – 1 mark; ▪ Else 0 marks (Details of projects certified from the client, where volumes of Smart Cards are delivered,	5
I	Experience in execution of End to end System Integration project.	▪ >=4 projects – 5 marks; ▪ 3 projects – 4 marks; ▪ 2 projects – 3 marks; ▪ 1 project – 2 marks; ▪ Else 0 marks. (Attach work order for each project)	5
J	The Bidder / Lead Partner of consortium having minimum regular IT professional employees on its payrolls as on 30th June, 2014.	▪ No of Employees >200 : 5 marks ▪ No of Employees >150 but <=200 : 4 marks ▪ No of Employees >125 but <=150 : 3 marks ▪ No of Employees >100 but <=125 : 2 marks ▪ No of Employees =100 : 1 marks ▪ Else 0 Marks	5
K	Bidder's experience in customization and deployment of POS solution.	▪ >=4 projects – 10 marks; ▪ 3 projects – 8 marks; ▪ 2 projects – 6 marks; ▪ 1 project – 4 marks; ▪ Else 0 marks. (Attach work order for each project)	10
L	The Bidder / all the partners of consortium should have ISO 9001:2008 certification and the Bidder / anyone consortium partner should have SEI CMMI Level 3 or above certification.	▪ ISO 9001:2008 and SEI CMMI Level 5 – 4 marks; ▪ ISO 9001:2008 and SEI CMMI Level 3 – 3 marks; ▪ Else 0 marks. Additional 1 point will be awarded to ISO 27001 certified bidders.	5

S. No.	Criteria / Sub-criteria	Description / Response expected from bidder	Maximum Marks
M	Technical Presentation before the technical evaluation committee • Project Understanding • Hardware solution proposed • Application Development, Deployment and Integration • Post Implement support • Change Management • Quality and experience of resources proposed		30
TOTAL MARKS			**100**

5.17   FINANCIAL EVALUATION

After approval of the TEC report by the competent authority, the processing of the second stage shall commence with the opening of the financial bids of the only the technically qualified bidders. A Financial Evaluation Committee (FEC) would scrutinize the financial bids. Quoting incredibly low value of item(s) with a view to subverting the tendering process shall be rejected straight away and EMD of such vendor will be forfeited.

The bidder would provide the financial bid in the format provided in the section 7.3 Financial Annexure – F (to be uploaded on www.daman.nprocure.com website). The price would be inclusive of all taxes, duties, charges, Service Tax and levies as applicable.

The Financial Bid will be evaluated using Quality and Cost Based System (QCBS) for all those bidders who have scored minimum 70 marks in Technical Evaluation.

Final Score calculation will be made as per the below formulae:

$$Bn = ((0.7) * (Tn/Tmax * 100)) + ((0.3) * (Cmin/Cb * 100))$$

Where

Bn = Overall score of the bidder under consideration i.e. Final Score

Tn = Technical score of the bidder under consideration

$Tmax$ = Highest Score of Technical Evaluation among the Bidders

Cb = N1 + N2 + N3 (where N1= Total cost of hardware and Software (Annexure-Fin-A); N2= Annexure for quoting the rate for services (One Time) (Annexure-Fin-B); N3= Annexure for quoting the rate for services for Five Years (Annexure-Fin-C))

$Cmin$ = Lowest Total Cost of Ownership (TCO) among the TCO proposals under consideration.

The above are also detailed in Annexure Fin-A, Annexure-Fin-B and Annexure-Fin-C. The prices, once offered, must remain firm and must not be subject to escalation for any reason whatsoever within the period of validity of the bid and subsequent contract, if any.

Bid achieving the highest final composite score as mentioned above will be considered the most responsive bid.

If any two bids are getting equal final composite score then the bid having higher technical score will be considered the most responsive bid.

The bidder of the most responsive bid shall be declared as L_{low}.

6. GENERAL INFORMATION, TERMS & CONDITIONS (SI)

6.1 PERFORMANCE BANK GUARANTEE

a) The successful Bidder shall, at own expense, deposit with the Civil Supplies Department, within fifteen (15) days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized bank acceptable to the Civil Supplies Department for the due performance and fulfillment of the contract by the Bidder. The format of the Performance Bank Guarantee will be as given in Section 7.1.8.

b) The performance guarantee shall be denominated in the currency of the Contract and shall be by bank guarantee.

c) This Performance Bank Guarantee will be for an amount of 10% of the Total Cost of the Project, for a period of five years from the date of Go-live. All charges whatsoever such as premium; commission with respect to the Performance Bank Guarantee shall be borne by the Bidder.

d) The PBG should be valid for at least five years from the date of Go-live and may be suitably extended in case of delays in transfer of project from Bidder to Department.

e) The Performance Bank Guarantee may be discharged / returned by the Civil Supplies Department 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.

f) In the event of the Bidder being unable to service the contract for whatever reason, the Civil Supplies Department would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of the Civil Supplies Department under the Contract in the matter, the proceeds of the PBG shall be payable to the Civil Supplies Department as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. The Department 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 the Bidder is in default.

g) The Department shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

6.2 USE OF CONTRACT DOCUMENTS AND INFORMATION

The Bidder shall not, without prior written consent from the Civil Supplies Department, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Civil Supplies Department in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.

The Bidder shall not, without prior written consent of the Civil Supplies Department, make use of any document or information made available for the project, except for purposes of performing the Contract.

All project related documents issued by the Civil Supplies Department, other than the Contract itself, shall remain the property of the Civil Supplies Department and shall be returned (in all copies) to the Civil Supplies Department, Daman & Diu, on completion of the Bidder's performance under the Contract .

6.3   TAXES & DUTIES

a) The prices shall be inclusive of all taxes & levies including Service Tax. However the rate of taxes should be indicated separately in the Price Bid.

b) The taxes quoted should include VAT, Sales Tax, Service Tax duties and any other levy attracted to the item applicable as of the last date of submission of the tender. No extra taxes & Duties will be paid apart from the amount quoted. All new taxes levied or increase in rate of tax after the tender submission date will be reimbursed after necessary documentary evidence is submitted. Similarly, any benefit due to reduction in the taxes will be passed on to the Department.

c) The Department shall be authorized to deduct any tax as applicable from the bidder. Deduction of all statutory and necessary Tax from each bill will be made as per Government Order prevailing at the time of payment. Necessary tax deduction certificate will be issued on demand by the Company.

6.4   LIQUIDATED DAMAGES

1. Except for an event of Force Majeure as envisaged under this Agreement, if the SI fails to implement the solution before the scheduled completion date or if System Integrator repudiates the Contract before completion of the Work, the Department at its discretion, may recover the amount equal to the liquidated damage to the Department. The decision of Department would be final in such case.

2. In the case it leads to termination, the Department will give thirty days' notice to the System Integrator for its intention to terminate the Contract.

3. The Department may recover by any other method; deduct the amount of liquidated damages from any money belonging to the System Integrator in its hands (which includes the Department's right to claim such amount against the Contract Performance Bank Guarantee to be submitted by System Integrator) or due payments. Any such recovery or liquidated damages shall not in any way relieve the System Integrator from any of its obligations to complete the Works or from any other obligations and liabilities under the Contract.

6.5   TERMINATION OF CONTRACT

6.5.1   TERMINATION FOR DEFAULT

The Department, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the operator, may terminate the Contract fully or in part:

a. If the Bidder fails to deliver any or all Contracted services as per service standards specified in the Contract, or

b. If the Bidder fails to perform any other obligation(s) under the Contract, or

c. If the Bidder in the judgment of the Authorized Representative of the Civil Supplies Department, has engaged in corrupt or fraudulent practices in competing for or in executing the Contract

In the event the Civil Supplies Department terminates the Contract in whole or in part, the Department may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the Bidder shall be liable to the Civil Supplies Department for any excess costs for such similar services. However, the Bidder shall continue performance of the Contract to the extent not terminated. Alternately, the Civil Supplies Department would be free to fully take over the assets and operations earlier being undertaken by the Bidder at a depreciated cost calculated on the basis of straight line method assuming the useful life of five years from the date of commissioning, to any other action as contemplated in the Contract.

6.5.2 TERMINATION FOR INSOLVENCY

The Department may at any time terminate the Contract by giving written notice to the SI, if the operator becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not affect any right of action or remedy which has accrued or will accrue thereafter to the Civil Supplies Department.

6.5.3 TERMINATION FOR CONVENIENCE

The Civil Supplies Department, by written notice sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for its convenience. In case of termination for convenience, the Civil Supplies Department would pay to the Bidder cost of services (issue of new / modified Smart Card based Ration Cards, Surrender certificates) provided till the date of the termination and depreciated cost of the equipment supplied. Deprecation would be calculated on the basis of a straight line method assuming the useful life as five years from the date of the commissioning.

6.5.4 FORCE MAJEURE

The Bidder shall not be liable for forfeiture of its Performance Bank Guarantee, Liquidated Damages, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the operator and not involving the operator's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the Civil Supplies Department in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, operator shall promptly notify the Authorized Representative, the Civil Supplies Department, Daman & Diu, in writing of such condition and the cause thereof. Unless otherwise directed by the Authorized Representative, the Civil Supplies Department, Daman & Diu, in writing, the operator shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

6.6 EXIT MANAGEMENT

6.6.1 PURPOSE

i. This clause sets out the provisions which will apply on expiry or termination of the "Contract Agreement", the "Project Implementation, Operation and Management SLA (Service Level Agreement)" and "SOW (Scope of Work)".

ii. In the case of termination of the Project Implementation and/or Operation and Management SLA or SOWs due to illegality, the Parties ('the Civil Supplies Department', 'Bidder') shall agree at that time whether, and if so during what period, the provisions of this clause shall apply.

iii. The Parties shall ensure that their respective associated entities, in case of the client, the Civil Supplies Department or its nominated agencies and sub-contractors in case of the Bidder, carry out their respective obligations set out in this Exit Management Clause.

6.6.2 COOPERATION AND PROVISION OF INFORMATION

I. During the exit management period:

(i) The Bidder will allow the Civil Supplies Department or its nominated agencies access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable it to assess the existing services being delivered;

(ii) Promptly on reasonable request by the Civil Supplies Department or its nominated agencies, the Bidder shall provide access to and copies of all information held or controlled by it which it have prepared or maintained in accordance with the MSA, the Project Implementation, the Operation and Management SLA and SOWs relating to any material aspect of the services (whether provided by the Bidder). The Civil Supplies Department or its nominated agencies shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered and other performance data. The Bidder shall permit the Department or its nominated agencies and/or any Replacement Bidder to have reasonable access to its employees and facilities as reasonably required to understand the methods of delivery of the services employed by the Bidder and to assist appropriate knowledge transfer.

6.6.3 CONFIDENTIAL INFORMATION, SECURITY AND DATA

I. The Bidder will promptly, on the commencement of the exit management period, supply to the Civil Supplies Department or its nominated agencies the following:

i) Information relating to the current services rendered and customer satisfaction surveys and performance data relating to the performance in relation to the services; and

ii) Documentation relating to Intellectual Property Rights; and

iii) The Civil Supplies Department data and confidential information; and

iv) All current and updated departmental data as is reasonably required for purposes of the Department or its nominated agencies transitioning the services to its Replacement Bidder in a readily available format; and

v) All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable the Civil Supplies Department or its nominated agencies, or its Replacement Bidder to carry out due diligence in order to transition the provision of the Services to the Department or its nominated agencies, or its Replacement Bidder (as the case may be).

II. Before the expiry of the exit management period, the Bidder shall deliver to the Department or its nominated agencies all new or up-dated materials from the categories set out in Section 6.6.3 Confidential Information, Security and Data point (i) and shall not retain any copies thereof.

III. Before the expiry of the exit management period, unless otherwise provided under the MSA, the Civil Supplies Department or its nominated agencies shall deliver to the Bidder all forms of Bidder confidential information which is in the possession or control of the Civil Supplies Department or its nominated agencies or its users.

6.6.4 EMPLOYEES

I. Promptly on reasonable request at any time during the exit management period, the Bidder shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to Department or its nominated agencies a list of all employees (with job titles) of the Bidder dedicated to providing the services at the commencement of the exit management period;

II. Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the Bidder to the Department or its nominees, or a Replacement Bidder ("Transfer Regulation") applies to any or all of the employees of the Bidder, then the Parties shall comply with their respective obligations under such Transfer Regulations.

III. To the extent that any Transfer Regulation does not apply to any employee of the Bidder, the Department or its nominated agencies, or its Replacement Bidder may make an offer of employment or contract for services to such employee of the Bidder and the Bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the Department or its nominated agencies or any

Replacement Bidder.

6.6.5 RIGHT OF ACCESS TO PREMISES

I. At any time during the exit management period, where Assets are located at the Bidder's premises, the Bidder will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the Civil Supplies Department or its nominated agencies, and/or any Replacement Bidder in order to inventory the asset or assets.

II. The Bidder shall also give the Department or its nominated agencies, or any Replacement Bidder right of reasonable access to the Bidder's premises and shall provide the Department or its nominated agencies and any Replacement Bidder rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to the Civil Supplies Department or its nominated agencies, or a Replacement Bidder.

6.6.6 GENERAL OBLIGATIONS OF THE BIDDER

i) The Bidder shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the Civil Supplies Department or its nominated agencies or its replacement Bidder and which the Bidder has in its possession or control at any time during the exit management period.

ii) For the purposes of this Clause, anything in the possession or control of any Bidder or associated entity is deemed to be in the possession or control of the Bidder.

iii) The Bidder shall commit adequate resources to comply with its obligations under this Exit Management Clause.

6.6.7 EXIT MANAGEMENT PLAN

I. The Bidder shall provide the Department or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the MSA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.

   a. A detailed programme of the transfer process that could be used in conjunction with a Replacement Bidder including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and

   b. Plans for communication with such of the Bidder's staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Department's operations as a result of undertaking the transfer; and

   c. If applicable, proposed arrangements for the segregation of the Bidder's networks from the networks employed by the Civil Supplies Department or its nominated agencies and identification of specific security tasks necessary at termination; and

   d. Plans for provision of contingent support to the Department or its nominated agencies, and Replacement Bidder for a reasonable period after transfer for the purposes of providing service for replacing the Services.

II. The Bidder shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.

III. Each Exit Management Plan shall be presented by the Bidder to and approved by the Department.

IV. In the event of termination or expiry of MSA, Project Implementation, Operation and Management SLA or SOWs each Party shall comply with the Exit Management Plan.

V. During the exit management period, the Bidder shall use its best efforts to deliver the services.

VI.   Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.

VII.   This Exit Management plan shall be furnished in writing to the Civil Supplies Department or its nominated agencies within ninety days from the Effective Date of MSA.

6.7   CONFIDENTIALITY

The Bidder shall not use or disclose to any third party, any confidential information of the Civil Supplies Department.

6.8   CONTRACT AMENDMENT

No variation in or modification of the terms of the Contract shall be made by the SI.

6.9   RESOLUTION OF DISPUTES

The Civil Supplies Department and the Bidder 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.

If, after thirty (30) days from the commencement of such informal negotiations, the Department and the Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996. In case of non-agreement, Hon'ble Administrator of Daman & Diu would be the sole arbitrator. All Arbitration proceedings shall be held at Daman, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

6.10   INSURANCE REQUIREMENT

The Bidder shall maintain standard forms of comprehensive insurance including liability insurance, system and facility insurance and any other insurance for the personnel, assets, data, software and submit the list of all the insured items to the Civil Supplies Department prior to the start of operations. The operator shall take and keep effective all the insurances during the period of the Contract. SI has to bear the cost of insurance for five years from the Go live date of the project and for any extended period of the contract.

6.11   NOTICES

Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing by post or by telex, cable or facsimile and confirmed in writing to the party's address. A notice shall be effective from the date when delivered, tendered or affixed on notice board whichever is earlier.

6.12   SOFTWARE LICENSES

The paper licenses of all software to be deployed as part of the project would be in the name of the Civil Supplies Department, Daman & Diu, and the original copy of the same shall be deposited by the SI at the Civil Supplies Department's office after signing of the contract and before the installation of the software at any of the sites.

6.13   INTELLECTUAL PROPERTY OF THE ANY APPLICATION

During the Operation phase, the responsibility to maintain the IPR would lie with the Bidder and the Bidder will transfer the IPR to the Civil Supplies Department or its nominated agency during the Transfer stage. Following conditions apply:

a) **Ownership and Title:** Title to the minor enhancements, point updates and documentation, including ownership rights to patents, copyrights, trademarks and trade secrets therein shall be the exclusive property of the Civil Supplies Department.

b) **Reverse Engineering**: The operator shall not reverse engineer any minor, major enhancement or point update.

c) **Confidentiality:** The Bidder hereby acknowledges that the minor enhancements, point updates, and documentation may contain information that may be trade secret and proprietary to the Civil Supplies Department. The Bidder hereby agrees not to disclose such information except to persons and organizations expressly authorized by the Department to receive such information. The Bidder shall not remove or alter any copyright notices or proprietary legends affixed by the Department to such minor enhancements, point updates or documentation.

d) **Copies:** The Bidder shall make available to the Department an additional copy of the minor enhancements, point updates and documentation for back-up use on the Computer.

e) **Limitation of Damages**: The Bidder shall not be liable for any failure to perform its services because of circumstances beyond the control of Bidder, where such circumstances shall include (without limitation) natural disaster, terrorism, labour disputes, war, declarations of governments, transportation delays, and misuse of the Software by the Civil Supplies Department.

6.14   OBLIGATIONS OF THE SELECTED AGENCY(S)

a) The selected Bidder shall be obliged to work closely with the Civil Supplies Department, act within its own authority and abide by directives issued by the Department authorities.

b) The selected Bidder shall abide by the job safety measures prevalent in India and will free the Civil Supplies Department from all demands or responsibilities arising from accidents or loss of life the cause of which is the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold the Civil Supplies Department responsible or obligated.

c) The selected Bidder will treat as confidential all data and information, obtained in the execution of responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of Department.

d) The selected Bidder shall install and use only the recommended / supplied software and hardware in specified quantities during the period of the contract.

e) The set up and the manpower deployed shall be dedicated for the use of the Civil Supplies Department work only. It shall not be used for any other purpose during or after office hours or holidays.

f) Bidder shall be responsible for the maintenance, up keep and up gradation of all the hardware devices installed by it during the period of the contract for the fulfillment of service levels as agreed.

g) The contract shall not be assigned or sublet to any third party without the written approval of the Department.

h) The selected Bidder must handle carefully all the equipment and work. It should not affect the normal working of Government office. Right time attendance and work are important; otherwise it shall be treated as non-cooperation to Department, which will be liable for termination of contract.

i) The Bidder shall comply with all rules regulations byelaws and directions given from time to time by any local or public authority in connection with this work and shall pay fees or charges that are levied on him without any extra cost to the Department.

6.14.1   INSPECTION & TEST

a) The Civil Supplies Department and/or its representative reserve the right of inspection and testing of the goods prior to delivery and after delivery at the site, or at any time during the period of the contract.

b) The Civil Supplies Department reserves the right to inspect, test and, wherever necessary, reject the Goods after the Goods' arrival at Project Site. This shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Civil Supplies Department or its representative prior to the Goods shipment.

6.14.2 DELIVERY & DOCUMENTS

Delivery of Goods shall be made by the selected Bidder strictly in accordance with the specifications of the tender document or in case of deviations, the specifications approved and accepted by the Civil Supplies Department.

6.14.3 THIRD PARTY CLAIMS

The selected Bidder(s) shall indemnify the Civil Supplies Department against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.

6.14.4 OWNERSHIP OF EQUIPMENT

All the equipment provided by the selected agency(s) shall be the property of the Civil Supplies Department and the Department will be having right to use of the property. The selected agency will therefore not shift, move, and transfer the equipment without the prior consent of the Civil Supplies Department, Daman & Diu. Such a request by the SI should be made with suitable justification and reasoning. However, the SI will be allowed to carry out normal maintenance activities as scheduled. It should be noted that if equipment has to be replaced, the replacement must have a manufacturing date later than the equipment being replaced and the configuration of the replacement should be same or higher. Information about all such replacements along with reasons for should be provided in writing to the Civil Supplies Department.

Ownership of all the data created during the period of contract will be of the Civil Supplies Department, however, the responsibility of its maintenance, updation, correctness and backup would be that of SI.

No third party interest in any form (lien, mortgage, and hypothecation) without the prior approval and consent of the Department can be created on the assets, equipment installed by the selected agency (s).

6.14.5 RESIDENT PROJECT LEADER / MANAGER

The Bidder is required to ensure that at least one Senior Staff (Project Leader / Project Manager) who is capable of decision making and required coordination on day-to-day operations of the project are seated full-time at the Civil Supplies Department Office at Daman & Diu, for the entire duration of the project. The Project Leader / Project Manager should not be changed by the SI during project execution.

6.14.6 PREVENTION OF CORRUPT OR FRAUDULENT PRACTICES

The Civil Supplies Department requires that agencies should have the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, "The Civil Supplies Department":
i) Defines for the purposes of this provision, the terms set forth as follows:
    a. "**Corrupt practice**" means offering, giving, receiving or soliciting of anything to influence the action of the public official in the procurement process or in contract execution; and
    b. "**Fraudulent practice**" means a misrepresentation of facts in order to influence a procurement process or execution of a contract to the detriment of the Civil Supplies Department, and includes collusive practice among agencies (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to

deprive the Civil Supplies Department, Daman & Diu of the benefits of the free and open competition;

ii) Will reject a Bid 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;

iii) Will declare a firm ineligible, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

The past performance of the Bidder will be cross-checked if necessary. If the facts are proven to be dubious the Bidder's tender will be ineligible for further processing.

The selected Bidder shall hire employees only after checking past records. The data generated out of transactions shall not be misused in any way. All the software used must be duly licensed.

6.14.7 INTERPRETATION OF CLAUSES

In case of any ambiguity in the interpretation of any of the clauses in the tender document, the interpretation of the clauses by Authorized Representative of the Civil Supplies Department, Daman & Diu, shall be final and binding on all parties.

6.15 PAYMENTS SCHEDULE

The payments against milestones shall be made on successful completion of tasks and acceptance of all deliverables prior to achieving the respective milestones please refer to previous section for details on Acceptance Criteria.

Table 20: Hardware/ System Software/ Networking components Payments

Sl. No	Stage	Payment (% of Grand Total (N1) of Annexure-Fin-A)
1.	Mobilization Advance (on submission of Performance Bank Guarantee)	10%
2.	Supply of Hardware at NDC/SDC and DR	5%
3.	Supply of POS machines and weighing balances	5%
4.	Supply of hardware and networking components at the Civil Supplies Department and Godowns.	10%
5.	Installation of Hardware at NDC/SDC and DR	15%
6.	Installation of hardware at DR	10%
7.	Installation of POS machines and weighing Balances	5%
8.	Connectivity of POS terminals with NDC/SDC	5%
9.	Installation of hardware and networking components at the Civil Supplies Department and Godowns	5%
10.	After 30 days from date of successful installation of all components	10%
11.	Operation and maintenance Phase (to be divided in four equal installments for each year over operation and maintenance Phase of five years)	20%
Total Payment against Hardware/ System Software/ Networking		**100%**

Table 21: Payment Schedule of Application Rollout

Sl. No.	Stage	Payment (% of Total (N2) of Annexure-Fin-B and % of Total (N3) of Annexure-Fin-C)
1.	Mobilization Advance (on submission of Performance Bank Guarantee)	10%

Sl. No.	Stage	Payment (% of Total (N2) of Annexure-Fin-B and % of Total (N3) of Annexure-Fin-C)
2.	System Requirements Study and System Design Document	10%
3.	Setting up of the complete automated solution with finger print capture and Smart Card based authentication	20%
4.	Setting up of the complete automated solution with Aadhaar Card based authentication	10%
5.	On successful completion and certification of the developed solution implemented by STQC or equivalent authority	10%
6.	Operation and maintenance Phase (to be divided in twelve equal installments for each year over operation and maintenance Phase of five years)	40%
Total Payment		**100**%

1) The Department will release the payment within forty five days of submission of invoice subject to invoice and all supporting documents being in order.
2) The Department will not accept liability without limit (1) for death or personal injury caused to the order party by its negligence or the negligence of its employees acting in the course of their employment; (2) any other liability which by law either party cannot exclude. This does not in any way confer greater rights than what either party would otherwise have at law.
3) The Conditions of contract do not contemplate any consequential, indirect, lost profit, claim for tort or similar damages of any form to be paid by the Selected System Integrator, Daman & Diu Administration or any other organizations.
4) No action regardless of form, arising out of these Conditions of Empanelment, may be brought by either party; more than one year after the cause of action has accrued.
5) All payments are subject to the application of service level requirement criteria mentioned in Section 4 of this RFP. It is clarified here that the Department will release the payment against the milestone as stated in accordance with the Terms of Payment Schedule and the Department would also calculate a financial sum and debit the same against the terms of payment as defined in the Terms of Payment Schedule as a result of the failure of the System Integrator to meet the Service Level.
6) Except as otherwise provided for herein or as agreed between the Parties in writing, the Department shall not be required to make any payments in respect of the Services other than those covered by the terms of payment as stated in the Terms of Payment Schedule.

7. ANNEXURES

7.1   FORM I – PRE- QUALIFICATION BID

7.1.1   COVERING LETTER FOR PRE-QUALIFICATION BID PERFORMA

(Company letter head)

Date – dd/mm/yy

To,

The Secretary
Civil Supplies Department
Dholar, Moti Daman
Daman, 3963210

Subject: Bid for Selection of System Integrator for end to end computerization of Public Distribution System (PDS) for the UT Administration of Daman & Diu and UT Administration of Dadra & Nagar Haveli.

Dear Sir,

Having examined the RFP document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to execute the project "**Bid for Selection of System Integrator for end to end computerization of Public Distribution System (PDS) for the UT Administration of Daman & Diu and UT Administration of Dadra & Nagar Haveli**" for the Civil Supplies Department, Daman & Diu and the Civil Supplies Department, Dadra & Nagar Haveli, and offer other services as required and outlined in the RFP for same. The details sought by the organization to evaluate the Bidder's technical and financial capacity to implement the project are provided in the pre-qualification bid. All the details required for pre-qualification have been provided in the specified formats and have been substantiated with support documents as required.

Sincerely,

(Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

7.1.2 BIDDER'S PROFILE

(To be filled by Bidder / each partner in case of consortium)

Table 22: Bidders Profile

S. No	Particulars	Details	Page no. (for any attachment)
1.	Name of the firm		
2.	Registered office address Telephone number Fax number Email		
3.	Correspondence address		
4.	Details of the Contact Person (name, designation, address) Telephone number Fax number e-mail		
5.	Is the firm registered under Indian Companies Act 1956? Year and Place of the establishment of the Company		
6.	Service Tax Registration details		
7.	Details of the offices present in Daman & Diu or nearby states (Maharashtra, Gujarat)		
8.	Bidder should have ISO 9001:2008 certifications or must have implemented any other Internal Quality System with defined Quality Policy and Standards. Copies of the certificates or brief on Quality policy & System being followed to be provided		

7.1.3 CHECKLIST FOR PRE-QUALIFICATION BID

Checklist as provided below should be attached:

Table 23: Check list for pre-qualification

S. No.	Criterion	Details	Supporting documents	Yes / No / NA
1.	RFP Document Fee	RFP document fee comprising of demand draft Bank Guarantee/FDR INR 5000/- (Five Thousands Only) drawn on a nationalized/ scheduled bank in favor of the Collector, Daman, UT Administration of Daman & Diu	Demand draft of INR 5000-/ (Five Thousand Only)	
2.	EMD submitted	EMD comprising of demand draft of INR 1500000/- (Rupees Fifteen Lakhs) drawn on a nationalized / scheduled bank valid for one eighty days and in favor of "the Collector, Daman, UT Administration of Daman & Diu"	Demand Draft/ Bank Guarantee / FDR drawn on Nationalized/ Scheduled bank only in favor of "the Collector, Daman, UT Administration of Daman & Diu" payable at Daman. of INR 1500000/- (Rupees Fifteen Lakhs)	
3.	Power of Attorney	• Power of attorney in the name of person signing the bid • In case of consortium, the Power of Attorney should be signed by the partners of consortium nominating one of the partners as the lead partner	Original Power of attorney document	
4.	Consortium details (in case of consortium)	• Self-certificate signed by the company secretary from the lead partner, stating that he has at least 50 % stake in the	Original Consortium agreement Self-certificate by Company Secretary	

S. No.	Criterion	Details	Supporting documents	Yes / No / NA
		consortium. The approximate stakes of each partner of the consortium, authorized by the lead partner, should also be submitted along with the bid document. • Consortium agreement with clearly defined roles and responsibilities of each partner, duly endorsed by Lead partner. • Original stamped consortium agreement		
5.	Registration of company under companies act, 1956	• Bidder / all the partners (in case of consortium) should be registered under the Companies Act, 1956. • Bidder / Lead partner should be engaged in IT related activities / services for at least three years.	Company Registration certificate Work order from client for IT existence proof	
6.	Undertaking for non-banned or non-blacklisted Bidder by Government Institutions in India	Undertaking that the company / all companies (in case of consortium) are not Banned or Blacklisted Companies by Government Institutions in India	Self-certificate signed by authorized signatory	
7.	PAN details	Copy of the PAN card of the Bidder / each consortium member	Copy of the PAN card of the Bidder / each consortium member	
8.	Annual turnover details	▪ Average Annual turnover of Rs twenty Crores in each of the past three consecutive financial years (i.e. 2011-2012, 2012-2013 and 2013-2014) ▪ Positive net worth for last three financial years for Bidder / all consortium partners ▪ Bidder / all partners of consortium to be in profit for the last three financial years	Audited Balance sheets for last three years Statutory Auditor's certificate for turnover from IT services Audited Profit and Loss Account statements Certificate for positive net worth by Statutory auditor	
9.	Quality certification	The Company / all the partners of consortium (in case of Consortium) should have an active ISO 9001:2008 certification or equivalent Quality policy at the time of submission of the bid. The Company / any partner of consortium (in case of Consortium) should have an active SEI CMMI Level 3 certification or equivalent Quality policy at the time of submission of the bid. A copy of each Quality certificate needs to be attached.	Copy of Quality certificate / documentation of Quality policy	
10.	Technical expertise of the Bidder	The Bidder / lead partner in case of consortium should have minimum of hundred regular IT professionals on its payrolls as on 30th June, 2014	A certificate signed by the HR Head of the Bidder/ Lead Partner of consortium should be submitted	

S. No.	Criterion	Details	Supporting documents	Yes / No / NA

11.		▪ At least three e-Governance IT service delivery Projects successfully completed with State / Central Governments or PSUs in last five years in India.
		▪ Out of these three projects, the project value of:
		  o at least 1 project should be more than Rs. Five Crores or
		  o at least 2 projects should be more than Rs. Three Crores or
		  o at least 3 projects should be more than Rs. Two Crores
			Copy of Work orders Certificate from clients Completion certificates from client	

12.		Bidder / one of the consortium partners should have been responsible for delivery of services from multiple locations (minimum ten) in a Single Work order of at least Two Crores.	Certificate from client	
13.		Experience of managing applications and systems deployed at a Data Centre with a minimum of fifty users (of that particular application or systems) , successfully completed or ongoing	Copy of work order	
14.		Experience in field survey, data collection including biometric collection and data digitization Projects and should have engaged in at least one project covering at least 1 Lakh citizens or worth INR Fifty Lakhs or more, with these components	Copy of work order	
15.		The equipment quantity and specifications provided by the Bidder should meet the minimum technical specifications and numbers specified in this RFP	Self-Certification	
16.	Smart Card Experience	The Bidder must procure smart cards from a company having a valid SCOSTA certificate from NIC for 64 KB contact based Smart Cards, a copy of which needs to be submitted along with the pre- qualification bid document. The Bidder/ lead partner (in case of consortium) should also provide a self-certificate duly signed by the authorized representative of the Bidder/ lead partner that the cards supplied throughout the project would be SCOSTA compliant.	Copy of valid SCOSTA certificate & self-certificate as mentioned in the clause	
17.		The selected Bidder is required to provide a warranty of at least ten year data retention on MRZ from the OEM of the Smart Card.	Warranty of data retention	
18.		Bidder / one of the consortium partner should have delivered Twenty Five Thousand SCOSTA Smart Cards (non- GSM and any memory) along with personalization solution for any of the Smart Card projects in India in last three years	Client certificate showing volumes of Smart Cards delivered	

7.1.4   FORMAT FOR PROVIDING FINANCIAL INFORMATION

(To be filled by Bidder or lead partner in case of consortium)

Table 24: Format for Providing Financial

S. No.	Description	Financial Year 2011-12	Financial Year 2012-13	Financial Year 2013-14
1	Overall Turnover			
2	Turnover from IT related services			
3	Net Profit			
4	Net Worth			

Note: Above certificates should be duly signed by CA

7.1.5   FORMAT FOR PROVIDING PROJECT INFORMATION

[Using the format below, provide information on each project for which your organization, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out the services as asked in the Pre-Qualification criterion]

Table 25: Format for providing project information

Assignment Name:	
Location within Country:	Professional Staff Provided by Your Firm
Name of Client:	No. of Staff:
Address:	No. of Staff-Months; duration of assignment
Start Date (Month/Year): Completion Date (Month/Year):	Approx. Value of Services :
Name of Associated Consultants, if any:	No. of Months of Professional Staff, provided by Associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and functions performed:	
Narrative Description of Project:	
Description of Actual Services Provided by You :	

7.1.6   CERTIFICATE 1 – COMPLIANCE FOR USING SCOSTA CERTIFIED SMART CARD PRODUCT

(On the letter head of the company)

To,

The Secretary
Civil Supplies Department
Dholar, Moti Daman
Daman, 3963210

Subject - Bid for Selection of System Integrator for end to end computerization of Public Distribution System (PDS) for the UT Administration of Daman & Diu and UT Administration of Dadra & Nagar Haveli.

Dear Sir,

This is to certify that M/s. (lead bidder) _ accepts that in the event of acceptance of the bid submitted by it and subsequent award of order, it shall use only SCOSTA certified Smart Card product (certified by NIC) towards the fulfillment of the order and shall keep the SCOSTA certificate renewed as per the latest amendments issued by NIC.

Yours faithfully,

Signature of signing authority with company seal

Name: Date:

Designation: Location:

7.1.7   CERTIFICATE 2 – FROM THE BIDDER ON COMPANY LETTERHEAD

(To Whomsoever It May Concern)

I, authorized representative of(   ) , hereby solemnly affirm the veracity of documents submitted as a part of pre-qualification, technical and financial bid for "**Bid for Selection of System Integrator for end to end computerization of Public Distribution System (PDS) for the UT Administration of Daman & Diu and UT Administration of Dadra & Nagar Haveli**".

In the event of any deviation from the factual information the Civil Supplies Department, Daman & Diu and/or the Civil Supplies Department, Dadra & Nagar Haveli, reserves the right to terminate the contract without any compensation to the Bidder.

Dated:
Signed:
Place:

The Technical Bid should consist of the following information in the given format in subsequent pages:

TP 1   Bidder's Organization
TP 2   Description of the Approach, Methodology and Project/Work Plan
TP 3   Team Composition and Task Assignments and CVs for proposed professional staff
TP 4   Staffing Schedule
TP 5   OEM authorization letter for items quoted.

All Bidders must sign-off the Approach & Methodology, Project/Work Plan, Team Composition & Task Assignments, CVs of Staff, Staffing & Project/Work Schedule, Technical Specifications/ Brands of the proposed equipment's as per TP1, TP2, TP3, TP4, TP5 and to the satisfaction of the evaluation committee

TP 1 Bidders Organization
[Provide here a brief (two pages) description of the background and organization of your firm/ entity and each associate for this assignment.]

TP 2 Description of the Approach, Methodology and Project/Work Plan for Performing the Assignment
Technical approach, methodology and work plan are key components of the Technical Bid. Bidders are suggested to present their Technical Bid (inclusive of charts and diagrams) divided into the following three chapters:
a)   Technical Approach and Methodology,
b)   Work Plan, and
c)   Organization and Staffing

a) Technical Approach and Methodology. In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

The minimum Hardware, software and manpower requirement are stated by the Department however the SI is free to propose the solution design which best fits the Department's requirement. The proposed solution should not be having any component less than stated by the Department in this RFP.
b) Project/Work Plan. In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Department), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the scope of services and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule.

Table 26: Project/Work Plan

S. N.	Activity	Month												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1														
2														
3														
4														
5														
n														

Duration of activities shall be indicated in the form of a bar chart. The work schedule should reflect how and by when the Bidder is expected to complete the assignment for each of the component and how this work plan maps to the resource schedule given earlier

TP3 Team Composition and Task Assignments

In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.

Table 27: Team composition and Task assignments

Professional Staff				
Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

This information should be provided for all key staff, such as team leaders, project managers, and technical support staff. The relevant CV's of the professional staffs mentioned above are also required to be given in the format provided under this section

Curriculum Vitae (CV) for proposed key professional staffs to the deployed on the project

1. **Proposed Position** [only one candidate shall be nominated for each position]:

2. **Name of Firm** [Insert name of firm proposing the staff]: _____

3. **Name of Staff** [Insert full name]: _____

4. **Date of Birth**: _____ **Nationality**: _____

5. **Education** [Indicate college/university and other relevant specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:

6. **Membership of Professional Associations:** --------------------

7. **Other Training** [Indicate significant training since degrees under "5 – Education" were obtained]: _____

8. **Countries of Work Experience**: [List countries where staff has worked in the last ten years]:_

9. **Languages** [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]: _____

10. **Employment Record** [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:

From [Year]: _____ To [Year]: _____

Employer: _____

Positions held: ____

11. Detailed Tasks Assigned
[List all tasks to be performed under this assignment]

12. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned

[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the project]
Name of assignment or project: _____ Year: _ Location: _____
Client: _____ Main project features:
_____ Positions held: _____
Activities performed: ____

13. Staff is resident of Daman & Diu : Yes/No

14. Certification

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

[Signature of staff member or authorized representative of the staff]

Full name of authorized representative:
Day/Month/Year

Table 28: TP4 Staffing Schedule

Sl. No	Project Activities	Name of Resource	Efforts per months						
			M1	M2	.	.	.	.	Mn
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									
11.									
12.									
13.									
14.									
15.									

The SI has to mention the resource name against the project activities applicable in the specified duration of the project. The project duration should be in accordance with the project/work plan TP2 mentioned above.

TP 5   Manufacturer's Authorization form

Date: dd/mm/yy

To,

**The Secretary
Civil Supplies Department
Dholar, Moti Daman
Daman, 3963210**

**Subject: Bid for Selection of System Integrator for end to end computerization of Public
Distribution System (PDS) for the UT Administration of Daman & Diu and UT Administration of
Dadra & Nagar Haveli**

Dear Sir,

We   ----------------(name and address of the manufacturer) who are established and reputed
manufacturers of -----------------having factories at---------------------------(addresses of manufacturing
locations) do hereby authorize M/s--------------------------(name and address of the bidder) to bid,
negotiate and conclude the contract with you against the above mentioned tender for the above
equipment manufactured by us.

We also certify that the <<equipment name>> provided by us will have the warranty and
maintenance support for five year.

Yours faithfully

For and on behalf of M/s (Name of the manufacturer)

Signature
Name
Designation
Address
Date

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

7.1.8   PROFORMA FOR PERFORMANCE BANK GUARANTEE (PBG)

Date – dd/mm/yy

To,

The Secretary
Civil Supplies Department
Dholar, Moti Daman
Daman, 3963210

Subject: **Bid for Selection of System Integrator for end to end computerization of Public Distribution System (PDS) for the UT Administration of Daman & Diu and UT Administration of Dadra & Nagar Haveli**.

Dear Sir,

PERFORMANCE BANK GUARANTEE – for Selection of System Integrator for end to end computerization of Public Distribution System (PDS) for the UT Administration of Daman & Diu and UT Administration of Dadra & Nagar Haveli.

WHEREAS

M/s. (name of Bidder), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Operator), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract dated …….. (herein after, referred to as "Contract") with you (The Civil Supplies Department, Daman & Diu and the Civil Supplies Department, Dadra & Nagar Haveli) end to end computerization of Public Distribution System (PDS) for the UT Administration of Daman & Diu in the said Contract and UT Administration of Dadra & Nagar Haveli.

We are aware of the fact that as per the terms of the Contract, M/s. (name of Bidder/Bidder) is required to furnish an unconditional and irrevocable Bank Guarantee in your favor for an amount 10% of the Total Cost of the Project amount valid for a period of five years from the go-live. We also guarantee the due performance by our constituent as per the Contract and do hereby agree and undertake to pay any and all 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 10% of the Total Cost of the Project amount for a period of five years from the system Go-live.

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(s), as aforesaid and the amount or amounts 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 Performance Bank Guarantee shall continue and hold good from the date of signing of contract till the completion of the Project (five years from the system Go-live date)

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until the completion of the project (five years from the system Go-live date).

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 honour the same without demur.

We hereby expressly waive all our rights:
1) Requiring to pursue legal remedies against the Civil Supplies Department, Daman & Diu and the Civil Supplies Department, Dadra & Nagar Haveli; and
2) For notice of acceptance hereof any action taken or omitted in reliance hereon, of any defaults under the Contract and any resentment, demand, protest or any notice of any kind.

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, register red post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of forty eight hours when the same has been 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 under intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution 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 the benefit of you 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 10% of the Total Cost of the Project amount for a period of five years from the system Go-live date, 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 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 10% of the Total Cost of the Project amount for a period of five years from the system Go-live date; This Performance Bank Guarantee shall be valid only up to the completion of the Project (five years from the system Go-live date); and

We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before completion of the project period (five years from the system Go-live date) for the proposed services to the Civil Supplies Department.

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.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings 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 …………. 2014.

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 in the matter.

7.1.9 FORMAT FOR POWER OF ATTORNEY

Know all me by these presents that we <<name of company>> incorporated in India under the Companies Act, 1956 and having its registered office at <<registered office address>> (India) (Hereinafter called the "Company") hereby nominate, constitute and appoint <<name of person in whose favour authority is being made under the attorney >>, <<Designation of the person>>, s/d/o <<father's name of the person>>, to be true and lawful attorney in fact and at law of the Company for and in the name and on behalf of the Company, to do, execute and perform all or any of the following acts, deeds, matters and things namely:-

1.   To appear for and represent the Company to all intents and purposes in connection with the matters pertaining to signing and submission of tender (RFP No.<< >>) for selection of System Integrator for implementing Smart Card based PDS for the Civil Supplies Department, Daman & Diu and the Civil Supplies Department, Dadra & Nagar Haveli and all affairs ancillary or incidental thereto.

2.   AND the Company hereby agree that all acts, deeds and things lawfully done by the said attorney shall be construed as acts, deeds and things done by the Company itself on the above matter and the Company hereby undertakes to ratify and confirm all and whatever its attorney shall lawfully do or cause to be done for and on behalf of the Company by virtue of the powers hereby given.

In witness whereof <<name of person authorized to execute the attorney on behalf of Company>>, <<Designation of the person>> of the Company acting for and on behalf of the Company under the authority conferred by the <<reference of body/ notification/ authority orders like Board of Directors of the Company>> in its << reference/ number/ meeting held on>> dated <<date of reference>> has signed this Power of Attorney at <<place>> on this day of <<day>> <<month>>, <<year>>.

The signatures of <<name of person in whose favour authority is being made under the attorney >> given below are hereby certified.

<< Signature, name & designation of person executing attorney and name of company>>

WITNESS:

<<Signature, name & designation of person witness to this attorney>>
<<Signature & name of the person in whose favour authority is being made under the attorney >>

CERTIFIED:

<<Signature, name & designation of person executing attorney and name of company>>

7.2   FORM II – TECHNICAL BID

Covering letter (on the Company letter head of the lead partner)

Date:

The Secretary
Civil Supplies Department
Dholar, Moti Daman
Daman, 3963210

Subject: Bid for Selection of System Integrator for end to end computerization of Public Distribution System (PDS) for the UT Administration of Daman & Diu and the Civil Supplies Department, UT Administration of Dadra & Nagar Haveli

Dear Sir,

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services for the Implementation of Smart Card based PDS in Daman & Diu and in Dadra & Nagar Haveli, for the Civil Supplies Departments for a period of five years from the date of Go-Live and to meet such requirements and provide such services as are set out in the Bid Document.

We attach hereby the Technical Bid as per the requirements of the tender document.

We undertake, if our Bid is accepted, to adhere to the implementation plan (Key Events/ Activities and dates of the project) put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and the Civil Supplies Department, Daman & Diu and the Civil Supplies Department, Dadra & Nagar Haveli. We also undertake, if our bid is accepted, we will provide the IT infrastructure and networking equipment's as proposed as a part of this technical Bid.

If our Bid is accepted, we will obtain a performance bank guarantee in the format given in the Bid Document issued by a nationalized bank in India, acceptable to the Civil Supplies Department, Daman & Diu and the Civil Supplies Department, Dadra & Nagar Haveli, for a sum of 10% of the Total Cost of the project, for a period of six years and six months from date of signing of contract.

We agree for unconditional acceptance of all the terms and conditions in the Bid document and also agree to abide by this Bid Response for a period of SIX (plus ONE) MONTHS from the date fixed for Bid opening and it shall remain binding upon us. Until within this period a formal contract is prepared and executed, this Bid Response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us.

We agree that you are not bound to accept the lowest or any Bid 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 Bid Response without assigning any reason whatsoever.

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

Dated this   …………………………. Day of …………………..2014

(Signature)   (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

…………………………………………………………………………………………………… (Name and address of Tendering Company) Seal/Stamp of bidder

Attachments: Power of Attorney for delegating signing powers to the authorized person to sign the Technical Bid.

7.2.1   BILL OF MATERIALS

7.2.1.1   BILL OF MATERIAL (INFRASTRUCTURE AT SDC) INDICATIVE

Table 29: Estimated Hardware Requirement at National Data center/State data center

Sl. No.	Item↓\Location→	NDC/SDC	Sites
1.	Application server	2	DC
2.	Application server	1	DR
3.	Database Server	2	DC
4.	Database Server	1	DR
5.	Web Server	1	DC
6.	Helpdesk, Beneficiaries service desk and SMS server	1	DC
7.	Blade enclosure	1	DC
8.	Rack 36U	1	DR

7.2.1.2   BILL OF MATERIAL (SOFTWARE)

Table 30: Estimated Software Requirement at National Data center/State data center

Sl. No.	Item↓\Location→	NDC/SDC	Sites
1.	Operating system for server	8	DC & DR
2.	RDBMS	As per requirement	DC & DR

Table 31: Estimated software Requirement for Field officers/District officers

Sl. No.	Applications	Quantity/ no of licenses	Licenses
1.	Anti-virus for desktops*	32	5
2.	Latest MS office*	32	5

*License for 5 years from date of Go-Live

7.2.1.3   BILL OF MATERIAL (INFRASTRUCTURE AT FIELD OFFICES)

Table 32: Estimated Hardware requirement for computerization of PDS at Daman & Diu

Sl. No.	Item↓\Location→	CS Department	Mamlatdar office	BDO office	District godown	FPS
1.	Desktops with preloaded latest OS	8	4	4	3	-
2.	Smart card printer	4	-	-	-	-
3.	POS	-	-	-	-	112
4.	UPS 5 KVA Centralized (Online)	2	-	-	-	-
5.	UPS 1 KVA (Online)	-	-	2	3	-
6.	Smart card reader	4	-	-	-	-
7.	Multi-Function Printer	2	2	2	3	-
8.	Finger print scanner	2	-	-	-	-
9.	Weighing Machine 200KG Digital	-	-	-	-	51
10.	Weighing Machine 1000KG	-	-	-	3	-
11.	Digital Web Camera	4	-	-	-	-
12.	Smart Card Type 1	25000*	-	-	-	-
13.	Smart Card Type 2	120**	-	-	-	-

Table 33: Estimated Hardware requirement for computerization of PDS at Dadra & Nagar Haveli

Sl. No.	Item↓\Location→	CS Department	District godown	FPS
1.	Desktops with preloaded latest OS	10	3	-
2.	Smart card printer	4	-	-
3.	POS	-	-	76
4.	UPS 5 KVA Centralized (Online)	1	-	-
5.	UPS 1 KVA (Online)	-	3	-
6.	Smart card reader	2	-	-
7.	Multi-Function Printer	1	3	-

8.	Finger print scanner	2	-	-
9.	Weighing Machine 200KG Digital	-	-	76
10.	Weighing Machine 1000KG	-	3	-
11.	Digital Web Camera	4	-	-
12.	Smart Card Type 1	50000*	-	-
13.	Smart Card Type 2	85**	-	-

* The number is tentative and SI is supposed to provide the Smart Card as per requirement
**The number is tentative and SI is supposed to provide the Smart Card as per requirement.

7.2.1.4   BILL OF MATERIAL (NETWORKING AT DEPARTMENT)

Table 34: Estimated Network Infrastructure for Daman & Diu

Sl. No.	Item↓/ Location→	CS Department Daman & Diu	Mamlatdar office Daman & Diu	BDO office Daman & Diu	District Godown Daman & Diu	FPS Daman & Diu	Helpdesk and Beneficiaries Service Desk Daman & Diu
1.	Structured Cabling	Required	Required	Required	Required	Required	Required
2.	UTP cable-CAT-6 (Box of 305 Mts.)	2	2	2	2	-	-
3.	RJ45 Connectors	As per requirement	As per requirement	As per requirement	As per requirement	-	-
4.	Patch Cords (CAT–6)	16	8	8	6	-	12
5.	LAN I/O Box	16	8	8	6	-	12
6.	16 port Switch	2	2	2	-	-	-

Table 35: Estimated Network Infrastructure for Dadra & Nagar Haveli

Sl. No.	Item↓/ Location→	CS Department DNH	District Godown DNH	FPS DNH
1.	Structured Cabling	Required	Required	Required
2.	UTP cable-CAT-6 (Box of 305 Mts.)	1	1	-
3.	RJ45 Connectors	As per requirement	As per requirement	-
4.	Patch Cords (CAT–6)	10	3	-
5.	LAN I/O Box	20	6	-
6.	16 port Switch	2	3	-

7.2.1.5   BILLS OF MATERIAL (FOR NON IT INFRASTRUCTURE)

Table 36: Civil Infrastructure for Daman & Diu

S. N.	Item↓\Location→	Helpdesk Daman & Diu	Beneficiaries Service Desk
1.	Table	3	3
2.	Chair	3	3

Table 37: Civil Infrastructure for Dadra & Nagar Haveli

S. N.	Item↓\Location→	Helpdesk Daman & Diu	Beneficiaries Service Desk
1.	Table	4	4
2.	Chair	4	4

7.2.1.6 BILLS OF MATERIAL (FOR NON IT INFRASTRUCTURE - ELECTRICAL & EARTHING)

Table 38: Electrical & Earthing for Daman & Diu

Sl. No.	Item↓\Location→	CS Department Daman & Diu	Mamlatdar office Daman & Diu	BDO office Daman & Diu	District Godown Daman & Diu	Helpdesk and Beneficiaries Service Desk Daman & Diu
1.	Electrical Work	As per requirement	As per requirement	As per requirement	As per requirement	As per requirement
2.	Electrical Earthing	As per requirement	As per requirement	As per requirement	As per requirement	As per requirement

Note: All the power sockets (6 amp) at required location should be accessible simultaneously at the same time.

Table 39: Electrical & Earthing for Dadra & Nagar Haveli

Sl. No.	Item↓\Location→	CS Department Daman & Diu	District Godown Daman & Diu
1.	Electrical Work	As per requirement	As per requirement
2.	Electrical Earthing	As per requirement	As per requirement

TECHNICAL SPECIFICATIONS

For each of the hardware mentioned in the above list, The SI has to provide the following information in a table.

a) Reference of the server/storage information in the Submitted Bid (Please provide page number/section number/ volume)
b) Services proposed to be hosted on the Server
c) Quantity
d) Make and Model
e) Year of Introduction
f) Operating System along with version (if applicable)
g) Processor and Number of Cores Offered (if applicable)
h) Architecture (RISC/EPIC/CISC) (if applicable)
i) RAM/HDD/LAN Ports/ HBA (as relevant)
j) Additional Information as required to indicate the compliance to the requirements in the RFP (e.g. Capacity, Disk Space) (if applicable)

7.2.2 MINIMUM SPECIFICATION FOR SERVER HARDWARE

Table 40: Database Server (Blade Server)

Sl. No.	Features	Specifications required	Complied(Yes/No)
1.	Form factor	Blade	
2.	Processor	Two numbers X86 based Processor. Processor Core per CPU should be Minimum Six. The Frequency should be minimum 2.0 GHz. Processor should be latest series/generation for the server model being quoted	
3.	Memory	256 GB ECC DDR3-SDRAM DIMMs expandable to 512 GB	
4.	Controllers	Integrated SAS Raid Controller with RAID 0, 1	
5.	Hard Disk Drives	Two 600 GB 2.5" SAS Hard Disk Drive hot swappable system disk with mirroring using integrated RAID 0,1 on internal disks	
6.	Ethernet Adapter	Minimum dual Port 1 Gig Ethernet Adapter	
7.	SAN Connectivity	Redundant 8 Gbps Fibre Channel HBA Port	
8.	I/O Expansions	Minimum two PCI 3.0 slots	
9.	System Management and Diagnostics	System management via remote management port. Virtual KVM and Remote CDROM drive mapping functionality should be included.	
10.	Software	Server Management software with the device drivers	
11.	OS Compatibility	Microsoft Windows Server latest version Standard and datacenter Edition (32 bit and 64 bit)	
		Red Hat Enterprise Linux latest version (32 bit and 64 bit)	
		SUSE LINUX Enterprise Server latest version (32 bit and 64 bit)	
12.	Warranty	5 years comprehensive warranty	

Table 41: Blade Enclosure

Sl. No.	Feature	Specifications	Complied(Yes/No)
1.	Form Factor	Latest generation up-to 10U Form factor per enclosure with all redundancy features (Hard Drives, Power, and Cable Management). The requisite number of Enclosures to be configured to populate the Servers and Storage/Expansion Units. The blade enclosure should support Intel/AMD Latest generation of blades from the OEM.	
2.	Blade Bays	Blade Chassis to accommodate minimum of 14 hot pluggable blade servers with SAS HDDs.	
3.	Enclosure Feature	1. Backplane should be completely passive device. If it is active, dual backplane should be provided for redundancy 2. Single console for all blades in the enclosure or KVM Module 3. DVD ROM can be internal or external or virtual, which can be shared by all the blades allowing remote installation of S/W and OS 4. Minimum 1 external USB connections functionality	
5.	Ethernet	Two hot-plugs, redundant 1Gbps Ethernet switch	

Sl. No.	Features	Specifications Required	Complied(Yes/No)
		module which enable connectivity to Ethernet via switch with minimum 4 uplink ports per switch.	
6.	SAN Connectivity	Redundant SAN connectivity to the external SAN switch either via FC pass-through or SAN Switch.	
7.	Redundancy	Mechanical Devices such as Hard Disks, Fans and Power Units should be completely Hot Swappable and Redundant to ensure High Availability	
8.	Management	▪ Systems Management and deployment tools to aid in Blade Server configuration and OS deployment ▪ Remote management capabilities through internet browser ▪ Blade enclosure should have provision to connect to display console / central console for local management like trouble shooting, configuration, system status / health display.	
9.	Power	▪ Hot Swap redundant power supplies to be provided ▪ Power supplies should have N+1/ N+N. All Power Supplies modules should be populated in the chassis/enclosure	
10.	KVM	To be enabled Virtually over IP for Remote Access or Provided Locally.	

Table 42: Blade Server for Application, Web, Helpdesk, Beneficiaries service desk and SMS server

Sl. No.	Features	Specifications Required	Complied(Yes/No)
1.	Form Factor	Blade	
2.	Processor	Two numbers X86 based Processor. Processor Core Per CPU should be Minimum Six. The Frequency should be minimum 2.0 GHz. Processor should be latest series/generation for the server model being quoted	
3.	Chipset	Suitable Processor OEM motherboard/chipset	
4.	Memory	64 GB ECC DDR3-SDRAM DIMMs scalabe to 128GB	
5.	Controllers	Integrated SAS Raid Controller with RAID 0, 1	
6.	Hard Disk Drives	Two 600 GB 2.5" SAS Hard Disk Drive hot swappable system disk with mirroring using integrated RAID 0,1 on internal disks	
7.	Ethernet Adapter	Dual Port 1 Gig or hier Ethernet Adapter	
8.	SAN Connectivity	Redundant 8 Gbps Fiber Channel HBA Port (Where require as per the solution)	
9.	I/O Expansions	Minimum two PCI slots	
10.	System Management and Diagnostics	System management via remote management port. Virtual KVM and Remote CDROM drive mapping functionality should be included.	
11.	Software	Server Management software with the device drivers	
12.	OS Compatibility	Microsoft Windows Server latest version Standard and data center Edition (32 bit and 64 bit) Red Hat Enterprise Linux latest version (32 bit and 64 bit) SUSE LINUX Enterprise Server latest version (32 bit and 64 bit) SUSE LINUX Enterprise Server latest version (32 bit and 64 bit)	
13.	Warranty	5 years comprehensive warranty	

Table 43: 36 U Rack

S. No.	Features	Specifications	Complied(Yes/No)
Physical Attributes			
1.	Height	36U	
2.	Rack Type	Floor mount with caster wheels	
3.	Wire managers	Two vertical and four Horizontal	
4.	Power distribution	(10 points – 5Amp sockets) power distribution	
5.	Door	Glass door in front with lock	
6.	Fan trays	With 4 fans	
7.	Depth	1000 mm	
8.	Metal	Aluminium extruded profile	
9.	Side panels	Detachable side panels	
10.	Width	19" equipment mounting, extra width is recommended for managing voluminous cables	
11.	Castors	Suitable castors with brakes.	
12.	Others	• The unit shall provide mounting option for PDUs • The unit shall provide multi-Bidder equipment compatibility • All enclosure panels and rack-mounted equipment shall be inherently earthed or grounded directly to the frame. • The unit shall provide adequate ventilation to provide airflow required by the major server manufacturers. • The unit shall provide a minimum total ventilation area for the front door, split rear doors, and roof	

Table 44: Desktops /Personal Computer for each location with Proprietary Operating System

S. No.	Features	Specifications	Complied(Yes/No)
1.	**Make**	Must be specified	
2.	**Model**	Tower Model Required. Must be specified. All the relevant product brochures and manuals must be submitted.	
3.	**Processor**	Intel i5 or higher; AMD Athlon or equivalent	
4.	**Motherboard**	OEM Motherboard	
5.	**Chipset**	Latest Generation compatible chipset to the supplied CPU	
6.	**RAM**	Minimum Memory 4GB (1x2GB) expandable to 16GB Non-ECC DDR3 1333MHz SDRAM Memory, minimum Two DIMM slots	
7.	**Hard Disk Drive & controller**	Minimum HDD 320 GB 7200 RPM 3.5" SATA Hard Drive	
8.	**Optical Drive**	Minimum Optical Drive16X Max DVD+/ RW	
9.	**Graphics**	Integrated Graphics	
10.	**Audio**	High Definition Audio Card	
11.	**Ethernet**	NIC 10/100/1000 (Minimum)	
12.	**Slots**	4 PCI / PCI Express slots, VGA (1), USB 3.0 (8)	
13.	**Ports**	Rear I/O: (6) USB 3.0 ports, (1) serial port, (1) RJ-45, (1) VGA, (1) line out, (1) mic in, Front I/O: (2) USB 3.0 ports	
14.	**Power Supply**	250-watt ATX Power Supply – PFC (Active Power Factor Correction (PFC) power supply). Surge protected	

S. No.	Features	Specifications	Complied(Yes/No)
15.	Keyboard	USB 104 keys keyboard (Same make as PC) with bi-lingual keys (English and local language of the State/UT) complaint to enhance Inscript keyboard based on Unicode version 6.0 or later	
16.	Monitor	18.5" LED Monitor Resolution - 1920X1024; Response time (typical)- 5ms ; TCO 5 certification for Monitor;	
17.	Mouse	2 Button Optical Scroll USB Mouse(Same make as PC)	
18.	Operating System	Preloaded Genuine Windows 7 Professional (English) with updates / patches over the period of 5 years	
19.	Compliance And Certification	As per industry standard for PC and energy star for Monitor	
20.	Drivers for different Operating systems	Drivers should be freely available on OEM's web site and should be supplied in media along with PC	

Table 45: Multifunction Printers

S. No	Feature	Specification	Complied(Yes/No)
1.	**Make**	Must be specified	
2.	**Model**	All the relevant product brochures and manuals must be submitted.	
3.	**Printer Specification**		
4.	Print speed, black	18 ppm or more	
5.	Print resolution, black	Up to 600 x 600 dpi	
6.	Print technology	Laser	
7.	Monthly duty cycle	8000 pages or more	
8.	Memory, standard	64 MB	
9.	Print languages, standard	Host-based printing,	
10.	Processor	400 Mhz or higher	
11.	Media sizes, standard	Letter,A4, legal, executive, postcards, envelopes (No. 10, Monarch)	
12.	Media sizes, custom	150-sheet input tray: 5.8 x 8.27 to 8.5 x 14 in; priority feed slot: 3 x 5 to 8.5 x 14 in	
13.	Media types	Paper (laser, plain, photo, rough, vellum), envelopes, labels, cardstock, transparencies, postcards	
14.	**Scanner Specification**		
15.	Scanner type	Flatbed, ADF	
16.	Scan resolution, optical	1200 dpi or more	
17.	Scan size	8.5 x 11.7 in	
18.	Scan speed	6ppm or above	
19.	Supported file formats	PDF; TIF; BMP; GIF; JPG	
20.	**Copier Specifications**		
21.	Copy resolution	600x 400 dpi or more	
22.	Maximum number of copies	99 copies or more	
23.	**Fax specifications**		
24.	Fax transmission speed	3 sec per page	
25.	Fax memory	500 pages or more	
26.	Fax resolution, black	300 x 300 dpi or more	
27.	Speed dials, maximum number	More than 100 numbers	
28.	Auto redial	Yes	
29.	Fax delayed sending	Yes	
30.			

S. No	Feature	Specification	Complied(Yes/No)
31.	**Other Specifications**		
32.	Accessories included	USB cable , Driver CD ,Utility software , UTP patch cable & One printing cartridge	
33.	Connectivity	Hi-Speed USB 2.0 port; 10/100Base-T Ethernet network port; RJ-11 Telephone port for Fax	
34.	Network ready	Standard (built-in Ethernet)	
35.	Operating temperature range	50 to 90F	
36.	ENERGY STAR® Qualified	Yes	
37.	Warranty	Comprehensive warranty for 5years.	

Table 46: UPS – 1 KVA UPS

S. No.	Feature	Specification	Complied(Yes/No)
1.	**Make**	Must be specified	
2.	**Model**	All the relevant product brochures and manuals must be submitted.	
3.	**Power Rating**	1 kVA with 60 min backup	
4.	**Nominal input voltage (VAC)**	220/230/240 VAC	
5.	**Input voltage Range**	160-300 VAC	
6.	**Operating Frequency**	50Hz	
7.	**Nominal output Voltage**	230 VAC	
8.	**Output voltage Regulation**	+/-1.5%	
9.	**Overload Capacity**	Up to 110 % for 30 sec, 111-150% for 200ms	
10.	**Efficiency**	Min. 85% (On-Line mode)	
11.	**Load Crest Factor**	3 : 1	
12.	**Display Panel**	LCD Display having complete information about the Input and Output data	
13.	**Standard Communication ports**	RS232	
14.	**Form Factor**	Floor Mounted type	
15.	**Battery Type**	Sealed Maintenance Free	
16.	**Battery Runtime**	**For 60 Min. backup** Total number of batteries offered should be clearly mentioned. Voltage of each battery offered should be clearly mentioned Ampere-Hour rating of each battery offered should be clearly mentioned. Total Volt-Ampere-Hour rating of the Battery Bank Offered should be clearly mentioned	
17.	**Start-On-Battery**	Should allow start-up of UPS without utility input	
18.	**Operating Temp.**	0°C to +40°C	
19.	**Storage Temp**	Recommended 0°C - +40°C	
20.	**Audible Noise**	<50 dB battery mode	
21.	**RoHS Compliance**	Should be EU RoHS / WEEE Compliant	
22.	**Markings**	CE	

S. No.	Feature	Specification	Complied(Yes/No)
23.	Safety	IEC 60950	
24.	EMC	EN 50091-2 /equivalent	
25.	Power Output Sockets	All the power sockets (min. 4 sockets of 6 amp) should be accessible simultaneously at the same time.	

Table 47: UPS – 5 KVA UPS

S. No.	Feature	Specification	Complied(Yes/No)
1.	Make	Must be specified	
2.	Model	All the relevant product brochures and manuals must be submitted.	
3.	Power Rating	5 kVA input system with 60 min backup	
4.	Technology	True On-Line Double Conversion Architecture	
5.	Nominal input voltage (VAC)	220/230/240 VAC	
6.	Input voltage Range	330 – 480 VAC half load	
7.	Operating Frequency	50Hz +/- 10%	
8.	Variation	Dynamic Variation <5% in 20 ms	
9.	Overload Capacity	108% - 150%	
10.	Efficiency	Min. 85% (On-Line mode)	
11.	LED	LCD Display having complete information about the Input and Output data	
12.	Standard Communication ports	RS232	
13.	Form Factor	Floor Mounted type	
14.	Battery Type	Sealed Maintenance Free. Battery Rack required as per solution proposed by OEM	

Table 48: 16 Port Switch

S. No.	Feature	Specification	Complied(Yes/No)
1.	Make	Must be specified	
2.	Model	All the relevant product brochures and manuals must be submitted.	
3.	Standards	1. IEEE 802.1D 2. IEEE 802.1p 3. IEEE 802.1Q 4. IEEE 802.1s 5. IEEE 802.1w 6. IEEE 802.1x 7. IEEE 802.1ab 8. IEEE 802.1ad 9. IEEE 802.3 10.IEEE 802.3u 11.IEEE 802.3ab 12.IEEE 802.3z 13.RFC 854 14.RFC 951 15.RFC 1305 / RFC2030	
4.	Protocol	CSMA/CD	
5.	Throughput	Min 8 Gbps	
6.	Data Transfer Rates	Non Blocking Architecture	
7.	Network Cables	10BASE-T: UTP Cat. 3, 4, 5 (100 m) EIA/TIA-586 100-ohm	

S. No.	Feature	Specification	Complied(Yes/No)
		STP (100 m) 100BASE-TX: UTP Cat. 5 (100 m) EIA/TIA-568 100-ohm STP (100m max.)	
8.	Number of Ports	10/100/1000 Mbps port x 16	
9.	Twisted-pair Rx Reverse Polarity	Auto-correction for each port	
10.	MAC Address Learning	Automatic update	
11.	RAM	64 MB	
12.	Power Supply	100 - 240 VAC, 50/60 Hz	
13.	Security	Should support a) 802.1x b) AAA c) SSH v1, v2 d) SSL e) Host to Host and Switch to Switch authentication	
14.	Management	Should have a. IPv6 management capability b. SNMP v1, v2, v3 c. RMON d. RADIUS e. CLI via console f. Web interface g. Provision of software and firmware upgrades with latest version releases through admin login	

Table 49: POS Terminal

S.No.	Feature	Details / Specifications	Complied(Yes/No)
1.	Processing Capacity	Fast electronic processing and performance.	
2.	Memory	Should be capable of storing OS/ PDS application software, storage of transaction data of 1 to 3 months as backup. (16 MB or more)	
3.	Keyboard	Should have an easy to use and rugged integral keyboard with sufficient number of customizable function keys (6-12 Keys) and with local language support.	
4.	Display	Mono-VGA display could be used	
5.	Printer	Should have a built in Direct Thermal Graphic Printer. 2.25 inch or more wide paper printing capable to print bar codes also. The receipt print could be in local language.	
6.	Smart Card Reader Module	Should have two nos. of ISO 7816 compliant Contact Smart Card readers slots to read T=0 and T=1 type of smart cards, must have PC/SC compliant driver.	
7.	Finger Print module	Should be capable to perform finger print verification and the finger print image acquisition from live-scan. 1. Image acquisition setting levels must be as per the technical standards of setting level 31*(Scan Resolution 500ppi; pixel depth 8 bits; dynamic range at grey levels of 200; certification EFTS/F),* specified in ISO/IEC 19794-4:2005(E) standards. 2. The image format acceptable for verification/identification in PDS application environments is a certified version of the WSQ	

S.No.	Feature	Details / Specifications	Complied(Yes/No)
		(Wavelet Scalar Quantization) algorithm as specified by IAFIS-IC-0110 that can be used for lossy compression of 8-bit, 500ppi gray scale images and shall be limited to a 15:1 compression ratio.	
8.	Voice Response Module	Should be capable to provide a clearly audible voice output by a built-in speaker of sufficient loudness to hear from a distance of 2 meters from PoS Terminal for every transaction, in local language.	
9.	Communication Modules	1. PSTN, 2. GPRS or CDMA enabled depending on the type of service available in the state.	
10.	Operating System and Application Software Environment.	The device should be based on a Standard operating System. e.g. WINDOWS CE/XP/7 or LINUX, and should have standard development environment e.g. Java, C, .Net and all the APIs and SDKs should be available for using all the features of the device using these languages.	
11.	Driver and API Support	The OS must support the drivers and APIs for the devices to be connected internally and externally. If the drivers are not readily available then the drivers must be developed to support the devices.	
12.	Power/Battery Module	Should be capable of running without power supply through mains, for minimum six hours. The POS must be equipped with a charging circuit to charge the Li-ion battery. An additional battery must be provided with each terminal to work as standby. The availability of the specified batteries for replacement must be ensured for the full life-cycle of the terminal. Should also be capable of running on Lead-acid automobile battery of 06/12 V or via a suitable solar panel.	
13.	Language Support	Should support English, Hindi and Region based language in Unicode format.	
14.	Robustness/Tamper proofing/Operating Environment	1. Should be robust enough to run in a rough and dusty environment for long period of time, 2. Should be built in a tamper proof rugged body to make it more secure and rodent proof. 3. Operating environment 4. Temperature: ambient air operating range is -20 to +50 °C. Non-operating range is -20 to +75 °C, 5. Humidity level: The humidity of the ambient air can be as high as 100% relative humidity with condensation. The electronic hardware should be suitably protected to ensure operation under this condition. 6. Shocks and drops resistant: The device must be strong enough to sustain shocks, drops from table height. 7. Fungus: Materials used shall not support fungus growth in the device.	
15.	Service and Support Network	There must be a 24x7 state wide technical support. Down time should not be more than 24 hours in any case. The comprehensive warranty must be for the period of 5 years from the date of commissioning and	

S.No.	Feature	Details / Specifications	Complied(Yes/No)
		must cover the battery repair/replacement. Warranty must cover the hardware, the system software /Application software support and physical breakage due to shocks and drops.	
16.	Antivirus Support	On site antivirus and spyware support.	
17.	Other Desirable Features	1. A voice output port may be there to connect a TRS (tip, ring, sleeve) connector following the PC99 standard based analog audio components like ampli-speakers. 2. To connect alternate peripherals like alternate keyboard, connecting to any other device like PDA or server for offloading the data or to upgrade the software, a USB Port may be added. 3. Connection to a PC for data exchange /s/w update is a must. USB port can be enabled or disabled depending on needs keeping in view the security issues. 4. A Metallic casing/box with lock and key may be provided to put in the terminal device to make it rodent-proof.	
18.	Documents and manual	1. The hard copy of user manual and troubleshooting document with Do's and Don'ts in local language must be provided with each POS terminal set. 2. A CD containing all system software along with necessary drivers must also be given with the POS terminal. 3. Test procedures and test results in Bidder format 4. The package of all hardware should be so as to ensure protection against corrosion, oxidation, deterioration and physical damage during shipment. All connectors shall be protected with environmental/ESD caps. 5. As a minimum the following drawings shall be supplied: main unit & parts detail and wire/cable list.	
19.	Warranty and AMC terms and conditions	The POS terminal device hardware must be supplied with five year comprehensive warranty. After that the device would be covered under yearly AMC with PMC clause. The system level software like kernel, device drivers must be supported with at least five year from the date of commissioning with all necessary updates and upgrades.	

Table 50: Smart Card 1

S.No	Specifications	Complied(Yes/No)
1.	Microprocessor based Integrated Circuit(s) card with contacts and with 64KB EEPROM for Data Storage	
2.	Compliant with ISO/IEC 7816-1,2 & 3 and SCOSTA 1.2b with all latest errata and addendum (ref. http://scosta.gov.in)	
3.	Must have a valid SCOSTA compliance certificate from NIC	
4.	Supply voltage 3V or 5V – nominal	
5.	Protocol T=0 or T=1	
6.	Data retention for minimum 10 years	
7.	Minimum 300,000 E2 PROM write cycles should support Windows, Linux & support standard development environment eg. JAVA, C, VB	
8.	Chip Temperature Range -25 degree C to +70 Degree Celsius	
9.	Composite layered Construction of PETG (middle layer) and PVS (outer layers) – Ratio of PETG and PVC content should be 50% each and life of 5 to 7 years	
10.	Surface – Glossy with pre-printed content as provided	

Table 51: Smart Card 2

S.No	Specifications	Complied(Yes/No)
1.	Microprocessor based Integrated Circuit(s) card with contacts and with 64KB EEPROM for Data Storage	
2.	Compliant with ISO/IEC 7816-1,2 & 3 and SCOSTA 1.2b with all latest errata and addendum (ref. http://scosta.gov.in)	
3.	Must have a valid SCOSTA compliance certificate from NIC	
4.	Supply voltage 3V or 5V – nominal	
5.	Protocol T=0 or T=1	
6.	Data retention for minimum 10 years	
7.	Minimum 300,000 E2 PROM write cycles should support Windows, Linux & support standard development environment eg. JAVA, C, VB	
8.	Chip Temperature Range -25 degree C to +70 Degree Celsius	
9.	Material: Polycarbonate with life of 10 years	

Table 52: Smart Card Reader

S.No	Specifications	Complied(Yes/No)
1.	USB (Universal Serial Bus) interface with PC	
2.	ISO 7816 compliance Interface	
3.	PC/SC Driver and CT-API Driver Support	
4.	Support for Windows XP/2000/2003/Vista/Win 7 with upgradeability with future versions	
5.	Support for RHEL 4.0/5.0 for Workstation, ES, AS, Novel Suse 10 with upgradeability to future versions	

Table 53: Smart Card Printer

S.No	Specification	Complied(Yes/No)
1.	Print process : Dye Sublimation & thermal transfer	
2.	Resolution : 300 dpi or higher	
3.	Print Speed: approximately 120 cards per hour using YMCKO ribbon	
4.	Colors: Upto 16.7 million colors by using YMCK-O/YMCKO/KO ribbon	
5.	Buffer memory: 2MB or higher	
6.	Capable of Edge to Edge printing	
7.	Having card input hopper and in built cleaning system	
8.	Capable of printing and smart card electronic Personalization in single pass	
9.	Capable of Unicode compliance printing	

S.No	Specification	Complied(Yes/No)
10.	Smart card encoder within the printer should be PC/SC, ISO 7816 complaint, support 3V chip card with T=0 and T=1 protocol	
11.	Electronic chip personalization	

Table 54: Web Camera

S.No	Specifications	Complied(Yes/No)
1.	Minimum 10 Mega pixel CCD	
2.	10x Optical zoom	
3.	F Number: 2.8 - 5.8	
4.	Internal memory: min 16 MB	
5.	Interface: USB 2.0 Hi Speed	
6.	Pixel Size: Minimum 640 X 480	
7.	SD/MMC & equivalent card slot	
8.	Rechargeable Ni-MH/Ni-ion battery with charger	
9.	NTSC, PAL, Video out	
10.	Software & Drivers Compatibility: Windows Vista/XP/2000/9x/Win 7; Java Compatible	
11.	Supporting cables, software CD-ROM, batteries, USB cable, carrying case, adaptor and Tripod	
12.	Additional 2GB SD card	
13.	Image thus generated should be in PNG/ JPG/JPEG/TIFF format and should adhere to ISO/IEC 19794-5:2005(E)	

Table 55: Weighing Machine (1000 Kg)

S. No	Specifications	Complied(Yes/No)
1.	Capacity: 1000 Kg.	
2.	Accuracy: 200g Class :III	
3.	Platter Size:1200 x 1200 mm (+/-10%), made up of minimum 3 mm thickness steel and powder coated.	
4.	The scale should be made up of heavy structure platform with powder coating.	
5.	The scale should utilize Steel Alloy heavy duty Shear Beam Type Load Cells: 4 nos.	
6.	The Scale should be as per BIS specification. The scale should have ISI mark.	
7.	Should have model approval from Legal Metrology Dept., Govt.of India.	
8.	ISI marked duly certified and stamped by Weight and Measures Department and conforming to IS: 9281(pt 1&2)/1979,IS:9281 (pt 3)/1981 and IS:9281 (pt 4)/1983	
9.	Suitable for operation on 230 (+10%/-20%) Volts, 50 Hz single phase AC.	
10.	To be integrated with a Smart Transaction Terminal (POS machine)	
11.	Voice enabled for final calibrated value	
12.	Simple to operate	
13.	Rugged and reliable	
14.	Rust free robust design	
15.	Sealed to prevent roach entry	
16.	Built in calculator for accumulation, multiplication, and change function	
17.	Power saving mode	
18.	Display: LED display with 5 digit, size : Minimum height 14 mm	
19.	TARE function	
20.	The scale have LED indications for A.C. on , Net/Gross weight, Zero, Battery, Battery Low.	
21.	The scale should have Memory Accumulation feature.	

S. No	Specifications	Complied(Yes/No)
22.	The scale should have in built rechargeable battery backup for minimum of 8 hrs.	
23.	Display Intensity should be adjustable while operating on Battery for longer battery back up	

Table 56: Weighing Machine (200 Kg)

S.No	Specifications	Complied(Yes/No)
1.	Capacity: 200 Kg.	
2.	Accuracy: 20g Class :III	
3.	Platter Size:600 x 600 mm (+/-10%), stainless steel made	
4.	The scale should be made up of heavy structure platform with powder coated frames/	
5.	The Scale should be as per BIS specification. The scale should have ISI mark.	
6.	Should have model approval from Legal Metrology Dept., Govt. of India.	
7.	ISI marked duly certified and stamped by Weight and Measures Department and conforming to IS: 9281(pt 1&2)/1979,IS:9281 (pt 3)/1981 and IS:9281 (pt 4)/1983	
8.	Suitable for operation on 230 (+10%/ 20%) Volts 50 Hz single phase AC.	
9.	To be integrated with a Smart Transaction Terminal (POS machine).	
10.	Voice enabled for final calibrated value	
11.	Simple to operate	
12.	Rugged and reliable	
13.	Rust free robust design	
14.	Sealed to prevent roach entry	
15.	Built in calculator for accumulation, multiplication, and change function	
16.	Power saving mode	
17.	Display: LED display with 6 digit, Size: Minimum height 14 mm	
18.	TARE function.	
19.	The scale should have LED indications for A.C. On, Net/Gross Weight, Zero, Battery, Battery Low,	
20.	The scale should have Memory Accumulation Feature.	
21.	The Scale should have inbuilt rechargeable battery backup minimum of 8 hrs.	
22.	Display intensity should be adjustable while operating on battery for longer battery backup.	

Table 57: Chair

S. No	Specifications	Complied(Yes/No)
1.	Castored, ergonomic with contoured & padded seat & backrest	
2.	Backrest angle adjustment	
3.	Hand rests	
4.	360 degree swivel	
5.	Back Size: 22"H x 19"W	
6.	Seat Size: 18"D x 20"W	

Table 58: Table

S. No	Specifications	Complied(Yes/No)
1.	Supplying and fixing computer table of size: 120 cm* 60 cm* 75 cm, for sides, vertical, bottom, door and back made of 18 mm pre laminate particle board.	
2.	Top of table finished with pre laminated particle board and edge banding with same color PVC tape.	

S. No	Specifications	Complied(Yes/No)
3.	One drawer of 40 * 50 * 18 cm size, one cupboard with shelf, CPU Stand, Foot Rest, key board tray fitted with necessary fittings such as wire / cable manager, auto closing hinges,	
4.	Stainless steel handle, multipurpose lock, sliders, necessary bushes with fully closed back panel.	
5.	All wood finish should give the feeling of warmth and blends with the office ambience	
6.	Should be compact with ample storage	
7.	Should be aesthetically appealing in looks.	

Important Note for bidders:

(i)   It is mandatory to furnish complete technical specifications of the hardware & peripherals being offered, strictly as per the format, provided here. Correct technical information of the product being offered must be filled in.

(ii)   Filling the technical specifications/ information in the format using terms such as 'OK', 'Accepted', 'Noted', 'As given in Brochure/ Manual', 'Complied' is not acceptable. The offers not adhering to these guidelines are liable to be rejected.

(iii)   All relevant product information such as user manuals, technical specifications sheet should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification of the bid.

(iv)   In case any technical variance is offered, the same must be specified under the "Deviation, if any" column.

(v)   For each item listed below, the bidders must propose only one product.

(vi)   These specifications should be considered as the minimum to be fulfilled.

7.2.3   MINIMUM SOFTWARE FUNCTIONAL REQUIREMENTS:

Table 59: Enterprise Database

S. No	Functional Requirements	Complied(Yes/No)
1.	The license should be full use. The license should not be restrictive to any application.	
2.	Support for High Availability Clusters	
3.	The database should be able to interface directly with High Availability Clustering Software on UNIX, Linux & Windows	
4.	Database should provide High availability & Disaster recovery using cost effective option of automatically synchronizing the transaction logs to disaster site, which in case of fail over the other node provides the availability of all data. This flexibility of log synchronization should be supported from Enterprise to Entry Level server edition of the database	
5.	Database should have received the security certification from the International Common Criteria for Information Technology Security Evaluation	
6.	Database should also comply with Federal Information Processing Standard 140-2 (FIPS 140-2) standard. This standard describes US Federal government requirements for IT products that employ cryptographic modules	
7.	A centrally Monitored & Browser Based GUI Administration Tool should be available with the RDBMS to Create, Delete & Manipulate different Database Objects and also Schedule Queries priorities centrally	

Table 60: POS Application

S. No	Functional Requirements	Complied(Yes/No)
	System must perform the following functions in both online/offline Batch Processing modes.	
1.	System should be able to authenticate the FPS owner based on his	

S. No	Functional Requirements	Complied(Yes/No)
	biometrics and Smart Card for each sales transaction and display of any MIS records. Aadhar based authentication should be provided to the beneficiaries who have aadhaar card.	
2.	System should be able to perform sales transactions in account of authenticated FPS owner	
3.	System should be able to authenticate the beneficiary who arrives at respective FPS based on his bio-metrics (PIN no in case of no biometrics) and Smart Card.	
4.	System must be able to select the commodity for which the sales transaction is to be performed.	
5.	System should be able to display the monthly allocation of commodity to the beneficiary	
6.	System should be able to display the monthly commodity taken by the beneficiary	
7.	System should be able to display the quantity left for that month for the beneficiary	
8.	System should perform sale transaction for quantity asked/allotted/left for beneficiary.	
9.	System should be able to record daily closing balance at FPS	
10.	System should integrate seamlessly with PDS solution developed by NIC for deployment in the Civil Supplies Department of Daman & Diu.	
11.	System must verify the smart card based ration card details with the biometric details of the person comes for taking ration.	
12.	System shall auto check beneficiary's allotted quantity with smart card based ration card.	
13.	System must auto update beneficiary ration quota for the month after swiping the card in POS machine and successful completion of the sales transaction.	
14.	System must update the stock of FPS owner after successful swiping the card of beneficiary in POS machine and successful completion of the sales transaction.	
15.	System must be capable of automatically taking into account the weight of the commodity issued to the each beneficiary.	
16.	System must pronounce the weight of the commodity issued to the beneficiary in regional language.	
17.	System must update the data in beneficiaries smart card based ration card after swiping in POS machine at FPS shop and successful completion of the sales transaction.	
18.	System should be able to generate auto alerts in the form of status updates/E-Mail for every process step or as finalized by the Department.	
19.	System must complete the sales transaction only after successfully authenticating the respective beneficiary's biometrics (PIN no in case of no biometrics) as acknowledgement.	
20.	System must generate print receipts (three copies) for each successful/failure transaction.	
21.	System must be able to acknowledge the respective commodity received at the FPS.	

Table 61: Grievance Redressal

S. No	Functional Requirements	Complied(Yes/No)
1.	Should be able to set up details of R&R committee and grievance redressal cell	
2.	System shall allow user to define escalation matrix for grievance redressal	
3.	System shall allow user to define workflow for grievance redressal	

S. No	Functional Requirements	Complied(Yes/No)
4.	System shall allow user to record the details of grievances filed	
5.	System should be able to uniquely identify a grievance	
6.	System shall allow user to record the decision towards a grievance	
7.	System shall allow user to track the status of grievance	
8.	System should allow user to enters details of Court cases against a grievance if any	
9.	System should allow user to classify the court cases according to their current court type	
10.	System should allow user to establish parent-child relationship between court cases	
11.	System must be able to configure the SMS to be sent to the complainant and assigned officer upon each change/movement of grievance status.	

Table 62: Aadhaar Specification

S. No	Functional Requirements	Complied(Yes/No)
1.	Aadhaar biometric de-duplication must ensure unique and genuine beneficiaries	
2.	Resident authentication must ensure targeted and guaranteed delivery of ration	
3.	Online Aadhaar authentication must help in real-time knowledge of demand, consumption and help optimize supply chain management	
4.	Aadhaar authentication must not be restricted to any one shop, providing choice and portability of benefits to residents	
5.	All food benefits should be linked to the UID number and integrated	
6.	Aadhaar enabled online system must allow for changes in entitlements to be made efficiently, especially in emergency situations	
7.	Aadhaar linked MIS system must help in better monitoring at the state level, community level and by residents and Civil Supplies Officers	
8.	Aadhaar authentication should enable fast grievance reporting through mobile or online channels	

Table 63: Helpdesk Specification

S. No	Functional Requirements	Complied(Yes/No)
1.	User must be able to log the bug report in the system	
2.	User must be able to log the Change request in the software module in the system	
3.	User must be able to monitor the status of the reported Bug/Change request	
4.	Administrator must be able to assign the bug report/change request to the team	
5.	Administrator should be able to log the bugs and change request in the system.	
6.	Administrator must be able to generated MIS like • Total bugs • Assigned bugs • Unassigned bugs • Average Resolution time for each reported bug • Resolution time for each reported bug • List of unresolved bugs • Action taken on each reported bug • Total Change requests • Assigned Change requests • Unassigned change requests	

S. No	Functional Requirements	Complied(Yes/No)
	• Average Resolution time for each Change request • Resolution time for each change request • List of unresolved Change request • Action taken on each change request	
7.	User must be intimated of accepted change request	
8.	Concern users must be intimated upon successful development and release with the implemented change request	
9.	User must be intimated of the resolved bugs.	

Important Note for bidders:

(i) It is mandatory to furnish complete functional requirement of the Software strictly as per the format, provided here. Correct technical information of the product being offered must be filled in.

(ii) Filling the functional requirement/ information in the format using terms such as 'OK', 'Accepted', 'Noted', 'As given in Brochure/ Manual', 'Complied' is not acceptable. The offers not adhering to these guidelines are liable to be rejected.

(iii) All relevant product information such as user manuals, technical specifications sheet should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification of the bid.

(iv) In case any technical variance is offered, the same must be specified under the "Deviation, if any" column.

(v) For each item listed below, the bidders must propose only one product.

(vi) These specifications should be considered as the minimum to be fulfilled.

7.3   FORM III – FINANCIAL BID

Covering letter (on the Company letter head of the lead partner)

To,
Secretary
Civil Supplies Department
Dholar, Moti Daman
Daman, 3963210

Subject: Bid for Selection of System Integrator for end to end computerization of Public Distribution System (PDS) for the UT Administration of Daman & Diu

Dear Sir,

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services for **end to end computerization of Public Distribution System (PDS) for the UT Administration of Daman & Diu** and to meet such requirements and provide such services as are set out in the Bid Document.

We have uploaded the Commercial Bid on www.daman.nprocure.com as per the requirements of the tender document.

We undertake, if our Bid is accepted, to adhere to the implementation plan (Key Events/ Activities and dates of the project) put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and the Civil Supplies Department, Daman & Diu.

If our Bid is accepted, we will obtain a performance bank guarantee in the format given in the Bid Document issued by a nationalized bank in India, acceptable to the Civil Supplies Department, Daman & Diu, for a sum of 10% of the Total Cost of the project for a period of five years.

We agree for unconditional acceptance of all the terms and conditions in the Bid document and also agree to abide by this Bid Response for a period of SIX (plus ONE) MONTHS from the date fixed for Bid opening and it shall remain binding upon us. Until within this period a formal contract is prepared and executed, this Bid Response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us.

We agree that you are not bound to accept the lowest or any Bid 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 Bid Response without assigning any reason whatsoever.

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

Dated this   ………………………….   Day of……………..2014

(Signature)   (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

……………………………………………………………………………………………
  (Name and address of Tendering Company)
  Seal/Stamp of Bidder

7.4 FINANCIAL ANNEXURE – F

Name of the Company: _____

Annexure-Fin-A

This is for reference only and not to be submitted in the Bid

Table 64: Performa for quoting the Data Center Hardware and software rates for:

Item Description	Unit Price (INR) (Inclusive of Customs Duty+Excise) (C)	Taxes(Sales Tax+ Octroi+ FFI+ Service Tax)(INR)	Total Amount with Tax (INR) (B)	Quantity (E)	Total Amount (INR)(A+ B)
Network Infrastructure Components					
Rack (36U)				1	
Server Hardware					
Application Server				3	
Database Server				3	
Web Server				1	
Blade Enclosure				2	
Sever for Helpdesk, Beneficiaries service desk and SMS server				1	
Softwares & Licenses					
OS Server				8	
RDBMS (Enterprise)				As per requirement	
SLA and Help-Desk Management Software				1	
Grand Total (N1-DC)					

Table 65: Performa for quoting the Hardware, Network Components and software rates at Field Office for Daman & Diu:

Item Description	Unit Price (INR) (Inclusive of Customs Duty+Excise) (C)	Taxes(Sales Tax+ Octroi+ FFI+ Service Tax)(INR)	Total Amount with Tax (INR) (B)	Quantity (E)	Total Amount (INR)(A+ B)
H/W at Offices, Godown and FPS					
Desktops(with OS License)				19	
Smart card printer				4	
Smart card reader				4	
Smart card 1				25000	
Smart card 2				120	
POS				112	
UPS 5 KVA(60 mins backup)				2	
UPS 1 KVA(60 mins backup)				5	
Multifunction Printer				9	
Finger print scanner				2	

Hardware and Software IT Infrastructure for Daman & Diu					
Item Description	Unit Price (INR) (Inclusive of Customs Duty+Excise) (C)	Taxes(Sales Tax+ Octroi+ FFI+ Service Tax)(INR)	Total Amount with Tax (INR) (B)	Quantity (E)	Total Amount (INR)(A+ B)
UTP cable-CAT-6 (Box of 305 Mts.)				8	
RJ – 45 Connectors (Lump sum)				1	
Patch Cords				50	
LAN I/O Box				50	
Digital Web Camera				4	
16 port Switch				6	
Weighing Machine (200 KG)				51	
Weighing Machine (1000 KG)				3	
Softwares & Licenses					
Microsoft Office suite				19	
Antivirus (For 5 years)				19	
Non IT Infrastructure					
Electrical Work (Lump sum)				1	
Earthing (Lump sum)				1	
Table				6	
Chair				6	
Grand Total (N1-DD)					

Table 66: Performa for quoting the Hardware, Network Components and software rates at Field Office for Dadra & Nagar Haveli

Hardware and Software IT Infrastructure for Dadra & Nagar Haveli					
Item Description	Unit Price (INR) (Inclusive of Customs Duty+Excise) (C)	Taxes(Sales Tax+ Octroi+ FFI+ Service Tax)(INR)	Total Amount with Tax (INR) (B)	Quantity (E)	Total Amount (INR)(A+ B)
H/W at Offices, Godown and FPS					
Desktops(with OS License)				13	
Smart card printer				4	
Smart card reader				2	
Smart card 1				50000	
Smart card 2				85	
POS				76	
UPS 5 KVA(60 mins backup)				1	
UPS 1 KVA(60 mins backup)				3	
Multifunction Printer				4	
Finger print scanner				2	
UTP cable-CAT-6 (Box of 305 Mts.)				2	
RJ – 45 Connectors (Lump Sum)				1	
Patch Cords				13	
LAN I/O Box				26	

Hardware and Software IT Infrastructure for Dadra & Nagar Haveli					
Item Description	Unit Price (INR) (Inclusive of Customs Duty+Excise) (C)	Taxes(Sales Tax+ Octroi+ FFI+ Service Tax)(INR)	Total Amount with Tax (INR) (B)	Quantity (E)	Total Amount (INR)(A+ B)
Digital Web Camera				4	
16 port Switch				5	
Weighing Machine (200 KG)				76	
Weighing Machine (1000 KG)				3	
Softwares & Licenses					
Microsoft Office suite				13	
Antivirus (For 5 years)				13	
Non IT Infrastructure					
Electrical Work (Lump sum)				1	
Earthing (Lump sum)				1	
Table				8	
Chair				8	
Grand Total (N1-DNH)					

Total Cost (N1) (in Amount) = <Grand Total (N1-DC) + Grand Total (N1-DD) + Grand Total (N1-DNH)>

Total Cost (N1) (in Words) = <Grand Total (N1-DC) + Grand Total (N1-DD) + Grand Total (N1-DNH)>

Note:
1) Costs should be indicated clearly.
2) The quoted prices include Five year comprehensive onsite warranty and maintenance.
3) Prices should be indicated in Indian Rupees only and in the respective units indicated at each row.
4) The bidder shall propose all aforementioned equipment / items meeting the minimum technical specifications, however the bidder is free to propose equipment / items that are over and above the specified minimum technical specifications
5) Duly tagged product catalogues with technical specifications of the product should also be provided along with certificate for association with the OEM.
6) It will be the responsibility of the SI to supply the equipment / items as proposed. Any lower deviation in the installed equipment/ items from the proposed equipment / items would be termed as breach of contract and the contract may be terminated.
7) Project team member along with the Department Hardware expert will ensure that the hardware deployed by the Bidder is loaded with the required/specified drivers.

Annexure-Fin-B

Name of the Company: _____

<p style="color:red; text-align:center;">This is for reference only and not to be submitted in the Bid</p>

Table 67: Annexure for quoting the rate for services (One Time) for Daman & Diu

S.No	Activity	Total Cost	Taxes	Total Cost after Tax
1.	Cost of Ration card replacement with Smart Card based Ration Cards (B) along with Biometric (Fingerprint) Collection (as mentioned in Section 3.1) for approximately 25000 Ration Cards			
2.	Cost of Scanning of Ration Card Application Forms along with supporting documents 3,50,000 (as mentioned in Section 3.2)			
3.	Cost for Scanning of per 5,000 additional Ration Card Application Forms along with supporting documents over and above 3,50,00			
4.	Solution customization cost (as mentioned in Section 3.3)			
5.	Application Rollout cost			
6.	Training Cost (as mentioned in Section 3.10)			
7.	Provisioning of Connectivity (as mentioned in Section 3.5 (E) and Section 3.5(F))			
	Total (N2-DD)			

Table 68: Annexure for quoting the rate for services (One Time) for Dadra & Nagar Haveli

S.No	Activity	Total Cost	Taxes	Total Cost after Tax
1.	Cost of Ration card replacement with Smart Card based Ration Cards (B) along with Biometric (Fingerprint) Collection (as mentioned in Section 3.1) for approximately 50000 Ration Cards			
2.	Cost of Scanning of Ration Card Application Forms along with supporting documents 10,00,000 (as mentioned in Section 3.2)			
3.	Cost for Scanning of per 5,000 additional Ration Card Application Forms along with supporting documents over and above 10,00,000			
4.	Solution customization cost (as mentioned in Section 3.3)			
5.	Application Rollout cost			
6.	Training Cost (as mentioned in Section 3.10)			
7.	Provisioning of Connectivity (as mentioned in Section 3.5 (E) and Section 3.5(F))			
	Total (N2-DNH)			

Total Cost (N2) (in Amount) = < Total (N2-DD) + Total (N2-DNH) >

Total Cost (N2) (in Words) = < Total (N2-DD) + Total (N2-DNH) >

Signature of the Bidder:

Name:

Date:

Place:

Company Seal:

Note:-
1. Costs should be indicated clearly.
2. Prices should be indicated in Indian Rupees only and in the respective units indicated at each row.
3. Vendor has to quote for all items as mentioned above otherwise he may not be considered.

Annexure-Fin-C

Name of the Company: _____

This is for reference only and not to be submitted in the Bid

Table 69: Annexure for quoting the rate for services for Five Years for Daman & Diu

S.No	Activity	Total Cost	Taxes	Total Cost after Tax	Total cost for Five Years
1.	Total charges for Helpdesk management per month				
2.	Total charges for Beneficiaries Service desks management (P1) per month				
3.	Total charges for Data Centre Support (I) per month				
4.	Total charges for POS Maintenance per month				
				Total (N3-DD)	

Table 70: Annexure for quoting the rate for services for Five Years for Dadra & Nagar Haveli

S.No	Activity	Total Cost	Taxes	Total Cost after Tax	Total cost for Five Years
1.	Total charges for Helpdesk management per month				
2.	Total charges for Beneficiaries Service desks management (P1) per month				
3.	Total charges for Data Centre Support (I) per month				
4.	Total charges for POS Maintenance per month				
				Total (N3-DNH)	

Total Cost (N3) (in Amount) = < Total (N3-DD) + Total (N3-DNH) >

Total Cost (N3) (in Words) = < Total (N3-DD) + Total (N3-DNH) >

Signature of the Bidder:

Name:

 Date:

 Place:

 Company Seal:

Note:-
1. Costs should be indicated clearly.
2. Prices should be indicated in Indian Rupees only and in the respective units indicated at each row.
3. Vendor has to quote for all items as mentioned above otherwise he may not be considered.

Annexure-Fin-Total

Name of the Company: _____

This is for reference only and not to be submitted in the Bid

Table 71: Annexure for quoting the Total Project Cost

Sl. No.	Items	Rates in INR
1.	Total Project Cost (L) = Total rates for Hardware, networking equipment and software rates + Total rates for services (One Time) + Total rates for services for Five Years= (N1) + (N2) + (N3)	
	Total In Words_____ _____	

Signature of the Bidder:

Name:
Date:
Place:
Company Seal:

<u>Note:-</u>

1. Costs should be indicated clearly.
2. Prices should be indicated in Indian Rupees only and in the respective units indicated at each row.

7.5   SOFTWARE MAINTENANCE PLAN

The following procedure will be followed to escalate the issues faced by the Bidder in the PDS application. The procedure followed for the escalation of these issues to NIC will be as follows:

a. The Bidder will submit the detailed documentation of the issue faced in the PDS application along with relevant documents like screen shots or report generated by the system on the same day to the Nodal officer of the Department. A log of the same will be kept by the Bidder as well as the Department.
b. Nodal officer from the Department will forward the detailed documentation of the issue along with the supporting documents to the State Informatics officer (SIO), NIC, Daman & Diu, and will keep a record of the date and time when the request is forwarded to NIC.
c. NIC will immediately submit their comments (analysis of the problem, root cause for the problem) on the problems reported.
d. Any such request raised can be rejected with suitable reasoning with details.
e. NIC will need to provide the solution (patch / upgrade) for the problem within the timelines prescribed by the Department, depending upon the complexity of the problem / issue involved.
f. NIC will hand over the patch / upgrade to the Nodal officer of the Department. The Nodal officer will update its log of issues by mentioning the date and time when the solution has been received from NIC.
g. Nodal officer will hand over the solution (patch / upgrade) to the Bidder and both will update their records.
h. It would be the responsibility of the Bidder to deploy the patch / upgrade at all the required locations (data center, Department, FPS, KD) within the defined SLAs mentioned in Scope of work of this RFP. Bidder will also submit a satisfaction report to the Nodal officer of the Department, who in turn will forward a copy of the same to NIC.

List of Documents to be submitted On-Line

The List of Documents supporting Technical proposal to be uploaded on the website (www.daman.nprocure.com)

S. N.	Supporting documents
1.	Scanned Copy of Cover letter as mentioned in Section 7.1.1 of RFP
2.	Scanned Copy of Cover letter as mentioned in Section 7.2 of RFP
3.	Scanned Copy of Demand draft of INR 5000-/ (Five Thousand Only) as mentioned in Section 2.13.3 of RFP
4.	Scanned Copy of Demand Draft/ Bank Guarantee / FDR drawn on Nationalized/ Scheduled bank only in favor of "the Collector, Daman, UT Administration of Daman & Diu" payable at Daman. of INR 1500000/- (Rupees Fifteen Lakhs) as mentioned in Section 2.13.5 of RFP
5.	Scanned Copy of Original Power of attorney Document as mentioned in Section 5.14 & 7.1.9 of RFP
6.	Scanned Copy of Original Consortium agreement as mentioned in Section 5.14 of RFP
7.	Scanned Copy of Self-certificate by Company Secretary as mentioned in Section 5.14 of RFP
8.	Scanned Copy of Company Registration certificate as mentioned in Section 5.14 of RFP
9.	Scanned Copy of Work order from client for IT existence proof as mentioned in Section 5.14 of RFP
10.	Scanned Copy of Self-certificate signed by authorized signatory mentioning that that the company / all companies (in case of consortium) are not Banned or Blacklisted Companies by Government Institutions in India as mentioned in Section 5.14 of RFP
11.	Scanned Copy of the PAN card of the Bidder / each consortium member
12.	Audited Balance sheets for last three years as mentioned in Section 5.14.1 of RFP
13.	Statutory Auditor's certificate for turnover from IT services as mentioned in Section 5.14.1 of RFP
14.	Audited Profit and Loss Account statements as mentioned in Section 5.14.1 of RFP
15.	Certificate for positive net worth by Statutory auditor as mentioned in Section 5.14.1 of RFP
16.	Copy of Quality certificate / documentation of Quality policy as mentioned in Section 5.14 of RFP
17.	A certificate signed by the HR Head of the Bidder/ Lead Partner of consortium having minimum of hundred regular IT professionals on its payrolls as on 30th June, 2014 should be submitted as mentioned in Section 5.14.2 of RFP
18.	Scanned Copy of Work orders Certificate from clients Completion certificates from Client as mentioned in Section 5.14.2 of RFP
19.	Scanned Copy of Self-Certification mentioning that the equipment quantity and specifications provided by the Bidder should meet the minimum technical specifications and numbers specified in this RFP as
20.	Scanned Copy of valid SCOSTA certificate & self-certificate as mentioned in Section 5.14.3 of RFP
21.	Warranty of data retention as mentioned in Section 5.14.3 of RFP
22.	Scanned Copy of Client certificate showing volumes of Smart Cards delivered as mentioned in Section 5.14.3 of RFP
23.	Scanned Copy of a Signed Undertaking as mentioned in Section 5.14 of RFP

Hardware and Software IT Infrastructure					
Item Description	Unit Price (INR) (Inclusive of Customs Duty+Excise) (A)	Taxes (Sales Tax+ Octroi+ FFI+ Service Tax) (INR) (B)	Total Unit Rate with Taxes (INR) (C) = (A) + (B)	Quantity (Q)	Total Amount (INR) (C x Q)
Network Infrastructure Components					
Rack (36U)			0	1	0
Server Hardware					
Application Server			0	3	0
Database Server			0	3	0
Web Server			0	1	0
Blade Enclosure			0	2	0
Sever for Helpdesk, Beneficiaries service desk and SMS server			0	1	0
Softwares & Licenses					
OS Server			0	8	0
SLA and Help-Desk Management Software			0	1	0
RDBMS (Enterprise)			0	As per requirement	#VALUE!
Grand Total (N1-DC)					#VALUE!

Hardware, Network Components and software rates at Field Office for Daman & Diu					
Item Description	Unit Price (INR) (Inclusive of Customs Duty+Excise) (A)	Taxes (Sales Tax+ Octroi+ FFI+ Service Tax) (INR) (B)	Total Unit Rate with Taxes (INR) (C) = (A) + (B)	Quantity (Q)	Total Amount (INR) (C x Q)
H/W at Offices, Godown and FPS					
Desktops(with OS License)			0	19	0
Smart card printer			0	4	0
Smart card reader			0	4	0
Smart card 1			0	25000	0
Smart card 2			0	120	0
POS			0	112	0
UPS 5 KVA(60 mins backup)			0	2	0
UPS 1 KVA(60 Mins backup)			0	5	0
Multi Function Printers			0	9	0
Finger print scanner			0	2	0
UTP cable-CAT-6 (Box of 305 Mts.)			0	8	0
Patch Cords			0	50	0
LAN I/O Box			0	50	0
Digital Web Camera			0	4	0
16 port Switch			0	6	0
Weighing Machine (200 KG)			0	51	0
Weighing Machine (1000 KG)			0	3	0
RJ-45 Connectors (Lumpsum)			0	1	0
Softwares & Licenses					
Microsoft Office suite			0	19	0
Antivirus for 5 Years			0	19	0
Physical Infrastructure					
Electrical Work(lumpsum)			0	1	0
Earthing (lumpsum)			0	1	0
Table			0	6	0
Chair			0	6	0
Grand Total (N1-DD)					0

Item Description	Unit Price (INR) (Inclusive of Customs Duty+Excise) (A)	Taxes (Sales Tax+ Octroi+ FFI+ Service Tax) (INR) (B)	Total Unit Rate with Taxes (INR) (C) = (A) + (B)	Quantity (Q)	Total Amount (INR) (C x Q)
H/W at Offices, Godown and FPS					
Desktops(with OS License)			0	13	0
Smart card printer			0	4	0
Smart card reader			0	2	0
Smart card 1			0	50000	0
Smart card 2			0	85	0
POS			0	76	0
UPS 5 KVA(60 mins backup)			0	1	0
UPS 1 KVA(60 Mins backup)			0	3	0
Multi Function Printers			0	4	0
Finger print scanner			0	2	0
UTP cable-CAT-6 (Box of 305 Mts.)			0	2	0
Patch Cords			0	13	0
LAN I/O Box			0	26	0
Digital Web Camera			0	4	0
16 port Switch			0	5	0
Weighing Machine (200 KG)			0	76	0
Weighing Machine (1000 KG)			0	3	0
RJ-45 Connectors (Lumsum)			0	1	0
Softwares & Licenses					
Microsoft Office suite			0	13	0
Antivirus for 5 Years			0	13	0
Physical Infrastructure					
Electrical Work (lumpsum)			0	1	0
Earthing (lumpsum)			0	1	0
Table			0	8	0
Chair			0	8	0
Grand Total (N1-DNH)					**0**

Hardware, Network Components and software rates at Field Office for Dadra & Nagar Haveli

Rate for services (One Time) for Daman & Diu			
List of Activity(A)	Total Cost(A)	Taxes(B)	Total Cost after Tax(A+B)
Cost of Ration card replacement with Smart Card based Ration Cards (B) along with Biometric (Fingerprint) Collection (as mentioned in Section 3.1 of RFP) for approximately 25000 Ration Cards			0
Cost of Scanning of Ration Card Application Forms along with supporting documents 3,50,000 (as mentioned in Section 3.2 of RFP)			0
Cost for Scanning of per 5,000 additional Ration Card Application Forms along with supporting documents over and above 3,50,00			0
Solution customization cost (as mentioned in Section 3.3 of RFP)			0
Application Rollout cost			0
Training Cost (as mentioned in Section 3.10 of RFP)			0
Provisioning of Connectivity (as mentioned in Section 3.5 (E) and Section 3.5(F))			
Total (N2-DD)			0

Rate for services (for 5 years) for Daman and Diu				
\	Total Cost(A)	Taxes(B)	Total cost for after tax(A+B)	Total cost for Five Years after tax(A+B)
Total charges for Helpdesk management per month			0	0
Total charges for Beneficiaries Service desks management (P1) per month			0	0
Total charges for Data Centre Support (I) per month			0	0
Total charges for POS Maintenance per month			0	0
Total (N3-DD)			0	0

Rate for services (One Time) for Dadra & Nagar Haveli			
List of Activity(A)	Total Cost(A)	Taxes(B)	Total Cost after Tax(A+B)
Cost of Ration card replacement with Smart Card based Ration Cards (B) along with Biometric (Fingerprint) Collection (as mentioned in Section 3.1 of RFP) for approximately 50000 Ration Cards			0
Cost of Scanning of Ration Card Application Forms along with supporting documents 10,00,000 (as mentioned in Section 3.2 of RFP)			0
Cost for Scanning of per 5,000 additional Ration Card Application Forms along with supporting documents over and above 10,00,000			0
Solution customization cost (as mentioned in Section 3.3 of RFP)			0
Application Rollout cost			0
Training Cost (as mentioned in Section 3.10 of RFP)			0
Provisioning of Connectivity (as mentioned in Section 3.5 (E) and Section 3.5(F))			
Total (N2-DNH)			0

Rate for services (for 5 years)				
List of Activity(B)	Total Cost(A)	Taxes(B)	Total cost for after tax(A+B)	Total cost for Five Years after tax(A+B)
Total charges for Helpdesk management per month			0	0
Total charges for Beneficiaries Service desks management (P1) per month			0	0
Total charges for Data Centre Support (I) per month			0	0
Total charges for POS Maintenance per month			0	0
Total (N3-DNH)			0	0

Summary of Cost		
S No.	Item	Total Price (in Fig)
Total (A) CAPEX		
1	Total Project Cost (L) = Total rates for Hardware, networking equipment and software rates + Total rates for services (One Time) + Total rates for services for Five Years= (N1) + (N2) + (N3)	#VALUE!
Grand Total in Figures		#VALUE!

Grand Total in Words……..

………

Where

N1	=	Grand Total (N1-DC) + Grand Total (N1-DD) + Grand Total (N1-DNH)	From Sheets "HW and Software Cost (N1-DC)", "DD Offices (N1-DD)" and "DNH Offices (N1-DNH)"
N2	=	Total (N2-DD) + Total (N2-DNH)	From Sheets "DD-Services Cost (N2-DD) & (N3-DD)" and "DN-Services Cost (N2-DN) & (N3-DN)"
N3	=	Total (N3-DD) + Total (N3-DNH)	From Sheets "DD-Services Cost (N2-DD) & (N3-DD)" and "DN-Services Cost (N2-DN) & (N3-DN)"