



MP State Electronics Development Corporation Ltd.

(A Govt. of M.P. Undertaking)

State IT Centre, 47-A, Arera Hills, Bhopal 462011 M.P.

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Tender No. - MPSEDC/SRDH/ACGM/2014/019

**Request for Proposal for Empanelment of Agencies for Supply,
Installation and Maintenance of Biometric Devices**

Date – 10th June, 2014

BID DATA SHEET

Particular	Details
Name of the Client	Madhya Pradesh State Electronics Corporation (MPSEDC)
Address and Concerned person for Correspondence	Addl. Chief General Manager, MPSEDC, State IT Center, 47-A, Arera Hills, Bhopal, Madhya Pradesh
Purchase of Tender Start Date and Time	10/06/2014, 10:30 Hrs.
Purchase of Tender End Date and Time	01/07/2014,17:30 Hrs.
Date of Pre-Bid Conference	18/06/2014, 15:30 Hrs.
Venue of Pre-Bid Conference	Conference Room, 2nd Floor, State IT Centre, 47 A Arera Hills, Bhopal, Madhya Pradesh
Email address to send the Pre-bid queries	info@mpsedc.com
Bid Submission Date	02/07/2014,17:30 Hrs.
Cost of bid document	Rs. 5000.00 + Processing Fees (non-refundable) to be paid online through the e-procurement portal.
EMD / Bid Security Amount	Rs. 5 Lakhs in form Demand Draft/ Bank Guarantee issued by a Scheduled / Nationalized Bank in India, in favour of MP State Electronics Development Corporation Ltd. payable at Bhopal
EMD submission date	05/07/2014, 15:00 Hrs. Scan copy of the EMD to be submitted along with technical proposal through e Procurement portal. Physical copy of the EMD should be submitted to MPSEDC at address mentioned above between 03 rd July, 2014, 10:00 Hrs to 05 th July 2014, 15:00 Hrs.
Date and time for opening of Technical Proposal	05/07/2014,15:30 Hrs.
Technical Presentations and demonstration by the bidders	14/07/2014 and 15/07/2014

Particular	Details
Date and time for opening of Financial Proposal	21/07/2014,15:30 Hrs.
Performance Bank Guarantee	Amount equivalent to 10% of the total value of purchase order(s) received by empanelled agency from MPSEDC/ Concerned Dept. The PBG should be issued by a Scheduled / Nationalized Bank in India, in favour of MP State Electronics Development Corporation Ltd. payable at Bhopal
Method of submission of Proposal	Through eProcurement portal of MPSEDC (website www.mpeproc.gov.in)
Validity of Bids	Minimum 180 days from the due date of submission of proposal as mentioned in this RFP or the subsequent corrigendum (if any)

Table of Contents

1	Introduction	7
1.1	Objective of the RFP	7
1.2	Scope of Empanelment	8
2	Instructions to the Bidders	9
2.1	Availability of RFP Document	9
2.2	Pre-bid Meetings and Clarifications.....	9
2.3	Preparation and Submission of Proposal.....	10
3	Qualification Criteria and Bid Evaluation	13
3.1	Evaluation Methodology	13
3.2	Eligibility Criteria	14
3.3	Technical Qualification Criteria.....	15
3.4	Financial Bid Evaluation	18
3.5	Empanelment of the Bidder.....	18
3.6	Confidentiality	19
4	Scope of Work	20
4.1	Supply, Installation and Maintenance of Devices	20
4.2	After Sales Support.....	21
5	Service Level Agreements and Payment Schedules	23
5.1	Payment Schedules.....	23
5.2	Other Payment Terms	24
5.3	Service Level Agreement and Penalties	24
6	Terms and Conditions Governing the Contract	27
6.1	Signing of Contract.....	27
6.2	Performance Bank Guarantee (PBG)/ Security Deposit.....	27

6.3	Validity period/Duration of the empanelment.....	27
6.4	Taxes and Duties.....	28
6.5	Transfer / Sub-Contracting.....	28
6.6	Completeness of Contract	28
6.7	Suspension & Cancellation of empanelment	28
6.8	Amendment.....	29
6.9	Corrupt / Fraudulent Practices.....	29
6.10	Resolution of Disputes	30
6.11	Legal Jurisdiction	30
6.12	Indemnity.....	30
6.13	Publicity.....	30
6.14	Performance Obligations	30
6.15	Force Majeure	31
6.16	Right to terminate the process.....	32
7	Annexure I: Technical Specification of devices	33
7.1	Category I - USB based Single Finger Print Authentication Device	33
7.2	Category II - Point of Sale (PoS) Devices/Handheld Terminal Type A	35
7.3	Category III - Point of Sale (PoS) Devices/Handheld Terminal Type B.....	38
7.4	Category IV - Tablet Based Authentication Device	40
7.5	Category V – Mobile Terminal.....	42
8	Annexure II: Technical Proposal Formats	46
8.1	Covering letter for Technical Proposal.....	46
8.2	Checklist for Technical Proposal	48
8.3	Statement of No Deviation from the RFP Requirements	50
8.4	Self declaration for not being blacklisted by any Government Entity	51
8.5	Manufacturer Authorization letter	52
8.6	Details of Service Centre in Madhya Pradesh.....	53
8.7	Format for Undertaking for Setting up and Operate Service Centre	54

8.8	Details of Technical Manpower available with bidder	55
8.9	Undertaking from the Bidder on biometric devices supplied	56
8.10	Relevant Project Experience	57
8.11	Compliance sheet for Technical Specification	59
8.12	Format for Queries	72
9	Annexure III: Financial Proposal Formats	74
9.1	Covering Letter for Financial Proposal	74
9.2	Financial Proposal	76
10	Annexure IV: Format of EMD and PBG.....	78
10.1	Earnest Money Deposit (EMD)/Bid Security	78
10.2	Format of Performance Bank Guarantee (PBG).....	79

1 Introduction

Madhya Pradesh State Electronics Development Corporation (MPSEDC) is a wholly owned undertaking of the Government of Madhya Pradesh. MPSEDC has been designated as a State Level Agency for implementation of IT project in State. The agency is continuously working towards promotion & implementation of IT and e-Governance project in Madhya Pradesh. The MPSEDC has successfully executed various large IT project (such as SWAN, E-District, SSDG, SDC, etc) and has been instrumental in providing ICT support to various State Government Departments.

The State Government Departments are in process of transforming their existing processes/services with the use of latest technologies towards identification and authentication of the beneficiary. The Departments are planning to augment their service delivery by inclusion of biometric technology which shall not only enhance the accuracy of the system but shall also make the systems automated, authentic, faster and transparent.

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

For delivering the services to the citizens in a more efficient and effective manner, Government of Madhya Pradesh wishes to make use of the Aadhaar. With this intent, the Government is in process of setting up the State Resident Data Hub (SRDH) and create enabling platform for Aadhaar Enabled Service Delivery. The SRDH shall act as framework for enabling efficient service delivery, better planning, and shall also be helpful for monitoring of schemes by Government of Madhya Pradesh.

In view of the above, various State Government departments would require biometric devices for authentication during service delivery. It is because of this purpose, this RFP has been published to empanel the agencies to supply, install and maintain biometric devices based on the requirement of user department.

1.1 Objective of the RFP

MPSEDC wishes to empanel agencies who offer products in compliance to the Guidelines of UIDAI, STQC and as per the specifications laid down in this RFP. Through this RFP MPSEDC would want to achieve the following:

- a) To ensure that biometric devices, which would be used by Government Departments for authentication purpose, are in accordance with STQC and UIDAI guidelines.

- b) To shorten the time required for procurement of devices through tendering process by various department.
- c) To ensure the standard biometric devices are being procured by the State Government Departments
- d) To discover the rates of different types of biometric authentication devices at competitive price.

1.2 Scope of Empanelment

This RFP is for the empanelment of agencies with MPSEDC for Supply, Installation and Maintenance of Biometric Devices for the services being delivered by various State Government departments of MP. The empanelment of agencies shall be carried out for the following product categories:-

- **Category I** - USB based Single Finger Print Authentication Device
- **Category II** - Point of Sale (PoS) Devices/Handheld Terminal Type A
- **Category III** - Point of Sale (PoS) Devices/Handheld Terminal Type B
- **Category IV** - Tablet Based Authentication Device
- **Category V**- Mobile Terminal

The detailed technical specification of the each of the above mentioned devices are provided in Annexure I.

The empanelment will be done for each of the identified product category separately. The MPSEDC wishes to select at least one agency from the tendering process for each Product Category. MPSEDC reserves the right to decide about the number of agencies in the panel for each category of the product.

The empanelment for each product category will be initially for a period of one year, which may be extended by one more year by mutual consent. The rate for various products would remain valid for the period of empanelment / extended period of empanelment.

The Bidder may choose to quote rate for any one, more or all five kind of devices. The empanelment shall be done on the basis of lowest rate received for each category of device after qualification of technical criteria.

2 Instructions to the Bidders

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

2.1 Availability of RFP Document

The tender document is available and downloadable on following websites:

- a) <http://www.mpeproc.gov.in>
- b) <http://www.mpsedc.com>
- c) <http://www.mp.gov.in>

Tender Fees (non-transferable & non-refundable) must be paid online at e- procurement portal (<http://www.mpeproc.gov.in>)

2.2 Pre-bid Meetings and Clarifications

2.2.1 Clarifications

The prospective Bidder requiring any clarification to the RFP shall contact MPSEDC through email by sending the queries at info@mpsedc.com. The queries, if any, shall be submitted by the bidders as per the format given in Annexure II. The MPSEDC would provide clarifications to only those queries which would be received before the due date as mentioned in Bid data sheet. All future correspondence/corrigendum shall be published on www.mpeproc.gov.in and www.mpsedc.com

2.2.2 Pre-bid Conference and Issue of Corrigendum

- a) A Pre-Bid conference of all the interested bidders shall be held at the scheduled date and time as per the details mentioned in the Bid Data Sheet. In pre-bid meeting problems of general nature will be entertained.
- b) MPSEDC reserves the right to make any kind of amendments or in the terms and conditions of RFP before the due date of submission of bid. Any change/ clarification/ corrigendum would be uploaded on the e- procurement portal. This will form a part of this tender document
- c) MPSEDC, at its discretion may extend the deadline for the submission of bids.

2.3 Preparation and Submission of Proposal

2.3.1 Completeness of Bids

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

2.3.2 Language

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

2.3.3 Preparation and Submission of Bid

The bidder is responsible for registration on the e-procurement portal (www.mpeproc.gov.in) at their own cost. The bidders are advised to go through the e-procurement guidelines and instructions, as provided on the e-procurement website, and in case of any difficulty related to e-procurement process, may contact the helpline number 18002588684. The Bidder shall submit the proposals online as described below-

- a) The proposals should have all pages numbered. It should also have an index giving page wise information of documents. Proposal that are incomplete or not in prescribed format may be rejected.
- b) Original copy of the EMD should be submitted to MPSEDC and the Scanned copy of EMD in a PDF/JPEG file having name: "EMD from <<Bidder's Name>> for MPSEDC Tender No MPSEDC/SRDH/ACGM/2014/019" should be uploaded on the e-procurement portal along with the Technical Proposal.
- c) The Technical and Financial proposal should be submitted only through the e- procurement Portal.
- d) Technical Proposal - Scanned copy in PDF file format, signed on each page, with file name clearly mentioning: "Technical Proposal for MPSEDC Tender No MPSEDC/SRDH/ACGM/2014/019" The proposal should be as per the Technical Proposal format provided in Annexure II: Technical Proposal Formats
- e) Financial Proposal – Scanned copy in PDF file format, signed on each page, with file name clearly mentioning: "Financial Proposal for MPSEDC Tender No MPSEDC/SRDH/ACGM/2014/019" The proposal should be as per the Financial Proposal format provided in Annexure III: Financial Proposal Formats

- f) The financial Bid should inclusive of all applicable taxes and related accessories, Driver Software, Operating Manuals, Forwarding, Freight, Installation charges at sites and Warranty etc.
- g) The rates and units should not be overwritten. Rates shall always be both in the figures and words. In case there is a discrepancy between words and figures of the quoted price of biometric devices, the amount in words will prevail. If the bidder does not accept the correction of the errors, his bid will be rejected and its Bid security forfeited.
- h) The Bidder is allowed to submit only one proposal against this RFP and is allowed to quote only one product against each product category. Alternative proposals shall not be allowed.
- i) Conditional proposals shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of the bids.
- j) Bidders are advised to upload the proposals well before time to avoid last minute issues.

2.3.4 Late Bids

Proposal after due date and time shall not be accepted.

2.3.5 Tender Validity

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

2.3.6 Cost and Currency

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

2.3.7 Interpretation of the clauses in the Tender Document

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

The decision taken by the Evaluation committee in the process of Tender evaluation will be full and final. The committee has been authorized to work as competent and final decision making authority as far as this tender is concerned.

2.3.8 Amendment of Tender Document

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

The Bidder may modify its bid by way of submitting supplement with a request to specific amendment in the original bid submitted, provided a written request for the same is received by the Purchaser before closing of the submission of bid. However, withdrawal of original offer will not be allowed. No offer can be modified by the Bidder, subsequent to the closing date and time for submission of offers. If date of submission is extended due to some reasons, modification in offer is possible till extended period provided bid has not been opened.

2.3.9 Deviations

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

2.3.10 Earnest Money Deposit (EMD) / Bid Security

- a) The Bidder shall furnish a bid security as per the amount mentioned in Bid Data Sheet in the form Demand Draft/ Bank Guarantee (as per the format provided in Annexure IV), issued by a Scheduled / Nationalized Bank in India, in favour of MP State Electronics Development Corporation Ltd. payable at Bhopal.
- b) The EMD shall be valid for at least 180 (one hundred and eighty) days from the due date of submission of proposal as mentioned in this RFP or the subsequent corrigendum (if any). No interest shall be payable on EMD under any circumstances.
- c) The scanned copy of EMD must be submitted with online bid, and the hardcopy must reach MPSEDC within the specified timeline on the address mentioned in Bid Data Sheet.
- d) Unsuccessful Bidder's Bid security shall be discharged or returned within 60 (sixty) days of expiration of the period of proposal validity or after awarding tender to successful Bidder.
- e) In case of successful bidder, the EMD shall be discharged upon signing of agreement and submission of performance bank guarantee, as per Annexure IV.
- f) The EMD will be forfeited at the discretion of MPSEDC, on account of one or more the following reasons-
 - If a bidder withdraws its bid during the period of bid validity
 - If the bidder fails to sign the contract in accordance with terms and conditions (Only in case of a successful bidder)
 - Fails to furnish performance bank guarantee as specified in annexure
 - Any information given is found wrong

3 Qualification Criteria and Bid Evaluation

3.1 Evaluation Methodology

3.1.1 Tender Opening

- a) Bid Opening shall take place through the e-Procurement Portal. Online Proposals submitted along with the EMD/ Bid Security (Hardcopy) and Tender Fee (Payable Online through the portal) shall be considered for Bid opening as per the timelines mentioned in the Bid Data Sheet.
- b) In case of EMD/ Bid Security is not received as per the timeline mentioned in Bid Data Sheet, the bid submitted in eProcurement Portal would be rejected.
- c) The EMD/ bid security will be opened at MPSEDC, in the presence of Bidders' representative who may choose to attend the session on the specified date, time and address.
- d) A maximum of two representatives from each Participating Organization would be allowed to attend the Tender Opening. The Bidder's representatives, who may choose to attend the session, should attend the Tender opening at the Date and time mentioned in the Bid Data Sheet or as per the Date and Time revised in the subsequent communication given by MPSEDC through www.mpeproc.gov.in
- e) During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
- f) To assist in the scrutiny, evaluation and comparison of offers, the MPSEDC may, at its discretion, ask some or all the Bidders for clarification of their offers on any of the points mentioned therein and the same may be sent through email, facsimile. No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by MPSEDC in the evaluation of the bids.

3.1.2 Tender Evaluation

To evaluate the Tender the MPSEDC shall formulate a Tender Evaluation Committee (TEC) (also referred to as "Evaluation Committee"). The Evaluation Committee shall evaluate the Technical and Financial bids as per the following process:

- a) The MPSEDC will evaluate and compare the bids that have been determined to be substantially responsive.
- b) Tender Evaluation Committee shall review the Technical Proposal along with Eligibility Criteria. To assist in the examination, evaluation, and comparison of the bids, and qualification of the Bidders, Evaluation Committee may, at its discretion, ask any Bidder for a clarification of

its bid. Any clarification submitted by a Bidder that is not in response to a request by Evaluation Committee shall not be considered.

- c) Eligible bidders scoring more than 70% in the Technical evaluation shall be considered for financial evaluation.
- d) The Financial Proposals of only those Bidders who have been short listed in the Technical Proposal will be opened in the presence of their representatives, who may choose to attend the session on the specified date, time and address mentioned in the Bid Data Sheet.

3.1.3 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP / Contract shall constitute sufficient grounds for the annulment of the proposal or the award, in such event MPSEDC would reject the proposal and forfeit the EMD as per clause 2.3.10.

3.2 Eligibility Criteria

#	Eligibility Criteria	Documents to be Provided
1.	The Bidder must be a company Registered in India under the Company's Act 1956	Certificate of Incorporation / Registration Certificate / MOA and AOA.
2.	The Bidder should be in the business of supplying, installing and maintaining of Biometric devices in India for last three years as on date of submission of bid.	Order copy / installation /client certificate.
3.	Bidder should be Biometric Device manufacturer/ Authorized Distributor of the OEM.	Declaration by the OEM / Authorized Distributor to give Manufacturers Authorization letter as per the enclosed format on Annexure II
4.	The bidder should have a valid ISO 9001:2008	Valid copy of the Certificate
5.	The bidder should be registered for Sales Tax / VAT and should have valid PAN number.	Copy of Sales Tax & VAT registration Copy of valid PAN documents
6.	The firm should not have been blacklisted by Central Government or any State Government organization / department in India at the time of submission of the Bid	Self-declaration letter from bidder

#	Eligibility Criteria	Documents to be Provided
7.	The vendor's Biometric product being proposed should be STQC certified as per the latest STQC scheme of certification of UIDAI Biometric Authentication Devices.	Copy of certificate issued by STQC for Suppliers and Bio-metric Devices (Authentication) as per the ver 2.0, 4th April 2014
8.	The bidder or the OEM should have at least 1 (one) service center in Bhopal (M.P.) Or Submit undertaking to open the service center in Bhopal.	The bidders /OEM need to provide the details as specified in the specified format in Annexure II Or In case the bidder /OEM does not have service center, The Bidder shall furnish an undertaking that the same would be established within 2 months of receiving the first Purchase Order.(Format for undertaking given on Annexure II)

Note: No consortium / JV is allowed

3.3 Technical Qualification Criteria

- a) Technical Proposal for only those Bidders who have been found to be in compliance with the Eligibility Criteria mentioned above would be taken up by the MPSEDC for further evaluation.
- b) Bidders who are applying for multiple product category should submit following along with technical proposal:
 - Separate compliance sheet (as per Annexure 8.11) for respective product category for which bidder is applying for empanelment.
 - Details of category wise biometric devices supplied as per Annexure 8.10 and serial no. B.3 of technical evaluation criteria.
- c) Technical proposals of bidders shall be compared within respective product category and ranking of technical score would be carried out within the same category.
- d) Only those Technical Bids, whose proposed biometric devices comply with the technical specification given on Annexure-I shall be considered for further evaluation. In this regard the Bidder should provide a compliance statement to the technical specifications in the form of 'Complied' or 'Not Complied' should be enclosed in the technical bid. The compliance

statement should contain the signature of the authorized person and the seal of the company.

- e) The Technical Evaluation Committee based on technical evaluation framework mentioned shall evaluate each proposal and allot technical score as per the Technical criteria mentioned below.

#	Description	Requirement / Maximum Score	Cut Off Mark
A	Proposed Product(s) is in compliance with the Technical Specification as mentioned in Annexure I and the compliance sheet as per section 8.11 of Annexure II has been submitted as part of the technical proposal.	Mandated / Pre-requisite for further evaluation	-
B	Technical Evaluation Framework		
1.	<p>Bidders Turnover: Total Annual average turnover of Bidder in last 3 financial years (FY 2013-14, 2012-13, 2011-12)</p> <p>> 50 Cr = 15 Points</p> <p>>25 - 50 Cr = 10 Points</p> <p>5 - 25 Cr = 05 points</p>	15	56
2.	<p>Turnover from Bio-metric device: Bidder's turnover from supply, installation, maintenance and commission of biometric devices in last 3 financial years (FY 2013-14, 2012-13, 2011-12)</p> <p>> 10 Cr = 15 Points</p> <p>5 - 10 Cr = 10 Points</p> <p>2 - 5 Cr = 05 points</p>	15	
3.	<p>Biometric Devices supplied: Number of biometric devices supplied in the last 3 financial years (FY 2013-14, 2012-13, 2011-12):</p> <p><u>Bidders bidding in Product Category I</u></p> <p>20000 and above product of Category 1 = 15 Points</p> <p>10000 – 20000 product of Category 1 = 10 Points</p>	15	

#	Description	Requirement / Maximum Score	Cut Off Mark
	<p>5000-10000 product of Category 1 = 05 Points</p> <p><u>Bidder Bidding in any of Product Category II, III, IV and V</u></p> <p>1500 and above (product of Category II/ III/ IV/V) =15 Points</p> <p>1000 – 1500 (product of Category II/ III/ IV/V) =10 Points</p> <p>500 -1000 (product of Category II/ III/ IV/V) =05 Points</p>		
4.	<p>Experience in Government: Experience of supplying Biometric authentication devices for Government/ PSU projects in India with project value greater than 20 lakhs.</p> <p>Above 3 Projects = 15 points</p> <p>2-3 Projects = 10 Points</p> <p>1 Project = 05 Point</p>	15	
5.	<p>Service Network: Number of existing service centers of the OEM / Bidder in Madhya Pradesh:</p> <p>Greater than 5 = 10 Points</p> <p>1-5 = 05 Points</p>	10	
6.	<p>Technical Manpower: Number of Manpower with the Bidder to provide support :</p> <p>Greater than 150 = 10 Points</p> <p>>100 – 150 = 07 Points</p> <p>50 – 100 = 05 Points</p>	10	
C	<p>Demonstration / Presentation of the Product by the Bidder :</p> <p>Usability, Functionality and Features of biometric</p>	20	14

#	Description	Requirement / Maximum Score	Cut Off Mark
	device Technical parameters such as Aesthetics, Ruggedness , Weight, Number of Cores, Memory, FRR, Screen Size, Network(2G/3G),etc.		
Total		100	70

Please Note:

- Bidders who succeed in getting 56 or higher marks in Sl No B (1-6) would be invited for presentation and demonstration (approx. duration of 45 minutes) with respect to proposed devices. Technical proposal of bidders scoring less than 56 in Sl No B (1-6) shall be considered as non responsive and their bids shall not be evaluated any further
- Tendering Authority reserves right to visit (or conduct telephonic verification) bidder’s customers where such a similar project execution has taken place.
- Bidders who score overall 70 marks or higher in the technical evaluation, as per the criteria mentioned above, shall be considered for financial evaluation.

3.4 Financial Bid Evaluation

The financial bids for technical qualified bidders will be opened. Financial bids, not substantially responsive or incomplete in any manner, are liable to be disqualified. The bidder with lowest bid will be declared as Lowest Bidder (L1) for each Product Category.

3.5 Empanelment of the Bidder

- Separate empanelment will be done for each of the identified product category (Specification is given in Annexure I). The MPSEDC wishes to select at least one agency from the tendering process for each Product Category. MPSEDC reserves the right to decide about the number of agencies in the panel for each category of the product.
- The technically qualified bidder with L1 rate shall be automatically selected. The MPSEDC may invite the other technically qualified bidders to match the L1 rates for empanelment. Thus a panel of agencies may be formed for each Product category. Example of proposed panel formation: In case the panel is formed for 3 agencies, preference would be given to L1, L2 & L3 bidders. The decision of MPSEDC arrived at, as above, will be final for empanelment and no representation of any kind shall be entertained.

- c) In an event wherein two or more Bidders have Bid at the same price for a specific Product category, then the bidder with the highest technical score will be given preference for empanelment.
- d) In the event that any Successful bidder withdraws or is not ready for empanelment for any reason, MPSEDC may invite the vendor with next lowest rate for empanelment.
- e) MPSEDC may notify the L1 rates to other technically qualified bidders via letter/fax/email/e Procurement portal. In this case, the Bidders shall need to provide the acceptance to match the L1 rate within 7 calendar days from the date of notification by MPSEDC.

3.6 Confidentiality

- a) Information relating to the evaluation of bids and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process until the publication of contract award.
- b) Any attempt by a Bidder to influence MPSEDC in the evaluation of the bids or Contract award decisions may result in the rejection of its bid.
- c) If any Bidder wishes to contact the MPSEDC during/after opening of the Bid to award of contract. He may do so in writing.

4 Scope of Work

4.1 Supply, Installation and Maintenance of Devices

The Scope of work for successful vendor (empanelled agencies) is given below:

- a) The empanelled agencies shall be responsible for supply, installation, commissioning and maintenance of biometric devices as per the minimum specifications given in the RFP. The supplied Biometric Devices should carry a 36-months comprehensive warranty from the date of acceptance sign off provided by the concerned Department.
- b) The empanelled agencies shall depute its technically qualified representative for commissioning/installing the delivered quantity of Biometric Devices in presence of the designated officer. The designated officer from the concerned Department will inspect the Biometric Devices deployed and commissioned and fill up the post-delivery inspection report. Rejected equipment(s) shall be handed over to the authorized representative of the empanelled agency on the spot. The numbers of such defective equipment(s) shall be specified in the post-delivery inspection report.
- c) The empanelled agency is also required to provide support to Departments in reference to faulty Biometric device. They would be required to replace/ fix/provide resolution as per the Service levels mentioned in the Section 5. The entire cost of replacement including transportation from the Manufacturing Plant or Port of Landing to the location shall be borne by the concerned empanelled agency.
- d) The empanelled agency should ensure that all the components of biometric devices offered are as per the approved specification. No item with short supply or with different technical specifications shall be accepted in any circumstances. Also, all devices being supplied by the Empanelled agency should be tested and certified prior to delivery of the device to the Department. Any device without testing certificate shall be returned to the bidder.
- e) The empanelled agencies shall provide such packing as is required to prevent damage or deterioration of the goods during transit to their final destination. The packing shall be sufficient to withstand, without limitations, rough handling during transit and exposure to extreme temperatures and precipitation during transit and open storage.
- f) The Empanelled agency needs to ensure that every device shall be provided with a carry case to protect the device from regular wear and tear.
- g) The Empanelled agency has to ensure that the Biometric devices, application software functionalities and any other components, equipments, peripherals involved in implementation solution meet the current STQC/UIDAI guidelines and should continue to comply with any amendments / changes made to these standards by the above referred authorities, without any additional cost to the Concerned Department.

- h) Empanelled Agency shall provide necessary software and technical document including drivers, installable, manuals, to enable concerned Departments in using devices and also integrating these devices in their existing/new business applications.
- i) The Empanelled agency shall provide technical support /guidance to the concerned Department and shall nominate a Technical SPOC for concerned Department who shall provide technical assistance to the Departments in reference integrating the devices with their Business applications.
- j) The Empanelled agency shall provide Software Development Kit (SDK) support for all popular software languages including Andriod/Java, .Net, C/C++ etc.
- k) The Empanelled Agency shall be responsible to provide training to the concerned Department officials. The training would include basics of the devices, key functionalities and features, usage guidelines, safety measures, etc. The training locations shall be decided by the concerned Department and shall be informed to the empanelled agency at the time of issuing Purchase Order.

4.2 After Sales Support

- a) The Empanelled Agency shall provide the after sales support as per the service level agreements mentioned in the Section 5.3.
- b) The Empanelled agency is required to provide a comprehensive warranty for the products for a period of 36 months commencing from the date of acceptance sign-off. The warranty shall cover all the components and sub-components of the supplied Biometric Devices including battery, screen, patches and upgrades (free of cost) of the device driver.
- c) In addition to warranty as mentioned in above clause, the empanelled agency shall, during the above said period replace parts, if any, and remove any manufacturing defect, if found, so as to make the device fully operative. The replacement of parts shall be done free of cost in case of any manufacturing defect in the device.
- d) The Empanelled agencies shall cooperate with the third-party external auditors for conducting certifications and audits and shall also assist in strengthening of processes by attending to audit points.
- e) The empanelled agencies must establish a complaint redressal system to register the complaint about hardware and software issues and will also maintain a log of issues, time and date of receipt of call, cause / nature of problem (network, hardware etc), date & time of resolution provided etc. The Empanelled Agency should have also a centralized help desk with a toll free / local (Bhopal) telephone number for after sales/technical support. The working hours for the same should be from 10:00 am to 6:00 pm on all seven days.
- f) The Empanelled agency needs to ensure that the OEM/Empanelled Agency provides support for the device sold to the concerned Department. In case any of the device model

becomes obsolete, the empanelled agency shall offer new item/model with the same make and same or higher specification at no additional cost. The proposed device should comply with the STQC/UIDAI Guidelines and shall be offered to MPSEDC for evaluation and acceptance. The empanelled agency shall provide technical document and manpower support to enable MPSEDC in evaluation process.

- g) User Government departments are advised to keep provision of 5-10% spare biometric devices at District/Region/Central level for business continuity in case of any breakdown of the devices. While repair / replacement (as the case may be) would be the responsibility of the concerned empanelled agency from central / regional service centre(s) in MP, it would be the responsibility of user department to bring the faulty devices to the service center of the empanelled agency.

5 Service Level Agreements and Payment Schedules

5.1 Payment Schedules

The State Government Departments who wish to procure the Biometric device shall intimate MPSEDC in regard to their requirement. MPSEDC shall inform the empanelled agencies in regards to the requirements provided by the concerned Department. The Department’s procurement committee (Key stakeholders of Dept. and representatives of MPSEDC) shall choose the suitable empanelled agency, on the basis of which MPSEDC shall release a Purchase Order to the Empanelled Agency.

On the receipt of the purchase orders, the empanelled agency, within the time defined in the Service Level agreement, shall deliver the devices on the locations mentioned by the Department. The empanelled agency shall be responsible for obtaining all the clearances/road permits/ etc. to ensure delivery of the devices. After delivery of the device, the empanelled agency shall be required to install, commission and train the concerned Department official and obtain the satisfactory installation certificate.

The MPSEDC in coordination with the Department shall review the service levels adherence by the empanelled agency before making the payment. The Indicative payment schedule for the procured biometric device is mentioned below:

#	Payment Schedule	Payment	Submission
1.	On satisfactory delivery of the biometric devices at the location to be provided in the purchase orders by department/agency.	60% of the Order value of the quantity delivered	Payable against the following: <ul style="list-style-type: none"> • Purchase Order • Original Invoice • Delivery acknowledgment by concerned Department
2.	After the satisfactory installation of devices at the designated locations. The concerned Department shall provide successful installation certificate.	40% of the Order value of the quantity delivered	Payable against the following <ul style="list-style-type: none"> • Purchase Order • Original Invoice • Installation certificate • Approval from MPSEDC

5.2 Other Payment Terms

- a) The MPSEDC will make payment to empanelled agencies after adjustments against the penalties levied with respect to the SLAs.
- b) The total Contract Value quoted in the Financial Proposal should cover all costs anticipated by the successful agency, on the basis of requirements listed in the RFP. This would include, but not be limited to:
 - Supply, installation and commissioning of all the Biometric Devices at respective Locations.
 - After Sales Support costs for 3 years after the date of acceptance by the concerned department official.
- c) The empanelled agencies will be solely responsible to bear the cost of any items that are not quoted or are under quoted in this Proposal, but are required to meet the SLAs or any other requirements as stated in the RFP. No additional payment for these components would be made to the successful Bidder.
- d) The empanelled agencies would be paid as per the milestones given in the Payment Schedule. For payments, the empanelled agencies will be required to raise invoice along with the required documents to Department.
- e) SLA adherence reports have to be generated by the concerned empanelled agency and the same shall be submitted to MPSEDC and the user department. This would be used for monitoring of SLA and calculation of penalties (if any), client at its own discretion may verify the SLA performance reports and penalties.

5.3 Service Level Agreement and Penalties

Service Level Agreement (SLA) will form part of the contract between MPSEDC and the empanelled agency. SLA defines the terms of the empanelled agency’s responsibility in ensuring the timely delivery and the compliance to the Performance Indicators as detailed in this document. The empanelled agency has to comply with Service Levels requirements to ensure adherence to timelines, quality and availability of services.

The Purchaser shall have the right to expect the following service levels as also to impose penalty on empanelled agencies on its failure to meet them as under:

#	Description	Service Level	Penalty
1.	The empanelled agency needs to deliver 100% of the ordered quantity of	Within 3 Weeks	No Penalty
		>3 Weeks - 5 Weeks	5% of the value of undelivered quantity.

#	Description	Service Level	Penalty
	Biometric Devices within 3 weeks from issuance of Purchase order by the Department / Agency	>5 Weeks – 8 Weeks	Additional 5 % (the value of undelivered quantity) per week for every subsequent Week subject to a max of 8 weeks.
		> 8 Weeks	The Contract shall be terminated and the PBG shall be forfeited.
2	The empanelled agency would replace the Device or any other peripheral which was found to be defective by the concerned Department officer at the time of Delivery.	Within 7 days from the time reporting/delivery of the device.	No penalty
		>7 days -14 days	10 % of the total value of the defective Biometric Device(s)
		>14 days	Additional 20% of the total value of the defective Biometric Device(s) calculated on per week basis.
3	Resolution of any hardware or software issue related to the Device(s) during the maintenance period through helpdesk support	Within 2 days from the reporting of issue	No penalty
		>2 days - 4 days	5% of the value of biometric device (in which the issue is reported)
		>4 days - 7 days	Additional 10% of the value of the Biometric Device(s)
		>7 days	Additional 20% of the value of the Biometric Device(s), subject to a maximum of 14 days. After 14 days empanelled agency shall replace the Biometric Device(s) with a new one. If not, an equal amount of the

#	Description	Service Level	Penalty
			device shall be deducted from the subsequent payment milestone.
4	Resolution of any hardware or software issue related to the Device(s) during the maintenance period (for the cases where physical verification / replacement of device is required)	Within 3 days from the receipt of device	No penalty
		>3 days - 7 days	5% of the value of biometric device (in which the issue is reported)
		>7 days - 10 days	Additional 10% of the value of the Biometric Device(s)
		>10 days	Additional 20% of the value of the Biometric Device(s), subject to a maximum of 14 days. After 14 days empanelled agency shall replace the Biometric Device(s) with a new one. If not, an equal amount of the device shall be deducted from the subsequent payment milestone.

Please Note:

- a) The penalty amount shall be recovered from the subsequent payments being made to the Empanelled agency. The overall cumulative penalty under the contract shall not be more than 10% of the total value of the Contract.
- b) The penalty arising during maintenance period would be recovered from PBG deposited by empanelled agency
- c) In case the date of delivery falls over the weekend or a Gazetted holiday the same shall be delivered in the next working day.

6 Terms and Conditions Governing the Contract

6.1 Signing of Contract

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

6.2 Performance Bank Guarantee (PBG)/ Security Deposit

The empanelled agency shall be required to submit PBG's equivalent to 10% amount of the concerned purchase order value. Every time on receiving purchase order, the empanelled agency shall have to deposit an unconditional and irrevocable PBG in MPSEDC at his own expense. The empanelled agencies shall have to submit the PBG as per the format given on Annexure IV.

The PBG shall be denominated in the currency of the contract and will be for an amount as mentioned above. All charges with respect to the PBG shall be borne by the bidder. The PBG shall be remain valid during the entire warranty period (3 Years) plus additional 6 Months (i.e. 3 Years and 6 Months from start of warranty period)

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

In the event of the bidder being unable to service the contract for whatever reason, MPSEDC would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of MPSEDC under the contract in the matter, the proceeds of the PBG shall be payable to MPSEDC as compensation for any loss resulting from the bidder's failure to complete its obligations under the contract. MPSEDC 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.

6.3 Validity period/Duration of the empanelment

The empanelment shall remain in force for 1 year (One year) from date of signing of contract. The empanelment can be extended for one more year by mutual consent depending upon the project

requirement. The rate for various products would remain valid for the extended period of empanelment.

MPSEDC may, at any time, terminate the empanelment by giving 30 days written notice to the empanelled agency without any compensation (if the empanelled agency becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to MPSEDC)

6.4 Taxes and Duties

Rates should be inclusive of all Taxes, Duties and Licence Fees.

6.5 Transfer / Sub-Contracting

The bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

6.6 Completeness of Contract

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

6.7 Suspension & Cancellation of empanelment

- a) The empanelment of the bidder shall be suspended and the bidder may be blacklisted forthwith by the MPSEDC under following circumstances/reasons:
 - Violation of any condition of the tender/ contract or part of any condition of the tender contract of empanelment, or
 - Deviation found in quality and quantity of the product supplied, or
 - On finding software supplied with hardware as pirated, or
 - If it is found that during the process of award of contract, fraudulence was made by the bidder or the vendor if found to resort to the fraudulent practice in getting supply order like offering incentive in terms of free product or money.
- b) As stopping the supply of faulty/substandard product and taking appropriate action in this regard is of an urgent and emergent nature required to protect the interest of the

Government, the empanelment of the concerned will be suspended. However, before taking the final decision on the matter, all concerned will be given reasonable opportunities to explain their stand. After enquiry, if the bidder is found guilty, the empanelment of the concerned bidder for the product in question will be cancelled and other appropriate legal action shall also be initiated against all concerned. In case of any dispute, the decision of the MD, MPSEDC shall be final and binding.

6.8 Amendment

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

6.9 Corrupt / Fraudulent Practices

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

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

6.10 Resolution of Disputes

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

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

6.11 Legal Jurisdiction

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

6.12 Indemnity

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

6.13 Publicity

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

6.14 Performance Obligations

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

6.15 Force Majeure

- a) Force Majeure would include natural and unavoidable catastrophe that interrupts the expected course of events.
- b) For purposes of this clause, “Force Majeure” means an event beyond the control of the bidder and not involving the bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, instances of, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes which would have an impact on MPSEDC.
- c) If a Force Majeure situation arises, the bidder shall promptly notify MPSEDC in writing of such conditions and the cause thereof. Unless otherwise directed by MPSEDC, the bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- d) The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the appropriate definition as per this agreement. Without limitation to the generality of the foregoing, Force Majeure Event shall include the following classes of events and circumstances and their effects:
 - i. Natural events (“Natural Events”) to the extent they satisfy the foregoing requirements including:
 - Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon;
 - Explosion or chemical contamination (other than resulting from an act of war);
 - Epidemic such as plague;
 - Any event or circumstance of a nature analogous to any of the foregoing
 - ii. Other Events (Political Events) to the extent that they satisfy the foregoing requirements including:
 - Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage;
 - Any act of Government
 - Strikes, work to rules, go-slows which are either widespread, nation-wide, or state-wide and are of political nature;
 - Any event or circumstance of a nature analogous to any of the foregoing

6.16 Right to terminate the process

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

MPSEDC makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. Further, this RFP does not constitute an offer by MPSEDC. The bidder's participation in this process may result in MPSEDC selecting the bidder to engage in further discussions and negotiations towards empanelment.

7 Annexure I: Technical Specification of devices

7.1 Category I - USB based Single Finger Print Authentication Device

S. No	Component	Specification
1.	Sensor and Extractor	All the parameters of Biometric Devices for Authentication should be as per certification of UIDAI as per latest STQC Scheme for Certification of UIDAI Biometric Devices (Authentication) http://stqc.gov.in/content/biometric-devices-testing-and-certification .
2.	Sensor Type	Optical
3.	Minimum Platen Area	12.8 mm (w) x 16.5 mm (h)
4.	Resolution	Minimum 500 DPI with 5% margin on the lower side
5.	Grey scale/ Image type	8 bit, 256 levels
6.	Extractor & Image Template Standard	ISO 19794-2 for fingerprint minutiae template And ISO 19794-4 for Fingerprint Image Template
7.	Image quality and Extractor Quality	Image Quality: Sensor: Must be listed on "IAFIS Certified Product List" posted on https://www.fbibiospecs.org/IAFIS/Default.aspx under "PIV Single Finger Capture Devices" OR Lab Test conformance report showing compliance to ISO 19794-4 OR Any other equivalent conformance report(to be approved for equivalence by expert committee appointed by Competent authority)
8.	FRR rating	<1.5 %
9.	NFIQ Quality	Inbuilt NFIQ quality software either at device level

S. No	Component	Specification
	Software	or extractor level.
10.	Maximum Acquisition time (Placement to Template)	< 2 sec.
11.	Audio/Visual indication	A/V indication either at device level or at application level for indicating various events like: (a) Indication for placing finger. (b) Start of capturing (c) End of capturing.
12.	Platen	Rugged, minimum IP 54 rating
13.	Operating Temperature	0 to 45 degree Centigrade
14.	Storage Temperature	0 to 50 degree Centigrade
15.	Humidity	10 to 90%
16.	ESD	>= 8Kv
17.	Environment, health and safety	ROHS certification
18.	Safety	UL or IEC60950 compliance
19.	EMC compliance	FCC class A or equivalent
20.	Operating system environment	Device should be compatible with - Windows / Andriod/ Linux
21.	SDK	Support for all popular software languages including Java, .Net, C/C++ /Andriod, etc.
22.	API	Should be complied with latest API specification released by STQC
23.	Connectivity	1. Standard USB connectivity for PC based application. 2. Connectivity for POS devices.
24.	Power Supply	Via USB connection

Note: Deviations on the above minimum technical specifications shall not be accepted

7.2 Category II - Point of Sale (PoS) Devices/Handheld Terminal Type A

S. No	Component	Specification
1.	Biometric Sensor and Extractor	All the parameters of Biometric Devices for Authentication should be as per certification of UIDAI as per latest STQC Scheme for Certification of UIDAI Biometric Devices (Authentication) http://stqc.gov.in/content/bio-metric-devices-testing-and-certification .
2.	Processor	Minimum ARM Cortex A8/x86 or equivalent , 600 Mhz or higher
3.	Memory	Total RAM 256 MB or higher Inbuilt Storage at least 1 GB
4.	Add on Memory	Micro SD card minimum 4 GB expandable to 16 GB
5.	Keypad	Minimum 16 key alpha numeric keypad with navigation keys, key size to be large enough for navigation.
6.	OS/Software	1. The OS shall provide at least with the GUI Support, JVM or equivalent support & SDK for 3rd party application development. 2.The operating system shall among current proven platforms such as Windows , Android , Linux, etc.
7.	USB Ports	Minimum 1 USB 2.0 (or higher) port2. Prefer 2 USB 2.0 (or higher) ports, capability to add USB hub, Note: USB port(s) should not be used for connecting biometric sensor/extractor or other integrated peripherals.
8.	Language Support	Unicode Support for all Indian languages including English and Hindi
9.	Status Indications	Multi Colour LED's (to indicate network connection, signal strength, to indicate battery charge remaining etc) Or, On screen display of all indicators like battery charge, network strength etc.
10.	Connectivity	Three channels are mandatory for connectivity:

S. No	Component	Specification
		<ol style="list-style-type: none"> 1. First connectivity as GRPS/Edge 2. RJ45 (Ethernet) port integrated or on the base or through peripheral connectors 3. Third Connectivity can be through Wifi, PSTN, SIM slot, USB etc.
11.	Non-volatile storage	Must be capable of storing audit trails of at least 1000 transactions
12.	Display	<ol style="list-style-type: none"> 1. Minimum screen size – 2.5”, Minimum QVGA resolution, Color Display - TFT 4k colors or above, Readable in sunlight. 2. Must be capable of displaying 10 transactions without scrolling horizontally. Each transaction must display date, type and amount.
13.	Printer	Integrated printer, Resolution: 150 dpi or higher. Language – English & Hindi (mandatory). Other language Unicode support
14.	Battery	Replaceable & rechargeable Li-ion or Li-Polymer battery, Minimum mAH capacity – 2000 mAH , Minimum 4 hours of battery life.
15.	Antenna	Internal antenna is mandatory
16.	Power Adaptor	AC/DC Adaptor with surge protection. Input 240V AC , 50Hz.
17.	Speaker	A facility should be provided for voice confirmation of the transaction. Voice confirmation should be audible in normal and outdoor conditions.
18.	Other Accessories	Durable Carry case, Multilingual(English and Hindi) user manual
19.	Security	2048-bit PKI, 256-bit AES, Base64, SHA-256 for full compliance with Aadhaar Authentication API specifications 1.6 or later

S. No	Component	Specification
20.	GPS	Industry standard 16 channel NMEA compliant GPS support
21.	Environment & Durability	<ul style="list-style-type: none"> • Dry heat Test – Operating (50±2°C for 2 hrs) • Cold Test - Operating (0±3°C for 2 hrs) • Dry heat Test (55±2°C for 2 hrs) • Damp Heat Cyclic (40°C for (12+12 hrs), No of Cycles: 2) • Cold Test (-10±3°C for 2 hrs) • Drop/ Free Fall Test ,in unpacked, switched OFF & Normal handling condition (Height : 100 mm, Total number of falls = 2) • Vibration Test, in unpacked switched OFF condition (10-150Hz., 0.15mm/2g, 10 Sweep cycles/ axes) • Bump test -In packed switched OFF condition. (1000 Bumps, 40g,In vertical position)
22.	Humidity	10-90% RH Non-condensing
23.	Safety	UL or IEC60950 compliance
24.	Environment, health and safety	ROHS certification
25.	EMI/ EMC compliance	<ul style="list-style-type: none"> • Radiated Emission Testing as per CISPR 22 • Radiated immunity testing as per CISPR 24 up to 1 GHz • ESD Test as per CISPR 24 - Charges 6 KV
26.	Ingress protection (IP) Compliance	IP41 – Conditioning
27.	SDK	SDK support for all popular software languages including Java, .Net, C/C++/Android, etc.
28.	API	Should be complied with latest API specification released

S. No	Component	Specification
		by STQC
<p>Apart from the above mentioned basic requirements, proposed device should comply with following additional component and specification. The compliance for these components is also mandatory in nature. Bidder shall separately quote for these components as per the financial proposal format.</p>		
1.	Magstripe reader and PIN pad specifications	Magstripe reader
		ISO triple-track 1/2/3, bi-directional, high-coercively
		Security <ul style="list-style-type: none"> • 3DES encryption • TMK/TPK support with all keys remote download capability • UKPT / DUKPT capability
		PCI (Payment Card Industry) – PED (Pin Entry Device) for POS (Preferable)
2.	Smart Card Reader	<ul style="list-style-type: none"> • 2 Number of Smart Card Reader & Writer • ISO 7816 compliant

Note: Deviations on the above minimum technical specifications shall not be accepted

7.3 Category III - Point of Sale (PoS) Devices/Handheld Terminal Type B

S. No	Component	Specification
1.	Processor	Arm Cortex A9 / x86 equivalent 600 MHz or higher Processor (Processor should be capable enough of performing fingerprint authentication with AUA/ASA/UIIDAI servers)
2.	OS	Preferably Linux OS (Latest stable Kernel)/Android 4.0 or higher/Windows. Device operating system should support HTML5 based web browser ,CSS 3, Java Scripts
3.	Memory	256MB or Higher RAM and 1GB Flash or higher memory

S. No	Component	Specification
4.	Expansion slot	Micro SD Slot to support SD card with minimum 4 GB high speed SD card. Slot should be able to Support up to 8 GB
5.	Communication	Should support GSM Network with GPRS, Wi-Fi, Ethernet, PSTN (Integrated ports)
6.	Interface	RS-232, USB 2.0 or higher (full speed). The USB port should support device battery charging through any other USB charging source
7.	Display	3.5 inch or higher color TFT Display supporting QVGA (320 x240) or better resolution and 64K or higher colors. (The Display may be with Touch screen or without non touch screen feature)
8.	Key Pad	Hard QWERTY keypad (Minimum 16 alpha numeric keypad with navigation keys, keys size to be large enough for navigation)
9.	Battery	Swappable & Dry/Rechargeable 2600MAH or higher, Li-ion or Li Polymer battery capable of providing minimum 6-8 hours of operation while all function of device active.
10.	Power Adaptor	Power Adaptor with surge protection and operating range 100 to 240V, 50Hz. AC input.
11.	SIM & SAM slot	One or more GSM SIM slot and dual SAM slots for software up-gradation in device.
12.	Printer	Integrated 2” or higher Thermal / Dot matrix Printer with supports for English, Hindi and one regional language printing & Bar codes printing). The Print must be legible for at least two months from printing
13.	Audio	Good quality Speaker with 1W or higher output for announcements.
14.	Finger Print Scanner	Integrated Finger Print module shall be STQC certified
15.	Smart Card (contact type)	2 Number of Smart Card Reader & Writer (ISO 7816 Complaint)
16.	Status Indication	Status indicator provides ease of use, Indicators for connectivity

S. No	Component	Specification
		(presence/absence), signal strength, battery status etc
17.	Other Accessories	Durable Carry Case, with Multilingual (English, Hindi & one regional language) user manual
18.	Warranty Support	Comprehensive 3-years Warranty support
19.	Terminal Management	Device should be remotely manageable in secured mode for software / patches updation through available communication mode.
20.	Environment & Durability, Humidity, Safety,	As per the STQC specification http://www.stqc.gov.in/sites/uploadfiles/stqc/files/POS-Device-Certification-ver-0.6.pdf
21.	Environment, Health and Safety & EMI/EMC Compliance	As per the STQC specification http://www.stqc.gov.in/sites/uploadfiles/stqc/files/POS-Device-Certification-ver-0.6.pdf
22.	Add-On Antenna (Optional)	May be provisioned for the POS devices which will be used in remote locations and hilly areas for better signal reception and seamless transactions

7.4 Category IV - Tablet Based Authentication Device

S. No	Component	Specification
1.	Biometric Sensor and Extractor	All the parameters of Biometric Devices for Authentication should be as per certification of UIDAI as per latest STQC Scheme for Certification of UIDAI Biometric Devices (Authentication) http://stqc.gov.in/content/bio-metric-devices-testing-and-certification .
2.	Processor	Minimum 1 GHz Dual Core or above
3.	Display	7" TFT , multipoint touch screen
4.	RAM	Minimum 1GB RAM or above

S. No	Component	Specification
5.	Resolution	1024 * 600 or better, Scratch resistant
6.	Operating System	Windows/Android/IOS
7.	Language	Language – English & Hindi (mandatory) Other language Unicode support
8.	Battery Type	Li-ion or Li-Polymer with Minimum 3200 mAh
9.	Internal Memory	4GB or above
10.	Micro SD Card Slot	Supports up to 32GB or higher
11.	Rear Camera	5 Mega Pixel or higher
12.	Front Camera	0.3 MP VGA camera or higher
13.	SIM	Minimum single SIM slot, Quad Band
14.	GPS	Industry standard 16 channel NMEA compliant GPS support
15.	Bluetooth	3.0 or above
16.	USB Port	At least 1 USB/ Micro-USB port
17.	Certifications	CE / UL and ROHS
18.	Carry Case	Dust & water resistant Carry case with strap
19.	Connectivity	Device should support 3G and GPRS connectivity Device should support Wi-Fi
20.	SDK	Support for all popular software languages including Java, .Net, C/C++, Android etc.
21.	API	Should be complied with latest API specification released by STQC
<p>Apart from the above mentioned basic requirements, proposed device should comply with following additional component and specification. The compliance for these components is also mandatory in nature. Bidder shall separately quote for these components as per the financial proposal format.</p>		
1.	Printer	2" Thermal Printer
2.	Smart Card	• 2 Number of Smart Card Reader & Writer

S. No	Component	Specification
	Reader/Writer -	<ul style="list-style-type: none"> ISO 7816 compliant
3.	Magnetic Swipe Reader	ISO/IEC 7813 supported cards, Bi-directional card swipe

Note: Deviations on the above minimum technical specifications shall not be accepted

7.5 Category V – Mobile Terminal

S. No	Component	Specification	Remarks
1.	Display	5” inches or higher scratch resistant multi point capacitive touch screen with minimum XGA resolution	For better user interface experience and readability for better productivity and faster transaction execution. Must be capable of displaying last 10 transactions without scrolling horizontally. Each transaction must display at least the date, type and amount.
2.	Processor Speed	1 GHz Dual Core or higher ARM /x86 processor	For true multitasking capabilities
3.	RAM	1 GB or higher	For running multi- applications and overall performance
4.	Inbuilt Storage	4 GB or higher flash memory	For storing transaction record (when in operation during no connectivity mode)
5.	Expansion Slot	At least a micro SD slot supporting up to 32 GB memory card	
6.	Audio	Good quality Speaker with 1W or higher output for announcements.	For Voice feedback
7.	Virtual Keyboard	Onscreen QWERTY keyboard supporting English, Hindi and one regional language identical	

S. No	Component	Specification	Remarks
		to physical QWERTY keyboard.	
8.	External Keyboard support	Device should support external full or mid-sized QWERTY keyboard through USB or Bluetooth interface.	This is optional requirement
9.	Bluetooth	3.0 or above	Required for connection with other peripherals
10.	Connectivity	Device should support both 3G, GPRS and Wi-Fi, should support GPS feature	3G would enable faster response to & from authentication server(s) , thereby increasing productivity and reduce idle time
11.	USB ports	At least one free USB port shall be available after setting up the entire solution including peripheral devices	
12.	Battery	Swappable & Rechargeable 4000MAH or higher, Li-ion or Li Polymer battery capable of providing minimum 6 hours of operation while all function of device active.	For autonomy of 6-8 working hours
13.	Operating System	The operating system shall preferably be from among current proven open platforms such as Linux /Android/Windows	Operating system should be Linux OS 3.2 Kernel/Android 4.0 or higher/Windows Device operating system should support HTML5 based web browser and CSS3
14.	Certification	RoHS (Restriction of Hazardous substance) CE or UL	
15.	Camera/Barc	Capable of reading 1D line	Portrait capture also possible

S. No	Component	Specification	Remarks
	ode Reader	barcode and QR codes using 5Mp auto-focus camera or external barcode reader	
16.	Indicators	Status indicator provides ease of use, Indicators for connectivity (presence/absence), signal strength, battery status etc	
17.	Sensors	Accelerometer, Ambient light sensor, Vibration	Accelerometer helps motion-sensing apps. Ambient Light illuminates & save critical battery power by automatically adjusting available light conditions Vibration sensor helps in operator feedback
18.	Contactless/ NFC	Desirable – contactless ISO 14443 A/B Reader NFC all 4 types of tags (integrated), ISO/IEC 18092	
19.	SAM slot	Device should have at least a SAM slot to support secure loading of signed applications and authentication of smart card to prevent unauthorized malware application loading using SAM slot	
20.	Biometric Sensor	Integrated Technology: Optical STQC Certified, FBU PIV Certified, Sensing Window, Embedded security functions Must support X9.84 digitally signed template Image and Template format should be ISO	As per STQC Certification Sensor should able to provide digitally signed/encrypted biometric data for secure data transmission

S. No	Component	Specification	Remarks
		19794-4 & 2 respectively.	
21.	Contact Card/Smart Card Reader	At least two integrated or external (Bluetooth/USB) – ISO 7816 Compliant	Optional in case of non- smart cards
22.	Security	Should support 4 K-bit PKI, 256-bit AES, base64, SHA256 for full compliance with Aadhaar authentication API specifications latest version	
23.	Environment	Operating Temp: 0 C to 50 C Storage not including battery: 0 C to 55 c Operating Humidity: 10% to 90% RH (Non Condensing)	
24.	Printer	Integrated or external (Bluetooth/USB) printer with supports English, Hindi and one regional language. Unicode support (preferable)	
25.	Antenna	Internal (mandatory)	External Antenna are more prone to breakages in field, meaning increased downtime
26.	Terminal Management	Device should be remotely manageable in secured mode for software / patches updation through available communication mode.	
27.	Warranty	3 years Comprehensive warranty support.	

8 Annexure II: Technical Proposal Formats

8.1 Covering letter for Technical Proposal

To
Addl. Chief General Manager,
MPSEDC, State IT Centre,
Arera Hills, Bhopal

Sub: Submission of Technical Proposal

Ref: RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices (Tender No: _____ Dated: __/__/____)

Dear Sir,

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

We attach hereto our responses to Technical requirements. We have applied for empanelment of following category of devices:

S. No	Product Category	Make and Model
1		
2		
3		
...		

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

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

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

We hereby declare that in case we are chosen as an empanelled agency, we shall submit the PBG in the form prescribed in the RFP.

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

Following are the particulars of our organization:

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

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

Details	Authorised Signatory	Secondary Contact
Name		
Title		
Company Address		
Phone		
Mobile		
Fax		
E-mail		

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

Yours Faithfully

[Authorized Signatory]

[Designation]

[Place]

[Date and Time]

[Seal & Sign]

[Business Address]

8.2 Checklist for Technical Proposal

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

#	Documents to be submitted	Submitted (Yes /No)	Documentary Proof (Page No.)
1.	Covering letter for Technical proposal		
2.	E.M.D. as per Annexure IV		
3.	Statement of No deviation as per the format 8.3		
4.	Declaration from bidder for not being blacklisted by any Government Entity as per the format 8.4		
5.	Manufacturers Authorization letter as per the format 8.5		
6.	Details of service centre operational in Madhya Pradesh		

#	Documents to be submitted	Submitted (Yes /No)	Documentary Proof (Page No.)
	as per format 8.6 And/ Or Undertaking for setting up of service center in Madhya Pradesh as per format 8.7		
7.	Details of Technical Manpower available with bidder in the format 8.8- Certified by Auditor / Company Secretary/ HR		
8.	Undertaking from the Bidder on devices supplied as per format 8.9		
9.	Certificate of Incorporation / Registration Certificate / MOA and AOA.		
10.	Copy of Audited Balance Sheet for last 3 Financial Years (2011-12, 2012-13, 2013-14)		
11.	Certificate from the Auditor clearly stating the overall turnover from selling of biometric authentication devices in last 3 Financial Years (2011-12, 2012-13, 2013-14)		
12.	Order copy / installation /client certificate highlighting that Bidder is in the business of supplying, installing and maintaining of Biometric authentication devices in India for last three years as on date of submission of bid.		
13.	Copy of work order and successful delivery certificate of devices from client showing minimum of 5000 biometric authentication devices supplied in last three financial years And Submission of experience in format 8.10		
14.	<ul style="list-style-type: none"> Agreement/Work Order and Completion certificate from Client (Government/PSU) clearly highlighting that bidder has supplied, installed and maintained 		

#	Documents to be submitted	Submitted (Yes /No)	Documentary Proof (Page No.)
	Biometric authentication devices of INR 20 Lacs (minimum) in the Government Department/PSU Or Purchase order from SI and SI Agreement with the Government, clearly highlighting that under the scope SI has to supply, install and maintain Biometric authentication devices of INR 20 Lacs (minimum) in the Government Department/PSU And <ul style="list-style-type: none"> • Submission of experience in format 8.10 		
15.	Technical Specification Compliance sheet in the format 8.11		
16.	Valid Copy of the ISO 9001:2008 Certificate		
17.	Copy of Sales Tax & VAT registration Certified copies of valid PAN documents		
18.	Copy of certificate issued by STQC for suppliers and Bio-metric Devices (Authentication) Ver. 2.0, 4th April 2014		
19.	Power of Attorney/ board resolution for the Authorized personal signing the Bid		

8.3 Statement of No Deviation from the RFP Requirements

(Letter on the bidder's Letterhead)

To

Addl. Chief General Manager,
MPSEDC, State IT Centre,
Arera Hills, Bhopal

Sub: Undertaking of No deviation from RFP terms and conditions

Ref: RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices (Tender No: _____ Dated: __/__/____)

Dear Sir,

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

Thanking you,

Yours Faithfully
[Authorized Signatory]
[Designation]
[Place]
[Date and Time]
[Seal & Sign]
[Business Address]

8.4 Self declaration for not being blacklisted by any Government Entity

(Letter on the bidder's Letterhead)

To

Addl. Chief General Manager,
MPSEDC, State IT Centre,
Arera Hills, Bhopal

Sub: Declaration for not being blacklisted by any Government Entity

Ref: RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices (Tender No: _____ Dated: __/__/____)

Dear Sir,

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

performance, breach of general or specific instructions, corrupt / fraudulent or any other unethical business practices..

Yours Faithfully
[Authorized Signatory]
[Designation]
[Place]
[Date and Time]
[Seal & Sign]
[Business Address]

8.5 Manufacturer Authorization letter

(Letter on the OEM Letterhead)

To

Addl. Chief General Manager,
MPSEDC, State IT Centre,
Arera Hills, Bhopal

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

Ref: RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices (Tender No: _____ Dated: __/__/____)

Dear Sir,

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

- <Name of Bidder> have due authorization from us to provide product(s) listed below and related services of warranty, licensing and maintenance on the products, to MPSEDC,MP, as per your RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices.
- We endorse the terms and condition specified in the RFP, contracting and licensing terms provided by <Bidder> to MPSEDC, M.P.
- We endorse the warrant for the products for a period of 36 months commencing from the date of acceptance sign-off. The warranty shall cover all the components and sub-components of the supplied Biometric Devices including battery, screen, patches and upgrades (free of cost) of the device driver.
- We also certify that the below mentioned product being supplied by the <Bidder> meets the minimum specifications given in the RFP.

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

Thanking you,
 Yours Faithfully
 [Authorized Signatory]
 [Designation]
 [Place]
 [Date and Time]
 [Seal & Sign]
 [Business Address]

8.6 Details of Service Centre in Madhya Pradesh

(Letter on the Bidder’s letterhead)

To
 Addl. Chief General Manager,
 MPSEDC, State IT Centre,
 Arera Hills, Bhopal

Sub: Details of service centre (infrastructure available in M.P)

Ref: RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices (Tender No: _____ Dated: __/__/____)

We hereby declare the below mentioned information provided by us regarding the service centre in Madhya Pradesh is true and correct in all respect:

S.NO	City	Contact Details phones, e-mails, website etc.	Own / Franchisee	Manpower	Spares

Thanking you,

Yours Faithfully
[Authorized Signatory]
[Designation]
[Place]
[Date and Time]
[Seal & Sign]
[Business Address]

8.7 Format for Undertaking for Setting up and Operate Service Centre

(Letter on the Bidder's letterhead)

To
Addl. Chief General Manager,
MPSEDC, State IT Centre,
Arera Hills, Bhopal

Sub: Undertaking for setting up and operate service Centre in Madhya Pradesh

Ref: RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices (Tender No: _____ Dated: __/__/____)

Dear Sir,

This is in reference to the Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices. We hereby undertake to setup at least 1 (one) service centre in Madhya Pradesh within 2 months of receiving the first Purchase Order. We also guarantee that, we will operate the service centre in Madhya Pradesh during the entire project duration including warranty period.

Thanking you,

Yours Faithfully
[Authorized Signatory]
[Designation]
[Place]
[Date and Time]
[Seal & Sign]
[Business Address]

8.8 Details of Technical Manpower available with bidder

(Letter on the Bidder's letterhead)

To

Addl. Chief General Manager,
MPSEDC, State IT Centre,
Arera Hills, Bhopal

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

Ref: RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices (Tender No: _____ Dated: __/__/____)

Dear Sir,

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

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

Thanking you,

Yours Faithfully
[Authorized Signatory]
[Designation]
[Place]
[Date and Time]
[Seal & Sign]
[Business Address]

8.9 Undertaking from the Bidder on biometric devices supplied

(Letter on the Bidder's letterhead)

To

Addl. Chief General Manager,
MPSEDC, State IT Centre,
Arera Hills, Bhopal

Sub: Undertaking on the biometric devices supplied

Ref: RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices (Tender No: _____ Dated: __/__/____)

Dear Sir,

We warrant that,

1. All Products supplied by us shall be brand new (purchased within 2 months of the date of supply), free from all defects and faults in material, workmanship and manufacture. It shall be of the highest grade and quality and shall be consistent with the established industry standards.
2. We shall provide the documentary proof for warranty and proof of purchase at the time of deployment of Biometric Devices
3. None of the components and sub-components is declared "End-of-sale by the respective OEM in next two years as on date of submission of Bid.
4. If the Biometric Devices supplied by us is not-supported by the OEM during the period of contract for any reason, we will replace the product with a suitable higher alternate for which support is provided by the OEM at no additional cost to MPSEDC/User department ,M.P and without impacting the performance or timelines of this engagement
5. We would provide a comprehensive warranty for a period of 36 months commencing from the date of acceptance sign-off for concerned department. The warranty shall cover all the components and sub-components of the supplied Biometric Devices including battery, screen, patches and upgrades (free of cost) of the device driver.

Thanking you,

Yours Faithfully
[Authorized Signatory]
[Designation]
[Place]
[Date and Time]
[Seal & Sign]
[Business Address]

8.10 Relevant Project Experience

8.10.1 Biometric devices supplied in the last 3 financial years (FY 2010-11, 2011-12, 2012 -13):

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

General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Make and Model of Biometric Devices supplied	
Quantity Supplied	Category I: Category II: Category III: Category IV: Category V:
Value of the Order (in INR)	
Start date	
Completion date	
Duration of the project	
Other Relevant Information	
Supporting Documents enclosed (√): Letter from the client to indicate the successful completion of the projects Work Order received from Client Contract signed between vendor and client Other (if any)	

8.10.2 Experience of supplying Biometric authentication devices for Government/ PSU projects in India with project value greater than 20 lacs.

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

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

8.11 Compliance sheet for Technical Specification

8.11.1 Category I - USB based Single Finger Print Authentication Device

Product Category _____

Name of the Proposed Product _____

Compliance to the Technical Specification

S. No	Component	Specification	Compliance (Compiled/ Not Complied)
1.	Sensor and Extractor	All the parameters of Biometric Devices for Authentication should be as per certification of UIDAI as per latest STQC Scheme for Certification of UIDAI Biometric Devices (Authentication) http://stqc.gov.in/content/biometric-devices-testing-and-certification .	
2.	Sensor Type	Optical	
3.	Minimum Platen Area	12.8 mm (w) x 16.5 mm (h)	
4.	Resolution	Minimum 500 DPI with 5% margin on the lower side	
5.	Grey scale/ Image type	8 bit, 256 levels	
6.	Extractor & Image Template Standard	ISO 19794-2 for fingerprint minutiae template And ISO 19794-4 for Fingerprint Image Template	
7.	Image quality and Extractor Quality	Image Quality: Sensor: Must be listed on "IAFIS Certified Product List" posted on https://www.fbibiospecs.org/IAFIS/Default.aspx under "PIV	

S. No	Component	Specification	Compliance (Compiled/ Not Complied)
		Single Finger Capture Devices” OR Lab Test conformance report showing compliance to ISO 19794-4 OR Any other equivalent conformance report(to be approved for equivalence by expert committee appointed by Competent authority)	
8.	FRR rating	<1.5 %	
9.	NFIQ Quality Software	Inbuilt NFIQ quality software either at device level or extractor level.	
10.	Maximum Acquisition time (Placement to Template)	< 2 sec.	
11.	Audio/Visual indication	A/V indication either at device level or at application level for indicating various events like: (a)Indication for placing finger. (b)Start of capturing (c) End of capturing.	
12.	Platen	Rugged, minimum IP 54 rating	
13.	Operating Temperature	0 to 45 degree Centigrade	
14.	Storage Temperature	0 to 50 degree Centigrade	
15.	Humidity	10 to 90%	
16.	ESD	>= 8Kv	

S. No	Component	Specification	Compliance (Complied/ Not Complied)
17.	Environment, health and safety	ROHS certification	
18.	Safety	UL or IEC60950 compliance	
19.	EMC compliance	FCC class A or equivalent	
20	Operating system environment	Device is compatible with - Windows /Andriod/ Linux	
21.	SDK	SDK support for all popular software languages including Java, .Net, C/C++ / Andriod, etc.	
22.	API	Should be complied with latest API specification released by STQC	
23.	Connectivity	1. Standard USB connectivity for PC based application. 2. Connectivity for POS devices.	
24.	Power Supply	Via USB connection	

8.11.2 Category II - Point of Sale (PoS) Devices/Handheld Terminal Type A

Product Category _____

Name of the Proposed Product _____

Compliance to the Technical Specification

S. No	Component	Specification	Compliance (Complied/ Not Complied)
1.	Biometric Sensor and Extractor	All the parameters of Biometric Devices for Authentication should be as per certification of UIDAI as per latest STQC Scheme for	

S. No	Component	Specification	Compliance (Complied/ Not Complied)
		Certification of UIDAI Biometric Devices (Authentication) http://stqc.gov.in/content/biometric-devices-testing-and-certification .	
2.	Processor	Minimum ARM Cortex A8/x86 or equivalent , 600 Mhz or higher	
3.	Memory	Total RAM 256 MB or higher Inbuilt Storage at least 1 GB	
4.	Add on Memory	Micro SD card minimum 4 GB expandable to 16 GB	
5.	Keypad	Minimum 16 key alpha numeric keypad with navigation keys, key size to be large enough for navigation.	
6.	OS/Software	1. The OS shall provide at least with the GUI Support, JVM or equivalent support & SDK for 3rd party application development. 2.The operating system shall from among current proven platforms such as Windows , Android , Linux, etc.	
7.	USB Ports	Minimum 1 USB 2.0 (or higher) port2. Prefer 2 USB 2.0 (or higher) ports, capability to add USB hub, Note: USB port(s) should not be used for connecting biometric sensor/extractor or other Integrated peripherals.	
8.	Language Support	Unicode Support for all Indian languages including English and Hindi	
9.	Status Indications	Multi Colour LED's (to indicate network connection, signal strength, to indicate battery charge remaining etc) Or, On screen display of all	

S. No	Component	Specification	Compliance (Complied/ Not Complied)
		indicators like battery charge, network strength etc.	
10.	Connectivity	Three channels are mandatory for connectivity: 1. First connectivity as GRPS/Edge 2. RJ45 (Ethernet) port integrated or on the base or through peripheral connectors 3.Third Connectivity can be through Wifi, PSTN, SIM slot, USB etc.	
11.	Non-volatile storage	Must be capable of storing audit trails of at least 1000 transactions	
12.	Display	1. Minimum screen size – 2.5”, Minimum QVGA resolution, Color Display - TFT 4k colors or above, Readable in sunlight. 2. Must be capable of displaying 10 transactions without scrolling horizontally. Each transaction must display date, type and amount.	
13.	Printer	Integrated printer, Resolution: 150 dpi or higher. Language – English & Hindi (mandatory). Other language Unicode support	
14.	Battery	Replaceable & rechargeable Li-ion or Li-Polymer battery, Minimum mAH capacity – 2000 mAH , Minimum 4 hours of battery life.	
15.	Antenna	Internal antenna is mandatory	
16.	Power Adaptor	AC/DC Adaptor with surge protection. Input 240V AC , 50Hz.	
17.	Speaker	A facility should be provided for voice confirmation of the transaction. Voice confirmation should be audible in normal and outdoor conditions.	

S. No	Component	Specification	Compliance (Complied/ Not Complied)
18.	Other Accessories	Durable Carry case, Multilingual(English and Hindi) user manual	
19.	Security	2048-bit PKI, 256-bit AES, Base64, SHA-256 for full compliance with Aadhaar Authentication API specifications 1.6 or later	
20.	GPS	Industry standard 16 channel NMEA compliant GPS support	
21.	Environment & Durability	<ul style="list-style-type: none"> • Dry heat Test – Operating (50±2°C for 2 hrs) • Cold Test - Operating (0±3°C for 2 hrs) • Dry heat Test (55±2°C for 2 hrs) • Damp Heat Cyclic (40°C for (12+12 hrs), No of Cycles: 2) • Cold Test (-10±3°C for 2 hrs) • Drop/ Free Fall Test ,in unpacked, switched OFF & Normal handling condition (Height : 100 mm, Total number of falls = 2) • Vibration Test, in unpacked switched OFF condition (10-150Hz., 0.15mm/2g, 10 Sweep cycles/ axes) • Bump test -In packed switched OFF condition. (1000 Bumps, 40g,In vertical position) 	•
22.	Humidity	10-90% RH Non-condensing	
23.	Safety	UL or IEC60950 compliance	
24.	Environment, health and safety	ROHS certification	
25.	EMI/ EMC compliance	<ul style="list-style-type: none"> • Radiated Emission Testing as per CISPR 22 • Radiated immunity testing as per CISPR 24 up to 1 GHz 	

S. No	Component	Specification	Compliance (Complied/ Not Complied)
		<ul style="list-style-type: none"> ESD Test as per CISPR 24 - Charges 6 KV 	
26.	Ingress protection (IP) Compliance	IP41 – Conditioning	
27.	SDK	SDK support for all popular software languages including Java, .Net, C/C++ / Android, etc.	
28.	API	Should be complied with latest API specification released by STQC	
Additional component and specification.			
1.	Magstripe reader and PIN pad specifications	Magstripe reader ISO triple-track 1/2/3, bi-directional, high-coercively	
		Security <ul style="list-style-type: none"> 3DES encryption TMK/TPK support with all keys remote download capability UKPT / DUKPT capability 	
		PCI (Payment Card Industry) – PED (Pin Entry Device) for POS (Preferable)	
2.	Smart Card Reader	<ul style="list-style-type: none"> 2 Number of Smart Card Reader & Writer ISO 7816 compliant 	

8.11.3 Category III - Point of Sale (PoS) Devices/Handheld Terminal Type B

Product Category _____

Name of the Proposed Product _____

Compliance to the Technical Specification

S. No	Component	Specification	Compliance (Complied/Not Complied)
1.	Processor	Arm Cortex A9 / x86 equivalent 600 MHz or higher Processor (Processor should be capable enough of performing fingerprint authentication with AUA/ ASA/ UIDAI servers)	
2.	OS	Preferably Linux OS (Latest stable Kernel)/Android 4.0 or higher/ Windows. Device operating system should support HTML5 based web browser ,CSS 3, Java Scripts	
3.	Memory	256MB or Higher RAM and 1GB Flash or higher memory	
4.	Expansion slot	Micro SD Slot to support SD card with minimum 4 GB high speed SD card. Slot should be able to Support up to 8 GB	
5.	Communication	Should support GSM Network with GPRS, Wi-Fi, Ethernet, PSTN (Integrated ports)	
6.	Interface	RS-232, USB 2.0 or higher (full speed). The USB port should support device battery charging through any other USB charging source	
7.	Display	3.5 inch or higher color TFT Display supporting QVGA (320 x240) or better resolution and 64K or higher colors. (The Display may be with Touch screen or without non touch screen feature)	
8.	Key Pad	Hard QWERTY keypad (Minimum 16 alpha numeric keypad with navigation keys, keys size to be large enough for navigation)	
9.	Battery	Swappable & Dry/Rechargeable 2600MAH or higher, Li-ion or Li Polymer battery capable of providing minimum 6-8 hours of operation while all function of device active.	
10.	Power Adaptor	Power Adaptor with surge protection and	

		operating range 100 to 240V, 50Hz. AC input.	
11.	SIM & SAM slot	One or more GSM SIM slot and dual SAM slots for software up-gradation in device.	
12.	Printer	Integrated 2” or higher Thermal / Dot matrix Printer with supports for English, Hindi and one regional language printing & Bar codes printing). The Print must be legible for at least two months from printing	
13.	Audio	Good quality Speaker with 1W or higher output for announcements.	
14.	Finger Print Scanner	Integrated Finger Print module shall be STQC certified	
15.	Smart Card (contact type)	2 Number of Smart Card Reader & Writer (ISO 7816 Complaint)	
16.	Status Indication	Status indicator provides ease of use, Indicators for connectivity (presence/absence), signal strength, battery status etc	
17.	Other Accessories	Durable Carry Case, with Multilingual (English, Hindi & one regional language) user manual	
18.	Warranty Support	Comprehensive 3-years Warranty support	
19.	Terminal Management	Device should be remotely manageable in secured mode for software / patches updation through available communication mode.	
20.	Environment & Durability, Humidity, Safety,	As per the STQC specification http://www.stqc.gov.in/sites/uploadfiles/stqc/files/POS- Device-Certification-ver-0.6.pdf	
21.	Environment, Health and Safety & EMI/EMC Compliance	As per the STQC specification http://www.stqc.gov.in/sites/uploadfiles/stqc/files/POS- Device-Certification-ver-0.6.pdf	
22.	Add-On	May be provisioned for the POS devices which	

	Antenna (Optional)	will be used in remote locations and hilly areas for better signal reception and seamless transactions	
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8.11.4 Category IV - Tablet Based Authentication Device

Product Category _____

Name of the Proposed Product _____

Compliance to the Technical Specification

S. No	Component	Specification	Compliance (Complied/Not Complied)
1.	Biometric Sensor and Extractor	All the parameters of Biometric Devices for Authentication should be as per certification of UIDAI as per latest STQC Scheme for Certification of UIDAI Biometric Devices (Authentication) http://stqc.gov.in/content/biometric-devices-testing-and-certification .	
2.	Processor	Minimum 1 GHz Dual Core or above	
3.	Display	7" TFT , multipoint touch screen	
4.	RAM	Minimum 1 GB RAM or above	
5.	Resolution	1024 * 600 or better, Scratch resistant	
6.	Operating System	Windows/Android/IOS	
7.	Language	Language – English & Hindi (mandatory) Other language Unicode support	
8.	Battery Type	Li-ion or Li-Polymer with Minimum 3200 mAh	
9.	Internal Memory	4GB or above	
10.	Micro SD Card Slot	Supports up to 32GB or higher	
11.	Rear Camera	5 Mega Pixel or higher	
12.	Front Camera	0.3 MP VGA camera or higher	

S. No	Component	Specification	Compliance (Complied/Not Complied)
13.	SIM	Minimum single SIM slot, Quad Band	
14.	GPS	Industry standard 16 channel NMEA compliant GPS support	
15.	Bluetooth	3.0 or above	
16.	USB Port	At least 1 USB/ Micro-USB port	
17.	Certifications	CE / UL and ROHS	
18.	Carry Case	Dust & water resistant Carry case with strap	
19.	Connectivity	Device should support 3G and GPRS connectivity Device should support Wi-Fi	
20.	SDK	Support for all popular software languages including Java, .Net, C/C++, Andriod, etc.	
21.	API	Should be complied with latest API specification released by STQC	
Additional component and specification.			
1.	Printer	2" Thermal Printer	
2.	Smart Card Reader/Writer -	<ul style="list-style-type: none"> • 2 Number of Smart Card Reader & Writer • ISO 7816 compliant 	
3.	Magnetic Swipe Reader	ISO/IEC 7813 supported cards, Bi-directional card swipe	

8.11.5 Category V – Mobile Terminal

Product Category _____

Name of the Proposed Product _____

Compliance to the Technical Specification

S. No	Component	Specification	Compliance (Complied/Not Complied)
1.	Display	5" inches or higher scratch resistant multi point capacitive touch screen with minimum XGA resolution	
2.	Processor Speed	1 GHz Dual Core or higher ARM /x86 processor	
3.	RAM	1 GB or higher	
4.	Inbuilt Storage	4 GB or higher flash memory	
5.	Expansion Slot	At least a micro SD slot supporting up to 32 GB memory card	
6.	Audio	Good quality Speaker with 1W or higher output for announcements.	
7.	Virtual Keyboard	Onscreen QWERTY keyboard supporting English, Hindi and one regional language identical to physical QWERTY keyboard.	
8.	External Keyboard support	Device should support external full or mid-sized QWERTY keyboard through USB or Bluetooth interface.	
9.	Bluetooth	3.0 or above	
10.	Connectivity	Device should support both 3G, GPRS and Wi-Fi, should support GPS feature	
11.	USB ports	At least one free USB port shall be available after setting up the entire solution including peripheral devices	
12.	Battery	Swappable & Rechargeable 4000MAH or higher, Li-ion or Li Polymer battery capable of providing minimum 6 hours of operation while all function of device active.	
13.	Operating System	The operating system shall preferably be	

S. No	Component	Specification	Compliance (Complied/Not Complied)
		from among current proven open platforms such as Linux / Android /Windows	
14.	Certification	RoHS (Restriction of Hazardous substance) CE or UL	
15.	Camera/Barcode Reader	Capable of reading 1D line barcode and QR codes using 5Mp auto-focus camera or external barcode reader	
16.	Indicators	Status indicator provides ease of use, Indicators for connectivity (presence/absence), signal strength, battery status etc	
17.	Sensors	Accelerometer, Ambient light sensor, Vibration	
18.	Contactless/NFC	Desirable – contactless ISO 14443 A/B Reader NFC all 4 types of tags (integrated) ISO/IEC 18092	
19.	SAM slot	Device should have at least a SAM slot to support secure loading of signed applications and authentication of smart card to prevent unauthorized malware application loading using SAM slot	
20.	Biometric Sensor	Integrated Technology: Optical STQC Certified, FBU PIV Certified, Sensing Window, Embedded security functions Must support X9.84 digitally signed template Image and Template format should be ISO 19794-4 & 2 respectively.	
21.	Contact Card/Smart Card	At least two integrated or external (Bluetooth/USB) – ISO 7816 Compliant	

S. No	Component	Specification	Compliance (Complied/Not Complied)
	Reader		
22.	Security	Should support 4 K-bit PKI, 256-bit AES, base64, SHA256 for full compliance with Aadhaar authentication API specifications latest version	
23.	Environment	Operating Temp: 0 C to 50 C Storage not including battery: 0 C to 55 c Operating Humidity: 10% to 90% RH (Non Condensing)	
24.	Printer	Integrated or external (Bluetooth/USB) printer with supports English, Hindi and one regional language. Unicode support (preferable)	
25.	Antenna	Internal (mandatory)	
26.	Terminal Management	Device should be remotely manageable in secured mode for software / patches updation through available communication mode.	
27.	Warranty	3 years Comprehensive warranty support.	

8.12 Format for Queries

To

Addl. Chief General Manager,

MPSEDC, State IT Centre,

Arera Hills, Bhopal

Sub: Submission of Queries

Ref: RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices (Tender No: _____ Dated: __/__/____)

Dear Sir,

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

S. No.	Clause No in RFP	Page Number	Query

Request your kind response of the same.

Yours Faithfully

[Authorized Signatory]

[Designation]

[Place]

[Date and Time]

[Seal]

[Business Address]

9 Annexure III: Financial Proposal Formats

9.1 Covering Letter for Financial Proposal

To
Addl. Chief General Manager,
MPSEDC, State IT Centre,
Arera Hills, Bhopal

Sub: Submission of Financial Proposal

Ref: RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices (Tender No: _____ Dated: __/__/____)

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for supply, install and maintain of biometric device

We attach hereto our responses to financial proposals as required by the RFP. We have applied for empanelment of following category of devices:

S. No	Product Category	Make and Model
1		
2		
3		
...		

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

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

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

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in the RFP.

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

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

Thanking you,

Yours Faithfully
[Authorized Signatory]
[Designation]
[Place]
[Date and Time]
[Seal & Sign]
[Business Address]

9.2 Financial Proposal

To
 Addl. Chief General Manager,
 MPSEDC, State IT Centre,
 Arera Hills, Bhopal

Sub: Submission of Financial Proposal

Ref: RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices (Tender No: _____ Dated: __/__/____)

Financial Proposal for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices

S. No	Category	Name	Item Description		Price			
			Make	Model	Unit Cost	Taxes	Total Cost (INR)	
							Numeric	Word
1.	Category I	USB based Single finger print biometric authentication device						
2.	Category II	Basic POS device/handheld terminal Type A without additional components						
		Additional Component (Individual cost for these components both for hardware & software to be mentioned)						
		Magstripe reader and PIN pad						
		Smart Card Reader						
3.	Category III	POS device/handheld terminal Type B						
4.	Category IV	Basic Tablet based authentication Device without additional components						

Financial Proposal for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices								
S. No	Category	Name	Item Description		Price			
			Make	Model	Unit Cost	Taxes	Total Cost (INR)	
							Numeric	Word
		Additional Component (Individual cost for these components both for hardware & software to be mentioned)						
		Printer						
		Smart Card Reader/Writer -						
		Magnetic Swipe Reader						
5.	Category V	Mobile Terminal						

Yours Faithfully
 [Authorized Signatory]
 [Designation]
 [Place]
 [Date and Time]
 [Seal & Sign]
 [Business Address]

10Annexure IV: Format of EMD and PBG

10.1 Earnest Money Deposit (EMD)/Bid Security

(Either DD or BG from Nationalized / Scheduled Banks on Rs. 100/- Stamp Paper)

To

Addl. Chief General Manager,
MPSEDC, State IT Centre,
Arera Hills, Bhopal

Sub: Earnest Money Deposit (EMD) for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric devices

Ref: RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices (Tender No: _____ Dated: __/__/____)

Dear Sir,

WHEREAS M/s <Name of the Bidder, having it's registered office at < -----address ----->, hereinafter called "the Bidder", has submitted its proposal RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices.

AND WHEREAS it has been stipulated by you in the said RFP (Request for Proposal) document that the Bidder shall furnish you with a Demand Draft or the Bank Guarantee issued by any Nationalised / Scheduled bank, for the sum of Rs. 500000/- (Rs. Five Lakhs Only), specified therein as security for compliance with the bidder's obligations in accordance with the RFP;

AND WHEREAS we <Name of the Bank>, hereinafter referred to as "the Bank" have agreed to give the Bidder a guarantee.

THEREFORE WE, the Bank, hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of Rs. 500000/- (Rs. Five Lakhs Only) and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the terms and conditions of the RFP and without cavil or argument, any sum or sums within the limit of Rs. 500000/- (Rs. Five Lakhs Only) , without your needing to prove or to show the grounds or reasons for your demand or the sum specified therein.

This guarantee is valid upto 180 days from date of submission and shall be governed and construed in accordance with Indian Laws. No interest shall be paid on bid security.

Signature and Seal of Guarantors_____

Date :

Address : _____

10.2 Format of Performance Bank Guarantee (PBG)

[Date]

To
Addl. Chief General Manager,
MPSEDC, State IT Centre,
Arera Hills, Bhopal

Sub: Performance bank Guarantee for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices

Ref: RFP for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices (Tender No: _____ Dated: __/__/____)

Dear Sir,

WHEREAS

M/s. (name of bidder), a company registered under the Companies Act, 1956, having its registered office at (address of the bidder), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assignees), agreed to enter into a contract dated (Herein after, referred to as “Contract”) with you (Madhya Pradesh Electronic Development Corporation (MPSEDC)) for Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices.

We are aware of the fact that as per the terms of the contract, M/s. (name of bidder) is required to furnish an unconditional and irrevocable bank guarantee of amount 10% of purchase order in favour of MPSEDC for an amount <<....>> and guarantee the due performance by our constituent as per the contract and do hereby agree and undertake to pay the amount due and payable under this bank guarantee, as security against breach/ default of the said contract by our constituent.

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

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

Notwithstanding anything to the contrary, as contained in the said contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or 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 PBG shall be remain valid during the entire warranty period (3 Years) plus additional 6 Months (i.e. 3 Years and 6 Months from start of warranty period), subject to the terms and conditions in the said Contract.

We bind ourselves to pay the above said amount at any point of time from commencing warranty period until the completion of the period i.e. Warranty (3 Years)+ 6 Months

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

We hereby expressly waive all our rights to pursue legal remedies against MPSEDC and other Concerned Government Departments of Madhya Pradesh.

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

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

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been provided to us after the expiry of 48 hours from the time it is posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent upon intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the 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 your benefit and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

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

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

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

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

The PBG shall be remain valid during the entire warranty period (3 Years) plus additional 6 Months (i.e. 3 Years and 6 Months from start of warranty period) ; and We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only if we receive a written claim or

demand on or before (Date) i.e. 3 Years and 6 Months from start of warranty period for the Empanelment of Agencies for Supply, Installation and Maintenance of Biometric Devices.

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

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the abovementioned 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 Bhopal (M.P) 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 court.

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