

Revised Request for Proposal (RFP)

For

Selection of System Integrator

For

Implementation of Smart Card based

Public Distribution System (PDS) in Haryana State

Tender no.:

Date: 28th January 2010

Issued by:

Haryana State Electronics Development Corporation Limited

Chandigarh

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List of Abbreviations

AAY	Antyodaya Anna Yojana
AFSO	Assistant Food & Supplies Officer
APL	Above Poverty Line
AV	Anti-Virus
BG	Bank Guarantee
BOM	Bill of Material
BOOT	Build, Own, Operate and Transfer
BPL	Below Poverty Line
CBCPC	Centralized Beneficiary Card Personalization Centre
CD	Compact Disc
CKGA	Central Key Generation Authority
CPU	Central Processing Unit
DBA	Data Base Administrator
DEO	Data Entry Operator
DFSC	District Food & Supplies Controller
DG	Diesel Generator
DIT / DoIT	Department of Information Technology, Haryana
DPI	Dot Per Inch
DVD	Digital Video Drive
EMD	Earnest Money Deposit
F&S Department	Department of Food & Supplies, Haryana
FCI	Food Corporation of India
FPS	Fair Price Shop
GoH	Government of Haryana
HARTRON	Haryana State Electronics Development Corporation Ltd.
ICT	Information and Communication Technology
INR	Indian National Rupees
IPR	Intellectual Property Right
IT	Information Technology
KMS	Key Management System
LAN	Local Area Network
LOI	Letter Of Intent
MIS	Management Information System
MSA	Master Service Agreement
NDA	Non Disclosure Agreement
NeGP	National e-Governance Plan
NIC	National Informatics Centre

O&M	Operation and Maintenance
OEM	Original Equipment Manufacturer
OS	Operating System
PC	Personal Computer
POP	Point of Presence
PPM	Pages Per Minute
PPP	Public Private Partnership
RAM	Random Access Memory
RDBMS	Relational Data Base Management System
RFP	Request For Proposal
RPM	Revolutions Per Minute
SDM	Sub-Divisional Magistrate
SHQ	State Head Quarter
SLA	Service Level Agreement
SoW	Scope of Work
STT	Smart Transactional Terminal
SWAN	State Wide Area Network
TAT	Turn Around Time
UIDAI	Unique Identification Authority of India
UPS	Uninterrupted Power Supply
USB	Universal Serial Bus
VIZ	Visual Inspection Zone
WAN	Wide Area Network

Important Information

1. Important Dates

S. No.	Events	Date
1.	Start date for Issuance / sale of revised RFP Document	28 th January, 2010
2.	Last date for Submission of Queries	1 st February, 2010
3.	Pre-Bid Conference	4 th February, 2010 at 2:30PM
4.	Issue of Corrigendum	9 th February, 2010
5.	Last date for issuance/sale of revised RFP Document	16 th February, 2010
6.	Last date and time for Proposal submission	19 th February, 2010 upto 12:30PM
7.	Date and time of opening of Pre-Qualification bids	19 th February, 2010 at 2:30PM
8.	Date and time for opening of Technical bids	To be communicated later
9.	Date and time of Technical Presentations	To be communicated later
10.	Date and time for opening of Commercial	To be communicated later

2. RFP Document Fees

INR 10,000/- (INR Ten Thousand only) through Demand Draft or Bankers Pay Order from a nationalized / scheduled bank, drawn in favour of **"Managing Director, Haryana State Electronics Development Corporation Ltd."**, payable at Chandigarh. RFP in downloadable form will also be available on HARTRON website (www.hartron.org). Vendors applying, using downloaded RFP will attach a non-refundable Demand Draft of INR 10,000/- with their proposal in addition to EMD amount. However, for attending the pre-bid conference, **it is mandatory to purchase the RFP document before the pre bid conference**. The date of the draft submitted for the same should not be earlier than the date of issue of this RFP and not later than the last date of sale of this RFP document. Vendors who have already purchased the RFP need not buy it again and can download the updated RFP from www.hartron.org or collect it from HARTRON office free of cost.

3. Earnest Money Deposit

INR 1 Crore only (INR One Crore only) through Demand Draft/ bank guarantee from a nationalized / scheduled bank, drawn in favour of **"Managing Director, Haryana State Electronics Development Corporation Ltd."**, payable at Chandigarh. The date of the draft submitted / bank guarantee for the same should not be earlier than the date of issue of this RFP.

4. Contact Person's Address for correspondence and clarifications

Managing Director
Haryana State Electronics Development Corporation Ltd.
SCO 111-113, Sector 17-B,
Chandigarh 160017
Phone: (0172) 2728214, 2706422
Fax: (0172) 2705529
Email: md@hartron.org , jagannath@hartron.org

1 PROJECT BACKGROUND

1.1 Introduction

India's social commitment for providing food security for the poor and needy is answered through the strong network of more than 4.5 Lac FPS across the country. Our Planning Commission estimates that more than 150 million families purchase commodities at ration shops every year. In the Budget last year, a sum of Rs. 32, 667 Crore has been earmarked for food subsidy under the Public Distribution System and other welfare programmes. The Public Distribution system in India is however plagued with several malpractices which prevent the benefits from reaching the intended beneficiaries and also result in revenue loss for the Government. Intention of the project is to eliminate the weakness and shortcomings of the present system using ICT as a tool. Accordingly the Union Finance Minister P. Chidambaram in his budget speech in 2008 announced the pilot of Smart Card based Ration Cards in Haryana and Chandigarh.

1.2 Goals and Objectives of Department

The Department of Food & Supplies, Government of Haryana, is responsible for procurement of Wheat & Paddy on behalf of FCI, maintenance of their stocks, supply and delivery of the same to FCI and ultimately to the eligible citizens of Haryana through Fair Price Shops at reasonable or subsidized rates. The department is also responsible for maintenance of food security and issuance of PDS license in Haryana etc. Besides Wheat and Paddy, Department also distributes Sugar and Kerosene oil through Fair Price Shops.

The Department ensures enforcement and compliance of Public Distribution System (PDS) control order for the targeted citizens as per the policies laid down by the Government. The primary objectives of the department with the implementation of Smart Card based PDS project include –

1. Guarantee food security for the vulnerable and poor

Effective implementation of AAY along with PDS would guarantee food security for the poor, most vulnerable and food insecure families. This requires proper identification of beneficiaries and effective monitoring. Administrative systems must enable and guarantee food security for these beneficiaries.

2. Deliver higher quality of services to beneficiaries in PDS

Current quality of services offered by the department is defined through the Citizen's charter that is published by the Government. These standards are based on infrastructure available with the Department and considerable improvements are expected enabling us to redefine quality of service standards. Our objective would be to deliver services of the highest quality that are technically, financially and organizationally sustainable.

3. Empower citizens in PDS - Food security and Consumer Rights

Transparency in identification of beneficiaries by publication of lists as well as publication of the benefits received by beneficiaries would enable citizens or citizen groups to point out irregularities which can be rectified. Citizens have a right to information guaranteeing it is a legal obligation cast on the department as laid down in the Right to Information Act.

4. Minimize costs to Government

Duplication and mis-utilization of ration cards and uncontrolled leakages of essential commodities can be substantially reduced by re-engineering processes and introduction of better systems and reliable technology. Our objective would be to make PDS cost effective and efficient.

1.3 Project Objectives

The primary project objectives that F&S Department, GoH, envisages with the implementation of the Smart Card based Ration Cards are:

- (i) Timely and need based allocation.
- (ii) Prevention of diversion of essential commodities.
- (iii) Containment of arbitrary decision making at all levels.
- (iv) Induction of transparency and accountability in operations.
- (v) Reduction of redundant workload of department employees.
- (vi) Electronic security and control of confidential data.
- (vii) Fast disposal of stakeholder grievances.
- (viii) Dissemination of information as per public requirements.
- (ix) Leveraging the benefit of Haryana State Wide Area Network (SWAN) for easy flow of information among one and all stakeholders.
- (x) MIS for monitoring and quick decision making.
- (xi) Protecting the interest of all the stakeholders.

1.4 Implementation Model

The Government of Haryana has decided to outsource the commissioning and management of the infrastructure necessary to implement the proposed processes at the Department offices, CONFED offices, State agency godowns, Oil Terminals, Data Center and Fair Price Shops. Along with this, certain parts of the processes like delivery of services, call centre etc. may also be outsourced.

The selected vendor would be responsible for State Wide roll out of the project within a period of 12 months from the date of signing of agreement. This includes:

1. Replacement of Paper based Ration Cards by Smart Card based Ration cards across the state;
2. Procurement, deployment and commissioning of the requisite IT & Smart Card infrastructure at all the locations;
3. Commencement of operations at each location including provisioning of manpower as mentioned in Section 3.5.1 , training, technical support at that location and call centre at a centralized location (Chandigarh).

At the end of State wide rollout of the project, the ownership of all hardware including STTs and related system software will be transferred to the department. The vendor will be required to do operations (Enrolment, printing and personalization and issuance of smart ration cards) for one year after the completion of state wide roll out. The vendor will be required to provide an AMC for a period of 5 years for the complete hardware from the completion date of State Wide roll out of the project and will be required to adhere to the SLAs for 5 years after the state wide roll out. Vendor will need to provide manpower at each location as per the manpower requirements mentioned in Section 3.5.1. At the end of 4 years after State wide rollout, the department may re-negotiate with the vendor or will reinitiate the process of selecting a new vendor for the operation of the system across the State.

2 INSTRUCTIONS TO BIDDERS (ITB)

2.1 Definitions

- **"Agreement"** means the Agreement to be signed between the successful bidder and F&S Department, Government of Haryana, including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
- **"Authorized Representative"** shall mean any person authorized by either of the parties.
- **"Bidder / vendor"** means any firm or group of firms (called consortium) offering the solution(s), service(s) and /or materials as required in the RFP. The word Bidder/ vendor when used in the pre-award period shall be synonymous with parties bidding for this RFP, and when used after award of the Contract shall mean the successful party with whom F&S Department, GoH, signs the agreement for rendering of services for implementation of this project.
- **"Biometrics"** refers to fingerprints and Iris scans
- **"Client"** refers to the Department of Food and Supplies, Haryana
- **"Completion"** of Phase includes:
 - Procurement, deployment and commissioning of the requisite IT & Smart Card infrastructure including Site Preparation at all the districts to be covered in that Phase
 - Replacement of Existing Paper based Ration Cards by Smart Card based Ration cards for all the districts covered in that Phase as detailed in Section 3.4
 - Provisioning of manpower at relevant locations in the Districts being covered in that Phase and call centre at centralized location (Chandigarh)
 - Completion of training of Departmental Staff, Staff of State agency godowns, wholesalers, transporters, FPS owners & Assistants as relevant for that Phase
 - Third Party acceptance of the entire solution deployed by the SI as per requirements stated in this RFP. Third Party acceptance would be performed by any of the Department appointed agencies. Only after 'Acceptance' of the deployed solution by the Department and the Third Party appointed by the Department will the Phase be considered 'Complete'.
- **"Contract"** is used synonymously with Agreement.
- **"Date of Commencement of operations"** at a location is the date on which the system is completely operational for day to day operations of the Department as per requirements provided in this RFP and all acceptance tests successfully concluded to the satisfaction of Department or any other agency appointed by the Department

- **"Default Notice"** shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
- **"Law"** shall mean any Act, notification, bylaw, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or the Government of Haryana or any other Government or regulatory authority or political subdivision of government agency.
- **"LoI"** means Letter of Intent, which shall constitute the intention of the Department to place the Purchase Order with the successful bidder.
- **"Party"** means F&S Department or Bidder, individually and "Parties" mean F&S Department and Bidder, collectively.
- **"Period of Contract"**: Entire period from Date of signing of contract to end of 5th year after completion of State-wide rollout of the project
- **"Proposal / Bid"** means the Pre-Qualification, Technical and Commercial Proposals all together, i.e., complete proposal for the implementation of Smart Card based PDS across the State of Haryana.
- **"Request for Proposal (RFP)"** means this document and its annexure etc., seeking a set of solution(s), services(s), materials and/or any combination of them.
- **"Requirements"** shall mean and include schedules, details, description, statement of technical data, performance characteristics and standards (Indian & International) as applicable and specified in the RFP.
- **"SCOSTA"** means Smart Card Operating System for Transport Applications, a standard being developed by NIC for interoperability of Smart Card applications across the country.
- **"State Agencies"** refers to F&S Department, CONFED, Hafed, Haryana Agro Industry Corporation and Haryana Warehousing Corporation
- **"State Wide rollout"** of the project means 'completion' of all 4 Phases of the project defined in Section 3.6 of this RFP
- **"Termination Notice"** means the written notice of termination of the Agreement issued by one Party to the other in terms hereof.

2.2 Invitation to bid

HARTRON on behalf of Food & Supplies Department, Government of Haryana, invites Bids from the organizations that are willing to take such large-scale project and can deliver value to the F&S Department, GoH.

The bidders will need to submit their comprehensive proposal consisting of Pre-Qualification proposal, Technical proposal and Financial proposal – in three separate sealed envelopes, at the address mentioned in Section

“Submission of Bids”. The details of scope of work, technical requirements and formats for submission of bids have been given in the subsequent sections.

2.3 Contents of Invitation to Bid

Invitation to Bid (ITB) document consists of:

- ▶ This RFP document
- ▶ Annexure to this document
- ▶ Pre-Qualification Bid Form
- ▶ Technical Bid Form
- ▶ Financial Bid Form
- ▶ Any other corrigendum that F&S Department, GoH / HARTRON might release on a later date

Wherever the term “Invitation to Bid” is referred, it should be considered as inclusive of all the documents mentioned above.

2.4 Non-Disclosure Agreement

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

2.5 Licensed Products and Services

The selected vendor would be required to obtain license / authorization for any software or hardware or services to fulfill its performance obligations under this contract. In case of any infringement on this by the vendor, F&S Department, GoH, will not be responsible for the same.

2.6 Concessions Related to Government Projects

At no stage of the project, Department of F&S, GoH, would provide any form or certification or undertaking, which the bidders / the selected bidder might ask for getting concessions / benefits in various activities due to government related work.

2.7 Cost of Proposal

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

2.8 Site Visit

The bidder may visit the office of the F&S Department, CONFED offices, State Agency Godowns, Oil terminals and at field locations (FPS) in the State for reconnaissance and obtain information at its own responsibility and risk. The costs of visiting the offices shall be at the bidder's own expense. Department shall consider arranging for the bidder's personnel to gain access to the offices on following tabulated terms:

S. No	Access To	Maximum Bidder Personnel Allowed	Duration for which Access will be Allowed	Advance Intimation to be Given by Bidder
1.	DEPARTMENT OFFICE	3	1 working day	3 days
2.	FIELD LOCATIONS (FPS)	3	4 hours at any FPS	3 days
3.	STATE AGENCY GODOWNS/ OIL TERMINALS	3	4 hours	3 days

However, failure of a bidder to visit a site will not be a cause for its disqualification.

It would be deemed that prior to the submission of proposal, the bidder:

- ▶ Has examined completely and carefully the project proposed in this tender and has taken necessary precaution to build in all costs necessary for implementation of the project considering the risks and the logistics involved.
- ▶ Has made a complete and careful examination of specifications, and other information set forth in this bid document.
- ▶ Has received all such relevant information as has been requested by department
- ▶ Has made a complete and careful examination of the requirements and has determined to its satisfaction the nature and the extent of the work involved in biometrics collection & data verification, providing training to the staff on computers & various applications and Smart card system; providing necessary infrastructure at various locations and providing support after deployment of requisite hardware and software application.
- ▶ Has determined to its satisfaction the nature and extent of any other issues incidental to the performance of its obligations.

It would also be deemed that the bidder has made a complete and careful examination to determine the matters incidental to the performance of its obligations including, but not limited to:

- ▶ Site, the temperature fluctuations, humidity and dust levels.
- ▶ The conditions of electric supply in the various locations and possibility of fluctuations.
- ▶ Conditions affecting transportation, access, disposal, handling and storage of the materials and services.

- ▶ Applicable laws, applicable permits and all other matters that might affect the bidder's performance under the terms of this bid.

Department shall not be liable to the bidder for any mistake or error or neglect of the above in any manner whatsoever.

2.9 Clarification of RFP Documents

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

**Managing Director,
Haryana State Electronics Development Corporation Ltd.
SCO 111-113, Sector 17-B, Chandigarh 160017
Phone: (0172) 2728214, 2706422
Email: md@hartron.org; jagannath@hartron.org**

2.10 Pre-Bid Conference

It is proposed to schedule a pre bid conference as per schedule (mentioned in **Important Information**). The bidders are requested to attend this pre-bid conference to seek clarifications in matters related to the project or the bidding process of this project. The reply to the queries of various bidders in the pre-bid conference would be put up on HARTRON website (www.hartron.org). Such corrigendum, if issued, would form part of this RFP and the bidders would be advised to prepare their technical and financial proposals in accordance with such corrigendum.

The pre bid conference shall be held at the HARTRON Office in Chandigarh. **Only those bidders who have purchased the RFP will be allowed to attend this pre bid conference.** However, non-attendance at the Pre-Bid Conference will not be a cause for disqualification of a vendor but, separate queries from such vendors will not be entertained at any later stage.

The bidders are requested to send their queries as per schedule (as specified in **Important Information**) to make such conference more productive. **Queries received after the set time limit shall not be addressed in the pre bid conference.**

2.11 Amendment of RFP Documents

At any time prior to the deadline for submission of Proposal, HARTRON may amend the RFP documents by issuing suitable Corrigendum. Any corrigendum issued in this regard shall be uploaded on HARTRON website

(www.hartron.org) and will be communicated through email / written letter to those companies who have already purchased the RFP document.

To give reasonable time to the vendors, so that they can take corrigendum into account in preparing their Proposals, the Department shall extend (if necessary), the deadline for submission of Proposals.

2.12 Preparation of Proposal

2.12.1 Language of Proposal

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

2.12.2 Currencies of Proposal and Payment

The currency (ies) of the Proposal offer and the payments shall be in Indian Rupees (INR).

2.12.3 RFP Document Fee

The bidders are required to purchase the RFP from the office of HARTRON on any working day as per the schedule (as specified in **Important Information**) between 10 AM to 4 PM, by depositing demand draft/ bankers pay order of Rs. 10,000/- (Indian Rupees Ten Thousand Only), drawn on a nationalized / scheduled bank and in favor of **Managing Director, Haryana State Electronics Development Corporation Ltd. payable at Chandigarh,** towards non-refundable and non-transferable RFP document fee along with the bid.

2.12.4 Proposal Validity

The Proposals submitted by bidders shall be valid for a period of "SIX MONTHS" from the date of submission of the bid. On completion of the validity period (6 months), in case required, Department of F&S, GoH may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing by post or email.

2.12.5 Earnest Money Deposit – EMD

The Vendor shall furnish, as part of its bid, a refundable EMD comprising of demand draft/ bank guarantee of Rs. 1, 00, 00,000/- (Indian Rupees One Crore only). The demand draft/ bank guarantee should be drawn on a nationalized / scheduled bank valid for minimum 180 days and in favor of **"Managing Director, Haryana State Electronics Development Corporation Ltd."** payable at Chandigarh.

The bid will be disqualified if the EMD is not submitted along with the pre-qualification proposal. Unsuccessful bidder's EMD will be released as promptly as possible, but not later than 60 days after the award of the contract to the successful bidder. The successful vendor's bid security will be released upon the Successful Vendor signing the Contract and deposit of PBG.

No interest will be payable by the F&S Department / HARTRON, on the amount of the EMD. The EMD may be forfeited in following cases:

- 1 If a vendor withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
- 2 In the case of a successful bidder, if it fails within the specified time limit to:
 - a Sign the Agreement or,
 - b Furnish the required Performance Bank Guarantee

2.12.6 Guidelines for Filling Financial Forms

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

2.12.7 Documents comprising the proposal

The proposal submitted by the Bidder shall comprise the following documents:

- (a) The Vendor shall submit the proposal in 3 parts,
 - i. Pre-qualification bid format as given in Form 1 (Annexure 7.1),
 - ii. Technical Proposal providing the information as per Form II (Annexure 7.2), and
 - iii. Financial Proposal in the given format in Form III (Annexure 7.3).
- (b) In case of downloaded RFP, a non-refundable demand draft of INR 10,000.

- (c) Earnest Money Deposit (EMD) of Rs. 1, 00, 00,000/- (INR One Crore only) shall be enclosed in the envelope having original pre-qualification document proposal.
- (d) Technical Proposal including all the technical forms, as attached in Annexure 7.2 of the RFP Document, duly filled on each page along with all attachments/schedules duly completed and duly signed by the authorized signatory of the Bidder/consortium.
- (e) The Bidder's Financial Proposal including all the financial forms duly signed by the authorized signatory of the Bidder/consortium.
- (f) Any other information that is to be submitted during the course of Proposal process.

The vendor will submit one original set of the documents comprising the parts of the proposal as described in RFP, bound with the section containing the Form of Proposal and Appendix to Proposal, and clearly marked "ORIGINAL". In addition, the Bidder shall submit one hard and one soft copy of the Pre-qualification and Technical Proposals and clearly marked "COPY". In the event of discrepancy between proposals, the original shall prevail.

The original and copy of the Pre-qualification proposal and Technical Proposal and original copy of Commercial Proposal shall be placed in separate sealed envelopes as follows:

Envelope 1: One Original and one copy (hard copies) along with one soft copy of Pre-qualification proposal

Envelope 2: One Original and one copy (hard copies) along with one soft copy of Technical Proposal

Envelope 3: One Hard copy of Commercial Proposal

The envelopes of Pre-qualification, Technical and Financial Proposals shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address, reference number and title of the RFP, and be clearly marked "Do Not Open before the scheduled date and time". HARTRON shall not be responsible for misplacement, losing or premature opening if the outer envelope or envelopes of any of the three proposals are not sealed and/or marked as stipulated. This circumstance may be case for Proposal rejection. If the Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.

Further, in the event of discrepancy between the hard copy and the soft copy, the hard copy shall prevail. The original and copy of the Proposal shall be signed by authorized person of the bidder / consortium. All pages of the proposal, where entries or amendments have been made, shall be initialed by the authorized person of bidder / consortium signing the Proposal. **All signatures on the letters / certificates attached with the Proposal document shall be dated suitably.**

2.12.8 Address of Submission

The bids duly completed as per the instructions given in this document and the amendments issued if any, shall be submitted to the following address on or before the last date of bid submission.

**Managing Director,
Haryana State Electronics Development Corporation Ltd.
SCO 111-113, Sector 17-B, Chandigarh 160017
Phone: (0172) 2728214, 2706422; Fax: (0172) 2705529**

2.12.9 Deadline for submission of proposals

Proposals must be received by HARTRON at the address specified above not later than scheduled date and time. The Client may, in exceptional circumstances and at his discretion, extend the deadline for submission of Proposals by issuing a Corrigendum or by intimating all vendors who have purchased the RFP document, in writing by post or email. In this case, all rights and obligations of the F&S Department / HARTRON and the vendors previously subject to the original deadline will thereafter be subject to the deadline as extended.

2.12.10 Late Proposals

Any Proposal received by HARTRON after the deadline for submission of Proposals prescribed in RFP will be summarily rejected and will be returned unopened to the Bidder.

2.12.11 Modifications and Withdrawal of Bids

The bidder may modify or withdraw its proposal after its submission, provided that written notice of the modification or withdrawal is received by HARTRON prior to the deadline prescribed for submission of proposals.

The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of this Section. A withdrawal notice may also be sent by fax or email but should be followed by a duly signed confirmation copy (in original) not later than the deadline for submission of proposals.

No proposal may be modified subsequent to the deadline for submission of proposal. No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the bidder on the Proposal Form.

2.12.12 Conflict of Interest

Bidder shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the Bidder or any prospective subcontractor due to prior, current, or proposed contracts,

engagements, or affiliations with Department of F&S, GoH, HARTRON and NIC. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the Bidder to complete the requirements as given in the RFP.

2.12.13 Right to Accept and Reject the Bid

Notwithstanding anything contained in this document, Managing Director, HARTRON, as an agency of the client department Food & Supplies, Haryana, reserves the right to accept or reject any proposal(s) in consultation with the Director Food & Supplies, Haryana. Likewise they also reserves the right to cancel the bid process at any time prior to signing the contract.

2.12.14 Corrupt or Fraudulent Practice

In the event of the bidder engaging in any corrupt or fraudulent practices during the bidding process, by the judgment of the HARTRON / F&S Department / GoH, the proposal will be rejected.

For the purpose of this clause:

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a HARTRON / F&S Department / GoH official in the selection process. It also includes bringing undue influence through any quarter or interfering directly or indirectly in the selection process to affect its outcome.

“Fraudulent Practice” means a misrepresentation of facts in order to influence selection process to the detriment of the HARTRON / F&S Department / GoH.

2.12.15 Limits on Promotion

The bidder shall not perform any kind of promotion, publicity or advertising etc. at the F&S Department and its field offices through any kinds of hoardings, banners or the like without the express prior written consent of F&S Department / HARTRON.

3 SCOPE OF WORK

The following will be carried out by the selected vendor:

- **Procurement, commissioning and maintenance of IT and Smart Card infrastructure** at various locations for implementation of Smart Card based Public Distribution System. Refer Section 3.1 for details
- **Site Preparation** at various locations as detailed in Section 3.2.
- **Installation and Upgradation of Application Software** required for PDS operations. Refer Section 3.3. for details
- **Replacement of existing Paper based Ration Cards with Smart Card based Ration Cards** (Section 3.4)
- **Provisioning of Manpower** (Section 3.5) at various locations for providing training, technical support, and Call centre at a centralized location

The detailed scope of work of each of the above components is as follows:

3.1 Procurement, Commissioning and Maintenance of IT and Smart Card infrastructure

3.1.1 Hardware

- 1 The selected vendor will be required to procure, deploy, commission and maintain the hardware as per details below:

S. No.	Location	Number of Sites
1.	Data Center	1
2.	DR Site	1
3.	Directorate office	1
4.	DFSC offices	21
5.	AFSO / Inspector offices	139
6.	CONFED offices	21
7.	State agency Godowns	125

S. No.	Location	Number of Sites
8.	Fair Price Shops	~9300
9.	Oil Terminals	3
10.	CKGA	1
11.	CBCPC	1
12.	Call centre (Chandigarh)	1 (12 operators)

- The minimum hardware required at each location along with the minimum technical specifications of the hardware has been provided in Annexure 7.9 and 7.10 respectively.

3.1.2 Networking

The selected vendor is required to provide the following:

- Connectivity of 512 Kbps committed bandwidth (Point to Point, SWAN PoP to office) with static routing from Directorate, DFSC offices, AFSSO offices, Inspector Offices, CONFED Offices and Call centre to Data Centre, wherever SWAN connectivity is not available (list of offices without SWAN connectivity will be provided during pre-bid). System Integrator would bear the cost of the connectivity and equipment. Yearly quote per site to be provided.
- Suitable LAN cabling at all the locations mentioned above in Section 3.1.1 for all nodes supplied by the SI
- Equipment / Infrastructure required for GPRS/ CDMA/ Broadband based connectivity from Fair Price Shops, State agency Godowns and Oil Terminals to Data Centre. One time connectivity cost to be borne by the vendor. However, the ongoing cost of providing such connectivity is not to be borne by the selected vendor and will be the responsibility of the Department. The ownership of the SIM used for GPRS connectivity will be of the FPS owner. In case of some defects to the SIM used for GPRS connectivity, the replacement of SIM will be the responsibility of the SI. However the cost for replacement of SIM will be borne by the FPS owner.

3.1.3 Other Requirements

- Annexure 7.10 provides the minimum technical specifications for the IT infrastructure required at various locations, but in case higher specifications / additional hardware is required to meet the desired Service Levels (as mentioned in Section 4 of this RFP), the same will have to be provisioned by the successful vendor.
- The hardware, networking & all other equipment to be used and/or supplied by the Vendor shall:
 - Be capable of delivering high performance during the time period of the project to meet the defined SLAs. A team of technical experts appointed by the Department will inspect all hardware provided by the Selected vendor to ensure compliance of this requirement.

- b. Be new and be supported with adequate documentary proof.
 - c. Be ready and functional (should be able to perform all activities that the infrastructure is meant for) in a District (all DFSC offices, AFSSO offices, Inspector offices, CONFED offices, State agency godowns in that District) before issuance of the first smart card based ration card to a beneficiary in that District.
3. Vendor to ensure conformance to the IT Architecture as detailed in Annexure 7.8.

3.1.4 Operations and Maintenance

- 1 The Selected Vendor will be responsible for onsite comprehensive warranty and operations and maintenance of all Hardware & System Software provided by him at all locations stated in Section 3.1.1 for period of contract.
- 2 The scope of hardware support services will include preventive and corrective comprehensive maintenance and cover and installation, on-site diagnosis and resolution of hardware faults in response to the reported problems. Vendor will also resolve all the hardware problems detected during routine operational support activities and will ensure that the problems are resolved within the defined SLAs including appropriate replacement and /or replenishment of systems and networking equipments as and when required.
- 3 Installing Network Management System (NMS) tools for analyzing & managing system performance, network performance analysis and optimization, etc., as well as providing the means of monitoring the SLA metrics. Refer Annexure 7.12 for detailed requirements of NMS.
- 4 Vendor is also required to provide paper-roll at each FPS (approx 800 transactions per month, with acknowledgement being generated in duplicate) for the entire period of contract.
- 5 At CBCPC (or any location where SI prints and personalizes smart cards in bulk), the SI will ensure a minimum stock of one month's supply of raw smart cards (at least 4 Lakh cards) at any point of time till the completion of State-wide rollout.
- 6 SI will also maintain minimum one month stock of paper-rolls at each AFSSO office for all FPS under that AFSSO office, at any given point of time from the date of commencement of operations at that location till the period of contract.

3.1.5 Information System Security

Considering the information to be handled by the IT, security of systems is very critical for this project. Vendor should take adequate security measures to ensure confidentiality, integrity and availability of the information. The selected vendor will have to establish all the necessary procedures / infrastructure / technology / personnel to ensure the Information System Security.

The selected vendor has to obtain BS 7799 / ISO 17799 or higher Security certification for the entire solution, within 6 months of Statewide rollout of the Project. The entire solution covers all the processes, installations and components included in the scope of this project.

Broadly, vendor will have to follow the following security requirements:

1. All the information assets (information and information systems) should be classified and security should be defined according to criticality of the information asset.
2. Irrespective of ownership of assets, all the data and information related to this project and contained within systems or in hard copies, are owned by F&S Department, GoH. The selected vendor cannot exercise any rights on them unless specifically approved by F&S Department, GoH. No information should be made public either directly or indirectly nor allowed to be accessed by an unauthorized person.
3. All the vendor personnel (employed, contracted or sub-contracted) should sign confidentiality agreement, acceptable use standards of information assets. Vendor has to perform exhaustive background check of all the personnel involved in this project. Background check would include availability of satisfactory character references; check (for completeness and accuracy) of the applicant's curriculum vitae; confirmation of claimed academic and professional qualifications; independent identity checks (passport or similar document).
4. Vendor should establish security incident management procedures.
5. Proper protection against malicious software (using anti-virus solution) should be ensured. This would include implementation of an effective anti-virus solution, scanning viruses in machines at regular intervals or on certain triggers (pre configured in the antivirus solution) and updating the solution as and when new patch is received from the anti-virus solution provider (in case it is not automatically possible).
6. Vendor should comply with legal, licensing and intellectual property rights requirements.
7. System audit should be enabled for all the information assets to establish detective controls and F&S Department, HARTRON, Government of Haryana has "right-to-audit" the solution and systems deployed by the selected vendor on this project. Vendor is required to make evidences, like audit trails, logs, registers, proof of background checks, approvals from Department, support for various decisions, support for accounts etc., available for all the requirements in a formal way whenever asked. In absence of evidence, by default, the task will be considered as not been carried out. Any recommendations / suggestions based on the system audit made by F&S Department, HARTRON, Government of Haryana or any appointed party has to be complied with, by the selected vendor.

In any circumstances, for any security breach on vendor's behalf, vendor will be fully responsible for the same and if required, Department may levy penalty for the same and / or any legal or administrative action taken against the vendor.

Insurance

The successful bidder shall insure the entire hardware infrastructure deployed at all locations, as specified in Section 3.1, for the entire duration of the contract against vandalism, theft, fire and lightening.

3.2 Site Preparation

1. The successful bidder shall undertake site preparation at the following locations so as to meet the requirements of computerization.

S. No.	Location	Number		Site Preparation Components required per node
		No. of sites	No. of nodes per site	
1.	Directorate	1	20	1. Computer workstation / working table 2. Chair 3. Electrical and LAN cabling along with conduit (as per the requirements)
2.	DFSC offices	21	3	1. Computer workstation / working table 2. Chair 3. Electrical and LAN cabling along with conduit (as per the requirements)
3.	AFSO / Inspector offices	139	3	1. Computer workstation / working table 2. Chair 3. Electrical and LAN cabling along with conduit (as per the requirements)
4.	CONFED offices	21	1	1. Computer workstation / working table 2. Chair
5.	Call centre	1	12	1. Design and Layout of site 2. Electrical Works 3. Earthing 4. Electric Distribution Box with MCB 5. Electric Wiring and Plug Points 6. Adequate Lighting 7. Furnishing (1 Table and 1 Chair)

3.3 Installation and Up-gradation of Application software

Installation and Upgradation

Application for Counters at DFSC/AFSO/Inspector offices: NIC will provide the application for deployment at the Counters at DFSC/AFSO/Inspector offices where various citizens submit their requests for new ration cards, amendment to cards, issue of surrender certificate etc. The vendor will be provided this application by NIC along with adequate training on the application software to handle the day to day operations. It will be the responsibility of the vendor to

- Install this application software at all the nodes in the Department (Directorate, DFSC, AFSO / Inspector office), related agencies (State agency godowns & CONFED offices, Oil terminals) and field locations (FPS).
- Provide the device SDKs & APIs for matching of biometrics in Linux/Windows.
- Install any patches/upgrades etc of this application at all relevant locations as and when the same are provided by NIC during the period of contract. NIC would provide adequate documentation and training to 15 persons designated by the vendor (if required) along with each release of patch / upgrade.
- Version control of the application. The detailed Software Maintenance plan has been provided in Annexure 7.15

Note: The training to be provided to SI by NIC on Application Software may be conducted in Delhi (NCR), Chandigarh or at the Disaster Recovery Site, and any travel/accommodation related costs for the same will be borne by the vendor.

Application for STT Terminals: It will be the responsibility of the vendor to

- Provide and install the requisite application modules in the STT terminals (as per the requirements of the department) deployed at various locations.
- The use case and specifications for the application at STT will be provided by NIC to the Selected Vendor but the application development and deployment would be the responsibility of the vendor.
- The vendor is required to provide the device SDKs & APIs for matching of biometrics in Linux/Windows.
- Provide necessary upgrades / patches for the STT terminal application to meet any changes in the requirements of the department and will ensure that the same version of STT application module is functional at all the field locations

- Version control of the application. The detailed Software Maintenance plan has been provided in Annexure 7.15

Typically, there would be three kinds of upgrades that are possible for the application software:

1. The upgrades as a result of changes in the policies: In such a case, the upgrades are released by NIC and its frequency cannot be ascertained beforehand.
2. The bugs in the existing software that are noticed by the user group/vendor and these bugs are fixed by NIC as and when the request is made to NIC. The frequency of release of such upgrades cannot be ascertained beforehand.
3. Bringing process efficiency with the innovative use of technology: In this case, the user group/ vendor would work closely with NIC and upgrades would be released as and when these are developed. The frequency of release of such upgrades cannot be ascertained beforehand.

Note: Vendor to provision for acceptance testing/ staging environment for application patches and system checks.

Resolution of Issues in Application Software

- a. NIC will provide the User manual and Trouble Shooting Manual of the Application provided by it to the selected Vendor. In case, the system is down due to issues mentioned in the Trouble Shooting Manual, then it will be responsibility of the Vendor to resolve the issue and get the system running within the timelines as specified in SLAs section (Section 4).
- b. In case of any other issue, Vendor would escalate the issue along with adequate details, screenshots etc. to the Department, who in turn will forward the same to NIC. NIC need to resolve the issues within the defined timelines and will deliver the patch / upgrade to the Department.

3.4 Provisioning of Smart Cards

1. The vendor is required to provide Smart Cards to the following:
 - a) All beneficiary families (BPL, AAY and APL families) (approx. 54 lacs in number as on date). This number is tentative and the actual may vary.
 - b) Owners of FPS
 - c) Wholesalers and Transporters
2. The vendor is required to conduct this activity in a Phased manner, covering multiple districts in a phase as detailed in Section 3.6

3. The selected vendor will be required to submit a detailed work plan as well as a work plan for Phase 1 to the Director, F&S Department within a week of issue of LoI in accordance with the timelines mentioned in the RFP. The plan should be designed in order to meet the overall timelines of the project and it will be finalized with the suggestions from the department within a week's time from the submission of the plan. The selected vendor is also required to submit a detailed work plan for each of the Phases atleast one week before the beginning of the respective Phase. No decrease in the minimum required infrastructure defined in the RFP will be allowed.

Various activities (as detailed in subsequent sections) required to be performed for replacement of paper based cards (ration cards and FPS licenses) with smart cards (Ration Cards and FPS licenses) should be executed in parallel batches in each Phase for each district.

3.4.1.1 Collection of Biometrics and Verification of data

For the purpose of collection of beneficiary and FPS owner data, the vendor is required to organize Camps FPS wise, at locations provided to the Vendor by F&S Department.

The data collection {all 10 fingerprints, both Iris (if required), individual photograph and other data} for wholesalers and transporters will be done at the respective districts and schedule for the same will be finalized with the selected SI.

Digitization of Ration Card Data and verification as per the requirements of the new system would be carried out by the vendor (for 14 out of the total 21 districts). The Department will provide the existing Digitized Data (for 7 out of the total 21 districts) to the selected vendor, which will be verified by him at the time of camps organized at field level for collection of beneficiary data (as mentioned below). Any loss or misuse of digitized data by the vendor shall be treated very seriously and may lead to termination of contract and penal action.

An official of the Department of Food & Supply will remain available at each camp along with Sarpanch / Lambardar of the village (for rural areas) for verification of Ration Card holder, their family members and their Date of Birth etc.

The various activities that need to be carried out at the camps have been detailed below:

- i. The vendor will take the print out of the existing digitized record (wherever applicable) in the prescribed format provided by the department (2-3 pages) having details of the Ration Card holder / FPS owner and will get it verified & signed by the beneficiary / owner of FPS. Vendor will keep these signed copies for record purposes. These signed copies will be handed over by the vendor to the Department along with the submission of digitized data for that batch.

- ii. In case of any modifications in the digitized record, vendor will collect the necessary details in the prescribed Formats provided by Department and would submit the same to the department. It would be responsibility of the vendor to modify the existing digitized records, once the modifications have been approved by the Department officials.
- iii. During the camps, the vendor will
 - a. The department would hand over the Physical forms along with supporting documents to the vendor.
 - b. The vendor would arrange all the D1 Forms in an appropriate manner (like removing stapled photo and pasting it on the form) and will put an **Identification Number (IN)** on each form.
 - c. The data digitized has to be bilingual i.e. in English and Hindi.
 - d. Department officials would verify 100% of the digitized records viz-a-viz the original documents and will return back the erroneous records to vendor in at most 2 working days from the day of submission of print outs of the batch of records by vendor.
 - e. The vendor shall update the digitized data based on the input received from the department. The final hardcopy of digitized data and softcopy of the digitized data would be returned back to the FCS Department on DVDs or other electronic media.
 - f. The Data Digitized will be the property of the Department and should not be copied or used for any other purposes other than the scope of this project. Any infringement in this regard will be serious and legal action will be taken against the vendor.
 - g. Proper record of handing over and taking over of the documents shall be maintained by the vendor. Any loss of document shall be treated very seriously and may lead to termination of contract and penal action.

Note:

- The vendor must ensure that the data digitized are as per standards provided by NIC.
- For the digitization of paper based Ration cards Vendor will not use the IT or Smart card infrastructure provided to the Department. Vendor is required to deploy his own infrastructure for the same.

For Beneficiaries:

- a. Fingerprint impressions of all the 10 fingers of all family members above 12 years of age (in groups of 4 fingers + 4 fingers + 2 thumbs/ groups of 2 fingers + 2 fingers + 2 fingers + 2 fingers + 2 thumbs);
- b. Iris collection of both eyes of all family members above 12 years of age (if required)
- c. Digital photograph of individuals (all members above 12 years)

For FPS owners and assistants:

- d. Fingerprint impressions of all the 10 fingers of owner of FPS and assistant;
 - e. Digital photograph of the owner of FPS.
- iv. Vendor will also de-duplicate the ration card data based on pre-defined parameters in the software. Any duplicate records found will also be forwarded by the vendor to the Department for necessary action. Vendor **may** be required to de-duplicate cards based on fingerprint de-duplication (only one fingerprint to be de-duplicated per individual). Quote for the same to be given separately.
- v. Each team allocated to a camp will consist of atleast 3 members and each team will make a minimum of 4 campaigns at each field location or complete 100% collection of beneficiaries' data (includes the enrolment of all families who have been issued paper based cards till the day the first smart ration card is issued by the SI for that Phase), whichever is earlier. A minimum of 60 camps per district have to be organized in parallel each day. In case, more manpower and infrastructure is required to meet the overall timelines and SLAs (as defined in Section 4), vendor will be required to provide the same without any additional cost.
- vi. 3 sets of equipment are to be provided at each camp, 1 set being for each of the operators. Each set to contain 1 Laptop, 1 Digital camera for photograph, 1 digital camera for Iris capture (if required) and 1 fingerprint enrolment device. Each camp to be also provided with atleast 1 generator. This would mean at any given point of time three families would be getting enrolled in a camp in parallel.

Note:

1. The space and furniture required for the camps will be provided by the Department.
2. The vendor must ensure that the biometrics and images captured are as per standards specified
3. Department official to be present at camps during survey/biometrics/photo capture to monitor the field activities and also authorize any changes to be made to digitized data.
4. In case of exceptions where certain families are away for an extended period of time and not available for enrolment at the camps, the Department will issue specific guidelines for the same
5. The application for verification/amendment of citizen data at the camps, capture of biometrics (Finger prints, Iris (if required)), photographs etc during field survey is to be provided by the Bidder
6. It is the responsibility of the vendor to ensure the accuracy of the data verified and data collected including photographs, biometrics (Finger prints & Iris (if required) as per standards).
7. **De-Duplication:** The vendor will be required to perform de-duplication on the basis of fingerprints. This de-duplication will happen in the back end before printing and personalization of smart card. Only one fingerprint per individual is to be de-duplicated.

3.4.2 Service Window Operations

1. The vendor is required to set up service window, with a minimum of one counter (with one operator each) at each AFSSO/ inspector office (139 offices in total), to receive and process citizen requests at the AFSSO/ Inspector offices for 1 year from end of State wide rollout.
2. The vendor is required to perform the following activities at the Service Window.

i. Receipt of Requests

The vendor will be required to carry out the following:

- The Operator at service window counter will receive the filled Application Form along with other Supporting Documents from the resident.
- Operator will enter the details of the application in the software.
- In case of
 - Request for New Ration Card
 - Fingerprint impressions of all the 10 fingers of all family members above 12 years of age (in groups of 4 fingers + 4 fingers + 2 thumbs/ groups of 2 fingers + 2 fingers + 2 fingers + 2 fingers + 2 thumbs);
 - Iris collection of both eyes of all family members above 12 years of age (if required)
 - Digital photograph of individuals (all members above 12 years)
 - Issue acknowledgement receipt
 - Request for modification of existing card
 - Take the fingerprint impressions of the applicant and verify the authenticity of the card holder by matching his biometrics with those stored in the card;
 - Take the details for the modifications required;
 - In case of addition of a new member to a ration card, Operator will:
 - Ensure that the new member is not already a member of another ration card;
 - Take fingerprint impressions of all the 10 fingers of the new family members above 12 years of age (in groups of 4 fingers + 4 fingers + 2 thumbs/ groups of 2 fingers + 2 fingers + 2 fingers + 2 thumbs);
 - Iris collection of both eyes of the new family members above 12 years of age (if required)
 - Digital photograph of individuals (new members above 12 years)
 - Collect the existing Smart Card
 - Issue acknowledgement receipt
 - Surrender Certificate, the Operator will

- Take the fingerprint impression of the applicant and verify the authenticity of the card holder by matching his fingerprint impressions with those stored in the card, and
 - Collect the existing Smart Card.
 - Issue acknowledgement receipt
- A receipt is issued to the resident. The receipt also contains a date when the resident can collect his card / surrender certificate from the service window.
 - Operator will forward the necessary information to the smart card printing centre for printing and personalization of card
 - After printing and personalization the card will be sent to the department for activation/ deactivation.
 - After activation of new/ modified of cards, the cards will be sent to the concerned offices for issuance.

Note: It is not mandatory for the vendor to enroll beneficiaries from AFSO/inspector offices. The vendor is free to enroll beneficiaries at locations other than AFSO/ inspector offices but will not be allowed to use departmental equipment for the same and will have to use his own equipment for enrolment other than AFSO/ inspector offices for maximum coverage.

3.4.3 Printing and Personalization of Smart Cards¹

Vendor would install the requisite infrastructure required for Printing and Personalization of Smart Cards at a centralized location (Chandigarh) for Bulk printing and ongoing operations. The vendor would print and personalize the Smart cards and will submit the same to the concerned officer for further verification and activation. The various steps involved in the same are as follows:

1. **Pre-Condition:**

- a. Vendor will procure 64 Kb SCOSTA cards (as per the specifications mentioned in Annexure 7.10.11 or 7.10.12).
- b. The verified Citizen data would be available in the Standardized digital format with the vendor.

2. **Card Personalization*:** Vendor will do the following:

- a. Write the relevant data of the Card Holder on the chip including 1 fingerprint each of 3 family members. The Iris images captured during biometrics collection are not to be written on the chip of the smart card.
- b. If at a later stage, minutiae standards for storage of fingerprints are released by Government, vendor will be required to store 2 fingerprints (minutiae) of each of the 3 members of the family on the card, for all Ration cards printed thereafter.

¹ For the replacement of paper based Ration cards / Licenses by Smart Cards, Vendor will not use the IT or Smart card infrastructure/Networking provided to the Department at Directorate/DFSC/AFSO/Inspector Offices/ CONFED offices.

- c. Print the card(s) as per VIZ information provided by the Department. Cards have to be printed in **Hindi**. However, data stored on the card will be **bilingual**.
- d. The visual layout for the smart cards will be provided to the selected vendor. It will be the responsibility of the vendor to provide blocks/templates for printing and personalization of cards for beneficiaries as well as KMS related cards.
- e. No photograph is to be printed on the smart card.

3. Card Verification and Activation: This Card Activation software and KMS will be provided by NIC. This activity will be done by the Department in following steps:

- a. Verify Card Data with back end (software driven for MRZ & manual matching for VIZ). In case any errors are identified in the MRZ or VIZ data, the erroneous cards would be returned back to the vendor for reprinting and personalization. The vendor must bear all costs related to such reprinting and /or re-personalization of cards. The same service levels, as were applicable for the printing and personalization of the cards, will be applicable for any such reprinting and / or re-personalization.
- b. Derive unique keys for Card from Department officials' cards (issuer's cards i.e. AFSSO / DFSSO / Inspector cards), and write in the Smart Card.
- c. Activate the Smart Card using KMS.
- d. Post the Card specific data (Chip#, Card #) etc. to back end.

Note:

- a) The data on the MRZ and VIZ of the beneficiary and the Owner of FPS/KD will be different.
- b) The Vendor may print and personalize the cards in bulk at a central location as decided by the department so as to achieve economies of scale. Software for same will be provided by the vendor. The use case and specifications for the same will be provided by NIC.
- c) For the purpose of card activation for bulk cards, an official authorized for card activation and provided with KMS shall be deputed to the vendor's site for activation. The infrastructure required for card activation at this stage will be the responsibility of the Vendor. The site for card activation will be Chandigarh or a centralized location in Haryana. The same will be specified by the Department at the time of signing of contract with selected vendor.
- d) All costs involved in secure transportation of printed and personalized cards to/from the Central location including losses incurred (if any) during this process will be borne solely by the Vendor.
- e) For the replacement of paper based Ration cards by Smart Card based Ration cards, Vendor will not use the IT or Smart card infrastructure provided to the Department
- f) A smart card will be considered submitted for verification and activation only when the card reaches the concerned officer for the same.

- g) **De-Duplication:** The vendor will be required to perform de-duplication on the basis of fingerprints. This de-duplication will happen in the back end before printing and personalization of smart card. Only one fingerprint per individual is to be de-duplicated.

3.4.4 Issuance of Smart Card

- i. Vendor would issue the activated Smart Cards to the residents after successful fingerprint authentication of the Card Holder. Issuance of Smart cards would be done from the AFSO / Inspector offices / FPS in the presence of the Department officials.
- ii. Vendor to issue Smart Card based Ration cards to residents Field Location wise, to ensure that both Paper based and Smart Card based Ration Cards are not in use simultaneously at any field location.
- iii. The vendor is required to collect the existing paper based Ration Card / License while issuing the Smart card based Ration Card / License from the beneficiary family / License Holder and will generate an acknowledgement receipt for the same. Vendor would also be required to update this information in the system. Vendor will submit all the paper based Ration cards / Licenses to the Authorized Representative of the Department at the end of each day.
- iv. Vendor will maintain a detailed record of issuance of Smart Cards which will be submitted to the Department along with the acknowledgement receipts at the time of submission of bills for payment.

Vendor should ensure that the whole activity of Data Collection and issuance of Smart card based Ration cards, is carried out in such a way that the Smart card based operations / transactions can be started at all the FPS shops / depots under an AFSO / Inspector office in one go.

3.4.5 Other Requirements

- Vendor will arrange all requisite resources and running expenses for data digitization, data verification, data collection, printing & personalization and issuance of Smart cards to the intended beneficiaries (as described above in Clause 3.4.1) including, but not limited to manpower, hardware (include laptops, digital camera for photograph, Fingerprint device for enrollment, Iris camera (if required) and authentication etc.), software licenses, Generator, transportation to the field location, consumables (including stationary for printouts required during process of verification) as required at his own cost.
- Vendor will be required to port the verified digitized data into the Data Center either through Network or through electronic media in a secured manner.

3.5 Provisioning of Manpower at various locations

3.5.1 Manpower requirements at various locations

- The vendor is required to provide manpower at various locations as per the details provided below:

S. No.	Location	Total no. of sites	Manpower required per site
1.	Head office	1	From commencement of operations at that location: 0-6 Months: "8" (2 Project Manager /Leaders) 7-12 Months: "4" (1 Project Manager /Leader)
2.	DFSC	21	From commencement of operations at that location 0-12 Months: "1"
3.	AFSO/ Inspector offices	139	From commencement of operations at that location: 0-6 Months: "2" 7-12 Months: "1"
4.	CONFED offices	21	From commencement of operations at that location 0-12 Months: "1"
5.	Data Centre	1	From commencement of operations at that location 0-12 Months: "2" in each of the three shifts
6.	Call centre (Chandigarh)	1	From commencement of operations at that location 0-12 Months, 8 AM to 8PM : "12"

- The minimum qualification of the manpower to be deployed at various locations has been detailed in Annexure 7.11.
- Vendor will ensure that all the resources deployed at any location are easily approachable over mobile phones. Vendor will provide the contact details of the manpower at the time of commencement of operations. Vendor will also ensure that the proposed resources will not be changed during project implementation without explicit approval of the Client.

4. The table above details the manpower requirements at various locations. In case additional manpower is required to meet the desired Service Levels (as mentioned in Section 4 of this RFP), the same will have to be provisioned by the successful vendor. While during the tenure of the project the department can instruct vendor to change the manpower at any location as per the requirements of department.
5. Manpower may also be required by the Department for an extended period of 2nd, 3rd, 4th and/or 5th year after State wide rollout and would be hired as per the man month rates provided by the SI in Section 7.3 and as per the requirements of the department.
6. The manpower mentioned in this section is exclusively to be used by the department for technical support.

3.5.2 Responsibilities of Manpower provided at various locations

The manpower provided at various locations will be responsible for providing following support to the Department and related agencies.

3.5.2.1 Technical Support

1. Technical support provided by the resources of the vendor at various locations will include (but not restricted to):
 - Ensuring proper handling of IT & Smart card infrastructure deployed at all the locations under that office,
 - Managing the system software,
 - Trouble shooting of the infrastructure
 - Escalating the issues in PDS application to NIC and Department,
 - Keeping a log of all technical issues and their resolution time, etc.
 - Uploading of transaction data / beneficiary to and from the Smart Card/STT from/to central database as and when required
 - Back-up and recovery of data as per backup policy
 - Extract the transactions data from the STT terminal and refresh the data of beneficiaries in the STT. This transactions data will further be uploaded in the central database. In case of offline mode, the FPS owner will visit the AFSSO / inspector office and the SI at the office will extract the transactions data from the STT terminal and will refresh the data of beneficiaries in the STT at the end of every month. This transaction data will further be uploaded in the central database. In case of online mode, the FPS owner will upload the data once on end of each day when transactions happen.

3.5.2.2 Call centre Support

Vendor is required to establish a **Call centre** to respond to following types of queries:

- i. **Resident queries** on process of filling up applications, supporting documents required, status of their applications, process of issuance of ration cards, use of smart cards, eligibility for allocation of food and other supplies etc.
 - ii. **Queries from owners of FPS** related to use of STT terminals, stock allocated, ration card holders tied to that FPS.
 - iii. **Queries from departmental or related agencies staff members** related to technical issues in the System or use of STT terminals.
 - iv. The cost of infrastructure, consumables for providing the above Call centre facility, application for centralized Call centre would be borne entirely by the vendor.
2. Vendor will be required to maintain a District wise log of the queries received, time and date of receipt of call, cause / nature of problem (network, hardware etc), date & time of resolution provided etc. The formats for such reports will be decided later with the selected vendor.
 3. Vendor will have to provision for a toll free number (with adequate number of lines for 18 operators). The timings for the call centre would be 8AM to 8PM, 7 days a week.
 4. Call centre will have to be provisioned with CTI and IVR capabilities.

3.5.2.3 Training

1. Training by NIC

NIC will provide training to Trainers (at max. 15) of the vendor on the Software application and it would be responsibility of the vendor to further train his resources and staff members of the department & related agencies, FPS owners etc. on his own expenses.

NIC will also be required to train 15-20 department officials.

2. Training by Vendor

- All training to be conducted in a maximum batch size of 20
- Training to staff members of Directorate, DFSC, AFSO / Inspector offices (minimum 5 days training to be provided to each official)

The resources provided by the vendor at various offices will be responsible for providing following kinds of training / capacity building to the staff members:

- Basic computer skills training,
- Software application used for the project,

- Training on using the Smart card infrastructure (Smart card, smart card reader, STT terminal etc.),
- Training on extraction of data from STTs and uploading the same to Data Center,
- Training on printing & personalization and activation of Smart cards etc.

Training to staff should be conducted atleast at the District level.

- Training to owners of FPS & oil terminals and staff at State agency godowns, wholesalers and transporters (minimum 2 days training to be provided to each individual)
 - Resources provided by the Vendor at AFSO / Inspector offices will be responsible to train all the FPS owners under the jurisdiction of that AFSO / Inspector office in using the STT Terminals, Smart cards and use of application on STT terminal and overall in performing a successful transaction as detailed in Annexure 7.7.2. While the resources provided at CONFED will be responsible to train the staff members at CONFED focal points on the same.

Training to owners of FPS & oil terminals and staff at state agency godowns should be conducted atleast at the AFSO / Inspector office level.

3.5.2.4 Continuity of operations

1. As and when newer versions of software application will be introduced, NIC will provide required documentation along with each release of patch / upgrade and will provide training (if required) to the Trainers (at max. 15) of the Vendor. The vendor will be required to further train his resources and the Staff of department / CONFED / State agencies / FPS & Depot owners / oil terminals (as required).
2. In case of new additions to the Staff members / Fair Price Shops / Depots, the vendor will be required to train these new resources as well.

3.5.2.5 Cost of training

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

3.6 Timelines

Following are the timelines for the completion of Phase 1, 2, 3 and 4:

T is Date of Signing of Contract

P	Component	Time	M1 – Apr				M2 - May				M3 - Jun				M4-Jul			
		Mths	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Phase 1	Deployment of Hardware & Infrastructure	T+2																
	Collection of Biometrics Verification of Digitized Data	T+3.25																
	Printing and Personalization of Cards	T+3.75																
	Issuance of Cards	T+4																
	Provisioning of Manpower Call centre Commissioning	T+2																
	Training of Dept Staff, Transporters, Wholesalers, Staff of Godowns, Oil Terminals	T+2																
	Training of FPS owners and Assistants	T+3.5																

P	Component	Time	M4-Jul				M5-Aug				M6-Sep				M7-Oct			
		Mths	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Phase 2	Deployment of Hardware & Infrastructure	T+4.5																
	Collection of Biometrics Verification of Digitized Data	T+6.25																
	Printing and Personalization of Cards	T+6.5																
	Issuance of Cards	T+6.75																
	Provisioning of Manpower	T+5																
	Training of Dept Staff	T+5																
	Training of FPS owners and Assistants	T+5.5																

P	Component	Time	M7-Oct				M8-Nov				M9-Dec				M10-Jan	
		Mths	1	2	3	4	1	2	3	4	1	2	3	4	1	2
Phase 3	Deployment of Hardware & Infrastructure	T+7.25														
	Collection of Biometrics Verification of Digitized Data	T+9														
	Printing and Personalization of Cards	T+9														
	Issuance of Cards	T+9.25														
	Provisioning of Manpower	T+8														
	Training of Dept Staff	T+8														
	Training of FPS owners and Assistants	T+8														

P	Component	Time	M9-Dec		M10-Jan				M11-Feb				M12-Mar			
		Mths	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Phase 4	Deployment of Hardware & Infrastructure	T+9.5														
	Collection of Biometrics Verification of Digitized Data	T+11.5														
	Printing and Personalization of Cards	T+11.5														
	Issuance of Cards	T+11.75														
	Provisioning of Manpower	T+10														
	Training of Dept Staff	T+10														
	Training of FPS owners and Assistants	T+10.5														

Following are the timelines for the System Integrator for the rollout of the project in various districts:

S. No.	Phase	Rollout of the project	Timelines
1.	Phase I	First 3 pilot districts – Ambala, Sonipat and Sirsa	4 months from the date of signing of contract. Work in all three districts and other offices mentioned, to be taken up simultaneously.
		Directorate, CONFED offices, State agency Godowns, Oil terminals, Wholesalers and Transporters	
2.	Phase II	Next 6 districts*	7 months from the date of signing of contract. Work in all six districts to be taken up simultaneously.
3.	Phase III	Next 6 districts*	9.25 months from the date of signing of contract. Work in all six districts to be taken up simultaneously.
4.	Phase IV	Last 6 districts*	11.75 months from the date of signing of contract. Work in all six districts to be taken up simultaneously.

*The actual details / plan of districts would be finalized by the Department with the selected vendor.

Vendor will ensure that

1. Deployment and commissioning of IT Infrastructure, deployment of manpower and Training of DFSC, AFSSO and Inspector Office Staff of a particular District to be completed before the first ration card is issued to any beneficiary in that District
2. Deployment and commissioning of IT Infrastructure at State Agency Godowns and Oil Terminals in the State to be completed before the first ration card is issued to any beneficiary in the State
3. Training of staff of State Agency Godowns and Oil Terminals, wholesalers and transporters in the State to be completed before the first ration card is issued to any beneficiary in the State
4. Training to a FPS owner and his assistant to completed atleast by the time a smart card based ration cards is issued to any beneficiary withdrawing ration from that FPS
5. Issuance of cards to wholesalers, transporters and their training to be completed
6. The vendor will not be held accountable for any kind of delays on account of department in verification and activation of Smart cards and application software provided to the vendor by Department/NIC

4 SERVICE LEVEL AGREEMENTS

For any of the SLAs mentioned below, the vendor will not be held responsible for any component (SWAN, PDS application etc.) that does not form part of the scope of the selected vendor.

4.1.1.1 System Downtime

Service Description	Metric
	Time for which user(s) is not able to access the system to perform PDS related operations/transactions at any of the field location (FPS / state agency godowns / oil terminals) or at the Directorate, DFSC, AFSSO / Inspector offices, CONFED, during the working hours. The working hours are as below: FPS: 8:00AM to 8:00PM, 6 days a week (Monday off) Department Offices / state agency godowns/ CONFED offices: 9:00AM to 5:00PM, 5 days a week (Monday to Friday) Data Centre: 24X7 However, in calculating downtime following circumstances should not be considered: ▶ Scheduled downtime for example, backup time, batch processing time, routine maintenance time. However, the selected vendor will be required to schedule such downtime with prior approval of the Department. The selected vendor will plan scheduled downtime outside working time. In exceptional circumstances, Department may allow the vendor to plan scheduled downtime in the working hours.
Service Requirement	level
	As mentioned below
Measurement of Service Level Parameter	
	The downtime should be monitored for: ▶ STT Terminals- 1 day per month ▶ Desktops – 1 day per month ▶ Servers – Uptime of 99% per month

	► Other Hardware/ Infrastructure – 1 day per month The downtime will be considered from the time of registering the complaint ► STT Terminal downtime is greater than 1 day for a given month than a penalty of Rs. 100 per day per STT will be charged from the vendor. (after 2 days of downtime for a given month the penalty would be Rs. 300 per day per STT) ► Desktop downtime is greater than 1 day for a given month than a penalty of Rs. 100 per day per node will be charged from the vendor. (after 2 days of downtime for a given month the penalty would be Rs. 300 per day per node) ► For data centre Server cluster uptime of 99% for a month has to be maintained after which a penalty of ○ Rs. 1000 Per hour per server cluster will be charged from the vendor for the 1st day ○ Rs. 2000 Per hour per server cluster will be charged from the vendor for the 2nd day ○ Rs. 3000 Per hour per server cluster will be charged from the vendor for the 3rd day ○ Rs. 5000 Per hour per server cluster will be charged from the vendor from the 4th day onwards till end of 7th day ○ After 7th day of downtime Department may consider termination of order and all other payments will be stopped ► For field Server cluster uptime of 99% for a month has to be maintained after which a penalty of Rs. 100 Per hour per server cluster will be charged from the vendor (if server cluster uptime is less than 97% then penalty to be Rs.300 per hour per server cluster) ► Other hardware/ infrastructure downtime is greater than 1 day for a given month than a penalty of Rs. 100 per day per item will be charged from the vendor. (after 2 days of downtime for a given month the penalty would be Rs. 200 Per day per item)
Penalty for non achievement of Service level	

4.2 Installation and Up gradation of Application Software

4.2.1 Turnaround time for installation of upgrades/patches of Application Software

Service Description	Metric	Time taken for successful deployment of application upgrades / patches at various locations (Directorate / DFSC / AFSSO / Inspector offices and Field locations – FPS / depots / oil terminals / godowns) from the time the patch / upgrade is handed over to the vendor by NIC.
Service Requirement	level	Within 10 working days
Measurement of Service Level Parameter		The installation of the upgrades and patches will be monitored through the Software Version Control Mechanism.
Penalty for non achievement of Service level	non	Time taken for installation of upgrades/patches is greater than 10 working days – Rs.300 per day per location delayed

4.3 Provisioning of Smart Cards

4.3.1 Timelines

Service Description	Metric	Time within which printed and personalized Smart Card based Ration Cards are submitted to the Department for verification and activation
Service Requirement	level	Phase 1 (First 3 districts): To be completed within 3.75 months from the date of signing of contract with the System Integrator. Work in all three districts to be taken up simultaneously. Phase 2 (Next 6 districts): To be completed within 6.75 months from the date of signing of contract with the

	System Integrator. Work in all six districts to be taken up simultaneously - Phase 3 (Next 6 districts): To be completed within 9.5 months from the date of signing of contract with the System Integrator. Work in all six districts to be taken up simultaneously. - Phase 4 (Last 6 districts): To be completed within 12 months from the date of signing of contract with the System Integrator. Work in all six districts to be taken up simultaneously.
Measurement of Service Level Parameter	Within 7 days of enrolment, cards enrolled for that day to be printed and personalized and delivered to the department for verification and activation
Penalty for non achievement of Service level	• Time taken is 7-15 days: Penalty - 2% of "A" for each card delayed per day from the day of enrolment • Time taken is 15-22 days: Penalty – 30% of "A" + 3% of "A" for each card delayed per day for each day after 15th day • Time taken is greater than 22 days: Department may initiate termination of contract Where "A" is the per card cost quoted by the vendor for replacement of existing paper based ration card by smart card based ration card in Section 7.3

4.4 Printing and Personalization of Cards

4.4.1 Errors in Printing and Personalization of Smart Cards (till completion of State wide Rollout)

Service Description	Metric	Errors detected in the data printed on the Visual Inspection Zone (VIZ) and Machine Readable Zone (MRZ) of the Smart card based Ration card
Service Requirement	level	Zero errors
Measurement of Service Level Parameter		Printed and Personalized cards will be forwarded to the Department for verification and activation. During this process, the designated authority within the Department will verify the Card Data (MRZ and VIZ) with back end (software driven for MRZ, manual matching for VIZ).

Penalty for non achievement of Service level	For a card with errors:
	○ If the cards with error(s) are between 0% to 1% of the cards issued in that batch, the vendor will replace all such erroneous cards without any additional cost to the department within 7 working days of handing over the erroneous cards to the Vendor ○ If the cards with error(s) are above 1% of the cards issued in that batch, Vendor will replace all such erroneous cards within 7 working days of handing over the erroneous cards to the Vendor without any additional cost to the department and a penalty of 20% of "A" will be imposed.
	For replacement of such erroneous cards ○ If the cards are replaced between 7 and 15 working days, an additional penalty of 50% of "A" will be imposed ○ If the cards are replaced after 15 working days, an additional penalty of 100% of "A" will be imposed
	Where "A" is the per card cost quoted by the vendor for replacement of existing paper based ration card by smart card based ration card in Section 7.3

4.4.2 Quality of Smart Card

Service Description	Metric	Quality of Smart Card provided
Service Requirement	level	Smart Card should be as per the specifications provided in this RFP and be SCOSTA compliant throughout the life of the project. The Smart Card should have a minimum lifetime of 10 years. During this lifetime of 10 years the card should not develop cracks, holes, major structure imperfection, visual print quality must remain unaffected, retention on the MRZ must be 10 years etc.

Measurement of Service Level Parameter	Grievances registered by residents or FPS owners. The Department can also get the quality of the Smart Cards provided by the vendor tested and verified by authorized agencies. The cost for any such procedures will be borne by the vendor.
Penalty for non achievement of Service level	- No. of defected cards collected during a quarter: Vendor will replace all such defected cards without any additional cost to the department within 7 working days of the Department handing over such cards to the vendor and a penalty of 20% of "A" will be imposed For replacement of such erroneous / poor quality cards - If the cards are replaced between 7 and 15 working days, an additional penalty of 50% of "A" will be imposed - If the cards are replaced after 15 working days, an additional penalty of 100% of "A" will be imposed Where "A" is Cost for Replacement of Paper based Ration cards with Smart Card based Ration Cards as defined in Annexure 7.3

4.5 Commencement of Operations at various locations

Service Description	Metric
	Commencement of Operations at a location from the date of signing of contract with the vendor. The commencement of operations has been defined as: - Procurement, deployment & commissioning of the IT and Smart card infrastructure at respective location - Provide requisite manpower at respective location
Service Requirement	level
	The operations should be commenced at a location as per the Timelines defined in Section 3.6. *System Integrator would not be responsible for any delays due to unavailability of the Application Software (to be provided by NIC).
Measurement of Service Level Parameter	Department officials will monitor the Date of commencement of operations at a location.

Penalty for non achievement of Service level	► Delay in deployment of manpower	
	Delay in deployment of requisite manpower at a location	Penalty
	Delay upto 5 days	Rs 2000 per day per person not deployed
	Delay between 6 to 15 days	Above penalty + Rs 3000 per day per person not deployed from 6 th to 15 th day {e.g. If the delay is for 8 days and for 2 people then the penalty incurred by the vendor would be Rs. 28,000 [No. of days by which deployment is delayed*No. of manpower delayed*Penalty] which comes out to be $[(5*2000*2)+(3*3000*2)]=Rs.28,000$
	Delay beyond 15 days	No payment for all resources at that location for that quarter as defined in Payment Schedule (Section 6.14)
	► Delay in deployment of hardware at a location - Delay in deployment of hardware at any location in a zone: 1% of the value of Hardware to be deployed at that location, per day for each day delayed. - Delay in deployment of hardware at any location in a district beyond 30 days may also lead to initiation of cancellation of order.	

4.6 Call centre

4.6.1 Call centre Availability

Service Description	Metric	Time for which the Call centre remains operational/ available
Service Requirement	level	Working hours 8AM-8PM, 7 days a week for Call centre 100% availability during above hours
Measurement of Service Level Parameter	Service	The Department Nodal Officer will maintain a record of the attendance and availability of the Call centre staff.
Penalty for non achievement of Service level	non	Penalty of Rs 500 per hour of non-availability per person Vendor to deploy additional resources for weekly break/leaves without any additional cost

4.6.2 Call centre Quality

Service Description	Metric	Quality of Call centre support provided by the Selected Vendor
Service Requirement	level	Response Time of complaint: Within 3 minutes Turnaround Time for a complaint: Within 1hour
Measurement of Service Level Parameter	Service	The Department Nodal Officer will maintain a record of the number of complaints received from Department Staff / FPS / Citizens regarding the functioning of call centre.
Penalty for non achievement of Service level	non	• Response Time: ○ If response time is 3-5 min- Rs.50 per call

level	○ If response time is 5-7 min: Rs. 100 per call ○ If response time is greater than 7 min: Rs.300 per call • Turnaround Time: ○ If turnaround time is 1 hr- 1hr 30min: Rs.50 per call ○ If turnaround time is 1hr 30min-2hr: Rs.100 per call ○ If turnaround time is greater than 2 hr: Rs.300 per call
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4.7 Availability of manpower

Service Description	Metric	Availability of the manpower provided
Service Requirement	level	100% availability of all manpower provided Data Centre : 24 X 7, 7 days a week Call centre: 8AM to 8PM, 7 days a week Other locations: as per respective working hours
Measurement of Service Level Parameter		The Department would maintain a record of attendance of the resources provided by the vendor.
Penalty for non achievement of Service level	non	The vendor will not be paid the cost for the manpower for the period that the resource is absent. In addition, the vendor will be penalized with double the amount due for that period if the resource is absent for more than 7 days per quarter. A maximum of 4 days leave per quarter will be allowed per resource

4.8 Technical Support

Service Description	Metric	Time taken for resolution of technical issues faced by various users of the system								
Service Requirement	level	▶ Equivalent instances of not meeting resolution time is less than 3 per quarter Issue Resolution time ▶ Severity Level 1 (S1): Problems affecting more than one location: 6 hours ▶ Severity Level 2 (S2): Problems affecting more than five users within a location: 12 hours ▶ Severity Level 3 (S3): Problems affecting less than five users within one location: 24 hours								
Measurement of Service Level Parameter		Feedback would be taken from the authorized representative at each of the location. Logs would be maintained by the Department relating to issues encountered at various locations and the support provided by the Vendor Equivalent instances are calculated as: <table><tr><th>Severity</th><th>Weightage</th></tr><tr><td>S1</td><td>1</td></tr><tr><td>S2</td><td>1/4</td></tr><tr><td>S3</td><td>1/8</td></tr></table> For example, 3 instances of overshooting Issue resolution time for S2 type complaints would result in ¾ "Equivalent Instances of not Meeting Issue Resolution Time".	Severity	Weightage	S1	1	S2	1/4	S3	1/8
Severity	Weightage									
S1	1									
S2	1/4									
S3	1/8									
Penalty for non achievement of Service level	non	0.5% of "B" for every equivalent instance when issue resolution time is not met								

5 PROPOSAL OPENING AND EVALUATION

5.1 Evaluation Committee(s)

The Evaluation Committee(s) constituted by F&S Department, GoH and HARTRON shall evaluate the technical and financial proposals. The Committee(s) may choose to conduct negotiation or discussion with vendors as per procedures of Government of Haryana. The decisions of the Evaluation Committee(s) in the evaluation of the Pre-qualification, Technical and Commercial bids shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee(s).

5.2 Proposal Opening and evaluation

The evaluation of the proposals will be carried out in three stages:

1. Pre-qualification evaluation: The pre-qualification proposal documentation furnished by the bidder shall be examined prima facie to substantiate the compliance with the bidder's eligibility criteria as set out for this project in terms of organizational, financial and technical experience etc.
2. Technical evaluation: The next stage of the evaluation will be an assessment of the technical bid. Based on the short-listing of the pre-qualified bidders, the committee will proceed to a detailed evaluation of the Technical Bids of such pre-qualified bidders in order to determine whether they are substantially responsive to the requirements set forth in the Request for Proposal. In order to reach such a determination, department will examine the information supplied by the bidders, and shall evaluate the same as per the evaluation criteria specified in this RFP.
 - The Technical Bid Opening Committee will open all the parts of Technical Proposals, in the presence of Bidders' designated representatives who choose to attend, at the time, date, and location, to be intimated by the department.
 - The department shall review the submitted proposal and a Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP or if it fails to comply with the technical requirements.
 - Proposal may be rejected at any stage of the evaluation if it is found that the company has provided misleading information or has been black listed by a central or state government or has indulged in any malpractice/ unethical practice and has not honored contractual obligation elsewhere.

- The Bidders would be asked to make live demo and presentation on technical and operations aspect of the bid.
 - After the technical evaluation is completed and approved, department shall inform the Bidders who have submitted proposals, the detailed compliance of their Technical Proposals, and shall notify those Bidders whose Proposals did not meet the minimum technical criterion or were considered non responsive to the RFP and Scope of Services, that their Financial Proposals will be returned unopened after completing the evaluation process. The department shall simultaneously notify in writing to the bidders that have complied with the technical criterion specified in the RFP the date, time and location for opening the Financial Proposals.
 - Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded and the same is approved by the appropriate committee.
3. Financial evaluation: Based on the results of the technical evaluation, duly constituted financial evaluation committee will then proceed to open and evaluate the financial proposal of the technically acceptable Bidders. The financial evaluation will take into account the information supplied by the Bidders in their financial proposal.
- Substantially responsive bid: A substantially responsive Bid is one, which conforms to the requirements, terms, conditions and specifications of the Request for Proposals without material deviation. A material deviation is one which affects in any substantial way the functionality, scope, quality, or performance of the Deliverables, or which limits in any substantial way, inconsistent with the Request for Proposals, department's rights or the Bidder's obligations for, performance of the Project and the rectification of which deviation would affect unfairly the competitive position of other Bidders presenting substantially responsive proposals.
 - Technical evaluation committee may recommend waiver of any minor informality or non-conformity or irregularity in a proposal, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

5.3 Confidentiality of Process

Information relating to the examination, clarification, evaluation and comparison of Proposals, and recommendations for the award of the project shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced.

5.4 Clarification of Proposals & Contacting the Authorized Representative

To assist in the examination, evaluations, and comparison of Proposals, the committee may, at its discretion, ask any Vendor for clarification of its Proposal. The request for clarification and the response shall be in writing by post or email or by facsimile, but no change in the price or substance of the Proposal shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the committee in the evaluation of the Proposals.

5.5 Initial Examination of Proposals

Prior to the detailed evaluation of Proposals, the committee and/or its nominees will determine whether:

- (a) Requisite bid security (EMD) has been submitted
- (b) The proposal has been properly signed;

In case the proposal is not accompanied by the requisite bid security (EMD) and/or it has not been properly signed and/or there is a discrepancy between the items on the checklist and the actual documents/material submitted, committee reserves the right to declare the proposal invalid.

5.6 Correction of Errors

Bidders are advised to exercise greatest care in entering the pricing figures. No requests regarding correction of mistakes in the financial bids will be entertained after the quotations are opened. All corrections like cutting or overwriting etc., if any, should be initialed by the person signing the tender form before submission, failing which the figures for such items may not be considered.

Arithmetic errors in bids will be corrected as follows:

- Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.
- Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion committee, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.
- Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Schedule of Prices, the amount obtained on totaling the line items in the Bill of Materials will govern.

- The amount stated in the proposal, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall tender price to rise, in which case the bid price shall govern.

5.7 Contacting Department

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

5.8 Disqualification

The proposal submitted by a bidder is liable to be disqualified if:

- Not submitted in accordance with this document.
- During validity of the bid or its extended period, if any, the bidder increases his quoted prices.
- The bidder qualifies the bid with his own conditions.
- Bid received in incomplete form or not accompanied by bid security amount.
- Bid received after due date and time.
- Bid not accompanied by all requisite documents.
- Bidder sub-contracts any part of the project to any of the parties having interest in the project.
- Awardee of the contract qualifies the letter of acceptance of the contract with his conditions.
- Bidder fails to enter into a contract within 15 days of the date of notice of the award of tender or within such extended period, as may be specified by the Client

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

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

5.9 Award of Contract

After evaluation of all accepted Proposals by the evaluation committee, a contract may be awarded to the successful vendor as per the final evaluation criteria (Section 7.3.1).

The client reserves the right to award a contract in whole or in part if it is in its best interests to do so.

5.10 Notification of Award

The acceptance of the tender, subject to contract, will be communicated in writing by post and email at the communication address and email id submitted by the vendor in the bid document. Any change of address/email id of the vendor, should therefore be promptly notified to HARTRON.

5.11 Signing of Contract

The vendor shall be required to enter into a contract (Master Services Agreement and Service Level Agreements in the form provided in the Proposal document, incorporating all agreements between the Parties, including any agreements reached during the negotiation process, if any) with the F&S Department, GoH, within ten (10) days of the award of the contract or within such extended period, as may be specified by the F&S Department.

The agreement signed will be on the basis of this document and the corrigendum (if any), the Bid of the vendor, the letter of intent and such other terms and conditions as may be determined by the F&S Department, GoH to be necessary for the due performance of the work, as envisaged herein and in accordance with the Bid and the acceptance thereof.

5.12 General Instructions

1. The RFP cannot be transferred and can be led only by the bidder to whom this RFP has been issued.
2. Bidders shall provide such evidence of their continued eligibility satisfactory to the F&S Department, as asked.
3. All the Bidders, for the purpose of submitting a Proposal shall treat the content of this document as private and confidential.
4. Each bidder shall submit only one Proposal. The bidder who submits or participates in more than one Proposal will be disqualified.

Definition of Consortium

If bidder is a consortium of firms, the consortium must provide the details of formation of the consortium, percentage of share in the value of services to be offered by each consortium member and the role of each member of the consortium with reference to this project.

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

One of the partners with the maximum share in the value of services to be offered or 35% share in the value of services to be offered, whichever is higher, in the consortium shall be nominated as lead partner through a power of attorney signed by legally authorized signatories of all the partners. The bid shall be signed by lead partner and shall be legally binding on all partners of consortium.

Along with the Pre-Qualification bid, the bidder should submit Consortium Agreement amongst members of the consortium for providing specific services as mentioned in the technical bid. Consortium agreement between consortium members must include atleast following conditions:

- i. Lead member of the consortium
- ii. Members other than lead member of the consortium
- iii. Share of each member of the consortium in the value of services to be offered
- iv. Role of each member and division of work
- v. Coordination and management mechanism amongst consortium members
- vi. Financial arrangements including division of risks and liabilities amongst consortium members
- vii. Power of Attorney to the lead partner / its authorized signatory to incur liabilities and receive instructions for and on behalf of any and all partners of the consortium and the entire execution of the Contract, including payment, shall be done exclusively with the lead partner.
- viii. The lead partner of consortium shall meet the criterion as detailed in following sections.
- ix. The composition or constitution of the consortium shall not be altered during the term of contract without the prior written approval of the client.

5.13 Authorized Person of the Bidder

The bidder must designate a person to represent the bidder in all its dealings related to this project.

5.14 Pre-qualification criterion

This section gives the details of the evaluation criterion for the pre-qualification stage as well as the details which the bidder should provide as part of his bid document.

- 1 The bid shall be enclosed in a separate sealed folder clearly marked Pre-qualification bid as explained in section on preparation of proposals. The EMD should also be enclosed in the Pre-qualification bid envelope.
- 2 A power of attorney in the name of the person signing the bid. In case of consortium, the same should be signed by legally authorized signatories of all the partners nominating one of the partners as the Lead bidder.
- 3 Duly signed certificates and documents as per the formats given in (Annexure 7.1) for Pre-qualification evaluation.
- 4 The vendor can be a company or a consortium of companies. In case of a consortium, the same shall not consist of more than four companies and shall be formed under a duly stamped consortium agreement.
- 5 In case of consortium, the lead partner must submit:
 - The details of the consortium with roles and responsibilities of each partner. The same should be endorsed by authorized representative of the lead partner.
 - The original stamped consortium agreement shall be attached along with the Pre-qualification proposal.
 - Consortium agreement mentioning that the Lead Partner has maximum share in the value of services to be offered by the consortium partners individually under this contract. The approximate share of each partner of the consortium, authorized by the lead partner, should also be submitted along with the bid document.
- 6 In case of consortium, no change in the constitution of the consortium (Lead Partner / members of consortium / stakes of any member etc) will be allowed without explicit approval of the Client.

The pre-qualification bid document should comply with the following criteria:

S. No.	Criterion	Supporting Proofs to be submitted with the Bid
PQ-1	Should have made a payment of Rs. 10000 (Rupees Ten Thousand only) for the RFP document	Proof of payment of Rs. 10,000 / DD for Rs. 10,000 (if RFP Document is downloaded)
PQ-2	Should have submitted a Security (Earnest	The original DD/ bank guarantee must be

S. No.	Criterion	Supporting Proofs to be submitted with the Bid
	Money Deposit) of Rs. 1,00,00,000 (Rs. 1 crore only) in the format prescribed	furnished
PQ-3	The bidder / all the consortium partners (in case of Consortium) should be registered under the Companies Act, 1956, and the bidder / All consortium partners (in case of consortium) should be an established IT Company/ Telecom Company/ System Integrator/ Software Developer and in existence for atleast 5 years (as on 31st March, 2009) should be in related field	Copy of Certificate of Incorporation (CoI) signed by authorised signatory of the Bidder or Consortium Partner whose CoI is being produced (in case of Consortium)
PQ-4	Permanent Account Number (PAN) of bidder/each consortium member from Income Tax authorities.	Copy of PAN card of the bidder/ each bidder of the consortium in case of consortium
PQ-5	The Company / all the partners of consortium (in case of Consortium) should have an active ISO 9001:2000 certification/ CMM level 3 or more Quality certification at the time of submission of the bid. In case the certificate is due for renewal, the vendor should ensure that the renewed certificate is made available at the time of signing of contract. In case the same is not provided, the Department may consider negotiating the award of contract with the L2 Bidder.	A copy of the Quality certificate or documentation of the Quality policy needs to be provided along with the bid document.
PQ-6	The vendor / Lead Partner of consortium should have an average turnover of Rs. 200 Crores over last three years FY 08-09, FY 07-08, FY 06-07 with a minimum turnover of Rs. 150 crores in each of the three years.	Audited Balance sheet and Profit & Loss account statement of the Bidder / Lead Partner (in case of Consortium) for each of the last 3 years FY 06-07, FY 07-08 and FY 08-09 Certificate duly signed by Statutory Auditor of the Bidder / Lead Partner (in case of Consortium) for

S. No.	Criterion	Supporting Proofs to be submitted with the Bid
		turnover from IT services.
PQ-7	The Bidder or all partners of consortium (in case of Consortium) should have positive net worth (measured as paid-up capital plus free reserves) for each of the last three financial years FY 06-07, FY 07-08 and FY 08-09	Audited Balance sheet and Profit & Loss account statement of the Bidder / each Partner (in case of Consortium) for each of the last 3 years FY 06-07, FY 07-08 and FY 08-09 Certificate duly signed by Statutory Auditor of the Bidder / respective Consortium Partner (in case of Consortium)
PQ-8	The bidder or all partners of consortium (in case of Consortium) also should be in profit for each of the last three financial years.	Audited Balance sheet and Profit & Loss account statement of the Bidder / each Partner (in case of Consortium) for each of the last 3 years FY 06-07, FY 07-08 and FY 08-09 Certificate duly signed by Statutory Auditor of the Bidder / respective Consortium Partner (in case of Consortium)
PQ-9	The bidder or the lead bidder in case of consortium should have minimum 500 regular professional employees in IT, Engineering, Technical Support or Management on its payrolls as on 31st December 2009.	Certificate from authorized person in HR Department of the Bidder or Lead Partner (in case of Consortium) for exact number of technically qualified professionals employed by the company
PQ-10	The bidder or consortium must have experience of at least 3 IT projects successfully completed / ongoing with any State Government/Central Government/PSUs in last 5 years in India. The scope of such projects should include hardware supply, development of application software including enrollment,	Work orders confirming year and Area of activity, value of services to be delivered for each of the three projects

S. No.	Criterion	Supporting Proofs to be submitted with the Bid
	system integration, providing operational and maintenance services for IT infrastructure.	
PQ-11	Out of the above 3 projects, the value of services already delivered on atleast 2 projects should not be less than Rs. 25 Crores each	a) Work orders confirming year and Area of activity, value of services to be delivered for each of the projects b) Completion / Partial Completion Certificate /Receipt of Payment/Proof of commencement of Maintenance etc from Client confirming year and Area of activity, value of services already delivered along with Reference details of the Client
PQ-12	The bidder/ atleast one of the consortium partners should have been responsible for delivery of services from multiple locations (minimum 100) in a Single Work order in last 5 years in India	a) Work orders confirming year and Area of activity, value of services to be delivered for each of the projects b) Completion / Partial Completion Certificate from Client confirming year and Area of activity, locations covered
PQ-13	The bidder / one of the consortium partners should have the experience of managing applications and systems deployed at a Data Centre with a minimum of 100 users (of that particular application or system) , in last 5 years in India	a) Work orders confirming year and Area of activity, value of services to be delivered for each of the projects b) Completion / Partial Completion Certificate from Client confirming year and Area of activity, no. of users of the application or the system deployed by the bidder at the data centre
PQ-14	The bidder / one of the consortium partners must have experience in field survey, data collection including biometric collection and data digitization covering at least 1 lakh	a) Work orders confirming year and Area of activity, value of services to be delivered/no. of citizens to be covered for each of the projects

S. No.	Criterion	Supporting Proofs to be submitted with the Bid
	citizens in a single work order in last 5 years in India.	b) Completion / Partial Completion Certificate from Client confirming year and Area of activity, value of services already delivered /no. of citizens already covered
PQ-15	The equipment quantity and specifications provided by the vendor should meet the minimum technical specifications and numbers specified in this RFP.	A self certified letter signed by the authorised signatory of the Bidder / Lead Partner of the Consortium
PQ-16	The bidder must procure smart cards from a company having a valid SCOSTA certificate from NIC for 64 KB contact based Smart Cards.	a) Copy of valid SCOSTA certificate b) A self certified letter signed by the authorised signatory of the Bidder / Lead Partner of the Consortium as per 7.1.5
PQ-17	The selected bidder is required to provide a warranty of atleast 10 year data retention on MRZ from the OEM of the Smart Card.	A self certified letter signed by the authorised signatory of the Bidder / Lead Partner of the Consortium as per 7.1.7
PQ-18	Bidder / one of the consortium partners should have delivered atleast 5 lakhs SCOSTA Smart Cards (non-GSM / non-CDMA and any memory) along with personalization solution in India in last 5 years.	a) Work orders confirming year and Area of activity, value of services to be delivered for each of the projects b) Completion / Partial Completion Certificate from Client confirming year and Area of activity, volume of SCOSTA cards already delivered
PQ-19	The Bidder or all of the partners (in case of Consortium) shall not be under a declaration of ineligibility / banned / blacklisted by any State/Central Government / any other Government institutions in India for corrupt or fraudulent practices as on last date of submission of the Bid	A self certified letter signed by the authorised signatory of the Bidder / Lead Partner of the Consortium

S. No.	Criterion	Supporting Proofs to be submitted with the Bid
PQ-20	Consortium Agreement in case of Consortium	Consortium Agreement
PQ-21	Authorized Signatory of the Bid	Power of Attorney, in the name of person signing the Bid, authorizing him to submit/execute this agreement as a binding document.
PQ-22	Authorization of Lead Partner (in case of Consortium only)	Power of Attorney from each member of the Consortium, authorizing the Lead Partner to represent the Consortium member on this agreement and sign and execute this agreement on behalf of the Consortium member.
PQ-23	Total Responsibility	Bidder or Lead Partner should issue a statement undertaking total responsibility for the defect free operation of the proposed Project solution, which shall not include any conditional statements. Format as per 7.1.9
PQ-24	OEM Certification letter	The bidder (Lead) should submit valid letter from the OEMs confirming following: 1. Authorization for bidder 2. Confirm that the products quoted are not end of life products 3. Undertake that the support including spares, patches for the quoted products shall be available for entire duration of the project.

5.15 Technical Evaluation

Technical proposals shall be evaluated for only those bidders who met the Pre-qualification evaluation criterion. The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below.

The bidders qualifying the technical evaluation will be invited to give live demo and presentation on technical and operations aspect of the scope of work. Subsequently, in case of any change in scope of

work etc., the bidders qualifying the technical evaluation may be allowed to submit their revised Financial Bids within 3 days (72 hours) of formal notification of the same.

During the technical evaluation the responses provided in pre-qualification proposal and technical proposal will be evaluated out of **80 marks**. The bidder will have to score at least 70% marks to be declared as technically qualified. Any proposal achieving a Technical Score less than 70% will be treated as "Not Technically Qualifying the Requirements" and will not be considered for further evaluation of the financial proposals. Only the technically qualified bidders will be informed for opening of the financial bid.

Technical Proposals shall be opened in the presence of the representatives of the vendors. The absence at the Technical Proposal opening won't be the criteria for disqualification of any vendor.

5.15.1 Technical Evaluation Criteria – Compliance matrix

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

S. No.	Criteria / Sub-criteria	Description / Response expected from bidder	Maximum marks
A	Experience in handling IT Projects (only supply of computers/ servers and peripherals shall not constitute as an IT project) in India	If value of services delivered in single project $\geq$ 25 Crores and $<$ 50 Crores 2 projects: 5 marks 3 projects: 6 marks 4 or more projects: 7 marks For the purpose of evaluation, value of projects will be taken in multiples of 25 Crores (e.g. A project with value of 50 crores is equivalent to two 25 crore projects. A project with value 80 crores will be considered equivalent to three 25 crore projects)	7
B	Experience in handling Projects with service delivery from multiple locations in single project	If number of locations where service delivery has already commenced in single project $\geq$ 100 and $<$ 200 1 project: 4 marks 2 projects: 5 marks 3 projects: 6 marks 4 projects: 7 marks For the purpose of evaluation, no. of locations will be taken in multiples of 100 (E.g. A project with 200 locations already covered will be considered equivalent to two 100 locations projects. A project with 375 locations already covered will be considered equivalent to three 100 locations projects) (attach work order and client certificate for completion/	7

S. No.	Criteria / Sub-criteria	Description / Response expected from bidder	Maximum marks
		partial completion with no. of locations for each project)	
<i>C</i>	Experience of managing applications and systems deployed at a Data Centre (of that particular application or systems) , successfully completed or ongoing	If number of users of the application and systems deployed at the Data Centre in single project ≥ 100 and < 200 users 1 project: 4 marks 2 projects: 5 marks 3 projects: 6 marks 4 projects: 7 marks For the purpose of evaluation, no. of users will be taken in multiples of 100 (E.g. A project with 200 users already covered will be considered equivalent to <i>two</i> 100 user projects. A project with 375 users will be considered equivalent to <i>three</i> 100 users projects) (attach work order and client certificate for completion/ partial completion with no. of users for each project)	7
<i>D</i>	Experience in field survey, data collection, biometric collection and data digitization covering at least 1 lakh citizens in a single work order	1 project: 5 marks 2 projects: 6 marks 3 projects: 7 marks (attach work order and client certificate for completion/ partial completion with no. of citizens already covered or value of services already delivered for each project)	7
<i>E</i>	Volume of SCOSTA Smart cards (non GSM / non CDMA and any memory) distributed along with personalization solutions for smart card projects in India in last 5 years	If volume of cards already delivered ≥ 5 lakh and < 8 lakh : 5marks If volume of cards already delivered ≥ 8 lakh and < 10 lakh : 6marks If volume of cards already delivered ≥ 10 lakh : 7 marks (attach work order and client certificate for completion/ partial completion with volume of SCOSTA cards delivered for each project)	7
<i>F</i>	Overall understanding of the design, implementation, operation, & maintenance requirements	Assessment of technological & managerial understanding of vendor based on criteria like a) Vendor's Proposed Work Plan and Timelines- 4 marks b) Vendor's Resource Deployment Plan-2 mark c) Understanding of risk factors and mechanism to mitigate them- 4 marks	10

S. No.	Criteria / Sub-criteria	Description / Response expected from bidder	Maximum marks
<i>G</i>	Technical Presentation before the technical evaluation committee	To assess the solution proposed by the vendor through direct interaction and clarifying queries (if any)	10
<i>H</i>	Demonstration of a prototype/sample solution for transaction at fair price shop as per the performance parameters assigned in the specifications of Smart Transaction terminal	To assess the viability of the biometrics solution in extreme/actual field conditions like dust, water, light etc. Performance of the Finger Print Module of STT shall be tested and appropriate scores shall be assigned using international test procedures/standards for the following 1 Wet Condition 2 Dirt Condition 3 Dry Condition 4 Low Pressure 5 Bright Light Condition	25
TOTAL Marks (Ts)			80

5.16 Financial Evaluation

The bidder would provide the financial bid in the format provided in the Annexure 7.3 (Form III). **The price would be inclusive of all taxes, duties, charges and levies etc. as applicable.** The main components of the commercial bid will be as follows:

- i. A = Rate per Smart card based Ration card issued to the resident (including the cost of conducting camps at field locations for collection of Biometrics and digital photographs, Printing & Personalization and issuance of Smart cards)
- ii. B = Total cost for the procuring, deploying and commissioning of the IT & Smart card infrastructure (including the cost for AMC for 5 years after state wide roll out) along with Site Preparation as per the requirements of the department
- iii. C = Total manpower cost provided by the vendor
- iv. D= Total cost for training provided by the vendor to the Departmental officials including staff of State Agency godowns, Oil Terminals, Wholesalers and Transporters
- v. E= Total cost of training to owners of FPS owners and their assistants
- vi. F= Total cost for de-duplication
- vii. G= Total cost for service window operations
- viii. H= Total cost for printer rolls per FPS per month (for 800 transactions per month, with acknowledgement being generated in duplicate) for the entire period of contract
- ix. I= Total cost of providing 512kbps connectivity per office per year
- x. J= Total onetime cost of providing connectivity at each FPS/ State agency godowns/ oil terminals

Formula for financial evaluation of the bid

$$\text{Total cost (FC)} = A+B+C+D+E+F+G+H*(\text{No. of FPS}*60) + I*(\text{No. of Offices}*5) + J*(\text{No. of FPS}*5)$$

The detailed commercial bid proforma has been provided in Annexure 7.3:

- a. The prices, once offered, must remain firm and must not be subject to escalation for any reason whatsoever within the period of validity of the bid and subsequent contract, if any.

6 GENERAL INFORMATION, TERMS & CONDITIONS (SUCCESSFUL BIDDERS)

6.1 Performance Bank Guarantee

- 1 The successful vendor, at his own expense, will deposit with F&S Department, GoH, within ten (10) days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized bank acceptable to F&S Department, GoH, payable on demand, for the due performance and fulfillment of the contract by the vendor. The format of the Performance Bank Guarantee is given in Annexure 7.4.
- 2 The Performance Bank Guarantee shall be denominated in the currency of the Contract.
- 3 This Performance Bank Guarantee will be valid for a period of minimum 6 years and 6 months from the date of signing of contract. The Bank Guarantee amount would be 20% of the total cost of the project (as mentioned in the RFP) till the completion of State-wide rollout of the project. After completion of State wide rollout, the BG would be for an amount of 20% of the Total IT Infrastructure & Site preparation cost ("B" as mentioned in Section 7.4 of the RFP) for another 5 years and 6 months.
- 4 All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the vendor.
- 5 The Performance Bank Guarantee may be discharged / returned by F&S Department, GoH, upon being satisfied that there has been due performance of the obligations of the Vendor under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- 6 In the event of the vendor being unable to service the contract for any reason (other than force majeure conditions), F&S Department, GoH, will invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of F&S Department under the Contract in the matter, the proceeds of the PBG shall be payable to F&S Department as compensation for any loss resulting from the vendor's failure to complete its obligations under the Contract. The Client shall notify the vendor in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the vendor is in default.

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

6.2 Use of Contract Documents and Information

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

The vendor shall not, without prior written consent of F&S Department, make use of any document or information made available for the project, except for purposes of performing the Contract.

All project related documents issued by F&S Department, other than the Contract itself, shall remain the property of the F&S Department and shall be returned (in all copies) to the F&S Department, GoH, on completion of the vendor's performance under the Contract if so required by the F&S Department, GoH.

6.3 Liquidated Damages

In the event vendor fails to provide the Services in accordance with the Service Standard, vendor shall be liable for penalty as per the terms and conditions of Service Level Agreements (SLAs) to be agreed between the vendor and the F&S Department, GoH.

Due to the criticality of the availability of the information, the solution should consider reliability, redundancy in hardware configuration and fail safe design. No data loss/interface failure is permitted and any recovery procedures should take into consideration this factor.

6.4 Termination of Contract

6.4.1 Termination for Default

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

- If the vendor fails to deliver any or all Contracted services as per service standards specified in the Contract, or
- If the vendor fails to perform any other obligation(s) under the Contract, or

- If the vendor in the judgment of the Authorized Representative of F&S Department, has engaged in corrupt or fraudulent practices in competing for or in executing the Contract

In the event F&S Department terminates the Contract in whole or in part, the department may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the vendor shall be liable to the F&S Department for any excess costs for such similar services. However, the vendor shall continue performance of the Contract to the extent not terminated. Alternately, F&S Department would be free to fully take over the assets and operations earlier being undertaken by the vendor at a depreciated cost calculated on the basis of straight line method assuming the useful life of 5 years from the date of commissioning, without prejudice to any other action as contemplated in the Contract.

6.4.2 Termination for Insolvency

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

6.4.3 Termination for Convenience

F&S Department, by written notice sent to the vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for its convenience and the vendor will be given 3 months before termination of contract takes place. In case of termination for convenience, the F&S Department would pay to the vendor cost of services (issue of new / modified Smart Card based Ration Cards, Surrender certificates etc.) provided till the date of the termination and depreciated cost of the equipment supplied. Deprecation would be calculated on the basis of a straight line method assuming the useful life as 5 years from the date of the commissioning.

6.4.4 Force Majeure

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

For purposes of this clause, "Force Majeure" means an event beyond the control of the operator and not involving the operator's fault or negligence, and not foreseeable. Such events may include, but are not

restricted to, acts of the F&S Department in its sovereign capacity, wars or revolutions, fires, natural disasters, terrorism, declarations of governments, epidemics, quarantine restrictions and freight embargoes.

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

6.5 Exit Management

6.5.1 Purpose

- (i) This clause sets out the provisions which will apply on expiry or termination of the "Contract Agreement". In the case of termination of the Contract Agreement due to any illegal activity performed by the vendor during/ as part of the activities related to the project, the F&S Department shall have the right to, at its sole discretion, apply this clause with or without seeking an appropriate remedy from the vendor.
- (ii) The Parties shall ensure that their respective associated entities, in case of the client, F&S Department or its nominated agencies and sub-contractors in case of the Vendor, carry out their respective obligations set out in this Exit Management Clause.

6.5.2 Transfer of Assets

This clause is valid till the State Wide Roll out is formally done after which the assets have to be transferred to the department.

- (i) The Vendor shall be entitled to use the Assets for the duration of the exit management period which shall be six months from the date of expiry or notice of termination of the Agreement.
- (ii) F&S Department during the Project Implementation Phase and Operation and Management Phase is entitled to serve notice in writing on the Vendor at any time during the exit management period as detailed hereinabove requiring the Vendor to provide the department or its nominated agencies with a complete and up to date list of the Assets within 30 days of such notice. Upon service of a notice as mentioned in point above, the following provisions shall apply:

- a. All risk in and title to the Assets to be transferred to F&S Department on the last day of the exit management period.
- b. The Client shall pay to the Vendor on the last day of the exit management period such sum representing the depreciated value of the assets as defined under the clause on termination for convenience (clause 6.4.3).
- c. That on the expiry of this clause, the Vendor and any individual assigned for the performance of the services under this clause must handover or cause to be handed over all Confidential Information and all other related materials in its possession, including all the hardware supplied by Vendor under this clause to the department.
- d. That the products and technology delivered to the Client during the contract term or on expiry of the contract duration must not be sold or re-used or copied or transferred by Vendor to other locations apart from the locations mentioned in the RFP without prior written notice and approval of the department. All hardware supplied on upfront payment basis, software & documents etc. used by Vendor for the F&S Department shall be the legal properties of the department.

6.5.3 Cooperation and Provision of Information

- (i) During the exit management period:
 - a. The Vendor will allow F&S Department or its nominated agencies access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable it to assess the existing services being delivered;
 - b. Promptly on reasonable request by the F&S Department or its nominated agencies, the Vendor shall provide access to and copies of all information held or controlled by it which it have prepared or maintained in accordance with the MSA, the Project Implementation, the Operation and Management SLA and SOWs relating to any material aspect of the services (whether provided by the Vendor). F&S Department or its nominated agencies shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered and other performance data. The Vendor shall permit the department or its nominated agencies and/or any Replacement Vendor to have reasonable access to its employees and facilities as reasonably required to understand the methods of delivery of the services employed by the Vendor and to assist appropriate knowledge transfer.

6.5.4 Confidential Information, Security and Data

- (i) The Vendor will promptly on the commencement of the exit management period supply to the F&S Department or its nominated agencies the following:
 - a. Information relating to the current services rendered and customer satisfaction surveys and performance data relating to the performance in relation to the services; and
 - b. Documentation relating to Intellectual Property Rights; and
 - c. F&S Department data and confidential information; and
 - d. All current and updated departmental data as is reasonably required for purposes of the Client or its nominated agencies transitioning the services to its Replacement Vendor in a readily available format; and
 - e. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable F&S Department or its nominated agencies, or its Replacement Vendor to carry out due diligence in order to transition the provision of the Services to the Client or its nominated agencies, or its Replacement Vendor (as the case may be).
- (ii) Before the expiry of the exit management period, the Vendor shall deliver to the department or its nominated agencies all new or up-dated materials from the categories set out in point (i) above and shall not retain any copies thereof, except that the Vendor shall be permitted to retain one copy of such materials for archival purposes only.
- (iii) Before the expiry of the exit management period, unless otherwise provided under the MSA, F&S Department or its nominated agencies shall deliver to the Vendor all forms of Vendor confidential information which is in the possession or control of F&S Department or its nominated agencies or its users.

6.5.5 Employees

- (i) Promptly on reasonable request at any time during the exit management period, the Vendor shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to Client or its nominated agencies a list of all employees (with job titles) of the Vendor dedicated to providing the services at the commencement of the exit management period;
- (ii) Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the Vendor to the department or its nominees,

- or a Replacement Vendor ("Transfer Regulation") applies to any or all of the employees of the Vendor, then the Parties shall comply with their respective obligations under such Transfer Regulations.
- (iii) To the extent that any Transfer Regulation does not apply to any employee of the Vendor, the department or its nominated agencies, or its Replacement Vendor may make an offer of employment or contract for services to such employee of the Vendor and the Vendor shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the department or its nominated agencies or any Replacement Vendor.

6.5.6 Transfer of certain agreements

- (i) On request by the Client or its nominated agencies, the Vendor shall effect such assignments, transfers, innovations, licenses and sub-licenses as the Client may require in favor of F&S Department or its nominated agencies, or its Replacement Vendor in relation to any equipment lease, maintenance or service provision agreement between Vendor and third party lessors, Vendors, or Vendor, and which are related to the services and reasonably necessary for the carrying out of replacement services.

6.5.7 Right of Access to Premises

- (i) At any time during the exit management period, where Assets are located at the Vendor's premises, the Vendor will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) F&S Department or its nominated agencies, and/or any Replacement Vendor in order to inventory the assets or Assets.
- (ii) The Vendor shall also give the department or its nominated agencies, or any Replacement Vendor right of reasonable access to the Vendor's premises and shall procure the department or its nominated agencies and any Replacement Vendor rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to F&S Department or its nominated agencies, or a Replacement Vendor.

6.5.8 General Obligations of the Vendor

- (i) The Vendor shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to F&S Department or its nominated

- agencies or its replacement Vendor and which the Vendor has in its possession or control at any time during the exit management period.
- (ii) For the purposes of this Clause, anything in the possession or control of any Vendor or associated entity, is deemed to be in the possession or control of the Vendor.
 - (iii) The Vendor shall commit adequate resources to comply with its obligations under this Exit Management Clause.

6.5.9 Exit Management Plan

- (i) The Vendor shall provide the Client or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the MSA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.
 - a. A detailed programme of the transfer process that could be used in conjunction with a Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and
 - b. Plans for communication with such of the Vendor's staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on department's operations as a result of undertaking the transfer; and
 - c. If applicable, proposed arrangements for the segregation of the Vendor's networks from the networks employed by F&S Department or its nominated agencies and identification of specific security tasks necessary at termination; and
 - d. Plans for provision of contingent support to the Client or its nominated agencies, and Replacement Vendor for a reasonable period after transfer for the purposes of providing service for replacing the Services.
- (ii) The Vendor shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- (iii) Each Exit Management Plan shall be presented by the Vendor to and approved by the department or its nominated agencies.
- (iv) In the event of termination or expiry of MSA, Project Implementation, Operation and Management SLA or SOWs each Party shall comply with the Exit Management Plan.

- (v) During the exit management period, the Vendor shall use its best efforts to deliver the services.
- (vi) Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
- (vii) This Exit Management plan shall be furnished in writing to the F&S Department or its nominated agencies within 90 days from the Effective Date of MSA.

6.6 Confidentiality

The Vendor shall not use or disclose to any third party, except for the purpose of the observance of these terms and Conditions any confidential information of the F&S Department.

6.7 Contract amendment

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

6.8 Resolution of disputes

F&S Department and the Vendor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

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

6.9 Insurance Requirement

The Vendor shall maintain standard forms of comprehensive insurance including liability insurance, system and facility insurance and any other insurance for the personnel, assets, data, software, etc. and submit the list of all the insured items to F&S Department prior to the start of operations. The operator shall take and keep effective all the insurances during the period of the Contract.

6.10 Notices

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

6.11 Software Licenses

The paper licenses of all software to be deployed as part of the project would be in the name of the F&S Department, GoH, and the original copy of the same shall be deposited by the successful bidder at the F&S Department's office after signing of the contract and before the installation of the software at any of the sites.

6.12 Intellectual Property of the Application(s) provided by Vendor

During the Operation phase, the responsibility to maintain the IPR of the Application(s) provided by the selected vendor would lie with the selected Vendor and the Vendor will transfer the IPR to F&S Department or its nominated agency during the Transfer stage. Following conditions apply:

- (i) **Ownership and Title:** Title to the minor enhancements, point updates and documentation, including ownership rights to patents, copyrights, trademarks and trade secrets therein shall be the exclusive property of F&S Department.
- (ii) **Reverse Engineering:** The operator shall not reverse engineer any minor, major enhancement or point update.
- (iii) **Confidentiality:** The Vendor hereby acknowledges that the minor enhancements, point updates, and documentation may contain information that may be trade secret and proprietary to the F&S Department. The Vendor hereby agrees not to disclose such information except to persons and organizations expressly authorized by the Client to receive such information. The Vendor shall not remove or alter any copyright notices or proprietary legends affixed by the Client to such minor enhancements, point updates or documentation.
- (iv) **Copies:** The Vendor shall make available to the Client an additional copy of the minor enhancements, point updates and documentation for back-up use on the Computer.
- (v) **Limitation of Damages:** The Vendor shall not be liable for any failure to perform its services because of circumstances beyond the control of Vendor, where such circumstances shall include (without limitation) wars or revolutions, fires, natural disasters, terrorism,

declarations of governments, epidemics, quarantine restrictions and freight embargoes, and misuse of the Software by the F&S Department.

6.13 Obligations of the selected agency(s)

- 1 The selected Vendor shall be obliged to work closely with the F&S Department, act within its own authority and abide by directives issued by the department authorities.
- 2 The selected Vendor shall abide by the job safety measures prevalent in India and will free F&S Department from all demands or responsibilities arising from accidents or loss of life the cause of which is the Vendor's negligence. The Vendor will pay all indemnities arising from such incidents and will not hold F&S Department responsible or obligated.
- 3 The selected Vendor will treat as confidential all data and information, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of Department.
- 4 The selected Vendor shall install and use only the recommended / supplied software and hardware in specified quantities during the period of the contract.
- 5 The set up and the manpower deployed shall be dedicated for the use of F&S Department work only. It shall not be used for any other purpose during or after office hours or holidays.
- 6 Vendor shall be responsible for the maintenance, up keep and upgradation of all the hardware devices installed by it during the period of the contract for the fulfillment of service levels as agreed.
- 7 The contract shall not be assigned or sublet to any third party without the written approval of the Department.
- 8 The selected Vendor must handle carefully all the equipments and work. It should not affect the normal working of Government office. Right time attendance and work are important; otherwise it shall be treated as non-cooperation to department, which will be liable for termination of contract.
- 9 The vendor shall comply with all rules regulations byelaws and directions given from time to time by any local or public authority in connection with this work and shall pay fees or charges that are levied on him without any extra cost to the Client.

6.13.1 Inspection & Test

- 1 F&S Department and/or its representative reserve the right of inspection and testing of the hardware/IT components prior to delivery and after delivery at the site, or at any time during the period of the contract.

- 2 F&S Department reserves the right to inspect, test and, wherever necessary, reject the hardware/IT components after the arrival at Project Site. This will in no way be limited or waived by reason of the hardware/IT components having previously been inspected, tested and passed by F&S Department or its representative prior to the hardware/IT components shipment.

6.13.2 Warranty

The equipment supplied on upfront payment would carry five years onsite comprehensive OEM warranty; this five year period shall commence from the date of completion of State wide rollout of the project. The supplied software shall carry warranty/support as per the agreement between the Department of F&S, GoH, and the software OEMs.

The smart cards shall carry a ten year warranty on data retention on MRZ. System integrator shall submit an undertaking/certificate from the smart card manufacturer towards 10 years OEM warranty, to the effect that the manufacturer shall provide warranty services including replacement cards etc. to the F&S Department for 10 years from the date of issuance of the card irrespective of continuation/discontinuation of Department's association with the system integrator. Therefore, in case the card loses data or malfunctions, then the card will be replaced by the manufacturer without any additional cost.

6.13.3 Delivery & Documents

Delivery of Goods shall be made by the selected Vendor strictly in accordance with the specifications of the tender document or in case of deviations, the specifications approved and accepted by the F&S Department.

6.13.4 Third Party Claims

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

6.13.5 Ownership of Equipments

The F&S department shall have the right to use all the equipments provided by the selected agency(s) during the contract period though the ultimate ownership of the equipment may come later. The selected agency will therefore not shift, move, and transfer the equipments without the prior consent of the Department. Such a request by the vendor should be made with suitable justification and reasoning. However, the vendor will be allowed to carry out normal maintenance activities as scheduled. It should

be noted that if equipment has to be replaced, the replacement must have a manufacturing date later than the equipment being replaced and the configuration of the replacement should be same or higher. Information about all such replacements along with reasons for should be provided in writing to F&S Department.

Ownership of all the data created during the period of contract shall be the property of the F&S Department, however, the responsibility of its maintenance, updation, correctness and backup would be that of vendor.

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

6.13.6 Resident Project Leader / Manager

The vendor is required to ensure that atleast two Senior Staff (Project Leaders / Project Managers) who are capable of decision making and required coordination on day-to-day operations of the project are seated full-time at Department Office at Chandigarh, for the entire duration of the project.

6.13.7 Prevention of Corrupt or Fraudulent Practices

F&S Department requires that agencies observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, "F&S Department":

- (i) Defines for the purposes of this provision, the terms set forth as follows:
 - a. "Corrupt practice" means offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution; and
 - b. "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or execution of a contract to the detriment of F&S Department, and includes collusive practice among agencies (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive Govt. of Haryana of the benefits of the free and open competition;
- (ii) Will reject a proposal for award if it determines that the Vendor recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

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

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

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

6.13.8 Interpretation of Clauses

In case of any ambiguity in the interpretation of any of the clauses in the tender document, the interpretation of the clauses by Authorized Representative of F&S Department, GoH, shall be final and binding on all parties.

6.14 Payment Schedule

The following table summarizes the payment terms for the vendor.

S. No.	Milestone	Payment to Vendor
1.	Infrastructure installation, commissioning, Site Preparation and Deployment of Application at - Data Centre - DR Site - Departmental Offices (Directorate, DFSC, AFSO and Inspector offices) - CONFED offices - State agency godowns - FPS / Depots - Oil terminals - Call centre	<u>Schedule for "B1"</u> <u>a) For Data Centre/DR Site/Directorate</u> 80% of "A" after issuance of Acceptance Certificate by the Department and remaining 20% after roll out of the first phase. <u>b) For rest of the IT Infrastructure</u> 80% of "A" after issuance of Acceptance Certificate by the Department for the respective phase and remaining 20% after roll out of that phase. • AMC payment- To be paid on quarterly basis as per finalized rates
2.	Replacement of existing Paper based Ration Cards with Smart Card based Ration Cards (including Biometric Collection, Printing & Personalization and Issuance of Smart Cards)	• 80% of 'A' per card issued successfully to the resident on monthly basis • 20% of 'A' per card issued on successful roll out in that district
3.	Providing manpower at various locations for handholding and technical support	On actuals on quarterly basis as per rates quoted in Section 7.3 (C)
4.	Providing training to Departmental officials	Equated quarterly installments of (D) over a

		period of one year from date of completion of first batch of training
5.	Providing training to owners of FPS, their assistants, staff at oil terminals, state agency godowns, wholesalers and transporters	Equated quarterly installments of (E) over a period of one year from date of completion of first batch of training
6.	Providing De-duplication	• 80% of 'F' per card de-duplicated successfully to the resident on monthly basis • 20% of 'F' per card de-duplicated on successful roll out in that district
7.	Operations at service windows	On actuals on monthly basis as per rates quoted in Section 7.3 (G)
8.	Printer Rolls	On actuals on quarterly basis (H)
9.	Connectivity of 512 kbps committed bandwidth (Point to Point) with static routing	As and when sites go online on monthly basis (I)
10.	Connectivity at FPS/ State agency godowns/ oil terminals	As and when sites go online on monthly basis (J)

Where

- i. A = Rate per Smart card based Ration card issued to the resident (including the cost of conducting camps at field locations for collection of Biometrics and digital photographs, Printing & Personalization and issuance of Smart cards)
- ii. B = Total cost for the procuring, deploying and commissioning of the IT & Smart card infrastructure (including the cost for AMC for 5 years after state wide roll out) along with Site Preparation as per the requirements of the department
- iii. C = Total manpower cost provided by the vendor
- iv. D= Total cost for training provided by the vendor to the Departmental officials including staff of State Agency godowns, Oil Terminals, Wholesalers and Transporters
- v. E= Total cost of training to owners of FPS owners and their assistants
- vi. F= Total cost for de-duplication
- vii. G= Total cost for service window operations
- viii. H= Total cost for printer rolls per FPS per month (for 800 transactions per month, with acknowledgement being generated in duplicate) for the entire period of contract
- ix. I= Total cost of providing 512kbps connectivity per office per year
- x. J= Total onetime cost of providing connectivity at each FPS/ State agency godowns/ oil terminals

Following points will be kept in mind while calculating the payments for the vendor.

- a. Payments will be made to the vendor as per the actual volumes of hardware deployed / Smart cards issued to the residents / actual no. of days for which resource was present.
- b. Operations at the Departmental or related agencies and Field Locations (FPS / Depots / godowns / oil terminals) will be considered to have started as soon as the Department gives "Acceptance Certificate" to the vendor approving successful commencement of operations.
- c. For payments, the selected vendor will be required to raise bill, at the end of each quarter from date of signing of contract, along with detailed report for payment calculation. The F&S Department, GoH will make payment, after the verification of bill amount and adjusting for penalties, to the vendor within 30 days of submission of the bill.

6.15 Third Party Acceptance

The primary goal of Acceptance Testing and Certification is to ensure that the Project (including all the project components as discussed in the scope of work) meets requirements, standards, specifications and performance, by ensuring that the following are associated with clear, quantifiable metrics for accountability:

- Functional requirements
- Infrastructure Compliance Review
- Availability of the project Services in the defined locations
- Performance
- Security
- Manageability
- SLA Reporting System
- Project Documentation (Design, development, configuration, training and administration manuals etc)
- Data Quality Review

As part of Acceptance testing, performed through a third party agency, Department of F&S, Haryana shall review all aspects of project development and implementation covering software, hardware and networking including the processes relating to the design of systems and sub-systems, coding, testing, business process description, documentation, version control, change management, security, service oriented architecture, performance in relation to defined requirements, interoperability, scalability, availability and compliance with all the technical and functional requirements of the RFP and the agreement.

The procedures and parameters for testing will be laid down by the Third Party Agency after approval from Department of F&S, Haryana; the solution deployed by the vendor has to satisfy third party acceptance testing upon which the system shall go-live, subject to Departmental approval.

All gaps, identified shall be addressed by the vendor immediately prior to Go-live of the solution. Department of F&S, Haryana, will establish appropriate processes for notifying the selected vendor of any shortcomings from defined requirements at the earliest instance after noticing the same to enable the selected vendor to take corrective action.

Such an involvement of the Acceptance Testing and Certification agency, nominated by Department of F&S, Haryana, will not, however, absolve the vendor of the fundamental responsibility of designing, developing, installing, testing and commissioning the various components of the project to deliver the services in perfect conformity with the SLAs.

It is to be noted that:

Department of F&S, Haryana, may get the solution audited through a Third Party before Go-Live and periodically after Go-Live in order to ensure the success of the project. Such third-party agency for carrying out the acceptance testing and certification of the entire solution will be nominated by the Department.

Following discusses the acceptance criteria to be adopted for the project as mentioned above. The list below is indicative and the activities will include but not be limited to the following:

Functional Requirements Review

The solution developed/customized by selected vendor shall be reviewed and verified by the agency against the Functional Requirements signed-off between the Department of F&S, Haryana, and the selected vendor. All gaps, identified shall be addressed by the vendor immediately prior to Go-live of the solution. Agency may develop its own testing plans for validation of compliance of system against the defined requirements. The acceptance testing w.r.t. the functional requirements shall be performed by independent third party agency (external audit) as well as the select internal department users (User Acceptance Testing) and system has to satisfy both third party acceptance testing and internal user acceptance testing, upon which the system shall go-live.

For conducting the User Acceptance Testing, the Department shall identify the employees from respective divisions, who shall be responsible for day-to-day operations of the functions automated through the project. The system, during the functional requirements review, shall necessarily satisfy the user acceptance testing process.

Infrastructure Compliance Review

Third party agency shall perform the Infrastructure Compliance Review to verify the conformity of the Infrastructure supplied by the selected vendor against the requirements and specifications provided in the RFP and/or as proposed in the proposal submitted by the selected vendor. Compliance review shall not absolve the vendor from ensuring that proposed infrastructure meets the SLA requirements.

Security Review

The software developed/customized shall be audited by the agency from a security and controls perspective. Such audit shall also include the IT infrastructure and network deployed for the project.

Following are the broad activities to be performed by the Agency as part of Security Review. The security review shall subject the solution to atleast the following activities.

- Audit of Network, Server and Application security mechanisms
- Assessment of authentication mechanism provided in the application /components/modules
- Assessment of data encryption mechanisms implemented for the solution
- Assessment of data access privileges, retention periods and archival mechanisms
- Server and Application security features incorporated etc

Performance

Performance is another key requirement for the project and the agency shall review the performance of the deployed solution against certain key parameters defined in SLA. Such parameters include request-response time, work-flow processing time, concurrent sessions supported by the system etc, Disaster Recovery drill etc. The performance review also includes verification of scalability provisioned in the solution for catering to the project requirements.

Availability

The solution should be designed to remove all single point failures. Appropriate redundancy shall be built into all the critical components to provide the ability to recover from failures. The agency shall perform various tests including network, server, security, DC/DR fail-over tests to verify the availability of the services in case of component/location failures. The agency shall also verify the availability of the project services to all the users in the defined locations.

Manageability Review

The agency shall verify the manageability of the solution and its supporting infrastructure deployed using the Enterprise Management System (EMS) provided by NIC. The manageability requirements include requirements such as remote monitoring, administration, configuration, inventory management, fault identification etc.

SLA Reporting System

The selected vendor shall design, implement/customize the Enterprise Management System (EMS) and shall develop any additional tools required to monitor the performance indicators listed as per the SLA's in the RFP. The Acceptance Testing and Certification agency shall verify the accuracy and completeness of the information captured by the SLA monitoring system implemented by the vendor and shall certify the same. The EMS deployed for the project, based on SLAs, shall be configured by the selected vendor to calculate the payment to be paid by the department after deducting the necessary penalties.

Project Documentation

The Agency shall review the project documents developed by the selected vendor including requirements, design, source code, installation, training and administration manuals, version control etc.

Any issues/gaps identified by the Agency, in any of the above areas, shall be addressed to the complete satisfaction of the Department.

Data Quality

The Agency shall perform the Data Quality Assessment for the Data digitized by selected vendor and the data migrated by the vendor to the new system. The errors/gaps identified during the Data Quality Assessment shall be addressed by the vendor before moving the data into production environment, which is a key mile stone for Go-live of the solution.

7 ANNEXURE

7.1 Form I – Pre- Qualification Proposal

7.1.1 Covering Letter for Pre-qualification bid proforma

Date –

To,
Managing Director,
Haryana State Electronics Development Corporation Ltd.,
Chandigarh

Subject: Proposal for Selection of System Integrator for implementation of Smart Card based Public Distribution System (PDS) in the State of Haryana

Dear Sir,

Having examined the RFP document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to execute the project for the Implementation of Smart card based Public Distribution System for the Department of Food and Supplies, Government of Haryana, and offer services as required and outlined in the RFP. The details sought by the organization to evaluate the vendor's technical and financial capacity to implement the project are provided in the pre-qualification bid. All the details required for pre-qualification have been provided in the specified formats and have been substantiated with support documents as asked.

Sincerely yours

(Signature) (In the capacity of)

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

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

7.1.2 Bidder's Profile

To be filled by each consortium member on separate sheet in case of consortium

S. No.	Particulars	Details	Page no. (for any attachment)
1.	Name of the firm		
2.	Registered office address Telephone number Fax number Email		
3.	Correspondence address		
4.	Details of the Contact Person (name, designation, address) Telephone number Fax number e-mail		
5.	Is the firm registered under Indian Companies Act 1956? Year and Place of the establishment of the Company		
6.	Service Tax Registration details		
7.	Details of the offices present in Chandigarh or nearby states (Haryana, Punjab and NCR)		
8.	The Company / all the partners of consortium (in case of Consortium) should have an active ISO 9001:2000 certification/ CMM level 3 or more Quality certification at the time of submission of the bid. In case the certificate is due for renewal, the vendor should ensure that the renewed certificate is made available at the time of signing of contract. In case the same is not provided, the Department may consider negotiating the award of contract with the second most responsive Bidder.		

7.1.3 Pre qualification Checklist

Instructions:

- Bidders are required to submit this filled Checklist in the Pre-qualification Bid and provide relevant supporting proof as per pre-qualification criteria (defined in Section 5.14 of the RFP) in the formats and order provided below only. Please note that provision of information in incorrect formats may lead to disqualification
- Please provide requisite documentary proof (as defined in Section 5.14 of the RFP) for all information provided. Please note that non-submission of documentary proof may lead to disqualification

PQ-1: Proof of Payment of Document Fee

Please attach Proof of payment of Rs. 10,000 / DD for Rs. 10,000 (if RFP Document is downloaded)

PQ-2 Bid Security (Earnest Money Deposit)

Please attach the Bid Security as per format given in Annexure 7.16

PQ-3: Proof of Registration and existence for more than 5 years

Please fill table below:

Name of Organisation	Whether Prime Bidder/ Consortium Member	Nature of Organisation	Year of Incorporation	Documentary Proof provided	Pg No. of Documentary Proof

PQ-4: PAN card:

Please fill table below:

Name of Bidder / Consortium member	PAN Card No.	Pg No. of Copy of PAN Card

PQ-5: Quality Certification:

Please fill table below:

Name of Organization	Prime Bidder/Consortium member	Name of Certification	Date of Certification	Certificate valid Upto	Documentary Proof provided	Pg No. of Documentary Proof

PQ-6, 7, 8: Format for financial details

To be filled by the bidder / all members of Consortium in case of Consortium

S. No.	Documentary Proof Provided	Financial Year 2008-2009	Financial Year 2007-2008	Financial Year 2006-2007
1	Audited Balance Sheet	<Page No>	<Page No>	<Page No>
2	Profit & Loss Statement	<Page No>	<Page No>	<Page No>
3	Certificate from the Statutory	<Page No>		

	Auditor of Bidder	Format as in Annexure 7.1.9
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PQ-9: Staff on Rolls of Bidder:

Name of Bidder / Lead Partner	No. of technically qualified staff on rolls as on 31.12.2009	Documentary Proof provided	Pg No. of Documentary Proof

PQ-10: IT projects

S.No	Name of Bidder	Name of Project undertaken	Year of undertaking the Project	Project Completed / Ongoing. Year of Completion (if completed)	Project Value (INR Crores)	Value of Services already Delivered	Word Order – Page No	Client Completion / Partial Completion certificate – Page No.

PQ-11: Above Project with value of services delivered > 25 Crores

Name of The Bidder	Name of the Project	Value of services delivered as on date of submission of Bid	Client Name	Client Address	Client Contact Details (Phone No. and Email id)

PQ-12: Experience in handling Projects involving service delivery from multiple locations

Name of Bidder	Name of Project undertaken	Year of undertaking the Project	Project Completed / Ongoing. Year of Completion (if completed)	No. of Locations already covered	Project Value (INR Crores)	Word Order – Page No	Client Completion Certificate – Page No.

PQ-13: Experience in managing applications and systems deployed at a Data Centre

Name of Bidder	Name of Project undertaken	Year of undertaking the Project	Project Completed / Ongoing Year of Completion (if completed)	No. of Data Centre Users	Project Value (INR Crores)	Word Order – Page No	Client Completion Certificate – Page No.

PQ-14: Experience in field survey, data collection, biometric collection and data digitization

Name of Bidder	Name of Project undertaken	Year of undertaking the Project	Project Completed / Ongoing Year of Completion (if completed)	No. of Citizens already covered	Value of services delivered on this component (INR Crores)	Word Order – Page No	Client Completion Certificate – Page No.

PQ-15: Equipment quantity and specifications

S.No	Documentary Proof provided	Pg No.
1.		

PQ-16: SCOSTA Compliant Cards

S.No	Documentary Proof provided	Pg No.
1.		

PQ-17: Warranty from SCOSTA card provider for 10 year data retention

S.No	Documentary Proof provided	Pg No.
1.		

PQ-18: Projects for delivery of 5 lakhs SCOSTA cards

Name of Bidder	Name of Project undertaken	Year of undertaking the Project	Project Completed / Ongoing. Year of Completion (if completed)	Volume of SCOSTA Cards delivered	Word Order – Page No	Client Completion Certificate – Page No.

PQ-19: Declaration of not being banned / blacklisted

Name of Bidder	Documentary Proof provided	Pg No. of Documentary Proof

PQ- 20, 21: Consortium Agreement (in case of Consortium)

S.No	Documentary Proof provided	Pg No.
1.	Consortium agreement	
2.	Power of Attorney	

PQ- 22: Authorization of Lead Partner (in case of Consortium)

S.No	Name of Bidder / Consortium Member in case of Consortium	PoA - Pg No.
1.		

PQ-23: Letter of Total Responsibility

S.No	Documentary Proof provided	Pg No.
1.	Self Certified Letter of Total Responsibility as per Annexure 7.1.9	

PQ-24: OEM Certification Letter

S.No	Documentary Proof provided	Pg No.
1.	OEM Certified Letter mentioning 1. full support to the Lead bidder for the duration of the project 2. that the products quoted are not end of life products 3. that the support including spares, patches for the quoted products shall be available for entire duration of the project	

7.1.4 Format for providing project information

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

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

7.1.5 Certificate 1 – Compliance for using SCOSTA certified Smart Card product

(On the letter head of the company)

To,
Managing Director,
Haryana State Electronics Development Corporation Ltd.,
Chandigarh

Subject - Proposal for Selection of System Integrator for implementation of Smart Card based Public Distribution System in the State of Haryana

Dear Sir,

This is to certify that M/s. (vendor / lead partner of the consortium) accepts that in the event of acceptance of the bid submitted by it and subsequent award of order, it shall use only SCOSTA certified 64 Kb contact based Smart Cards (certified by NIC) towards the fulfillment of the order and shall keep the SCOSTA certificate renewed as per the latest amendments issued by NIC.

Yours faithfully,

Signature of signing authority with company seal

Name:

Date:

Designation:

Location:

Attachment: Copy of the certificate from NIC for SCOSTA compliance

7.1.6 Certificate 2 – From the vendor on company letterhead

To Whomsoever It May Concern

I, authorized representative of _____, hereby solemnly affirm the veracity of documents submitted as a part of pre-qualification, technical and financial bid for "Selection of System Integrator for implementation of Smart Cards based PDS in the State of Haryana".

I also confirm that the company / any of the companies (in case of consortium), is not Blacklisted or Banned by any State / central Government or any Government Institution in India as on last date of submission of the Bid.

In the event of any deviation from the factual information the F&S Department, Government of Haryana, reserves the right to terminate the contract without any compensation to the vendor.

Dated:

Signed & sealed: (Authorized representative of the firm)

Place:

7.1.7 Certificate 3 – Smart card OEM Authorization form

Date: dd/mm/yy

To,
Managing Director
Haryana State Electronics Development Corporation Ltd.
Chandigarh

Subject – Proposal for Selection of System Integrator for Implementation of Smart Card based PDS in the State of Haryana

Dear Sir,

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

We also certify that the Smart Cards provided by us will have warranty for 10 years life and data retention on MRZ.

Yours faithfully

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

Signature

Name

Designation

Address

Date

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

7.1.8 Letter for Total Responsibility

Date:

To,
Managing Director,
Haryana State Electronics Development Corporation Ltd.,
Chandigarh

Subject: Self certificate regarding Total Responsibility

Sir,

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project solution, as per the requirements of the RFP for Project "Selection of System Integrator for implementation of Smart Card based Public Distribution System in the State of Haryana"

Thanking you,
Yours faithfully

(Signature of the Authorised signatory of the Lead Partner)

Name :
Designation :
Seal :
Date :
Place :

Business Address

7.1.9 Statutory Auditor Certificate for submission of Financial Details**CERTIFICATE**

This is to certify that the Financial details of <Name of Company>, having its registered office in <Address of registered office of Company>, as sought in Section.....of RFP for Selection of System Integrator for Implementation of Smart Card based Public Distribution System (PDS) in Haryana State are as follows:

S. No.	Description	Financial Year 2008-2009	Financial Year 2007-2008	Financial Year 2006-2007
1	Overall Turnover			
2	Net Profit			
3	Net Worth			

Place:

Signature:

Date:

ICAI Membership No.:

7.2 Form II – Technical Proposal

1. Covering letter (on the Company letter head of the vendor / lead partner of consortium)

Date:

To,
Managing Director,
Haryana State Electronics Development Corporation Ltd.,
Chandigarh

Subject - Proposal for Selection of System Integrator for implementation of Smart Card based Public Distribution System in the State of Haryana

Dear Sir,

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services for the Implementation of Smart Card based PDS in the State of Haryana, for the Department of Food and Supplies, Government of Haryana, and to meet such requirements and provide such services as are set out in the Bid Document.

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

We undertake, if our Bid is accepted, to adhere to the implementation plan (Key Events/ Activities and dates of the project) put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and F&S Department, GoH or its appointed representatives. We also undertake that, if our bid is accepted, we will provide the IT & Smart card infrastructure and networking equipments as proposed as a part of this technical proposal.

If our Bid is accepted, we will obtain a performance bank guarantee in the format given in the RFP Document issued by a nationalized bank in India, acceptable to the Department of F&S, GoH, for a sum of 20% of the total cost of the project (as calculated using formula mentioned in Section 5.16) for a period of one year. In case of the delay in the State wide rollout of the project, the BG has to be extended accordingly till the completion of State wide rollout. After completion of State wide rollout, the BG would be for an amount of 20% of the Total IT Infrastructure & Site preparation cost ("B" as mentioned in Section 6.14) for another 5 years.

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

We agree that you are not bound to accept the lowest or any Bid Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the Bid Response without assigning any reason whatsoever.

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

Dated this Day of2010

(Signature) (In the capacity of)

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

.....

(Name and address of Tendering Company)

Seal/Stamp of Tenderer

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

Technical Evaluation Checklist

A. Experience in handling IT Projects

S.No	Name of Bidder	Name of Project undertaken	Year of undertaking the Project	Project Completed / Ongoing. Year of Completion (if completed)	Project Value (INR Crores)	Value of Services already Delivered	Word Order – Page No	Client Completion / Partial Completion certificate – Page No.

B. Experience in handling Projects involving service delivery from multiple locations

S.No	Name of Bidder	Name of Project undertaken	Year of undertaking the Project	Project Completed / Ongoing. Year of Completion (if completed)	No. of Locations already covered	Project Value (INR Crores)	Word Order – Page No	Client Completion Certificate – Page No.

C. Experience in managing applications and systems deployed at a Data Centre

S.No	Name of Bidder	Name of Project undertaken	Year of undertaking the Project	Project Completed / Ongoing Year of Completion (if completed)	No. of Data Centre Users	Project Value (INR Crores)	Word Order – Page No	Client Completion Certificate – Page No.

D. Experience in field survey, data collection, biometric collection and data digitization

S.No	Name of Bidder	Name of Project undertaken	Year of undertaking the Project	Project Completed / Ongoing Year of Completion (if completed)	No. of Citizens already covered	Value of services delivered on this component (INR Crores)	Word Order – Page No	Client Completion Certificate – Page No.

E. Volume of SCOSTA Smart cards (non GSM and any memory) distributed along with personalization solutions

S.No	Name of Bidder	Name of Project undertaken	Year of undertaking the Project	Project Completed / Ongoing. Year of Completion (if completed)	Volume of SCOSTA Cards delivered	Word Order – Page No	Client Completion Certificate – Page No.

TP 1 Vendor's Organization

[Provide here a brief (at max. ten pages) description of the background and organization of your firm/ entity and each associate for this assignment.]

TP 2 Description of the Approach and Methodology for Performing the Assignment (Max 50 Pages inclusive of charts and diagrams)

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

TP 3 Team Composition, Task Assignments, CVs of the proposed professional staff and Resource Deployment Plan

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

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

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

Resource Deployment Plan

N ^o	Name of Staff	Staff input (in the form of a bar chart) ²												Total staff-month input			
		1	2	3	4	5	6	7	8	9	10	11	12	n	Home	Field ³	Total
Foreign																	
1		[Home]															
		[Field]															
2																	
n																	
										Subtotal							
Local																	
1		[Home]															
		[Field]															
2																	
n																	
										Subtotal							
										Total							

1 For Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category (e.g.: draftsmen, clerical staff, etc.).
2 Months are counted from the start of the assignment. For each staff indicate separately staff input for home and field work.
3 Field work means work carried out at a place other than the selected vendor's home office.

Full time input Part time input

Curriculum Vitae (CV) for Proposed KEY Professional Staff to be deployed on the project

1. Proposed Position [only one candidate shall be nominated for each position]:
2. Name of Firm [Insert name of firm proposing the staff]:
3. Name of Staff [Insert full name]:
4. Date of Birth: Nationality:
5. Education [Indicate college/university and other relevant specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:
6. Membership of Professional Associations:
7. Other Training [Indicate significant training since degrees under "5 – Education" were obtained]:
8. Countries of Work Experience: [List countries where staff has worked in the last ten years]:
9. Languages [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:
10. Employment Record [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:

From [Year]: To [Year]:

Employer:

Positions held:

11. Detailed Tasks Assigned [List all tasks to be	12. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned [Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the project]
--	---

performed under this assignment]	Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed:
-------------------------------------	--

13. Staff is resident / native of Haryana or Chandigarh: Yes or No

14. Certification

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

Date:

[Signature of staff member or authorized representative of the staff] Day/Month/Year

Full name of authorized representative:

TP 4 Work Plan

In this section you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the scope of services and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here.

S. No	Activity	Months												
		<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>n</u>
<u>1</u>														
<u>2</u>														
<u>3</u>														
<u>4</u>														
<u>5</u>														
<u>n</u>														

Duration of activities shall be indicated in the form of a bar chart.

The work schedule should reflect how and by when the vendor is expected to complete the assignment for each of the component and how this work plan maps to the resource schedule given earlier.

TP 5 Technical Specifications/ Brands of the proposed equipments

S.No	Component	Qty Provided	Reference/ Page No. of Technical Specifications
Data Centre- 1 site			
1.	Servers with system software		
2.	Storage System		
3.	Core Switch 24 Ports layer 3		
4.	Router (Min ports 3 WAN 3 LAN)		
5.	Network Management System		
6.	Any other		
Disaster Recovery Site- 1 site			
7.	Servers with system software		
8.	Any other		
Directorate office- 1 site with 20 nodes/ workstations			
9.	Server with system software		
10.	PC with Operating System and Anti-virus		
11.	High Speed Network Printer		
12.	Laser Printer		
13.	Generator 15 KVA		
14.	Online UPS 10 KVA with minimum 4 Hour backup		
15.	Core 24 Port Switch layer 3		
16.	Smart Card reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>		
17.	Scanner		
18.	LAN cabling		
19.	Any other		
DFSC Offices- 21 sites, hardware to be quoted per site			
20.	PC with Operating System and Anti-Virus at 3 workstations		
21.	8 Port Switch		
22.	Online UPS 2 KVA with min 4 Hour Back up		
23.	Generator 5 KVA		
24.	Laser Printer		
25.	Smart Card Reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>		
26.	Scanner		
27.	Fingerprint device for authentication		
28.	Any other		
AFSO/ Inspector Offices- 139 site, hardware to be quoted per site			

S.No	Component	Qty Provided	Reference/ Page No. of Technical Specifications
29.	Server		
30.	PC with Operating System and Anti-virus at 3 workstations		
31.	8 Port Switch		
32.	Online UPS 2 KVA with minimum 4 Hour Back up		
33.	Router (with atleast 1 WAN + 1 LAN ports)		
34.	Generator 5 KVA		
35.	Laser Printer		
36.	Smart Card Reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>		
37.	Fingerprint device for enrolment		
38.	Fingerprint device for authentication		
39.	Digital Camera for photograph		
40.	Camera for Iris capture		
41.	Scanner		
42.	Any other		
CONFED Offices- 21 site, hardware to be quoted per site			
43.	PC with Operating System and Anti-virus		
44.	Online 1 KVA UPS with minimum 2 hour Backup		
45.	Smart Card Reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>		
46.	Fingerprint device for authentication		
47.	Any other		
CKGA- 1 site			
48.	Low End Server System with Data Backup/CD Write facility		
49.	PC with Operating System and Anti-virus		
50.	Smart Card Reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>		
51.	Smart Card Printers (100 cards per day)		
52.	Dot Matrix Printers		
53.	UPS		
54.	Any other		
CBCPC- 1 site			
55.	PC with Operating System and Anti-virus		
56.	Smart Card Readers		
57.	Heavy duty smart card printers (2000 cards per day) <For both types of smart cards as mentioned in the Technical Specifications		

S.No	Component	Qty Provided	Reference/ Page No. of Technical Specifications
	7.10.11 or 7.10.12>		
58.	Laser printers		
59.	Online UPS		
60.	Any other		
Requirements of Smart Transaction Terminals (STTs) at various locations			
61.	State Agency Godowns (125 sites)		
62.	FPS / Depots (9300 sites)		
63.	Oil Terminals (3 sites)		
Centralized Call centre Infrastructure sufficient to meet SLAs			
64.	Call centre Infrastructure		

Note: Specifications of item in table above to include the specifications of additional items (1 unit each) and system software as mentioned in the minimum technical specifications (Section 7.11)

- The bidder shall propose all aforementioned equipments / items meeting the minimum technical specifications, however the bidder is free to propose equipments / items that are over and above the specified minimum technical specifications to ensure the SLAs are met.
- The decision on the type of smart card, Iris collection will be taken before the opening of financial bid. Depending upon the decision taken, the relevant quantity ('Q') and Cost per item ('R') quoted for items above by the vendor will be used for the purpose of bid evaluation.
- Duly tagged product catalogues with technical specifications of the product should also be provided along with certificate for association with the OEM.
- It will be the responsibility of the successful bidder to supply the equipments / items as proposed in TP 5. Any lower deviation in the installed equipments / items from the proposed equipments / items would be termed as breach of contract and the contract may be terminated.
- In view of the changes in the technical bids arising out of technical discussions with the qualified vendors, the vendor may be allowed to change the commercial bid within 48 hours of signing off the technical bids. All pre-qualified vendors shall have to sign-off the Approach & Methodology, Work Plan, Team Composition & Task Assignments, CVs of Staff, Technical Specifications/ Brands of the proposed equipments etc. and to the satisfaction of the evaluation committee.

7.3 Form III – Financial Proposal

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

Date:

To,
Managing Director,
Haryana State Electronics Development Corporation Ltd.,
Chandigarh

Subject - Proposal for Selection of System Integrator for Implementation of Smart Card based PDS in the State of Haryana

Dear Sir,

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services for the Implementation of Smart Card based PDS in the State of Haryana, for the Department of Food & Supplies, Govt. of Haryana, and to meet such requirements and provide such services as are set out in the Bid Document.

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

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

If our Bid is accepted, we will obtain a performance bank guarantee in the format given in the RFP Document issued by a nationalized bank in India, acceptable to the Department of F&S, GoH /, for a sum of 20% of the total cost of the project (as mentioned in the RFP) for a period of one year. In case of the delay in the State wide rollout of the project, the BG has to be extended accordingly till the completion of State wide rollout. After completion of State wide rollout, the BG would be for an amount of 20% of the Total IT Infrastructure & Site preparation cost ("B" as mentioned in Section 7.4) for another 5 years.

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

executed, this Bid Response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us.

We agree that you are not bound to accept the lowest or any Bid Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the Bid Response without assigning any reason whatsoever.

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

Dated this Day of2010

(Signature) (In the capacity of)

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

.....

(Name and address of Tendering Company)

Seal/Stamp of vendor

Financial Bid Format

The Financial Bid should include:

1. Cumulative Financial Sheet

<Colored cells in the table below to be filled by the Bidder>

S.No.	Activity	Code	Units	Description	Rate Per Unit	Total
1	Replacement of Paper based Ration Card with Smart Card based Ration Card (including cost of organizing camps, software application for enrolment, digitization of records, fingerprint Collection, Printing and Personalization and software required for same and Issuance of Cards)	A	54,00,000*	Rate per card issued PVC Card + Individual photograph of all members above 12 years		
			54,00,000*	Rate per card issued Polycarbonate Card + Individual photograph of all members above 12 years		
			54,00,000*	Iris collection (per card)		
2	Hardware	B	1	Total Cost of all hardware		
3	Manpower	C	1	Total Cost		
4	Training of Departmental Officials	D	1	Total Cost		
	Training of owners of FPS, their assistants, staff at oil terminals, state agency godowns, wholesalers and transporters	E	1	Total Cost		
5	De-duplication- Fingerprint based per individual	F	54,00,000*	Rate per card		

S.No.	Activity	Code	Units	Description	Rate Per Unit	Total
6	Cost for service window operations	G	10,00,000 (tentative)	Rate per card		
7	Printer Rolls for STT terminals (for 800 transactions per month per FPS)	H	9300 (tentative)	Rate per unit		
8	Connectivity of 512 Kbps committed bandwidth (Point to Point) with static routing	I	No. of offices without SWAN connectivity	Rate per site per year		
9	Connectivity at FPS/ State agency godowns/ oil terminals	J	9300 (tentative)	Rate per site		
10	Blank Stationery (A4 size) Paper	Not to be considered for evaluation		Rate per unit		
	Printer Cartridge/Tonners			Rate per unit		
	Secure Stationery for PIN Printing (at CKGA)			Rate per unit		
	Cost per Smart Card (Printing & Personalization of Cards not to be included) - PVC			Rate per Card		
	Cost per Smart Card (Printing & Personalization of Cards not to be included) - Poly			Rate per Card		
	CDs/Tapes etc. for backup			Rate per unit		
	Total (Fc)					

* Indicated volume, to be used for financial evaluation. The vendor would be paid against the actual number of cards issued

Formula for financial evaluation of the bid

$$\text{Total cost (FC)} = A+B+C+D+E+F+G+H*(\text{No. of FPS}*60) + I*(\text{No. of Offices}*5) + J*(\text{No. of FPS}*5)$$

- The price (FC) would be inclusive of all taxes, duties, charges and levies etc. as applicable.
- The prices, once offered, must remain firm and must not be subject to escalation for any reason whatsoever within the period of validity of the bid and subsequent contract, if any.
- The decision on the type of smart card, Iris collection will be taken before the opening of financial bid. Depending upon the decision taken, the relevant quantity ('Q') and Cost per item ('R') quoted for items above by the vendor will be used for the purpose of bid evaluation.

2. Hardware at various locations

i. Table for Rate per unit not including AMC cost

<Colored cells in the table below to be filled by the Bidder>

S.No	Component (B1)	Min Qty required	Qty Provided	Rate per unit {R}	Total
Data Centre- 1 site					
1.	Servers with system software	9			
2.	Storage System	As mentioned in RFP			
3.	Core Switch 24 Ports layer 3	1			
4.	Router	1			
5.	Network Management System	1			
6.	Any other				
Disaster Recovery Site- 1 site					
7.	Servers with system software	3			
8.	Any other				
Directorate office- 1 site with 20 nodes/ workstations					
9.	Server with system software	1			
10.	PC with Operating System and Anti-virus	20 (1 per node or workstation)			
11.	High Speed Network Printer	2			
12.	Laser Printer	4			
13.	Generator 15 KVA	1			
14.	Online UPS 10 KVA with minimum 4 Hour backup	1			
15.	Core 24 Port Switch layer 3	1			
16.	Smart Card reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>	2			
17.	Scanner	1			
18.	LAN cabling	As required			
19.	Site preparation as per section 3.2 (Pt.1)	As required			
20.	Any other				
DFSC Offices- 21 sites, hardware to be quoted per site					
21.	PC with Operating System and Anti-Virus at 3 workstations	3 (1 per node / workstation)			
22.	8 Port Switch	1			
23.	Online UPS 2 KVA with min 4 Hour Back up	1			

S.No	Component (B1)	Min Qty required	Qty Provided	Rate per unit {R}	Total
24.	Generator 5 KVA	1			
25.	Laser Printer	2			
26.	Smart Card Reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>	2			
27.	Scanner	2			
28.	Fingerprint device for authentication	2			
29.	Site preparation as per section 3.2 (Pt.2)	As required			
30.	Any other				
AFSO/ Inspector Offices- 139 site, hardware to be quoted per site					
31.	Server	1			
32.	PC with Operating System and Anti-virus at 3 workstations	3 (1 per node / workstation)			
33.	8 Port Switch	1			
34.	Online UPS 2 KVA with minimum 4 Hour Back up	1			
35.	Router (with atleast 1 WAN + 1 LAN ports)	1			
36.	Generator 5 KVA	1			
37.	Laser Printer	2			
38.	Smart Card Reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>	2			
39.	Fingerprint device for enrolment	1			
40.	Fingerprint device for authentication	2			
41.	Digital Camera for photograph	2			
42.	Camera for Iris capture	1			
43.	Scanner	2			
44.	Site preparation as per section 3.2 (Pt.3)	As required			
45.	Any other				
CONFED Offices- 21 site, hardware to be quoted per site					
46.	PC with Operating System and Anti-virus	1			
47.	Online 1 KVA UPS with minimum 2 hour Backup	1			
48.	Smart Card Reader <For both types of smart cards as mentioned in the Technical	1			

S.No	Component (B1)	Min Qty required	Qty Provided	Rate per unit {R}	Total
	Specifications 7.10.11 or 7.10.12>				
49.	Fingerprint device for authentication	1			
50.	Site preparation as per section 3.2 (Pt.4)	As required			
51.	Any other				
CKGA- 1 site					
52.	Low End Server System with Data Backup/CD Write facility	2			
53.	PC with Operating System and Anti-virus	2			
54.	Smart Card Reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>	3			
55.	Smart Card Printers (100 cards per day)	2			
56.	Dot Matrix Printers	2			
57.	UPS	Adequate for the above mentioned h/w			
58.	Any other				
CBCPC- 1 site					
59.	PC with Operating System and Anti-virus	5			
60.	Smart Card Readers	5			
61.	Heavy duty smart card printers (2000 cards per day) <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>	5			
62.	Laser printers	5			
63.	Online UPS	Adequate for the above mentioned h/w			
64.	Any other				
Requirements of Smart Transaction Terminals (STTs) at various locations Cost of STT to include the cost of Application software deployed on the STT					
65.	State Agency Godowns (125 sites)	125 (1 per site)			
66.	FPS / Depots (9300 sites)	9300(1 per site)			
67.	Oil Terminals (3 sites)	3 (1 per site)			
Centralized Call centre Infrastructure sufficient to meet SLAs					

S.No	Component (B1)	Min Qty required	Qty Provided	Rate per unit {R}	Total
68.	Infrastructure including software as may be required	1 site (12 operators)			
69.	Site Preparation as per Section 3.2 (Pt.5)	As Required			
Cost for Acceptance testing/ staging environment					
70.	Cost for Acceptance testing/ staging environment	As required			
	Total $\Sigma (Q \times R) = B1$				

- ii. Table for AMC cost per year for 5 years. **Note: AMC cost to be provided only in case warranty is not provided for that year**

<Colored cells in the table below to be filled by the Bidder>

S.No	Component (B2)	AMC Year 1	AMC Year 2	AMC Year 3	AMC Year 4	AMC Year 5	Total
Data Centre- 1 site							
1.	Servers with system software						
2.	Storage System						
3.	Core Switch 24 Ports layer 3						
4.	Router						
5.	Network Management System						
6.	Any other						
Disaster Recovery Site- 1 site							
7.	Servers with system software						
8.	Any other						
Directorate office- 1 site with 20 nodes/ workstations							
9.	Server with system software						
10.	PC with Operating System and Anti-virus						
11.	High Speed Network Printer						
12.	Laser Printer						
13.	Generator 15 KVA						
14.	Online UPS 10 KVA with minimum 4 Hour backup						
15.	Core 24 Port Switch layer 3						
16.	Smart Card reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>						
17.	Scanner						
18.	LAN cabling						

S.No	Component (B2)	AMC Year 1	AMC Year 2	AMC Year 3	AMC Year 4	AMC Year 5	Total
19.	Site preparation as per section 3.2 (Pt.1)						
20.	Any other						
DFSC Offices- 21 sites							
21.	PC with Operating System and Anti-Virus at 3 workstations						
22.	8 Port Switch						
23.	Online UPS 2 KVA with min 4 Hour Back up						
24.	Generator 5 KVA						
25.	Laser Printer						
26.	Smart Card Reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>						
27.	Scanner						
28.	Fingerprint device for authentication						
29.	Site preparation as per section 3.2 (Pt.2)						
30.	Any other						
AFSO/ Inspector Offices- 139 sites							
31.	Server						
32.	PC with Operating System and Anti-virus at 3 workstations						
33.	8 Port Switch						
34.	Online UPS 2 KVA with minimum 4 Hour Back up						
35.	Router (with atleast 1 WAN + 1 LAN ports)						
36.	Generator 5 KVA						
37.	Laser Printer						
38.	Smart Card Reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>						
39.	Fingerprint device for enrolment						
40.	Fingerprint device for authentication						
41.	Digital Camera for photograph						
42.	Camera for Iris capture						
43.	Scanner						
44.	Site preparation as per section 3.2 (Pt.3)						

S.No	Component (B2)	AMC Year 1	AMC Year 2	AMC Year 3	AMC Year 4	AMC Year 5	Total
45.	Any other						
CONFED Offices- 21 sites							
46.	PC with Operating System and Anti-virus						
47.	Online 1 KVA UPS with minimum 2 hour Backup						
48.	Smart Card Reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>						
49.	Fingerprint device for authentication						
50.	Site preparation as per section 3.2 (Pt.4)						
51.	Any other						
CKGA- 1 site							
52.	Low End Server System with Data Backup/CD Write facility						
53.	PC with Operating System and Anti-virus						
54.	Smart Card Reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>						
55.	Smart Card Printers (100 cards per day)						
56.	Dot Matrix Printers						
57.	UPS						
58.	Any other						
CBCPC- 1 site							
59.	PC with Operating System and Anti-virus						
60.	Smart Card Readers						
61.	Heavy duty smart card printers (2000 cards per day) <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>						
62.	Laser printers						
63.	Online UPS						

S.No	Component (B2)	AMC Year 1	AMC Year 2	AMC Year 3	AMC Year 4	AMC Year 5	Total
64.	Any other						
Smart Transaction Terminals (STTs) at various locations							
65.	State Agency Godowns (125 sites)						
66.	FPS / Depots (9300 sites)						
67.	Oil Terminals (3 sites)						
Centralized Call centre Infrastructure sufficient to meet SLAs							
68.	Infrastructure including software as may be required						
69.	Site Preparation as per Section 3.2 (Pt.5)						
Cost for Acceptance testing/ staging environment							
70.	Cost for Acceptance testing/ staging environment						
	Total $\Sigma (Q \times R) = B2$						

Total Hardware Cost **(B)** = **B1+B2**

Note:

- Cost of item in table above to include the cost of additional items (1 unit each) and system software as mentioned in the minimum technical specifications (Section 7.11)
- The decision on the type of smart card, Iris collection, de-duplication will be taken before the opening of financial bid. Depending upon the decision taken, the relevant quantity ('Q') and Cost per item ('R') quoted for items above by the vendor will be used for the purpose of bid evaluation.
- Any item may be deleted from the final evaluation as per need and will be intimated before opening of commercial bid.

3. Cost for providing manpower at various locations (as per Section 3.5)

<Colored cells in the table below to be filled by the Bidder>

S. No.	Location	Total no. of sites	Role (DBA / PM / IT Support)	Man month rate per person (Rate)	Total (C)
1.	Head office	1	PM		$<2 \times \text{Rate} \times 6> + <1 \times \text{Rate} \times 6>$
			IT Support		$<8 \times \text{Rate} \times 6> + <4 \times \text{Rate} \times 6>$

S. No.	Location	Total no. of sites	Role (DBA / PM / IT Support)	Man month rate per person (Rate)	Total (C)
2.	DFSC	21	IT Support		$<1 * \text{Rate} * 12>$
3.	AFSO/ Inspector Offices	139	IT Support		$<2 * \text{Rate} * 6> + <1 * \text{Rate} * 6>$
4.	CONFED offices	21	IT Support		$<1 * \text{Rate} * 12>$
5.	Data Centre	1	DBA		$<2 * 3 * \text{Rate} * 12>$
6.	Call centre (Centralized, at Chandigarh)	1	IT Support		$<12 * 1.5 * \text{Rate} * 12>$
Total manpower: Σ (Total)					(C)

In case the Department (as per requirements) decides to extend the period (for 2nd, 3rd, 4th and/or 5th year after roll out) of handholding from the one mentioned in Section 3.5, the vendor will be required to provide additional manpower at the man-month rates quote above.

7.3.1 Final Evaluation

Quality and Cost Based Selection (QCBS)

An overall score will be calculated based on the technical and financial scores of each bidder as detailed below.

The technical scores for each of the bidder will be calculated as:

$$\mathbf{Tb = (Ts/80)*100}$$

The financial scores for each of the bidder will be calculated as:

$$\mathbf{Fn = (Fmin / FC) * 100}$$

Where

Tb = Absolute Technical score for the bidder under consideration

Ts= Evaluated technical score of the bidder

Fn = Normalized financial score of the bidder under consideration

FC = Evaluated cost for the bidder under consideration

Fmin = Minimum evaluated cost for any bidder

The Final scores for each bidder will be calculated as:

$$\mathbf{Bn = (W-tech * Tb) + (W-fin * Fn)}$$

Where

Bn = Overall score of bidder under consideration

Tb = Absolute Technical score for the bidder under consideration (as per Section 5.15.1)

Fn = Normalized Financial score of the bidder under consideration

$$\mathbf{W-tech = 0.60}$$

$$\mathbf{W-fin = 0.40}$$

The bidders will be invited for negotiations as per State procedures.

7.4 Proforma for Performance Bank Guarantee (PBG)

To,
Director,
Department of Food & Supplies,
Government of Haryana

Subject - Proposal for Selection of System Integrator for implementation of Smart Card based PDS in the State of Haryana

Dear Sir,

PERFORMANCE BANK GUARANTEE for Implementation of Smart Card based PDS in the State of Haryana

WHEREAS

M/s. (name of Bidder/Tenderer), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Operator), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract dated (herein after, referred to as "Contract") with you (Department of Food and Supplies, Government of Haryana) for Project of Smart Card Based Public Distribution System (PDS) in the said Contract.

We are aware of the fact that as per the terms of the Contract, M/s. (name of Bidder/Tenderer) is required to furnish an unconditional and irrevocable Bank Guarantee in your favor for an amount of 20% of the total cost of the project (as mentioned in the RFP) till the completion of State-wide rollout of the project. After completion of State wide rollout, the BG would be for an amount of 20% of the Total IT Infrastructure & Site preparation cost ("B" as mentioned in the RFP) for another 5 years and 6 months. We also guarantee the due performance by our constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as security against breach/ default of the said Contract by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach/default of the said Contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of 20% of the total cost of the project (as mentioned in the RFP) till the completion of Statewide rollout of the Project. After completion of State wide rollout, the BG would be for an amount of 20% of the Total IT Infrastructure & Site preparation cost ("B" as mentioned in the RFP) for another 5 years and 6 months, 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.

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until the completion of the project.

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

We hereby expressly waive all our rights:

- (i) Requiring to pursue legal remedies against Department of Food and Supplies; and
- (ii) For notice of acceptance hereof any action taken or omitted in reliance hereon, of any defaults under the Contract and any resentment, demand, protest or any notice of any kind.

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

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

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

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

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

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to 20% of the total cost of the project (as calculated using formula mentioned in Section 6.14) till Statewide rollout of the Project. After completion of State wide rollout, the BG would be for an amount of 20% of the Total IT Infrastructure & Site preparation cost ("B" as mentioned in the RFP) for another 5 years and 6 months, 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 20% of the total cost of the project (as mentioned in the RFP) till Statewide rollout of the Project. After completion of State wide rollout, the BG would be for an amount of 20% of the Total IT Infrastructure & Site preparation cost ("B" as

mentioned in the RFP) for another 5 years and 6 months, for the remaining period till the end of 6 years from the date of signing of contract;

This Performance Bank Guarantee shall be valid till the completion of the project; and

We are liable to pay the F&S Department, GoH, guaranteed amount or part thereof under this Performance Bank Guarantee only if we receive a written claim or demand on or before the completion of project.

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

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

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

Dated this day 2010.

Yours faithfully,

For and on behalf of the Bank,

(Signature)

Designation

(Address of the Bank)

Note:

This guarantee will attract stamp duty as a security bond.

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

7.5 Format for Power of Attorney

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

1. To appear for and represent the Company to all intents and purposes in connection with the matters pertaining to signing and submission of tender (RFP No. << >>) for Selection of System Integrator for Implementation of Smart Card based PDS for Department of Food and Supplies, Government of Haryana, and all affairs ancillary or incidental thereto.
2. AND the Company hereby agree that all acts, deeds and things lawfully done by the said attorney shall be construed as acts, deeds and things done by the Company itself on the above matter and the Company hereby undertakes to ratify and confirm all and whatever its attorney shall lawfully do or cause to be done for and on behalf of the Company by virtue of the powers hereby given.

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

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

WITNESS:

<<signature, name & designation of person witness to this attorney>>

<<signature & name of the person in whose favour authority is being made under the attorney >>

CERTIFIED:

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

7.6 Roles and Responsibilities

7.6.1 System Integrator

1. Preparation of Detailed Project Plan in line with the overall plan provided in the RFP. The same should be prepared in consultation with the F&S Department
2. Site preparation at Directorate and offices of DFSC, AFSO, Inspectors & CONFED.
3. Procure, install, commission, operate and maintain:
 - Requisite hardware & system software as per the requirements mentioned in this RFP
 - LAN at various offices as per the requirements mentioned in this RFP
 - Requisite Smart Card infrastructure at various locations including Smart card reader, Fingerprint Devices, Iris camera (if required), Smart card printer and personalization software etc.
4. Addressing technology obsolescence by appropriate upgradation, replacement and /or replenishment of systems deployed at various locations (data center, directorate, district and sub-offices, state agency godowns and FPS).
5. Insurance cover for the entire hardware infrastructure deployed at various locations for the entire duration of the contract against vandalism, theft, fire and lightening.
6. Installation, upgradation, maintenance of Networking monitoring software (NMS).
7. Keep all system software i.e. OS, antivirus, office applications etc., for Servers, PCs, STT Terminals etc. at Data Centre and various locations, up to date by installing regular upgrades / patches.
8. Rectification of system software problems due to crashing or malfunctioning of the OS, RDBMS or front end within the time limits to meet the SLAs as defined in Section 4.
9. Providing general facility /infrastructural / environmental support systems at the sites including ensuring safety against fire, theft etc. Site Preparation at Data Centre is not included within scope of work of vendor however
10. Digitization of the existing data (14 out of 21 districts).
11. Provide necessary infrastructure for Data Digitization.

12. Replacement of Paper based Ration Cards with Smart Card based Ration Cards including cards for owners of FPS / depots, Wholesalers, CONFED transporters etc. as detailed in Scope of Work, involving:
 - Collection of biometrics & relevant details through camps to be arranged at various locations (FPS / depots or any other locations mutually decided between Department and SI).
 - Printing, Personalization and Issuance of activated cards to the authorized residents.
 - Facility Management including management of infrastructure, utilities, ensuring safety and security of equipment, resources, data etc. at various locations during the contract period.
13. Provide infrastructure & manpower at various locations and provide training and technical support to the department (as detailed in Sections 3.1 and 3.5).
14. Deployment of manpower as mentioned in section 3.5.1 for managing all the operations at various locations (like Data Center, Directorate, DFSC & AFSSO / inspector offices, CONFED, Call centre) and a dedicated team for the project.
15. Deployment of Application and upgrades / patches at Data Center, Departmental & related agencies offices (Directorate, DFSC, AFSSO, Inspector, CONFED)
16. Provision of application to be deployed on the STT installed at various location.
17. Vendor is also required to provide paper-roll at each FPS (approx 800 transactions per month, with acknowledgement being generated in duplicate) for the entire period of contract.
18. At CBCPC (or any location where SI prints and personalizes smart cards in bulk), the SI will ensure a minimum stock of one month's supply of raw smart cards (at least 4 Lakh cards) at any point of time till the completion of State-wide rollout.
19. SI will also maintain minimum one month stock of paper-rolls at each AFSSO office for all FPS under that AFSSO office, at any given point of time from the date of commencement of operations at that location till the period of contract.
20. Ensuring the SLAs for downtime of system, delivery of various services, errors in data entry, printing & personalization of Smart cards etc., as defined in details in the Section 4 of RFP, are met.
21. Report all the problems related to the software Applications to NIC and Department in the formats which will be provided to vendor.
22. Training and assistance to the staff members of the Department and related agencies (CONFED etc.), FPS owners, wholesalers and transporters etc. for using the Smart card system (as detailed in Section 3.5.2).

23. Management and quality control of all services and infrastructure.
24. Any other services which is required for the successful execution of the project.
25. Regular Backup as per the schedule and Disaster Recovery.

7.6.2 HARTRON

RFP for data digitization and selection of data digitization vendor (process completed) Monitoring of data digitization
Finalize scope of work for system integrator
Finalize timelines for the project (in consultation with the department)
Finalize the pre-qualification criteria and technical evaluation matrix for the system integrator
Finalize the financial evaluation criteria
Develop the SLAs for the system integrator
Release the RFP and manage the pre-bid conference
Issue the corrigendum (if required)
To evaluate the bids and select the System Integrator
One time Inspection of approx. 9300 STTs for FPS and other locations
One time Inspection of all other infrastructure being provided by the system integrator
Act as a mediator between NIC and System Integrator in case any issues arise during the project (if required)
To provide technical guidance for districts till the issuance of Smart Card based Ration Cards of first round of that district by System Integrator (if required).
To create a team for monitoring and support the department till state roll out

7.6.3 F&S Department

To create a dedicated team for overall supervisory and Nodal Coordination for the project including data supply, data verification, data analysis, MIS, etc.
Approval/Acceptance of SRS with the assistance of Hartron
To execute detailed SLAs with various stakeholders on recommendation of Hartron
To approve RFP as well as be part of the SI selection committee
Verification of data digitization
To plan/ schedule survey camps for data capturing i.e. data verification, biometrics, photographs etc. Deployment adequate departmental manpower for data authentication/ modification & smooth execution of the survey camps as well as logistic support

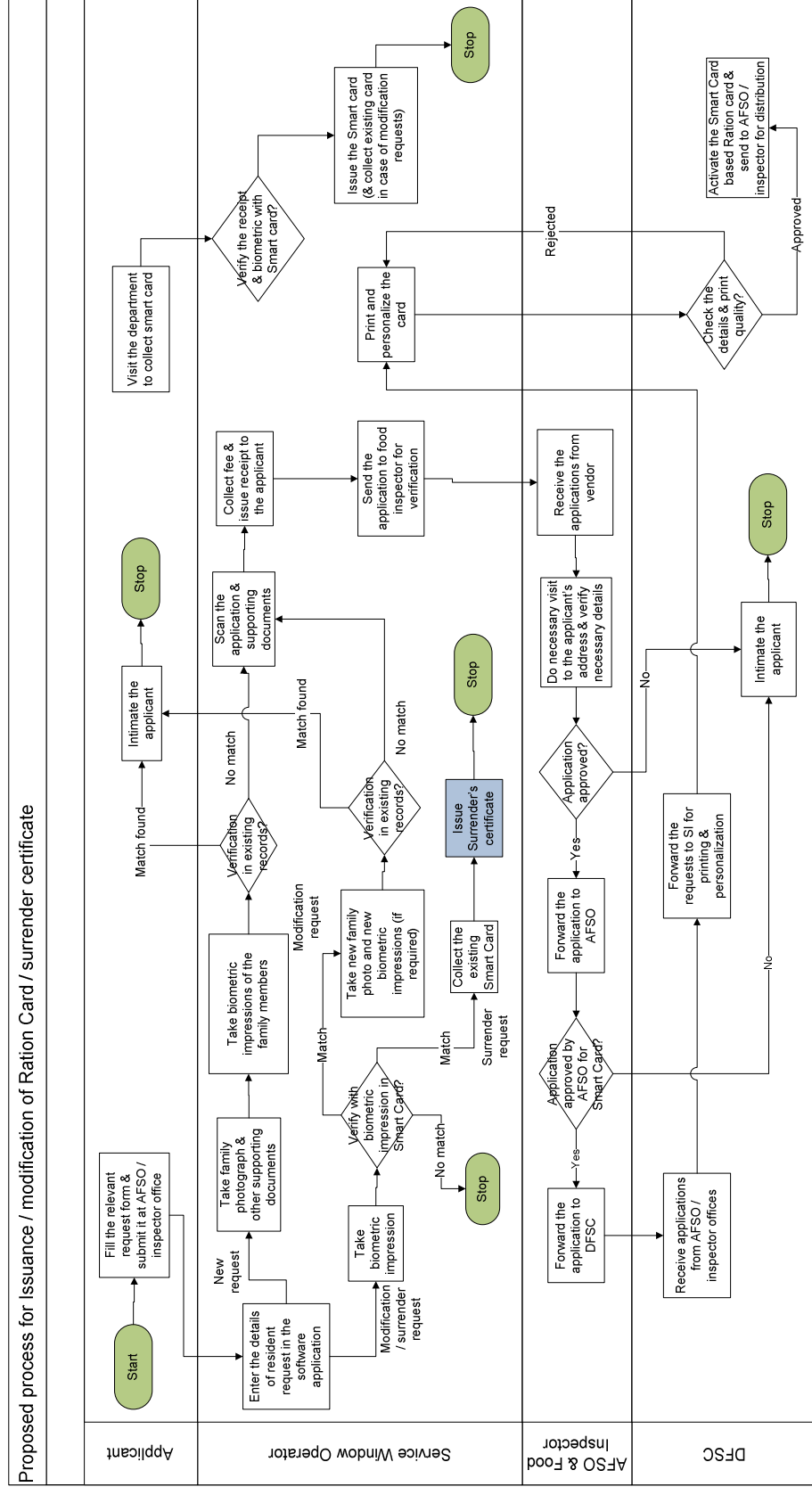
To compile and optimize the feedback on application modules received from various users.
Freezing of change requests/additions/modification of application software
Ensure that Data Backups are being taken with the assistance of Hartron, if need be
To Ensure safety and proper maintenance of the Hardware and other infrastructure at the Head Office, Data Centre, CKGA, CBCPC, District & Sub-Division level offices.
To maintain proper records for Inventory, stocks, receipt of infrastructure, smart cards etc.
To monitor the feedback from the citizens, public & Depot Holders/ other stakeholders
To monitor Computation of penalties, SLAs, release of payments on recommendation of Hartron
To create internal capacity now for execution of the project after takeover from the system integrator

7.6.4 NIC

To design the solution architecture to develop web enabled PDS application including modules like Content Management , Document Management, data Management Design use cases and specifications for STTs To provide hardware & software specifications for data centre, specifications for all other infrastructure for the project etc.
Identification of smart cards & biometric technology standards and key controls regarding Smart Card based Ration Cards issuance and delivery of PDS. Standardize Smart Card Operating System, Key Management system, on the lines of existing standards (SCOSTA).
As developers of the application software, provide technical know-how, all standards and assistance to the FSD for project implementation.
NIC would provide standards and application software support as the designated nodal technology partner to the project.
Standardize the Ration Card Details for Data Entry.
Formulation of project design (Technical Aspects)
Software Requirements Specifications of various modules
Unit Testing of Modules at Pilot Sites, debugging & customization,
Integration Testing & workflow customization.
Documentation (User Manuals, Installation Manuals) preparation, Capacity Building activities for trainers
Software Problems Rectifications, maintenance and Stabilization of Software product
Hosting of Centralized application on Data Centre and providing DR services as per terms & conditions
Long term maintenance of application of software & support

7.7 Process flows

7.7.1 Issuance / Modification of Ration Cards



Process Description

1. Resident visits the AFSO / Inspector office and fills the relevant application form and submits it at the office.

2. Operator (staff member of SI at the AFSO / Inspector office) will enter the details of the Form in the software application.
3. Further processing of the application will depend on the type of request:

a. For a New ration Card Request

- i. Take digital photograph (Individual photograph of all members above 12 years) and other supporting documents from the resident
- ii. Take Fingerprint impressions of 10 fingers for all the family members above 12 years of age.
- iii. Iris collection of both eyes of all family members above 12 years of age (if required)
- iv. Ensure that the same applicant has not already been issued a ration card or is not a member of another ration card. The application for the Counters at DFSC/AFSO/Inspector offices is not in scope of this RFP. In case any match is found in the database, the operator will intimate the applicant and the decision of rejection of application will be taken by the Authorized Representative of the FCS Department.
- v. If there is no match found in the database, the operator will scan the application form and other supporting documents for future references.
- vi. Collect the fee and issue a receipt to the resident.
- vii. Send the application to the department for further processing by the department

b. For Modification Request

- i. Take the Biometric impression of the applicant.
- ii. Verify the Biometric impression with the one present in the Smart card. In case the biometric impressions don't match; the operator will collect the card from the resident and will submit it to the department.
- iii. If the biometric impressions match, then the operator will collect the new supporting documents (like photograph in case of addition of family member) from the applicant and biometric impressions of the new family member (if required).
- iv. Ensure that the same applicant has not already been issued a ration card or is not a member of another ration card. In case any match is found in the database, the operator will intimate the applicant and the decision of rejection of application will be taken by the Authorized Representative of the FCS Department.
- v. If there is no match found in the database, the operator will scan the application form and other supporting documents for future references.

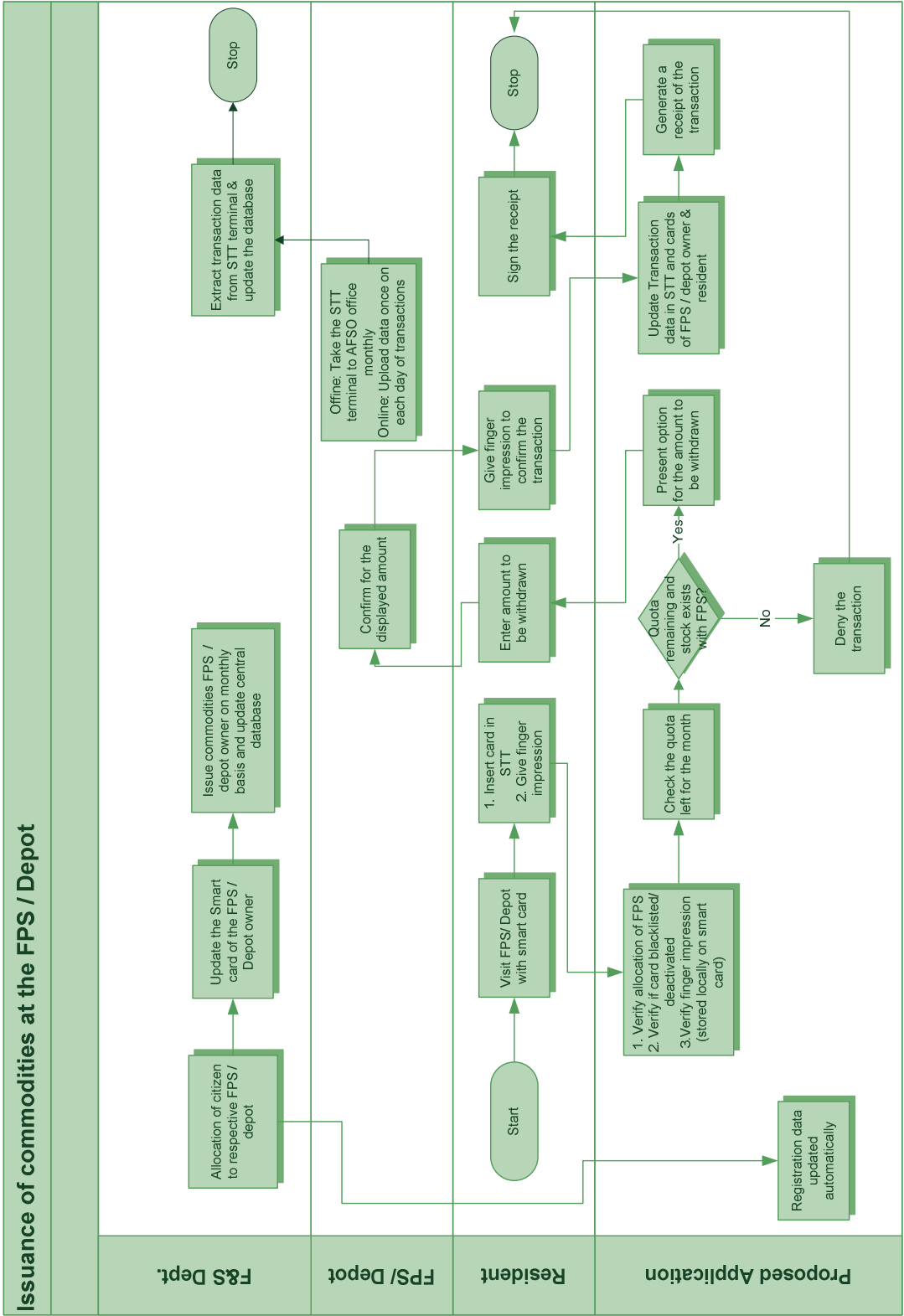
- vi. Collect the fee and the existing Smart Card based Ration Card from the applicant and will issue a receipt to the resident.
- vii. Submit the electronic record into the system for further processing by the department

c. Surrender Certificate request

- i. Take the Biometric impression of the applicant.
 - ii. Verify the Biometric impression with the Biometric impression present in the card. In case the biometric impressions don't match; the operator will collect the card from the resident and will submit it to the department.
 - iii. If the biometric impressions match, then the operator will collect the existing Smart Card based Ration Card from the applicant and will issue the Surrender Certificate to the resident.
4. Food Inspector will cross check the application, sent by the operator, against the scanned documents and will modify the details (if required).
 5. Food Inspector will do the site visit and will verify the details as mentioned in the application. In case of discrepancies, the food inspector may reject the application. The details of the same will be updated in the system and the resident will be intimated about it.
 6. If the food inspector approves the application, the same will be forwarded to the AFSO.
 7. AFSO will scrutinize the application and will either approve it or reject it. In case the application is rejected, the resident will be intimated about it.
 8. AFSO will forward all the approved application to the concerned DFSC office for printing & personalization of Smart cards.
 9. The authorized representative at the DFSC office will forward the approved application to the SI for printing and personalization / modification of Smart cards.
 10. SI will print & personalize the Smart cards and will submit the same to DFSC for verification and activation.
 11. The authorized official in the Department will verify the details on the card and will activate the card. Any erroneous cards will be sent back to the SI for correction.
 12. All the activated cards will be distributed to the AFSO / inspector offices from where the requests have been received.
 13. Resident will visit the department on the date mentioned in the receipt issued by the operator.

14. Operator will verify the details of the resident from the receipt. Operator will also verify the Biometric Impression of the resident against the Biometric Impression present in the smart card.
15. On successful verification of the resident the operator will issue the Smart Card based Ration Card to the resident. In case of requests of modification, Operator will also collect the existing cards from the residents.

7.7.2 Issuance of commodities at the FPS/Depots



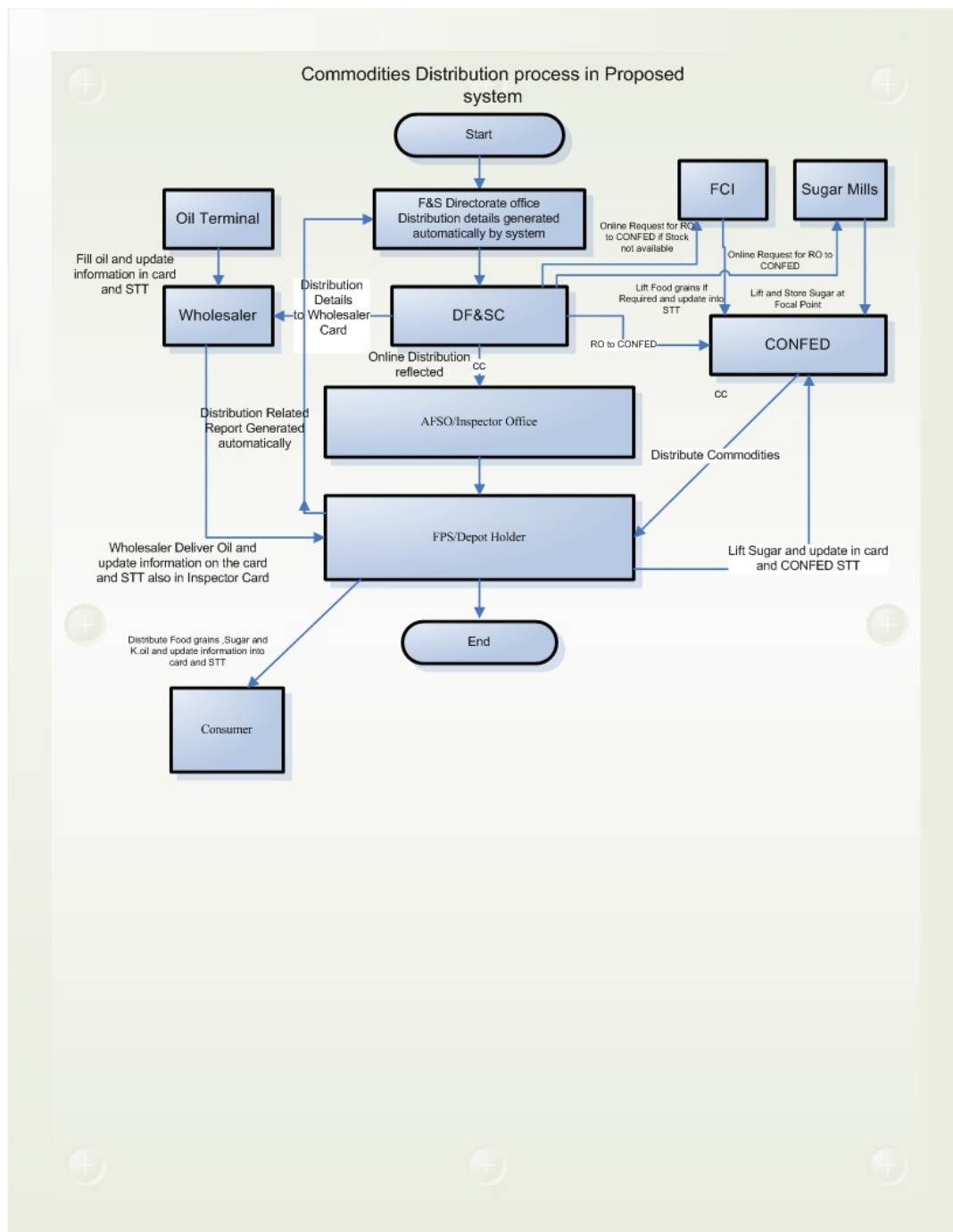
Process Description

- The resident visits the shop and presents his/her card.
- The FPS owner inserts his card in the STT terminal along with the Smart card of the resident for carrying out a transaction in a secure manner.
- The application verifies the following details:
 - If the ration card is tied to that Fair Price Shop / Depot
 - If the ration card has been banned / blacklisted by the department for some reason
- These checks are performed against the data stored in the STT Terminal or from the Smart card of the FPS owner. (The FPS owner will get his card updated each month he visits the AFSSO / inspector office)
- If successfully verified, the resident gives his/her thumb impression to verify with the impression stored on his smart card.
- If the biometric is successfully verified, the quota allocated for the resident as well as the balance available for withdrawal are retrieved from STT terminal
- If quota for the month is still remaining, resident is presented with the option to withdraw.
- FPS owner enters the amount to be withdrawn. The quantity of ration weighed is updated into the application and the FPS owner issues the weighed ration to the resident.
- The resident gives his/her thumb impression to confirm and complete the transaction. (This step is necessary to ensure that the resident actually receives the quota for which the entry was made into the STT Terminal)
- A receipt is generated for the completed transaction. A copy of the receipt remains with the FPS owner and the other with the resident.
- All transaction and master data will be stored in 3 places namely FPS owner card, SAM card in the STT and the respective beneficiary card

In case of offline mode, the FPS owner will visit the AFSSO / inspector office and the SI at the office will extract the transactions data from the STT terminal and will refresh the data of beneficiaries in the STT at the end of every month. This transactions data will further be uploaded in the central database.

In case of online mode, the FPS owner will upload the data once on end of each day when transactions happen.

7.7.3 Commodities Distribution process



Rice and Wheat

- DFSC release online Release Order to CONFED for wheat and rice. If Wheat/Rice is not available in State Agency Godown, then DFSC sends a request to FCI to issue Release Order to CONFED.
- The transporter visits the DFSC office where his fingerprints are taken and a printed/personalized card with FPS wise details of the stock embedded into the card is issued to the transporter.
- The transporter visits the State agency godown to lift the stock. The transporter inserts his card into the Smart Transaction Terminal and the quantity of stock lifted is written into the card by the system and a receipt is generated.
- Upon reaching the Fair Price Shop / Depot, the FPS owner and the transporter inserts their cards into the STT terminal. The actual stock delivered at the FPS gets transferred into the card of the FPS owner and the delivery report is updated in the Smart Card of Transporter. A receipt of the stock delivered at the FPS is also generated.
- Once the delivery to the required FPS / depots has been completed, the Transporter goes back to the CONFED office, where the System is capable of extracting the FPS wise Delivery reports.
- All transaction and master data will be stored in 3 places namely FPS owner card, SAM card in the STT and the respective transporter card

Sugar

- DFSC release online Release Order to CONFED for lifting of sugar from Sugar mills. CONFED Transporter lifts the requisite amount of sugar from the Sugar mills and transports it to the CONFED Focal points.
- The transporter visits the DFSC office where his fingerprints are taken and a printed/personalized card with FPS wise details of the stock embedded into the card is issued to the transporter.
- The transporter visits the CONFED focal points to lift the stock. The transporter inserts his card into the Smart Transaction Terminal and the quantity of stock lifted is written into the card by the system.
- Upon reaching the Fair Price Shop, the FPS owner and the transporter inserts their cards into the STT terminal. The actual stock delivered at the FPS gets transferred into the card of the FPS owner and the delivery report is updated in the Smart Card of Transporter. A receipt of the stock delivered at the FPS is also generated.
- Once the delivery to the required FPS has been completed, the Transporter goes back to the CONFED office, where the System is capable of extracting the FPS wise Delivery reports.
- All transaction and master data will be stored in 3 places namely FPS owner card, SAM card in the STT and the respective transporter card

Kerosene Oil

- The Wholesaler visits the DFSC office where his fingerprints are taken and a printed/personalized card with FPS wise details of the stock, is issued to him.
- The wholesaler visits the Oil Terminal to lift the Oil. The Wholesaler inserts his card into the Smart Transaction Terminal and the quantity of stock lifted is written into the card by the system and a receipt is also generated for the stock lifted.
- Upon reaching the Fair Price Shop / Depot, the FPS owner and the transporter inserts their cards into the STT terminal. The actual stock delivered at the FPS gets transferred into the card of the FPS owner and the delivery report is updated in the Smart Card of Transporter. A receipt of the stock delivered at the FPS is also generated.
- Once the delivery to the required FPS / depots has been completed, the Transporter goes back to the CONFED office, where the System is capable of extracting the FPS wise Delivery reports.
- All transaction and master data will be stored in 3 places namely FPS owner card, SAM card in the STT and the respective wholesaler/transporter card

7.8 Technology Architecture

7.9 Minimum IT Infrastructure at various locations

S.No	Component	Qty (Q)
Data Centre- 1 site		
1.	Servers with system software	9
2.	Storage System	As mentioned in the RFP
3.	Core Switch 24 Ports layer 3	1
4.	Router (Min ports 3 WAN 3 LAN)	1
5.	Network Management System	1
Disaster Recovery Site- 1 site		
6.	Servers with system software	3
Directorate office- 1 site with 20 nodes/ workstations		
7.	Server with system software	1
8.	PC with Operating System and Anti-virus	20 (1 per node or workstation)
9.	High Speed Network Printer	2
10.	Laser Printer	4
11.	Generator 15 KVA	1
12.	Online UPS 10 KVA with minimum 4 Hour backup	1
13.	Core 24 Port Switch layer 3	1
14.	Smart Card reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>	2
15.	Scanner	1
16.	LAN cabling	As required
17.	Site preparation as per section 3.2 (Pt.1)	As required
DFSC Offices- 21 sites, hardware to be quoted per site		
18.	PC with Operating System and Anti-Virus at 3 workstations	3 (1 per node / workstation)
19.	8 Port Switch	1
20.	Online UPS 2 KVA with min 4 Hour Back up	1
21.	Generator 5 KVA	1
22.	Laser Printer	2
23.	Smart Card Reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>	2
24.	Scanner	2
25.	Fingerprint device for authentication	2
26.	Digital Camera for photograph	2
27.	Site preparation as per section 3.2 (Pt.2)	As required
AFSO/ Inspector Offices- 139 site, hardware to be quoted per site		
28.	Server	1

S.No	Component	Qty (Q)
29.	PC with Operating System and Anti-virus at 3 workstations	3 (1 per node / workstation)
30.	8 Port Switch	1
31.	Online UPS 2 KVA with minimum 4 Hour Back up	1
32.	Router (with atleast 1 WAN + 1 LAN ports)	1
33.	Generator 5 KVA	1
34.	Laser Printer	2
35.	Smart Card Reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>	2
36.	Fingerprint device for enrolment	1
37.	Fingerprint device for authentication	2
38.	Digital Camera for photograph	2
39.	Camera for Iris capture	1
40.	Scanner	2
41.	Site preparation as per section 3.2 (Pt.3)	As required
CONFED Offices- 21 site, hardware to be quoted per site		
42.	PC with Operating System and Anti-virus	1
43.	Online 1 KVA UPS with minimum 2 hour Backup	1
44.	Smart Card Reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>	1
45.	Fingerprint device for authentication	1
46.	Site preparation as per section 3.2 (Pt.4)	As required
CKGA- 1 site		
47.	Low End Server System with Data Backup/CD Write facility	2
48.	PC with Operating System and Anti-virus	2
49.	Smart Card Reader <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 or 7.10.12>	3
50.	Smart Card Printers (100 cards per day)	2
51.	Dot Matrix Printers	2
52.	UPS	Adequate for the above mentioned h/w
CBCPC- 1 site		
53.	PC with Operating System and Anti-virus	5
54.	Smart Card Readers	5
55.	Heavy duty smart card printers (2000 cards per day) <For both types of smart cards as mentioned in the Technical Specifications 7.10.11 & 7.10.12>	5
56.	Laser printers	5
57.	Online UPS	Adequate for the above mentioned h/w

S.No	Component	Qty (Q)
Requirements of Smart Transaction Terminals (STTs) at various locations		
58.	State Agency Godowns (125 sites)	125 (1 per site)
59.	FPS / Depots (9300 sites)	9300(1 per site)
60.	Oil Terminals (3 sites)	3 (1 per site)
Requirements of infrastructure at enrolment camps (To be deployed by SI at his own expense)		
61.	Generator with adequate fuel	1 Generator per camp
62.	Laptop	3 Laptops per camp
63.	Fingerprint device for enrolment	3 per camp
64.	Digital Camera for photograph	3 per camp
65.	Camera for Iris capture	3 per camp
Call centre Infrastructure sufficient to meet SLAs (To be deployed by SI at his own expense)		
66.	Call centre Infrastructure	1 site (12 operators)
67.	Site Preparation as per Section 3.2 (Pt.5)	

The SI is required to maintain a minimum of 15% of the number of STTs as backup STTs for FPS, State agency godowns and oil terminals.

7.10 Technical Specifications of Hardware

This section gives the minimum technical specifications for the IT infrastructure required at various locations, but in case higher specifications / additional hardware is required to meet the desired Service Levels (as mentioned in Section 4 of this RFP), the same will have to be provisioned by the successful vendor.

7.10.1 Data Centre

S. No.	Equipment	Remarks
1.	- Database Server (2) - For Disaster Recovery Purpose Database server (1)	- x86 Processor based motherboard with support for four number of six core processors - Four no of six core processors with at least 2.4 Ghz speed with SPEC Average of 200±5(Average of SPECint_rate_base2006 & SPECfp_rate_base2006 scores) - Six cores on a single die will be treated as a single processor. - Form Factor: Rack Mount (2U - 4U size) - Chipset: "Intel 7300/NVIDIA NForce Professional 2200/AMD-8132/ServerWorks or OEM Chipset" - At least 64GB DDRII 667 MHz or higher SDRAM with ECC expandable up to 256 GB 8 port SAS RAID controller with Hardware RAID Level 0, 1 and 5 and with 128KB - Battery backup memory - Integrated/add-on two number of dual port 10/100/1000 Base T Ethernet Controller, - Autosense, full duplex with RJ45 connector. Should be on 2 separate controllers - Minimum 5 PCI/PCI-X/PCI-Express slots, of which minimum 2 PCI-e slots 4 x 300GB SAS Hot pluggable disk drives (10k or higher rpm). - Internal DVD ROM drive - Ports: 1x Serial, 2xUSB, 1x Mouse, 1xKeyboard, 1xVGA, 4xRJ45 - Dual port HBA card configurable for 2 & 4 Gbps per port along with two no. of 5 meter Optical fiber (multimode) LC to LC cables - Integrated on-board video controller with minimum 8MB memory - Server Chassis should be equipped with minimum four hot swap drive bays and redundant power supply (n+1) - Server chassis must be Server OEM Mother board certified - Dedicated port for Hardware Based, OS independent out of band remote management

S. No.	Equipment	Remarks
		Manageability Features • Management of the Server over LAN • Server Health Logging • System Management S/W should be bundled in media. Software support • OS Support: • Windows Server 2003 (Enterprise) • Linux (Redhat/ Suse). • Should support all 32-bit and 64-bit OS and applications • Software Utilities should be supplied for System Configuration, OS Installation and System Information. Driver Software for all the adapters as per the Configuration and Operating System is also required.
2.	• Application Server (2) • Portal Server (1) • Web Server (2) • Load Balancer (1) • Server (1) For Disaster Recovery Purpose • Application Server (1) • Web Server (1)	2 way Servers with following specifications: The server should have two no of latest quad or more core 64bit Intel/AMD x86 processor. The SPEC CPU2006 benchmarked with following requisite performance ○ Two processors(quad core) with at least 2.2 Ghz speed processor with SPEC Average of 150±5 (Average with of SPECint_rate_base2006 & SPECfp_rate_base2006 scores) ○ processors, with integrated on-die 1MB or more L2 Cache per processor and at least 6MB L3 cache per processor. ○ The processors should be fully binary compatible to 32-bit Applications. A quad or higher core on a single die will be treated as a single processor. ○ Chipset: Intel 5520/serverworks HT-2100 north bridge and HT-1000 southbridge ○ The quoted server should be rack mountable with 1U/2U form factor.

S. No.	Equipment	Remarks
		○ The Server with: ○ Minimum of 2 Nos. of PCI/PCI-X/PCI-Express slots. ○ 32 GB DDR-II or higher 800MHz SDRAM upgrade able to 64 GB ○ 2 no. of 300 GB SAS HDD (10K or higher RPM) Hot swappable ○ Integrated SAS Controller with Hardware RAID Level 0 and 1 ○ Integrated/add-on two no.of Dual port 10/100/1000 Mbps; Ethernet Controller, auto sense, full duplex with RJ45 connector Should be on 2 separate controllers. ○ Integrated PCI SVGA video controller with 8 MB RAM ○ One internal DVD drive ○ Fast serial port, 1 Mouse port, 1 KBD port and at least 1 free USB port and 4 RJ45 ports ○ Dual port HBA card configurable for 2 & 4 Gbps per port along with two no. of 5 meter Optical fiber (multimode) LC to LC cables ○ System user manual and all necessary accessories including rack mount kit ○ Server Chassis should be equipped with minimum two hot swap drive bays with suitable Redundant and hot swappable Power Supply (n+1) ○ Server chassis must be Server OEM Mother board certified ○ Dedicated port for out of band remote management The Server should have following management features: • Management of the Server over LAN

S. No.	Equipment	Remarks
		• Server Health Logging • System Management S/W should be bundled in media The Server should support following Operating Systems: • Microsoft Windows • LINUX (RedHat and Suse) • The server should support all 32-bit and 64-bit OS and applications • The server should be supplied along with software utilities for System Configuration, OS Installation and System Information. Driver Software for all the adapters as per the Configuration and Operating System is also required.
3.	Storage System	Capacity: 2 TB Raw Storage Capacity using 300 GB, 15k RPM FC Dual Ported HS Drives expandable to 30TB Raw Capacity with one global hot spare disk. The Array should support intermixing of FC/SATA disk drives in the same chassis. Storage Controller: FC Storage Controller configured as Dual active redundant controllers. Storage system with at least dual FC-AL loops in backend to connect the disk array. All the FC-AL loops should be available to each & every disk array enclosures provided for expansion. Storage system with at least 8 front end 4/8Gbps ports (Four per controller) for servers /SAN switch connectivity. Total Cache Memory: Min. 6GB or more Cache with battery backup/equivalent mechanism with option for expandability. RAID Controller: Dual controller with RAID 0,1, 5 & 6 support with automatic failover. Multipath: SAN controller should be able to support multi paths from SAN to Server or vice versa. Any S/W

S. No.	Equipment	Remarks
		required must be quoted. Chassis: Rack mountable chassis, with Hot Swap Redundant Power Supply & Hot Swap Cooling Fans with all necessary cables & Accessories to connect storage system to fibre switch / servers. If the housing requires a rack, it should be included. Other Features: No single point of failure, On-line upgrades & remote diagnostic functionality. Support for Virtual Provisioning, Adaptive cooling Snapshots & point in time copy/BCV. Management Software: The management software should provide GUI and Web based management of SAN to manage all disk storage subsystems along with capacity planning and performance trouble shooting tools. OS Support: Should simultaneously support Linux, Windows & UNIX etc. (both 32/64-bit versions) Additional items 1. Additional 2TB RAW storage capacity using 300GB FC dual ported HS HDD with cables and accessories for the storage system. 2. Additional 2TB RAW storage capacity using 250GB HS SATA HDD with cables and accessories for the storage system. 3. Quote for Storage based DR Solution Asynchronous Mode (All relevant replication software/function along with database agents & relevant network components e.g. Switch / Routers / Switch Firewalls, cables & accessories) for above configuration 4. Automated TAPE LIBRARY System: Automated tape library system, rack mountable chassis with redundant hot swap power supply & cooling fans configured with at least one LTO4 FC drive and should be

S. No.	Equipment	Remarks
		scalable upto two LTO4 drives in future. It should be offered with at least 38 or more media slots and one drive cleaning cartridge. Remote Management software, security s/w and web based management software should be included. 5. LTO 4 Media (800/1600 GB) 6. 16 Ports FC SAN Switch with each port should be of 4Gbps or higher, Features: Auto sensing, Zoning, performance analysis, IU Rack size, Integrated Ethernet and Serial Port for communication and with rack mount kit. It should be provided with Switch management software. It should support all standard Fiber channel Protocols 7. Fiber Channel Host Bus Adapter (HBA) (4 Gbps or higher) 8. 15 mtr LC to LC cables
4.	Backup Software	- Software for Automated backup and Restore Operations to give an integrated backup/restore from/to Servers connected to LAN / External Storage (SAN NAS). - Platform independent software (should be portable on any Linux/Windows/Unix OS) with heterogeneous environment support with Linux Windows, Unix etc. Servers. - Support to backup multiple data (for SQL, DB2 , Oracle, Postgress etc. Databases) under Linux / Windows / Unix. - Support local disaster recovery (OS, application & data) - Support for Autoloader / Automated Tape Library (ATL) on SAN/NAS.

S. No.	Equipment	Remarks
		- Off-line Backup (Cold Backup) with all necessary software components along with licenses required for each Server. - Common client license across heterogeneous computing environment. - CPU independent cross OS licensing for Server & client software's. - Scalable, Modular, easy-to-configure & easy-to-use with GUI interface s/w. Support for Advanced reporting with centralized management features. - Safe, reliable & fast recovery in case of disaster. - Backup S/W should allow NAS/SAN data to be backed up on the same drives available in NAS/SAN (Virtual Tape Library Concept). Quote for relevant software license, if required any. - Quote for SAN clients license per client basis and also for cluster license if required. - Quote for LAN free backup for heterogeneous environment. - Basic Module of Backup software for ATL/Autoloader with 1/2/4 drives &/or per slots for on-line backup under heterogeneous environment Note – Backup software for the above configuration should be quoted with clear licensing policy for backup under SAN/LAN environment.

7.10.2 Server for Directorate & AFSO

The server (tower/standalone) should have a latest quad or more core 64bit Intel/AMD x86 processor.

The SPEC CPU2006 benchmarked with following requisite performance:

- Single processor(quad core) with at least 2 Ghz speed processor with SPEC Average of 40±3 (Average with of SPECint_rate_base2006 & SPECfp_rate_base2006 scores)
- Processors, with integrated on-die 1MB or more L2 Cache per processor
- The processors should be fully binary compatible to 32-bit Applications. A quad or higher core on a single die will be treated as a single processor.
- Chipset: nVidia NFP3400/ Intel 3200
- Minimum of 2 Nos. of PCI/PCI-X/PCI-Express slots
- 8GB DDR-II or higher 800MHz SDRAM upgrade able to 32 GB
- 2 no. of 300 GB SAS HDD (10K or higher RPM)
- Integrated SAS Controller with Hardware RAID Level 0 and 1
- Integrated Dual port 10/100/1000 Mbps; Ethernet Controller, auto sense, full duplex with RJ45 connector
- Integrated PCI SVGA video controller with 8 MB RAM
- One internal DVD Write drive
- Fast serial port, 1 Mouse port, 1 KBD port and at least 1 free USB port
- OEM Optical Scroll Mouse with mouse pad
- 104 keys OEM Keyboard with bilingual support & Key Skin Cover
- 17" TFT Flat Monitor with 8 ms or better response time, TCO '99/03 certified
- System user manual and all necessary accessories
- Server Chassis with suitable Power Supply
- Server chassis must be Server OEM Mother board certified
- The Server should have following management features:
 - Management of the Server over LAN
 - Server Health Logging
 - System Management S/W should be bundled in media.
- The Server should support following Operating Systems:
 - Microsoft Windows
 - LINUX (RedHat and Suse)
- The server should support all 32-bit and 64-bit OS and applications
- The server should be supplied along with software utilities for System Configuration, OS Installation and System Information. Driver Software for all the adapters as per the Configuration and Operating System is also required.

Additional items:

- 7 feet cables & accessories to connect KVM Switch to Monitor, KBD & Mouse (per Set)
- 12 feet cables & accessories to connect KVM Switch to Monitor, KBD & Mouse (per Set)

- Flat 17 " TFT LCD Monitor Rack Mountable, foldable (1 U Form Factor) with Keyboard & Mouse to be connected to KVM Switch
- USB KVM switch 8 port rack mountable (form factor :1U) with at least two sets of Cables of 7ft length (KBD, Video & Mouse) & should have dual power input, firmware upgrade facility & daisy chaining features for future expansion and related accessories
- USB KVM switch 16 port rack mountable (form factor :1U) with at least two sets of Cables of 7ft length (KBD, Video & Mouse) & should have dual power input, firmware upgrade facility & daisy chaining features for future expansion and related accessories
- Racks for Servers: 42 U Rack with front glass door & rear MS door (perforated) with necessary cables and accessories to connect KVM Switch, Monitor, KBD and max number of 2U servers. Rack should have three power distribution units (PDU) with 5 port each (with universal (15 & 5 Amp) socket). Provision should be there for minimum 2 input power sources in each PDU. Security features (Key and lock), and min 4 no. of cooling fans should be available with adequate hardware for installation of rack
- 16 port 10/100/1000 Mbps, Full Duplex ,Layer 2 Switch with cable and accessories.
- Networking: Cabling to be done at various locations using CAT5E/CAT6 cables, Surface Mount I/Os, CAT 5E/CAT6 patch cords, Jack Panel, PVC conduit / casing / capping with accessories, any other required components such as labels, ferrules etc., and along with civil works (as required) at the office.

7.10.3 Desktop

- Computer system having Intel Core 2 Duo E8400 /Dual core AMD phenom II (550) or higher, 3.00 GHZ with minimum 6MB of L2/L3 Cache.
- Chipset: AMD 780V /Intel Q33
- 2x2GB Dual Channel DDRII SDRAM 800 MHz or higher expandable to 8 GB
- 250 GB SATA II HDD 3Gbits/s with NCQ & 7200 RPM
- Minimum 1 PCI slots and one PCI Express x16 bus slot
- Motherboard shell be of Micro ATX / smaller form factor
- Integrated graphics controller
- Integrated audio controller (Intel high definition or equivalent)
- Integrated PCI 10/100/1000 Mbps Ethernet controller with full duplex & WOL support
- Integrated Two port SATA 3.0 Gbits/s controller
- 16X or Higher Speed DVD-ROM drive
- Ports : 1x fast serial port, minimum 4 x USB 2.0 ports (2 ports on front), 1xKeyboard port, 1xMouse port, 1xR45 port
- Slim Chassis (Small form factor) with enough cooling fans, one free internal peripheral bay and 240W Micro ATX / SFF Power Supply and with volume 9-16 litres
- 104 keys OEM Keyboard with bilingual support & Key Skin Cove

- OEM Optical Scroll Mouse with Mouse pad
- 17" TFT LCD Flat Monitor with 8 ms or better response time, TCO '99/03 compliant
- Power management features & Desktop Management Interface (DMI) implementation
- System user manual and all other necessary accessories
- Linux support (with all required drivers). OS (Red Hat /Novell SuSe or higher version)

Certification : Microsoft Windows (XP & VISTA) & Linux

If Windows OS, it should be preloaded OS Software: Windows vista Business edition with CD/DVD media and user manual

Preloaded Software: Norton/ McAfee/ E-Trust or equivalent Antivirus (Latest Version)

Additional items

- DVD Writer- DVD +/- R (8X or higher) & +/- RW (4X or higher) DVD writer with minimum 2 MB buffer size & 1 Pack of 10 Blank DVDs
- DVD Media with 1 pack of 10 blank DVDs
- 8GB Pen Drive (OEM warranty required)
- DVD writer - SATA DVD Writer Drive

7.10.4 Laptop

- Processor : Mobile Intel Centrino Core 2 Duo P7350 Processor /AMD turion x2 ultra ZM 86 with
- Min 2 MB L2 cache,
- Chipset: Intel GM 45 / M 780G or higher chipset
- Memory 4GB DDR2 533GHz or higher Memory expandable to 8GB.
- Integrated graphics Controller.
- Integrated sound controller with built-in Speakers, Mic & Headphone.
- Network Gigabit Ethernet, integrated 56Kbps modem, Wireless LAN 802.11 a/b/g.
- Storage 250GB or higher SATA HDD (5400 or higher RPM).
- Optical Device Built in DVD +RW Drive (Dual Layer)
- Additional Feature Built in 4 in 1 Card Reader, Bluetooth enabled
- Built in Web Camera (VGA or higher)
- Finger Print Sensor
- Ports: 2xUSB (2.0), 1xVGA, Headphones-out & Microphone in jack, 1xRJ11, 1xRJ45, Express Card / PCMCIA slot, USB or VGA slot
- Display 14" or higher XGA TFT display.
- Power Management Advanced Power Management feature.

- Keyboard: Keyboard with palm rest & Touch Pad with Scroll/ Track Point (Keyboard skin maybe provided)
- Battery Backup Minimum 4 Hrs Battery Backup under standard working conditions using Lithium Ion Rechargeable Battery.
- Accessories AC Power Adapter & Leather Carrying case etc
- Preloaded OS: Preloaded Microsoft Window Vista Business Edition with Win Vista OEM Pack recovery CD bundled along with notebook
- Anti Virus Preloaded Antivirus S/W (latest ver.) with 60 days validity.
- OS Support Laptop should also support all version of Windows & Linux
- Weight Less than 3KG
- Carry case: Included.

7.10.5 Laser printer – Duplex

Description	Requirement
Print Speed	20 pages per minutes minimum A4
Printing	automatic duplex printing
Language	PCL6 and PS3
Media Size supported	A4, Letter, Legal
RAM	32MB Memory minimum
Resolution	1200dpi x 1200dpi or more
Paper Tray	Input 250 sheets minimum
Interface	Ethernet and high speed USB
Compatibility	Windows and Linux
Duty Cycle	10,000 pages per month
Support for Local Language	All printers should support Hindi language also.
Drivers & Accessories	Interface cables & accessories, Drivers for Linux & Windows

7.10.6 Scanner

- Scan size Flat Bed mode - 8.5" x 14" (Legal)
- Scan type CCD, Color, Flatbed & ADF
- Resolution 600 x 600 dpi (optical) or more
- ADF Capacity Minimum 25 Pages

- Interface USB
- Min. Scanning Speed 15 PPM @ 200 dpi, Black & White
- Scanning Software OCR
- Drivers & Accessories: Interface cables, Power cable & Drivers for Linux (latest Version Of Red Hat/SUSE) & Windows

Additional items

- Mono Laser Printer Cartridge – (Duplex) 15 PPM - Full capacity standard OEM toner cartridge for their quoted model
- Mono Laser Printer Cartridge – (Duplex) 20 PPM - Full capacity standard OEM toner cartridge for their quoted model
- DMP Printer: Ribbon for the DMP printer
- Color Printer: Quote for Black Toner cartridge and cyan, Blue, Yellow Toner cartridge.
- Color Printer: Any other Consumables shall be quoted separately

7.10.7 UPS Online, 10 KVA

S.N.	PARAMETERS	SPECIFICATIONS
1	Capacity	10KVA
	Battery Backup	120 Minutes at full load
2	General	
	Inverter Technology	Pulse Width Modulation (PWM) using IGBTs, double conversion / Digital Signal Processing
	Switching frequency	20 KHz or higher
	Total Harmonic Distortion(THD) Voltage	< 2% for 100% linear load < 3% for 100% non-linear load
	Noise level	Less than 55 db
	Operating Temperature	0°-50° C
	Crest Factor	Not less than 3:1 on full non-linear load
	Humidity	Up to 95% non-condensing
	Output Wave Form	Pure Sine wave
	Cold Start facility	Required
	Cooling	Air cooled
3	Input	Three Phase AC
	Voltage	400V AC, Three Phase
	Voltage Range	360 V AC to 460V, AC for three phase
	Frequency Range	50 ± 6% Hz
	Input Power Factor	Better than 0.9 & leading to unity at full output load with Active power factor correction (APFC)
	Distortion	Less than 5%
	D/G set Compatibility	Required
4	Output	
	Voltage	Three Phase (230V AC +1% Phase to neutral)

	Regulation	Less than + 1% in the following conditions 1. No load to full load/Full load to no load 2. 0.6 lag to Unity PF 3. During Entire Backup time. 4. Complete Input Voltage Range		
	Frequency	(c)	50Hz	+ 0.5 %
5	Efficiency			
	Overall Efficiency	80 % or better on rated full load of 0.8 PF		
	Inverter Efficiency	90% or better on rated full load	of 0.8 PF	
6	Overload Capacity	110 % for 2 min. & 125% overload for 30sec.		
7	Power Factor	0.8 lagging		
8	Transient Response Time	For 100% load change, output will remain within $\pm 1\%$ and recovery within 20 ms.		
9	Protection	Required for : Short Circuits		
		Over Loading Over Temperature Input low/ high voltage control DC low/high voltage trip		
10	Battery Backup	120 Minutes at full load		
	Battery Type	Sealed Maintenance Free (VRLA)		
	Battery Make	CSB / Panasonic / Global Yuasa / Exide / Orchid / Okaya / Amar Raja make complying to JIS C 8702 test.		
	Battery recharge time (after complete discharge to 100% charge) & charger capacity	Battery recharge time should not exceed 8 hours and charger should be capable of charging battery bank on C10 rating.		
	Battery Cut off voltage during backup	Not less than 10.5		
11	Battery Capacity			
	Capacity of UPS	D.C.Bus Voltage	Battery Bank for Back-up Time	
			120 minutes	
	10 KVA	<240 V	>27456	
	UPS & Battery Housing	Powder coated UPS cabinet with caster wheel and battery cabinet/Rack should of minimum 1mm thick good quality material and should be free from sharp edge, scratches, nicks, & burs etc. Enclosure should conform to protection requirement of IP2L1 to IS13947 (Part 1)/1993 (reaffirmed 2004).		
12	L.C.D. meter	To measure and monitor input voltage, output voltage, output current, DC current, DC voltage, input / output frequency		
13	Indications	Mains on Load on Battery Inverter Battery level Load level Inverter over load		

14	Audible Alarm	Over Temperature Main failure Battery low Inverter Overload
15	Switches	Main ON/OFF MCB Battery ON/OFF MCB Inverter push button with reset.
16	Output Connection	O/P Terminals of standard quality should be provided.
17	Optional Item	Manual Three phase selector (Should quote separately)
18	Galvanic Isolation	Should be through transformer in output side
19	SNPM Support	Required
More than two battery banks should not be used in parallel in any configuration. The UPS should be supplied with 5 meter of required rated power cable (copper) and other accessories for providing input power supply to UPS. Bidders must mention the rating of power cable for each capacity of UPS separately. UPS should be equipped with required electronics circuitry, to be used in parallel & redundancy mode.		

7.10.8 UPS Online, 2 KVA

S.N.	PARAMETERS	SPECIFICATIONS	
1	Capacity	2KVA	
	Battery Backup	120 Minutes at full load	
2	General		
	Inverter Technology	Pulse Width Modulation (PWM) using IGBTs, double conversion	
	Switching frequency	20 KHz or higher	
	Total Harmonic Distortion (THD) Voltage	< 2% for 100% linear load < 3% for 100% non-linear load	
	Noise level	Less than 55 db	
	Operating Temperature	0°-50° C	
	Crest Factor	Not less than 3:1 on full non-linear load	
	Humidity	Up to 95% non-condensing	
	Output Wave Form	Pure Sine wave	
	Cold Start facility	Required	
	Cooling	Air cooled	
3	Input		
		AC Single Phase	
	Voltage Range	160 V AC to 270 V AC	
	Frequency Range	50 ± 6% Hz	
	Input Power Factor	0.9 or better at full output load leading to Unity with factor correction (PFC)	power
	Distortion	Less than 5%	
	D/G set Compatibility	Required	
4	Output		
	Voltage	230V AC +1 %, single phase	

	Regulation	Less than + 1% in the following conditions 1. No load to full load/Full load to no load 2. 0.6 lag to Unity PF 3. During Entire Backup time. 4. Complete Input Voltage Range			
	Frequency	(a)	50Hz	+ 0.5 %	
5	Efficiency				
	Overall Efficiency	80 % or better on rated full load of 0.8 PF & 230V, 50Hz AC			
		output			
	Inverter Efficiency	90% or better on rated full load			of 0.8 PF & 230V, 50Hz AC
		output			
6	Overload Capacity	110% for 2 min. & 125% overload for 30sec.			
7	Load Power Factor	0.8 lagging			
8	Transient Response Time	For 100% load change, output must remain within $\pm 1\%$ and recovery within 20 ms.			
9	Protection	Required for : Short Circuits			
		Over Loading Over Temperature Input low/ high voltage control DC low/high voltage trip			
10	Battery Bank Details				
	Battery Type	Sealed Maintenance Free (VRLA)			

7.10.9 UPS Online, 1 KVA

S.N.	PARAMETERS	SPECIFICATIONS
1	Capacity	1KVA
	Battery Backup	120 Minutes at full load
2	General	
	Inverter Technology	Pulse Width Modulation (PWM) using IGBTs, double conversion
	Switching frequency	20 KHz or higher
	Total Harmonic Distortion (THD) Voltage	< 2% for 100% linear load < 3% for 100% non-linear load
	Noise level	Less than 55 db
	Operating Temperature	0°-50° C
	Crest Factor	Not less than 3:1 on full non-linear load
	Humidity	Up to 95% non-condensing
	Output Wave Form	Pure Sine wave
	Cold Start facility	Required
	Cooling	Air cooled
3	Input	
		AC Single Phase
	Voltage Range	160 V AC to 270 V AC

	Frequency Range	50 ± 6% Hz			
	Input Power Factor	0.9 or better at full output load leading to Unity with factor correction (PFC)			power
	Distortion	Less than 5%			
	D/G set Compatibility	Required			
4	Output				
	Voltage	230V AC +1 %, single phase			
	Regulation	Less than + 1% in the following conditions 1. No load to full load/Full load to no load 2. 0.6 lag to Unity PF 3. During Entire Backup time. 4. Complete Input Voltage Range			
	Frequency	(a)	50Hz	+ 0.5 %	
5	Efficiency				
	Overall Efficiency	80 % or better on rated full load of 0.8 PF & 230V, 50Hz AC			
		output			
	Inverter Efficiency	90% or better on rated full load		of 0.8 PF & 230V, 50Hz AC	
		output			
6	Overload Capacity	110% for 2 min. & 125% overload for 30sec.			
7	Load Power Factor	0.8 lagging			
8	Transient Response Time	For 100% load change, output must remain within ±1% and recovery within 20 ms.			
9	Protection	Required for : Short Circuits			
		Over Loading Over Temperature Input low/ high voltage control DC low/high voltage trip			
10	Battery Bank Details				
	Battery Type	Sealed Maintenance Free (VRLA)			

7.10.10 Smart Transaction Terminal

STT Terminals should have following broad features:

S. No.	Specifications	
	Feature	Details
1.	Processing Capacity	Fast electronic processing and performance.
2.	Memory	Should be capable of storing OS/ PDS application software, storage of transaction data of 1 to 3 months as backup. (16 MB or more)
3.	Keyboard	Should have an easy to use and rugged integrated keyboard (preferably QWERTY) with sufficient number of customizable function keys (6-12 Keys) and with local language support.
4.	Display	Both Mono VGA and Q-VGA display (To be quoted separately)

5.	Printer	Should have a built in Direct Thermal Graphic Printer. 2.25 inch or more wide paper printing capable to print bar codes also. The receipt print could be in local language.
6.	Smart Card Reader Module	Should have two nos. of ISO 7816 compliant Contact Smart Card readers slots to read T=0 and T=1 type of smart cards, must have PC/SC compliant driver.
7.	Finger Print module	Should be capable to perform finger print verification and the finger print image acquisition from live-scan/ Scanning. - Image acquisition setting levels must be as per the technical standards of setting level 31(<i>Scan Resolution 500ppi; pixel depth 8 bits; dynamic range at grey levels of 200; certification EFTS/F or NFIQ Compliant</i>), specified in ISO/IEC 19794-4:2005(E) standards. - The image format acceptable for verification/identification in PDS application environments is a certified version of the WSQ (Wavelet Scalar Quantization) algorithm as specified by IAFIS-IC-0110 that can be used for lossy compression of 8-bit, 500ppi gray scale images and shall be limited to a 15:1 compression ratio. - The sensor shall have failure to enrollment rate (FTE) of 0.5% The sensor shall have no or very low failure to acquire rate (FTA) of 0.5% - The sensor shall be able to generate good quality image and produce high scores on recommended international test procedures/standards for more than 95% of the time, for the following different field operating real world conditions: - Wet condition representing Coastal/humid regions, sweaty fingers, outdoor rainy conditions - Dirt condition representing dusty regions (obvious in all rural and urban areas), dirty fingers of factory workers, farmers, mechanics - Dry condition representing desert ,dry regions; Dry fingers of Construction workers, farmers - Fingers with low pressure representing old age , women and children - Bright light conditions representing outdoor data collection under bright sunlight (Failure to Enroll (FTE) — the percentage of genuine users who are unable to successfully enroll in a system, Failure to Acquire (FTA) — the percentage of insertions where the system was unable to capture an image)
8.	Voice Response Module	Should be capable to provide a clearly audible voice output by a built-in speaker of sufficient loudness to hear from a distance of 2 meters from STT Terminal for every transaction, in local language.
9.	Communication Modules	- PSTN, - GPRS or CDMA enabled depending on the type of service available

		in the state. 3. Ethernet
10.	Operating System and Application Software Environment.	The device should be based on a Standard operating System. e.g. WINDOWS CE/XP/ or LINUX, and should have standard development environment e.g. Java, C, .Net and all the APIs and SDKs should be available for using all the features of the device using these languages.
11.	Driver and API Support	The OS must support the drivers and APIs for the devices to be connected internally and externally. If the drivers are not readily available then the drivers must be developed to support the devices.
12.	Power/Battery Module	Should be capable of running without power supply through mains, for minimum six hours. The STT must be equipped with a charging circuit to charge the Li-ion battery. An additional battery must be provided with each terminal to work as standby. The availability of the specified batteries for replacement must be ensured for the full life-cycle of the terminal. Should also be capable of running on Lead-acid automobile battery of 06/12 V or via a suitable solar panel.
13.	Language Support	Should support English, Hindi and Region based language in Unicode format.
14.	Robustness/Tamper proofing/Operating Environment	1. Should be robust enough to run in a rough and dusty environment for long period of time, 2. Should be built in a tamper proof rugged body to make it more secure and rodent proof. 3. Operating environment 4. Temperature: ambient air operating range is -20 to +50 °C. Non-operating range is -20 to +75 °C, 5. Humidity level: The humidity of the ambient air can be as high as 100% relative humidity with condensation. The electronic hardware should be suitably protected to ensure operation under this condition. 6. Shocks and drops resistant: The device must be strong enough to sustain shocks, drops etc. from table height. 7. Fungus: Materials used shall not support fungus growth in the device.
15.	Service and Support Network	There must be a 24x7 state wide technical support. Down time should not be more than 24 hours in any case. The comprehensive warranty must be for the period of 5 years from the date of commissioning and must cover the battery repair/replacement. Warranty must cover the hardware, the system software /Application software support and physical breakage due to shocks and drops.
16.	Antivirus Support	On site antivirus and spyware support.
17.	Other Desirable Features	1. A voice output port may be there to connect a TRS(tip, ring, sleeve) connector following the PC99 standard based analog audio components like ampli-speakers. 2. To connect alternate peripherals like alternate keyboard, connecting to any other device like PDA or server for offloading the data or to upgrade the software, a USB Port may be added. 3. Connection to a PC for data exchange /s/w update is a must. USB port can be enabled or disabled depending on needs keeping in view the security issues. 4. A Metallic casing/box with lock and key may be provided to put in the terminal device to make it rodent-proof.

18.	Documents and manual	1. The hard copy of user manual and troubleshooting document with Do's and Dont's in local language must be provided with each STT terminal set. 2. A CD containing all system software alongwith necessary drivers must also be given with the STT terminal. 3. Test procedures and test results in vendor format 4. The package of all hardware should be so as to ensure protection against corrosion, oxidation, deterioration and physical damage during shipment. All connectors shall be protected with environmental/ESD caps. 5. As a minimum the following drawings shall be supplied: main unit & parts detail and wire/cable list.
19.	Warranty and AMC terms and conditions	The STT terminal device hardware must be supplied with five year comprehensive warranty. After that the device would be covered under yearly AMC with PMC clause. The system level software like kernel, device drivers etc. must be supported with at least five year from the date of commissioning with all necessary updates and upgrades.
20.	Operational Training	All FPS dealers must be given training for the operation and handling of STT terminal districts wise or block wise.
21.	Application Software	Application software for FPS operations (as per specifications to be provided to the short-listed vendor)

7.10.11 Smart Card 1

The smart card based Ration card proposed for this system should meet the following specifications:

- Microprocessor based Integrated Circuit(s) card with contacts and with 64KB EEPROM for Data Storage
- Compliant with ISO/IEC 7816-1,2 & 3 and SCOSTA 1.2b with all latest errata and addendum (ref. <http://scosta.gov.in>)
- Must have a valid SCOSTA compliance certificate from NIC
- Supply voltage 3V or 5V – nominal
- Protocol T=0 or T=1
- Data retention for minimum 10 years
- Minimum 300,000 E2 PROM write cycles should support Windows, Linux & support standard development environment eg. JAVA, C, VB etc
- Chip Temperature Range -25 degree C to +70 Degree Celsius
- Material: Polycarbonate with life of 10 years

7.10.12 Smart Card 2

- Microprocessor based Integrated Circuit(s) card with contacts and with 64KB EEPROM for Data Storage

- Compliant with ISO/IEC 7816-1,2 & 3 and SCOSTA 1.2b with all latest errata and addendum (ref. <http://scosta.gov.in>)
- Must have a valid SCOSTA compliance certificate from NIC
- Supply voltage 3V or 5V – nominal
- Protocol T=0 or T=1
- Data retention for minimum 10 years
- Minimum 300,000 E2 PROM write cycles should support Windows, Linux & support standard development environment eg. JAVA, C, VB etc
- Chip Temperature Range -25 degree C to +70 Degree Celsius
- Composite layered Construction of PETG (middle layer) and PVS (outer layers) – Ratio of PETG and PVC content should be 50% each and life of 5 to 7 years
- Surface – Glossy with pre-printed content as provided

7.10.13 Smart card reader

- USB (Universal Serial Bus) interface with PC
- ISO 7816 compliance Interface
- PC/SC Driver and CT-API Driver Support
- Support for Windows XP/2000/2003/Vista with upgradeability with future versions
- Support for RHEL 4.0/5.0 for Workstation, ES, AS, Novel Suse 10 with upgradeability to future versions

7.10.14 Smart card printer

- Print process : Dye Sublimation & thermal transfer
- Resolution : 300 dpi or higher
- Print Speed: approximately 120 cards per hour using YMCKO ribbon
- Colors: Upto 16.7 million colors by using YMCK-O/YMCKO/KO ribbon
- Buffer memory: 2MB or higher
- Capable of Edge to Edge printing
- Having card input hopper and in built cleaning system
- Capable of printing and smart card electronic Personalization in single pass
- Capable of bilingual printing (English & Hindi)
- Smart card encoder within the printer should be PC/SC, ISO 7816 compliant, support 3V chip card with T=0 and T=1 protocol

7.10.15 Fingerprint Device for Enrolment

- Finger Capture Device: Optical/ Comparable Sensor Based
- Capable of capturing flat fingerprints in sets of 4-2-4/2-2-2-2 fingers
- Resolution: Minimum 500 PPI Image
- Interface: USB 2.0, EPP parallel/COM Port
- Supported Operating System: Windows/Linux
- SDK: Development tool should give facility to store image in any industry standard neutral format without any data loss
- Supported development tool: Active-X (VB), JAVA Beans etc.
- Power: Self Powered via USB
- Finger print imaging area: 3.2" * 3"/Platen Size of each sensor : 0.7" x 1.1" ellipse
- Adherence to ISO/IEC 19794-4 norms
- Image acquisition setting levels must be as per the technical standards of setting level 31(Scan Resolution 500ppi; pixel depth 8 bits; dynamic range at grey levels of 200; certification EFTS/F or NFIQ Compliant), specified in ISO/IEC 19794-4:2005(E) standards.
- The image format acceptable for verification/identification in PDS application environments is a certified version of the WSQ (Wavelet Scalar Quantization) algorithm as specified by IAFIS-IC-0110 that can be used for lossy compression of 8-bit, 500ppi gray scale images and shall be limited to a 15:1 compression ratio.
- The sensor shall have failure to enrollment rate (FTE) of 0.5% The sensor shall have no or very low failure to acquire rate (FTA) of 0.5%.
- The sensor shall be able to generate good quality image and produce high scores on recommended international test procedures/standards for more than 95% of the time, for the following different field operating real world conditions:
 - ❑ Wet condition representing Coastal/humid regions, sweaty fingers, outdoor rainy conditions
 - ❑ Dirt condition representing dusty regions (obvious in all rural and urban areas), dirty fingers of factory workers, farmers, mechanics
 - ❑ Dry condition representing desert ,dry regions; Dry fingers of Construction workers, farmers
 - ❑ Fingers with low pressure representing old age , women and children
 - ❑ Bright light conditions representing outdoor data collection under bright sunlight

(Failure to Enroll (FTE) — the percentage of genuine users who are unable to successfully enroll in a system, **Failure to Acquire (FTA)** — the percentage of insertions where the system was unable to capture an image)

- Should be capable to perform Finger Print Verification Steps as given below:
 - Image reading from card/back end and from live scans/ Scanning.
 - Both images will be converted into templates.
 - Perform matching 1:1 using algorithm supplied by the manufacturing/supplier vendor with False Accept Rate 10^{-4} . The APIs for the device must be both on Windows and Linux.
- Should be capable to perform finger print verification and the finger print image acquisition from live-scan/ Scanning.

Note: These are minimum requirements and must always conform to the standards provided by the UIDAI in case they are higher than these.

7.10.16 Fingerprint Device for Authentication

- Finger Capture Device: Optical/ Comparable Sensor Based
- Resolution: Minimum 500 PPI Image
- Interface: USB 2.0, EPP parallel/COM Port
- Supported Operating System: Windows/ Linux
- SDK: Development tool should give facility to store image in any industry standard neutral format without any data loss
- Supported development tool: Active-X (VB), JAVA Beans etc.
- Power: Self Powered via USB
- Finger print imaging area: 3.2" * 3"/ Platen Size of each sensor : 0.7" x 1.1" ellipse
- Adherence to ISO/IEC 19794-4 norms
- Image acquisition setting levels must be as per the technical standards of setting level 31(Scan Resolution 500ppi; pixel depth 8 bits; dynamic range at grey levels of 200; certification EFTS/F or NFIQ Compliant), specified in ISO/IEC 19794-4:2005(E) standards.
- The image format acceptable for verification/identification in PDS application environments is a certified version of the WSQ (Wavelet Scalar Quantization) algorithm as specified by IAFIS-IC-0110 that can be used for lossy compression of 8-bit, 500ppi gray scale images and shall be limited to a 15:1 compression ratio.
- The sensor shall have failure to enrollment rate (FTE) of 0.5% The sensor shall have no or very low failure to acquire rate (FTA) of 0.5%.
- The sensor shall be able to generate good quality image and produce high scores on recommended international test procedures /standards for more than 95% of the time, for the following different field operating real world conditions:
 - ❑ Wet condition representing Coastal/humid regions, sweaty fingers, outdoor rainy conditions

- ❑ Dirt condition representing dusty regions (obvious in all rural and urban areas), dirty fingers of factory workers, farmers, mechanics
- ❑ Dry condition representing desert ,dry regions; Dry fingers of Construction workers, farmers
- ❑ Fingers with low pressure representing old age , women and children
- ❑ Bright light conditions representing outdoor data collection under bright sunlight

(Failure to Enroll (FTE) — the percentage of genuine users who are unable to successfully enroll in a system, **Failure to Acquire (FTA)** — the percentage of insertions where the system was unable to capture an image)

- Should be capable to perform Finger Print Verification Steps as given below:
 - Image reading from card/back end and from live scans/ scanning.
 - Both images will be converted into templates.
 - Perform matching 1:1 using algorithm supplied by the manufacturing/supplier vendor with False Accept Rate 10^{-4} . The APIs for the device must be both on Windows and Linux.
- Should be capable to perform finger print verification and the finger print image acquisition from live-scan/ scanning.

Note: These are minimum requirements and must always conform to the standards provided by the UIDAI in case they are higher than these.

7.10.17 Digital camera for Photograph

- Minimum 8 Mega pixel CCD
- 10x Optical zoom
- F Number: 2.8 - 5.8
- Internal memory: min 16 MB
- Interface: USB 2.0 Hi Speed
- Pixel Size: Minimum 640 X 480
- SD/MMC & equivalent card slot
- Rechargeable Ni-MH/Ni-ion battery with charger
- NTSC, PAL, Video out
- Software & Drivers Compatibility: Windows Vista/XP/2000/9x; Java Compatible
- Supporting cables, software CD-ROM, batteries, USB cable, carrying case, adaptor and Tripod, should support PNG file format.
- Additional 2GB SD card

Note: These are minimum requirements and must always conform to the standards provided by the UIDAI in case they are higher than these.

7.10.18 Networking

1. The Hardware used at CKGA will have its own Local Area Network (LAN) connecting CKGA Server System with CKGA Client systems. This LAN will be totally isolated from any other logical or physical connectivity to outside world.
2. The Client Systems at Centralized Beneficiary Card Personalization Center (CBCPC) will be connected to local LAN of Central Server with limited privilege, and will be protected for the access through Personal Firewall on these clients, so that these systems are able to initiate connection to Central Database Server Systems, and no other system (if any) from the LAN including CBCPC is able to initiate a connection on these Client Systems, in any of its ports.
3. CBCPC users/officials will run a module on the central server which will give the list of eligible beneficiary for making Smart Beneficiary Card and able to update the issuance status.

7.10.19 Dot Matrix Printer 24 pin 136 col.

- **Print Speed:** 300 CPS at high speed draft mode
- **Interface:** Parallel /USB (For Parallel, provide PCI based Parallel interface card)
- **Drivers & Accessories:** Standard Parallel /USB I/F cable and Accessories
& Drivers for Linux (latest Version Of Red Hat/SUSE) & Windows
- **Language:** In-built ISCII support, English, Hindi & one additional Indian language
Support in text mode
- **OS support** : Windows and Linux

7.10.20 Chair for employees

- Castored, ergonomic with contoured & padded seat & backrest
- Backrest angle adjustment
- Hand rests
- 360 degree swivel
- Back Size: 22"H x 19"W
- Seat Size: 18"D x 20"W

7.10.21 Hardware at CKGA

- Two Low End Server System with Data Backup/DVD RW facility

- i. OS : Windows 2003 or above Server with 5 user licenses.
- ii. Database : SQL Server 2005 Standard Edition or above
- Two Client Systems: Window XP based system with Three Smart Card Readers (PC/SC compliant) to be connected on USB Ports.
- Two Smart Card Printers capable to print and personalize with built in electronic-chip personalization feature, 100 Cards per day. The VIZ print quality must not degrade for card life cycle of 10 years of intense use. It must support both Windows and Linux (all versions).
- Two Dot matrix Printers for printing of PIN
- Online UPS to power the above listed hardware.

7.10.22 Hardware at CBCPC

- Two Client Systems: Windows XP based system with Two Smart Card Readers (PC/SC compliant) with Linux drivers to be connected on USB Ports.
- Two heavy duty Smart Card Printers capable to print and personalize with built in electronic-chip personalization feature, 2000 Cards per day. The VIZ print quality must not degrade for card life cycle of 10 years of intense use. It must support both Windows and Linux (all versions).
- Two Laser Printers for general purpose printing.
- Online UPS to power the above listed hardware.

7.10.23 Software Deployment – stack specification

Stack	Technology Option
Server OS for Data Centre (**)	Enterprise Linux Distribution (latest version of Red Hat, SUSE, Ubuntu). Note: With clustering, load balancing, high availability & support for minimum 4 CPUs
Server OS for Taluk (**)	Standard Linux Distribution (latest version of Red Hat, SUSE, Ubuntu). Note: Without clustering & support for upto 2 CPUs
Client Desktop OS	Desktop Linux Distribution (latest version of Red Hat, SUSE, Ubuntu, BOSS)/ Windows Vista. The desktop OS should have a web browser with W3C standards (X-HTML-1, CSS 2) compliance
Database	PostgreSQL - 8.3 with PGCluster
App Server	Apache Tomcat - 6.0 with clustering
Web Server	Apache-HTTP Server - 2.2
Integration	SymmetricDS Database level Integration Solution – 1.7.2

Reporting	Jasper Reports - 3.5
Application	Apache-Wicket Framework – 1.4
Device Drivers	Standard device drivers from OEM (latest version for RedHat, SUSE, Ubuntu, BOSS)

(**) The Operating System flavor chosen should be same for both Data centre and Taluks.

1. Specifications for Linux Server distribution for Enterprise Edition

- a. Stable kernel version with support for latest server hardware such as Raid controllers, Gigabit Ethernet controllers, Server chipsets etc.
- b. Should be able to give optimum performance and scalability across the board - memory, CPUs, I/O, networking.
- c. Should support mandatory (like SELinux) and discretionary security policies.
- d. d. Good audit trail support for activities related to file-systems, processes, user actions and system services. Should also have system wide profiling tool.
- e. Unicode Support
- f. Should have certifications such as LSPP/RBACPP, EAL etc.
- g. Should have in-built LVM and Cluster File Systems (CFS) for distributed applications.
- h. File-systems should support hash tree for scalability.
- i. Should provide support for applications build on earlier versions of Linux.
- j. Online update facility for downloading security patches, updates and bug fixes. The vendor should also provide web and telephonic support for the Operating system.
- k. Built-in Virtualization support and virtualization management tools.
- l. Support for managing and installing built-in Cluster suite and HA for services such as web services, Mail services, Database services etc.
- m. Should support multiple hardware architectures. The OS should also be certified on hardware by leading system vendors.
- n. Product life cycle should be more than 5 years

2. Specifications for Linux Server distribution for Standard Edition

- a. Stable kernel version with support for latest server hardware such as Raid controllers, Gigabit Ethernet controllers, Server chipsets etc.
- b. Should be able to give optimum performance and scalability across the board - memory, CPUs, I/O, networking.
- c. Should support mandatory (like SELinux) and discretionary security policies.
- d. Good audit trail support for activities related to file-systems, processes, user actions and system services. Should also have system wide profiling tool.

- e. Unicode Support
- f. Should have certifications such as LSPP/RBACPP, EAL etc.
- g. File-systems should support hash tree for scalability.
- h. Should provide support for applications build on earlier versions of Linux.
- i. Online update facility for downloading security patches, updates and bug fixes. The vendor should also provide web and telephonic support for the Operating system.
- j. Should support multiple hardware architectures. The OS should also be certified on hardware by leading system vendors.
- k. Product life cycle should be more than 5 year

3. Specifications for Linux Desktop distribution

- a. Support for high end clients (More than one processor).
- b. Should support multiple hardware architectures. The OS should also be certified on hardware by leading system vendors.
- c. Availability of applications such as Office suite, Web Browser, Mail client, Messaging, Image management etc.
- d. GUI support for installing and managing peripherals such as cameras, printers, scanners, flash drives, webcams, Biometrics devices such as finger print scanners etc.
- e. GUI tools for configuring devices such as Network cards, wireless cards, sound, display etc.
- f. Smart card based login.
- g. Support for update, management and provisioning which enables fast deployment and easy management for large number of systems.
- h. Online update facility for downloading security patches, updates and bug fixes. The vendor should also provide web and telephonic support for the Operating system.
- i. Multilingual support.
- j. Product life cycle should be more than 5 years.

4. Support Framework for the entire Recommended-Software-Stack

- Support with updates for the entire recommended software stack is required on Annual basis for a period of 5 years.

- The System Integrator will be responsible for the integrated-operation of the System software, application software and the network at the data centre and at the Taluk centres.

The offered OS flavor should be compatible with the e-PDS application software. The application software will be deployed on the stack mentioned above. The same will be tested during the evaluation.

Stack	Technology Option
Server OS	Enterprise Linux Distribution (latest version of Red Hat, SUSE, Ubuntu).
Client Desktop OS for Development	Desktop Linux Distribution (latest version of Red Hat, SUSE, Ubuntu, BOSS)/ Windows Vista. The desktop OS should have a web browser with W3C standards (X-HTML-1, CSS 2) compliance
Client Desktop OS for testing	Desktop Linux Distribution (latest version of Red Hat, SUSE, Ubuntu, BOSS)/ Windows Vista. The desktop OS should have a web browser with W3C standards (X-HTML-1, CSS 2) compliance
Database	PostgreSQL - 8.3 with PGCluster
App Server	Apache Tomcat - 6.0 with clustering
Web Server	Apache-HTTP Server - 2.2
Integration	Symmetric DS Database level Integration Solution – 1.7.2
Reporting	Jasper Reports - 3.5
Application	Apache-Wicket Framework – 1.4
Device Drivers	Standard device drivers from OEM (latest version for RedHat, SUSE, Ubuntu, BOSS)
Device Env.	Eclipse-IDE with plugins - 3.5

7.10.24 DG Set

- The proposed DG set should be able to support the NOC equipments along with AC, in absence of primary power source.
- Engine shall be vertical multi cylinder 4 stroke type in accordance with IS 10002-1981 with latest amendments.
- Type Multi cylinder
- Method of starting Electric start 12 V DC
- Type of cooling Water cooled /Air cooled
- Type of governor Mechanical/Electronic
- Type of fuel High speed diesel
- Rating Continuous
- Output Suitable HP rated to match the alternator
- Rated speed 1500 RPM
- Over load capacity 10% overload – minimum 1 hour
50% overload – minimum 1 minute

Accessories

- Flywheel to suitable diameter and fuel injection equipment
- Air cleaner
- Lubricating oil cooler
- Electric motor starting equipment like motor, battery, charging generator with voltage regulator etc.
- Heavy duty radiator with fan
- Residential type silencer with exhaust piping with vibration isolator
- Fuel tank suitable for 8 Hrs of continuous running with necessary piping and fuel gauge, drain valve, inlet and outlet connections.
- Anti vibration mounting pads (Dunlop)
- Speed controlling governor
- Suitable coupling system to the Alternator
- Tachometer
- Lubricating oil pressure gauge
- Hour meter to indicate number of Hrs of operation
- Auto trip on low oil pressure
- Over speed alarm with trip
- Thermal insulation for exhaust line with glass wool, Aluminium sheet, chicken mesh, Diesel line 12 mm dia including beads flanger etc
- Battery 12 V with lead and terminal
- Battery charger.
- Protection: Protection against low lubricating oil pressure, high water temperature and over speed shall be provided for engine with alarm and fuel shut off.

Control Panel

- The Genset control panel shall be of 14 SWG CRCA sheet and powder coated finish. The panel shall be provided with standard engine instrumentation, Voltmeter with selector switch, Ammeter with selector switch, Frequency meter, Current transformer, Instrument Fuses etc. MCCB/MCB of suitable rating shall be provide for overload and short circuit protection

AMF Unit

- AMF facility shall be provided for the DG set. AMF relay shall be provided in the control panel/Electrical panel with required control wiring and Contactors for automatic operation shall be done.
- Acoustic enclosure
- Weather and sound proof Acoustic enclosure shall limit sound level below 70 db at 3 m distance from the set. Minimum 50 cm all round clearance shall be provided inside. The exhaust pipe shall be minimum 1.8 m above ground level. Additional Canopy shall be provided over the Acoustic enclosure with suitable steel structure.

7.10.25 Iris Camera

S.No.	Parameters	Specification
1	Interface	USB 2.0
2	Size/Dimension	< 6" * 2" * 6"
3	Weight	Maximum 1.2 lbs
4	Operating Temperature	0 - 49 C
5	Image Quality	Spatial Resolution: 4.0 Ip/mm Pixel Resolution:16.7 Pixels/mm
6	Cameras	> 1.2 mega pixels
7	Scanned FOV	50mm * 40mm
8	Certifications	FCC Class A, RoHS
9	Humidity Range	10-90%
10	Capture time	Auto dual Iris capture in less than 10 seconds
11	Mobility	Portable system.
12	Operating Condition	Operates in daylight and total darkness.
13	Handling	Splash, dust resistant with tolerance for shock and vibration
14	Housing	PC/ABS blend, Attached visor to set optical distance and retractable ambient light shield
15	Power Supply	Power supplied via USB cable
16	Standards	ANSI INCITS 379-2004 and ISO/IEC 19794-6
17	Durability	Meet IP 65 specifications
18	Certification for eye safety	IEC 60825-1, ANSI RP-27
19	Bitmap Image capture rate	Maximum 7.5 fps

S.No.	Parameters	Specification
20	Illumination	Near-IR Illumination (700-900 nm)
21	Certification for Eye Safety	Class 1 LED Product IEC 60825-1, ANSI RP-27.1-96

Note: These are minimum requirements and must always conform to the standards provided by the UIDAI in case they are higher than these.

7.11 Minimum qualification for manpower

1. Database Administrator

- MCA / B.Tech /BE (IT or CS)/Certified DBA with minimum of 5 years of work experience with 2 years or more as a DBA for an IT project.
- Experience in database activities like instance tuning, schema management, space management, backup and recovery, disaster recovery, data replication, database refresh etc. will be preferred

2. IT Support Staff

- MCA / B.Tech / BE (IT or CS) / GNIIT, BCA with minimum 3 years of experience in support role for an IT project
- Experience in IT infrastructure management, networking, trouble shooting, software applications support etc..

3. Project Manager / Leader

- Minimum Education: MCA/ MAB & B.Tech/B.E. from a reputed institute
- Total Exp: At least 10 yrs.
- Exp. in smart card project: At least 1 yr
- Languages known (Read, Write and Speak): Hindi, English
- Should be aware of PDS processes and terms used
- Should have operating knowledge of computers and networking
- Prior project management experience of at least 5 years of handling such large projects
- Excellent writing, communication, time management and multi-tasking skills

7.12 Network Management System

The Bidder is expected to deploy a network management system at the department for managing and monitoring of all the systems deployed at the departmental locations and at the field locations.

- The proposed Network Management Solution should include the required hardware and software.
- The proposed hardware system should meet the high availability requirement.
- The proposed solution should be able to monitor all the parameters of the Service level agreement.
- Shall provide SNMP based functionality and support for SNMP for all the equipments available on Network.
- The proposed NMS should ensure that the 3rd party monitoring agency appointed by the department can effectively monitor the performance and SLAs of the network and hence of the system.
- The offered solution should be able to manage atleast 60 nodes

The proposed Network Management system should facilitate:

- The system must be capable of automatically discovering manageable elements connected to the network and mapping the connectivity between elements, including port-level connectivity
- The solution should have the capability to discover Layer2 & Layer3 Devices & connectivity.
- The system must be able to support mapping and modeling of the infrastructure grouped by network connectivity, physical location of equipment and user groups or departments
- The system must provide visualization tools to display network topology and device to device connectivity. The system must also be able to document connectivity changes that was discovered since the last update
- The system must be designed for Multi-vendor network environment and operation.
- Should provide detailed software and hardware inventory reporting including memory, slots, software versions, etc (Asset Management system)
- The system must provide a real time business services Dashboard that will allow the viewing of the current health of required services inclusive of real-time graphical reports
- The NMS should be able to detect the number of active and faulty links and other devices on the network at any time.
- NMS should be able to accept traps and alarms from the devices & display appropriate message on NMS console.
- NMS should be able to show the MIB Variables of all managed devices and should be able to show the changes in their values in real time.
- NMS should allow management support for new devices added to the network.
- The NMS should detect, make a log, and notify users of, and (to the extent possible) automatically fix network problems to keep the network running effectively.
- The system must be able to 'filter-out' symptom alarms and deduce the root cause of failure in the network automatically.
- Real-time link Status, performance monitoring, configuration management and reporting

- The NMS system should be capable of monitoring network and system configuration information so that the effects on network operation of various versions of hardware and software elements can be tracked and managed.
- Should support router and switch fault troubleshooting

1. Management

- It should be possible to manage the complete network from a single point.
- GUI based interaction for the user.
- Web-based front-end must also be available in addition to the remote access client application.
- The system needs to support concurrent multi-user access to the management system, enabling multiple read-write access to different areas of the management domain.
- NMS must provide facilities for creating different username with passwords and different privileges.
- The security must be able to permit or restrict operator access to different areas of information based on user security rights assigned by the administrator.
- Should generate E-mail notification within a defined time period of a network hardware failure or an out-of-service condition.

2. Help Desk Integration

- Should be capable of integrating with call centre system. NMS and Help desk solution preferably should be an integrated solution.
- The system must support bi-directional outgoing notification integration to call centre or trouble ticketing system.

3. SLA Monitoring/Reports

- Below mentioned are the minimum reports that the department would be expecting from the system integrator:
 - NMS should offer tabular information giving % of uptime of individual offices on weekly basis.
 - Bandwidth utilization report.
 - NMS should provide the statistical report regarding resource utilization and Faults in network. (e.g. – CPU and memory utilization for routers and switches)
 - The following reports available for troubleshooting, diagnosis, analysis and resolution purposes must conform the following:
 - Trend Report
 - At A Glance report
 - Top N report
 - Custom report
- The system must provide a historical reporting facility that will allow for the generation of on-demand and scheduled reports of Business Service related metrics with capabilities for customization of the report presentation.
- The network reports should be customizable from the web browser
- Should facilitate detailed Inventory report (hardware/software)

- SLA violation alarms must be generated to notify whenever an agreement is violated or is in danger of being violated.
- The system must provide the capability to designate planned maintenance periods for services and take into consideration maintenance periods defined at the IT resources level. In addition the capability to exempt any service outage from impacting an SLA must be available.

4. Help Desk and Trouble ticket management system

This would be an online system deployed centrally and would be used by the selected system integrator extensively for management of network support activity. Service desk is an application that facilitates the end-to-end service support.

- The proposed system should include required hardware and software.
- This proposed software system is expected to facilitate the following:

- **User Interface**

The proposed system should have an easy to use user interface (preferably a browser based), so that users across the State can lodge any complaints and service requests. The solution would have a reporting interface with a consolidated view of the network status.

- **Integration of NMS and Service desk**

Network Management System is a network management platform that uses SNMP protocol for devices such as routers, bridges and hubs as well as computer systems, printers and applications. Integration of NMS with the Service Desk provides the complete problem detection and resolution process.

- **Complete incident and problem management**

Service desk should address both Incident Management and Problem Management. The application should maintain a classification system that will distinguish the single occurrence trouble tickets or incidents needing immediate resolution from in-depth root cause analyses that may require longer term to resolve a problem. The flow of events at the call centre should be:

- Event is triggered and forwarded to service desk
- Service desk submits and updates the trouble ticket
- Update the status of the ticket back to NMS

Tasks expected:

- Automatic forwarding of trouble tickets: NMS should automatically forward the events to the service desk.
- Manual submission of trouble tickets: NMS operator should be able to generate the ticket.
- Ticket mapping and allocation: According to the severity, the ticket should be given the priority level. Also it should map the ticket to the appropriate personnel for the resolution.
- Updating the status: Update the status of ticket back to NMS.
- It should be able to log and escalate user interactions and requests.

- It should have an updateable knowledge base for technical analysis and further help end-users to search solutions for previously solved issues.
- It should support tracking of SLA (service level agreements) for call requests within the call centre through service types.

Reports expected

- Status of registered calls with interface for Call centre, using which call centre can inform the status to users over phone.
- Historical report indicating number of calls, time to resolve, status etc for a specified period of time.

Features Expected

- Integration with different products
- Data consistency and reliability
- ITIL compatibility
- Flexibility and extensibility

All relevant infrastructure and supporting system software required for the deployment and operation of the NMS is to be provided by the selected vendor.

7.13 Format for submitting queries for Pre-Bid conference

Date:

Name of the Bidder:

Address:

Telephone Nos:

Fax No:

Mobile No:

Email ID:

S. No.	Place of query (Section No., Clause No., Paragraph/Bullet No., Page no. in RFP document)	Particulars of the query / clarification	Remarks
1			
2			
3			
4			

Authorized Signatory

Designation

(If the queries / clarifications are submitted through e-mail, the bidder should send the queries /clarifications through official e-mail IDs only.)

7.14 Format for keeping the log of issues at Call centre

S. No.	Date & time of receipt of query	Nature of query	Query logged by Dept./ FPS / KD	Resolution provided	Time & date of resolution call	Resource provided the solution
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						

7.15 Software Maintenance Plan

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

- i. The vendor will submit the detailed documentation of the issue faced in the PDS application along with relevant documents like screen shots or report generated by the system etc on the same day to the Nodal officer of the Department. A log of the same will be kept by the vendor as well as the department.
- ii. Nodal officer from the department will forward the detailed documentation of the issue along with the supporting documents to the Nodal Officer NIC, Haryana and will keep a record of the date and time when the request is forwarded to NIC.
- iii. NIC will need to provide the solution (patch / upgrade) for the problem within the timelines prescribed by the Department, depending upon the complexity of the problem / issue involved.
- iv. NIC will hand over the patch / upgrade to the Nodal officer of the department. The Nodal officer will update its log of issues by mentioning the date and time when the solution has been received from NIC.
- v. Nodal officer will hand over the solution (patch / upgrade) to the vendor and both will update their records.
- vi. It would be the responsibility of the vendor to deploy the patch / upgrade at all the required locations (data center, department, FPS, KD) within the defined SLAs mentioned in Section 4 of this RFP. Vendor will also submit a satisfaction report to the Nodal officer of the department, who in turn will forward a copy of the same to NIC.

7.16 Format for Bid Security (Earnest Money Deposit)

Whereas _____ (hereinafter called "the Bidder") has submitted its bid dated _____ for **Selection of System Integrator for implementation of Smart Card based Public Distribution System (PDS) in the State of Haryana** (hereinafter called "the Bid") to HARTRON.

Know all men by these presents that We _____ of _____ having our registered office at _____ (hereinafter called "the Bank") are bound unto the HARTRON (herein after called "the Purchaser") to the sum of _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank on this _____ day of _____ 2010

THE CONDITIONS of this obligation are:

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

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

This guarantee will remain in force up to and including 60 days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

(Authorized Signatory of the Bank)