

Sampark Project



**Request for Proposal
For
Selection of Banking Partner for Sampark Project,
Chandigarh Administration, Chandigarh**

**Technical & Functional Specifications
&
Instructions to the Bidder and Bid Process**

**Department of Information Technology (DIT),
Chandigarh Administration,**

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1. Acronyms

Term	Explanation
AMC	Annual Maintenance Cost
BACS	Bankers' Automated Clearing Services
CA	Chandigarh Administration
CV	Curriculum Vitae
DD	Demand Draft
DDI	Direct Debit Instruction
DIT	Department of Information Technology, Chandigarh Administration
EMD	Earnest Money Deposit
EOI	Expression of Interest
GBPS	Gigabits per second
GST	Goods and Service Tax
H/W	Hardware
INR	Indian Rupees
ISO	International Organization for Standards
ITSM	IT Service Management
IVR	Interactive Voice Recording
PBG	Performance Bank Guarantee
SLA	Service Level Agreement
SMS	Short Service Messaging
SSL	Secure Sockets Layer
Tricity	Chandigarh, Mohali and Panchkula
VAT	Value Added Tax

2. Bid Data Sheet

Event	Target Date
Reference number of RFP	
EMD	Rs. 5,00,000/- in the form of Demand Draft/Pay Order/Bank Guarantee in favor of Drawing and Disbursing officer, Department of IT, Chandigarh Administration, payable at Chandigarh from a nationalized / scheduled bank
RFP Document Price	Rs. 25,000/- to be submitted along with the EMD in the form of Demand Draft/Pay Order/Bank Guarantee in favor of Drawing and Disbursing officer, Department of IT, Chandigarh Administration, payable at Chandigarh from a nationalized / scheduled bank
Availability of Request For Proposal (RFP)	31 st March 2010
Last date to send in requests for clarifications on the RFP	8 th April 2010 by 5:00 PM
Date and Time for Pre- Bid Conference	12 th April 2010 at 10:30 AM
Venue for Pre-bid conference	DIT, 5 th Floor, Additional Deluxe Building, Sector 9, Chandigarh.
Issue of clarifications	16 th April 2010
Last date for submission of bids	23 rd April 2010 upto 3:00 PM
Opening of Pre – Qualification bids	23 rd April 2010 at 3:30 PM
Opening of Technical Bids	23 rd April 2010 at 4:00 PM
Presentation by bidders	27 th April 2010 at 10:00 AM onwards.
Contact Person	Dy. Director (IT)
Contact Address and numbers	DIT, 5 th Floor, Additional Deluxe Building, Sector 9, Chandigarh 160017 Tel : 0172-2740641 e-Mail : ddit-chd@nic.in
Website	www.chandigarh.gov.in ; www.chdit.gov.in

3. Introduction

Sampark was initiated to bring together the services of all the departments under one single umbrella and give citizens of Chandigarh a “**Multi-service – Single-window**” experience apart from completely removing the undue harassment met by the citizens due to lack of transparency. This is an initiative by Department of IT (DIT) for the development, integration and maintenance of web-portal for various departments of the Administration for providing 'One-stop-shop'. It not only provides the Transaction Processing through its centres and web-enabled portal but also is a major source of information dissemination.

Benefits of the Sampark Initiative:

- Reduction of wastage of time of a citizen as multiple tasks are being performed at these centres
- Citizen-centric centres having state-of-the-art facilities, apart from central location
- 8 a.m. to 8 p.m. service on all days except Sundays
- Better turn-around in receipt, processing and issue of services
- Transparency in delivery of services
- Easy maintenance of MIS leading to quick reconciliation of treasury collections

Under this, the different initiatives are as follows:

- Sampark Project
- Jan Sampark Project
- Gram Sampark Project

Sampark Project

- Chandigarh Administration has set up 11 Sampark centres. The list of existing and new/planned Sampark and Jan Sampark centres is given in **Annexure I**.
- Transactional services such as payment of bill, issue of certificates and collection of taxes are provided
- Presently 23 G2C and 5 B2C Services are being provided at these centres
- Select private services have also been launched. Phone bills of BSNL, Connect, Airtel and Spice are being collected.
- No charges are levied upon the citizen for any transaction. This will continue for the new SI
- SI charges a fixed rate for each of the transactions from Chandigarh Administration for Government services (G2C)
- In case of B2C services, the SI shares the revenue with the Administration. **Annexure II** shows the existing share of revenue.

Gram Sampark Centres

These are Sampark centres set up in the rural areas and villages of Chandigarh. There are presently 15 Gram Sampark centres that provide all the G2C and B2C services. The information services in these Centres will be provided free of cost, on the lines of Jan Sampark Services. The list of existing Gram Sampark centres is given in **Annexure 1**.

4. Scope of Work

Chandigarh Administration is providing services to its citizens through the Sampark and Gram Sampark centres which involves financial and non-financial transactions. As regards the non financial transactions, the same are managed by the Systems Integrator directly with the concerned departments, whereas financial transactions relate to Receipt of payments relating to utility bills, taxes etc. and disbursement of payments relating to social pensions etc. To ensure the proper management of the government revenue collected/disbursed through the above said financial transactions from the Sampark centres, the role of a Bank becomes imperative.

Accordingly the scope of work for a Bank can be described as follows:

- Collection of cash/cheques received at the Sampark centres
- Handling of such cash/cheques
- Timely encashment of cheques
- Handling the receipt of payment through debit and credit cards using swipe machines at the Sampark centres
- Undertaking Treasury operations on behalf of Chandigarh Administration with regard to the above
- Timely reporting about the dishonored and bounced cheques to the concerned departments
- Timely transfer of funds to the specific bank accounts of government and private entities
- Maintain separate accounts under separate receipts/heads/accounts and providing its online access to all participating agencies for greater transparency
- Establishment of ATMs at the Sampark centres for ensuring Banking Services at the door steps of the citizens
- Setting up of Swipe Machines at the Sampark centres to facilitate the use of debit and credit Cards by interested citizens visiting the centres
- Deployment of dedicated team for timely interaction with Administration and participating agencies
- Timely Reconciliation of all financial transactions with the Administration

4.1 Proposed Procedure

At the Sampark and Gram Sampark Centres

Based on the As Is process and requirements of Sampark Project the following process could be followed for Cash Collection, Transfer and Bank Reconciliation.

Money Collection Process

- Citizens avail services at and Gram Sampark centres and make the payment for the services.
- Modes of payment - Cash/Cheque/DD/PO/Debit & Credit card payment using swipe machines. There shall be same Cheque/DD/PO for a separate department/ organization against single bill.
- The payments are collected by the operator and acknowledgement receipt is given to the citizen. This acknowledgement receipt records the department/organization name and the

purpose (i.e. the service availed etc.). The receipt for acceptance of Cheque shall be issued as 'subject to realization'.

- The Bank selected collects all the cash/cheques/DD accumulated at the Sampark & Gram Sampark centres on the same day. This is done twice a day, between 1-2 pm and 8-8.30 pm along with the MIS reports (which includes debit and credit card transactions) to be prepared and generated by the Supervisor at the Sampark centre.
- All the money from Debit and Credit cards are transferred directly to the designated treasury/bank accounts.

Money Disbursal Process

For all the services, involving disbursal of cash (e.g. pension distribution), the Bank will make available a mutually decided amount to each Sampark centre everyday between 9-10 am. This amount cannot be adjusted against collections done at the Sampark centre for other services and separate accounting head and MIS will have to be maintained for such services involving disbursal of cash.

Money Transfer Process

- The Bank will transfer the total amount of successful transactions (as per the records of Sampark operator) to the designated treasury/bank accounts, along with requisite MIS reports.
- All the Cash is deposited by the Bank in the treasury/bank account as the case may be and cheques are sent for realization.
- The Bank transfers the money collected into the respective treasury/bank accounts of government departments and private parties as follows:
 - Cash : Day T
 - Cheque : Day T+3
 - Debit Card : Day T
 - Credit Card : Day T+3
- The Bank automatically segregates the Cash as well as money collected through debit and credit cards, into lots based on the department and type of requirements.
- The Bank transfers the money collected on behalf of private organizations (through all mediums including Cash/Cheque/PO/DD/Debit Card/Credit Card) into their respective bank accounts as follows:
 - Cash : Day T
 - Cheque : DayT+3
 - Debit Card : Day T
 - Credit Card : Day T+3
- A copy of the receipt scrolls shall also be sent to the departments and a copy also to be retained by the Bank. The scrolls will contain the details of the transactions including the department's name, major head of account, the service availed and all other details as per prescribed challan.
- Details of the transactions for which the cheque has been bounced is updated in the Sampark application developed (Sampark SI has to give user ID/password to Bank for updating the status of cheques)

Reconciliation Procedure

- The Bank sends report for collection and deposits of cash and cheques to the District Treasury Officer (DTO) on a daily basis.
- Also there is a daily and monthly reconciliation done through a transaction summary report sent by the Bank to the DTO. The reconciliation can be done using tables listed in **Annexure III**.
- In case of bounced cheques, intimation is sent to the respective department and designated Sampark centre for updating the payment status and for taking necessary actions.

4.2 Features of the Payment Service (manually and via Swipe machines)

The payment Service should have the following features-

4.2.1 Authorization

Any transaction made with a debit or credit card via swipe machines must first be authorized by the card issuing authority. The service must afford a secure link between Sampark, citizen and card processor to avoid fraudulent transactions. The secure line should also ensure fast and efficient transaction processing.

4.2.2 MIS and other reports

The MIS provided to DTO should include customer Account no., amount paid, transaction ID, date, time and payment mode (e.g. debit card and credit card). The MIS reports to be submitted by the Bank shall be finalized with the SI.

4.2.3 Availability

The payment Service via swipe machines should facilitate multiple users making transactions from various locations at a single point of time. Hence, the Service must support unlimited or a reasonably large number of user access. Service unavailability resulting from loss of network availability can be excluded from service availability calculations if the network availability loss is caused by any factors beyond the Bank's control, such as natural disasters or end user's portion of the network failure.

4.2.4 Data Backup

The Bank shall make regular backups of payment transactions related data via swipe machines. The Bank shall make backups available to authorized personnel of the CA or departments upon request.

4.2.5 Maintenance

Scheduled Maintenance: The Bank shall specify the basis for scheduled maintenance causing/or not causing disruption to provided electronic payment service via swipe machines. Disruption of service due to scheduled maintenance is to be excluded from service uptime (availability) calculations provided that CA is notified. Maintenance shall be performed during off-peak hours and the Bank shall always provide advanced notice of scheduled maintenance to CA.

Emergency Maintenance: The Bank shall specify the reasons for performing emergency maintenance (Example: security related issues). The Bank shall notify immediately the CA regarding the emergency maintenance. Un-notified service unavailability due to emergency maintenance will be included in the service downtime calculations.

4.2.6 Auditing

All Bank records related to payments manually and via swipe machines with respect to consumer shall be available for inspection and auditing by District Treasury Officer (DTO) or other authorized representatives. The Bank shall be acting to correct or remedy any audit results within a time period agreed upon with the CA.

During the course of financial audit and at any time after the completion of the transaction, in case of any discrepancies, the Bank will be liable to pay the Administration the principal amount along with interest to be calculated at prevailing rate of PLR + 2% from the date of the transaction till the date of payment.

4.2.7 Information Accessibility

- The Bank shall provide access to payment information to specified users and administrators authorized by the CA using the service on a timely basis in an accurate, understandable and logical format.
- The Bank shall provide participating Government departments' real time access to transaction data and MIS support.
- The Bank shall not provide access of payment information to "any third party" unless mutually agreed to with the CA or requested by legal authority.

5. Roles and Responsibilities

5.1 Bank

1. Collection of cash/cheques/drafts from Sampark centres twice daily i.e. between 1-2 pm and 8-8.30 pm.
2. Disburse money to the centres for pension payments and any other such services to be added in future.
3. Provide information online on bounced cheques to departments as well as to Sampark centres through the Sampark application.
4. Provide two swipe machines at the Sampark centres along with required telephone lines for debit and credit card transactions. The cost of telephone connectivity, consumables and infrastructure will be borne by the Bank. The Bank also needs to take care of the uptime and connectivity of the swipe machines.
5. To set up ATMs at Sampark centres to facilitate the provision of the Banking Services in the neighbourhood of the citizen. The installation, operations, maintenance (including energy charges), security etc. will be sole responsibility of the Bank.
6. To setup a mechanism for the resolution of failed online transactions using swipe machines.
7. Data Management for all the cash collections and swipe machine payments.
8. Provide atleast one Currency counting and Fake note detection machine at each Sampark centre.
9. The Bank would be responsible for reconciliation of funds collected during a day through Online Transactions (Direct Debit/Debit Cards/Credit Cards) via Payment Aggregator, Cash Collections and through Swipe Machines at the centres and will further transfer the funds to the Treasury/ Departments/Organizations. MIS for the same will also be submitted by the Bank to the SI, Departments, Treasury and DIT. Bank shall also highlight the discrepancies in case of mismatch between funds collected and the number of transactions done. SI shall be responsible for transferring the funds through online transactions made via the Payment Aggregator to the Bank.
10. The Bank shall ensure compliance with international information security standards i.e. should be ISO 27001 certified.
11. The Bank shall ensure that all the information and/or data obtained by it from client/customers are stored securely and equipped with reasonable precautions against damage.
12. Provide online access to the Administration with respect to all transactions done by the Bank on its behalf.
13. The Bank shall be responsible for maintaining the confidentiality of all the transactions conducted by them on behalf of the Administration.
14. For the existing and new B2C services, there will be revenue sharing between CA, SI of the Sampark project and the Bank. CA will receive a fixed 40% of the transaction. The SI will share the balance 60% with the bank (40-20) in case of its involvement. The amount collected towards Transaction charges will be deposited in the account of SI.

5.2 Department of Treasuries (through the District Treasury Officer)

1. The District Treasury Officer is the authorized representative of Chandigarh Administration for financial transactions and is responsible for reconciliation of transactions conducted through Sampark.
2. To conduct tripartite reconciliation of receipts with the SI (at the Sampark centres and online portal) and with the bank (with respect to the deposits in the Bank/Treasury) on a daily basis.
3. To conduct financial audit with respect to financial transactions from the Sampark centres and online portal on a regular basis.
4. To conduct reconciliation of bounced/dishonoured Cheques as well as charge back transactions in case of fund transactions at Sampark centres.
5. To keep record of transaction backup submitted by SI on daily basis.

5.3 DIT, Chandigarh Administration

As owner of the Project, the role of DIT includes discharging the following responsibilities:

1. Signing MoU/Agreements with all the participating Departments, SI and Bank for creating legal framework.
2. Creation of an Administrative Oversight Committee/Project Management Committee which will meet every quarter comprising of key officials of DIT, NIC, Treasury, participating departments/Private Entities.
3. Ensuring that the different stakeholders participating in Sampark project are responsive to the needs of the citizens.
4. Conducting Performance Audit of Sampark centre operations.
5. Opening of new Sampark (Sampark/Jan Sampark/Gram Sampark) centres.
6. Revenue sharing between DIT, SI and Bank for the B2C services those offered by the private entities (as part of Business Model).
7. Facilitate the participating Bank to setup ATMs at Sampark centres.

5.4 Systems Integrator

1. Procurement & installation of Hardware, System software, Anti-virus, Printers, UPS etc. at Sampark centres.
2. Procurement of non IT Infrastructure (furniture etc.) at the Sampark & Jan Sampark centres.
3. Application Development (this would include either upgrading the existing application or developing a new one) & Implementation (Digital Signature Certificates, Touch Screen Panels, Mobile, Swipe machines, Electronic Token System). This should be compliant with its respective standards.
 - Generate MIS for stakeholders
 - Portal Design and Development
 - The design of the portal has to be changed after 3 years. This will include changing the look and the feel of the portal as well. This change in design is to be approved by CA.

- New e-Gov initiatives like PDS, GST application, CIPA etc. are to be integrated with the Sampark application
- 4. Any loss or theft of any infrastructure (furniture, air conditioner etc.) provided by CA or procured by SI will be responsibility of the SI and should be covered at its own costs.
- 5. SI should take daily incremental backups in a DVD and deposit it at DTO every day. Also a complete backup of all the data and transactions should be taken on a monthly basis and submitted to CA.
- 6. SI shall tie up with Payment Aggregator for payment gateway to manage the financial transactions that occur at the portal through Direct Debit, Debit Cards, Credit Cards and Cash Cards (Not mandatory).
- 7. SI shall coordinate with a Bank selected by CA for collections at the Sampark centres (Cash, Swipe machines) and complete reconciliation of all the transactions either through Centres or through Portal via Payment Aggregator. To handover cash/cheque/drafts twice a day, between 1-2 pm and 8-8.30 pm each day to the Bank from every centre.
- 8. Provide reporting and MIS (including information and details regarding bounced cheques on the same day) to the stakeholders on a daily basis.
- 9. Provide physical space at the centres for swipe machines (provided by the bank) for debit and credit card transactions and ensure the application is integrated with the swipe machines.
- 10. Insurance and security of the Sampark centres and cash to be responsibility of the SI.
- 11. The SI shall be responsible for maintaining the confidentiality of all the transactions conducted by it on behalf of the Administration.

6. Eligibility Criteria for Bidders

This invitation for bids is open to all Indian scheduled banks that fulfill all the pre-qualification criteria as specified in this section. The Bidder shall be responsible to Chandigarh Administration for discharging of all responsibilities related to the Bid finalization and implementation of project.

Pre-qualification criteria for the participating bidders are as given below:

Bidder shall comply with the following pre-qualification eligibility criteria for getting short-listed in the Pre-Qualification round:

- i. The Bidder should be a scheduled commercial bank having operations for the last 5 years in the tricity comprising of Chandigarh, Mohali and Panchkula.
- ii. The Bidder should be a profit making bank with net profits in each of the last three financial years.
- iii. The Bidder should be undertaking Treasury banking operations on behalf of either the Central Government or any of the State Governments. This shall not include the management of account of any Board, Corporation or any other Undertaking of either the Central or State Government.
- iv. The Bidder shall have atleast 5 branches (excluding extension counters) operational in the tricity as on 31.12.2009.
- v. The Bidder shall have experience in providing services to e-Governance projects.
- vi. The Bidder should have implemented core banking solutions for their internal operations.

Requirement of Documents

The Table below gives the detail of the Documents that the bidder needs to submit for its Pre-Qualification against each criterion for qualifying for the opening of Technical Bids.

Table - 1

S. No.	Criteria	Reference document
1.	The Bidder should be a scheduled commercial bank having operations for the last 5 years in the tricity	Self Certification by the Bidder
2.	The Bidder should be a profit making bank with net profits in each of the last three financial years	Profit and Loss statements (Duly certified/attested by CA)
3.	The Bidder should be undertaking Treasury banking operations on behalf of either the Central Government or any of the State Governments. This shall not	Purchase Order/Work Order/ Completion Certificate

S. No.	Criteria	Reference document
	include the management of account of any Board, Corporation or any other Undertaking of either the Central or State Government	
4.	Shall have atleast 5 branches (excluding extension counters) operational in the tricity as on 31.12.2009	Self Certification by the Bidder
5.	Shall have experience in providing services to e-Governance projects	Purchase Order/Work Order/ Completion Certificate
6.	The Bank should have implemented core banking solutions for their internal operations	Self Certification by the Bidder

7. General Instructions for Bid Process

7.1 Cost of Bid Document

The bid document is available online on our websites (www.chandigarh.gov.in/www.chdit.gov.in) which can be downloaded by the interested bidders. However while submitting the bid, the bidder will have to pay an amount of Rs.25,000/- (Rupees Twenty Five Thousand only) towards the cost of the bid document and the same is non-refundable. This payment should be made in the form of separate demand draft favoring "Drawing and Disbursing Officer, Department of IT, Chandigarh Administration" payable at Chandigarh, which will be in addition to the Earnest Money Deposit and paid at the time of submission of the bid.

7.2 Pre-Bid Conference

CA will host a Pre-Bid Conference as per schedule given in Bid Data Sheet. The purpose of the conference is to provide bidders with information regarding the RFP and the proposed Project solution requirements, and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the Project. The bidders are requested to submit any questions by email before the pre-bid conference to the Deputy Director, DIT as mentioned in the Bid Data Sheet. The subject line of the mail should be: **Pre Bid Clarification Question for Selection of Banking partner for Sampark Project: Bidder's Company Name**. CA will endeavor to provide a complete, accurate, and timely response to all questions. However, CA makes no representation or warranty as to the completeness or accuracy of any response, nor does the CA undertake to answer all the queries that have been posed by the bidders. All responses will be distributed to all the bidders.

Bidders are also requested to refer to RFP for Selection of SI for Project Sampark for Chandigarh Administration", available on the website, for getting the details about the Sampark Project and roles and responsibilities of various stakeholders involved in the project.

7.3 Site Visits

The Bidder at its own responsibility may visit any of the Sampark centres and Department of IT for reconnaissance and obtain information regarding the functioning of the Sampark centres, services provided at these centres, IT infrastructure available, functionality of the applications deployed etc. The costs of visiting the Sampark centres or DIT office shall be at the bidder's own expense.

7.4 Supplemental Information to the Request for proposals

If CA seems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such supplement shall be deemed to be incorporated by this reference into this RFP which will be in the form of an addendum hosted on our website. It would be the sole responsibility of the bidders to regularly check the website for any such addendums as no advertisement, written communication etc. will be issued in this regard.

7.5 Bid Preparation Costs

The bidder is responsible for all costs incurred in connection with participation in the bid process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of bid, in providing any additional information required by CA to facilitate the evaluation process, and in negotiating a definitive Service Agreement and all such activities related to the bid process. This RFP does not commit CA to award a contract or to engage in negotiations with any bidder. Further, no reimbursable cost may be incurred in anticipation of award.

7.6 CA's right to terminate the Process

- i. CA reserves the right to expand, alter, rescind, modify or annul the terms of this RFP at any time without assigning any reason. CA makes no commitments, express or implied, that the bid process will result in a business transaction with bidder.
- ii. This RFP does not constitute an offer by CA.

7.7 Earnest Money Deposit (EMD)

- i. The Bidders shall submit, along with their Bids, Earnest Money Deposit (EMD) of Rs. 500,000/- (Rupees Five lacs only), in the form of a Demand Draft in favour of "Drawing and Disbursing Officer, DIT, Chandigarh Administration payable at Chandigarh". The EMD in any other form shall not be entertained. The EMD amount should be submitted along with the pre-qualification bid.
- ii. The EMD of all unsuccessful bidders would be refunded by CA within 60 days after the bid process is completed. The EMD of the successful bidder would be adjusted towards partial fulfillment of the Security Deposit
- iii. The bid without adequate EMD will be liable for rejection without providing any opportunity to the bidder concerned.
- iv. The EMD can be forfeited if a Bidder
 1. Withdraws its bid during the period of bid validity as specified in the RFP
 2. During the bid process, if a Bidder indulges in any such deliberate act as would jeopardise or unnecessarily delay the process of bid evaluation and finalisation. The decision of the client regarding forfeiture of EMD shall be final & shall not be called upon question under any circumstances or
 3. Violates any of such important conditions of this RFP document or indulges in any such activity as would jeopardize the interest of the client. The decision of the client regarding forfeiture of the EMD shall be final & shall not be called upon question under any circumstances.

7.8 Venue & Deadline for submission of bids

Bids must be submitted to CA at the address and as per the schedule specified in Bid Data Sheet.

CA may, in exceptional circumstances and at its discretion, extend the deadline for submission of bids by issuing an Addendum or by intimating all bidders who have been provided the bid

documents, in writing or by facsimile or through email, in which case all rights and obligations of the proposed Project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

7.9 Late Bids

Bids received after the due date and the specified time for any reason whatsoever, shall not be entertained.

7.10 Bid Opening

Total transparency will be observed while opening of bids. CA reserves the right at all times to postpone or cancel a scheduled Bid opening. The venue and date and timing for the opening of bids is specified in Bid Data Sheet of RFP. In the event of the specified date of bid opening being declared a holiday, the bids shall be opened at the appointed time and location on the next working day.

7.11 General Guidelines for bid opening

- i. Bids will be in two parts (pre-qualification and technical) as indicated in the RFP. There will be two bid-opening events (i) for the pre-qualifications and (ii) for the Technical Bids.
- ii. CA will open the pre-qualification bids and list them for further evaluation. The 'Technical Bid' covers shall not be opened until the evaluation of the pre-qualification bid is complete.
- iii. The technical bids of only those bidders who qualify in the pre-qualification evaluation will be opened.
- iv. All the bids will be opened in presence of the bidder's representatives, if present at the time of bid opening. However, if there is no representative of any bidder, CA is entitled to still go ahead and open the bid of the qualified representative.

8. Bid Instructions and Conditions

Bids must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. The CA will evaluate bidder's bid based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.

8.1 Documents comprising the bidder's bid

Bids submitted by the bidders shall comprise the following:

- i. Pre-qualification bid along with the EMD and RFP Document Cost
- ii. Technical bid

The bids must be complete in all respects. The bids shall be submitted in duplicate and all copies shall be separately tagged. Along with hard copies there will be one soft copy of the bids on CD. The CA will not accept delivery of bids by fax or email. All copies of the pre-qualification and technical bids must be submitted in a sealed package. The outside of the package must clearly indicate the name of the project ("Bid for Selection of Banking Partner for Sampark Project for Chandigarh Administration"), the bidder's name and address, and the names of primary and secondary contact persons. Failure to adequately address the outside of a package could cause a bid to be misdirected or to be received at the required destination after the deadline.

8.2 Pre-Qualification Bid

The pre-qualification bid should contain document to evaluate that the bidder's technical skill base and financial capacity are consistent with the needs of the project and meets the pre-qualification criteria as mentioned. The bid also contains the EMD amount in the form of DD.

- a. Printed cover letter, as per template in **Annexure IV** of the RFP
 - b. EMD and RFP Document cost
 - c. Compliance and Required documents as per **Section 6 (Table -1)** of the RFP
- Citations are to be provided as per format given in **Annexure VI**.

8.3 Technical Bid

- a. The technical bid should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Solution meets the requirements specified in the RFP.
- b. The technical bid should address the following at the minimum:
 - i. Implementation methodology, project plan and implementation schedule
 - ii. Project Management, reporting and review methodology

- iii. Problem escalation methodology
 - iv. Scalability & Performance
 - v. Operational environment
 - vi. On-site Post Implementation Support Strategy
 - vii. Key Deliverables (along with sample deliverables, wherever possible)
- c. CA is also open to any suggestions that the bidder may want to render with respect to the approach adopted for the assignment in the light of their expertise or experience from similar assignments. However, this should not lead to the submission date being missed or extended.

The Technical bid shall address the following:

- i. Printed cover letter, as per template in **Annexure V** of the RFP
- ii. Compliance and Required documents as per **Section 9 (Table -2)** of the RFP
- iii. Understanding of the Sampark Project
 - Operations and their Challenges
 - Understanding of the Scope of the Work
- iv. Approach and Methodology
- v. Project Plan
- vi. Key Deliverables (along with sample deliverables, wherever possible)

In addition to the submission of the technical bid in hard copy in the format as defined in this RFP, the shortlisted bidders (after the prequalification round) shall have to make a technical presentation before the Bid Evaluation Committee. The day, time and venue of the same shall be intimated to all such shortlisted bidders by CA separately.

8.4 Signature of Bids

The covering letters must be signed with the bidder's name and by a representative of the bidder.

8.5 Sealing and Marking of Bids

- i. The bidders shall seal the pre-qualification bid along with the EMD in an inner envelope marked "Pre-qualification bid". The inner envelope shall be sealed in an outer envelope.
- ii. The bidder shall seal the technical bid in an inner envelope marked "Technical Bid". The inner envelope shall be sealed in an outer envelope.

8.6 Validity of Bid

The bid as submitted must be valid for acceptance for at least six (6) months from the date of opening of bid, unless specified otherwise.

8.7 Amendment of Bidding Document

The requirements specified in this RFP reflect those presently known. CA reserves the right to modify bidding documents by issuing addenda at any time prior to the deadline for submission of bids, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder.

8.8 Disqualification

- a. The bid is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:
 - i. Bid not submitted in accordance with this document.
 - ii. The Bidder qualifies the bid with its own conditions.
 - iii. Bid is received in incomplete form.
 - iv. Bid is received after due date and time.
 - v. Bid is not accompanied by all requisite documents
 - vi. Information submitted in technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
 - vii. The Bidder tries to influence the bid evaluation process by unlawful means at any point of time during the bid process.
 - viii. In case any one party submits multiple bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional bids/bidders are withdrawn upon notice immediately.
 - ix. In case the selected Bidder fails to deposit the Performance Bank Guarantee (PBG) within 15 working days of the issue of the Work Order or within such extended period by CA but before the execution of the contract.
- b. Bidders may specifically note that while evaluating the bids, if it comes to CA's knowledge expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of bid then the bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the bids floated by Chandigarh Administration. It is also clarified that if need arises CA would go in for appointment of outside party(s) to undertake the work under the captioned bid.

8.9 Modification and Withdrawal of Bids

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the validity period specified by the bidder on the bid form. In case any Bidder withdraws its bid before the completion of the evaluation process, the EMD submitted along with the bid will be liable to be forfeited.

8.10 Conflict of Interest

CA requires that the bidder must provide professional, objective, and impartial advice and at all times hold CA interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work. In case the bidders have any subsisting interest, either by themselves or through their partners, that is likely to conflict the work specified in the Scope of Work, they shall declare such interests as part of their proposal.

8.11 Acknowledgement of Understanding of Terms

By submitting a bid, each bidder shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

8.12 Conditions

The following terms are applicable to the RFP and the bidder's bid.

- i. Any work product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of CA unless stated otherwise in the definitive service agreement.
- ii. Timing and sequence of events resulting from this RFP shall ultimately be determined by CA.
- iii. No oral conversations or agreements with any official, agent, or employee of CA shall affect or modify any terms of this RFP, and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of CA shall be superseded by the definitive service agreement that results from this RFP process. Oral communications by CA to bidders shall not be considered binding on CA, nor shall any written materials provided by any person other than CA.
- iv. Bids are subject to rejection if they limit or modify any of the terms and conditions or specifications of this RFP.
- v. By responding, the bidder shall be deemed to have represented and warranted: that its bid is not made in connection with any competing bidder submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the bidder did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no employee or official of CA participated directly or indirectly in the bidder's bid preparation.
- vi. Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against CA or any of its respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- vii. Until the contract is awarded, bidders shall not, directly or indirectly, solicit any employee of CA to leave CA or any other officials involved in this RFP process in order to accept employment with the bidder, its affiliates, actual or prospective consortium members, or any person acting in concert with the bidder, without prior written approval of CA.

9. Bid Evaluation Process

Bids will be reviewed by the Bid Evaluation Committee appointed by Chandigarh Administration.

Evaluation of the bids will be done in two stages and at the end of first stage short listed bidders will be informed of the result to have a fair and healthy competition. The following is the procedure for evaluation.

9.1 Evaluation of Pre-Qualification Bids

- a. The documentation furnished by the bidder will be examined to see if they are consistent with the requirements of this project and meet the pre-qualification criteria as specified above in Section 6 of this RFP.
- b. The Bid Evaluation committee may ask bidder(s) for additional information and/or arrange discussions to verify the claims made in bid documentation.
- c. Any bid not complying with the requirements of the pre-qualification criteria will not be processed further.

9.2 Evaluation of Technical Bids

The technical bids of only those bidders/banks, who qualify in the evaluation of the pre-qualification bids, shall be opened.

1. The technical bids are evaluated as per the requirements specified in the RFP and adopting the evaluation criteria given below. The Bidders are required to submit all required documentation in support of the evaluation criteria and as mentioned in Section 6
2. Bid Presentations: The Bid Evaluation committee will invite each bidder/bank to make a presentation to CA at a date, time and location determined by CA. The purpose of such presentations would be to allow the bidders/banks to present their proposed solutions to the committee and the key points in their bids.
3. The Bid Evaluation committee may undertake oral clarifications with the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder/bank to more clearly state its bid.
4. Depending on the evaluation methodology mentioned below, each Technical Bid will be evaluated on a score of a maximum of 100 marks and only those bids, whose score is more than **70 (Seventy)** marks shall be considered.
5. The Bidder scoring **maximum marks out of a total of 100 marks** (after crossing the threshold of 70 marks) shall qualify for the award of the project by CA.

Technical Evaluation Criteria

Table - 2

S.No.	Evaluation Criteria	Numbers	Marks	Compliance
1	Relevant Experience		75	
1.1	Experience in providing similar services through citizen service centres (CSCs) (Bank has to provide documentary evidence in this regard)	None	0	
		1-2 projects	10	
		3-4 projects	15	
		>=5 projects	20	
1.2	Experience in undertaking Treasury operations on behalf of State Government/Central Government ministry (Bank has to provide documentary evidence in this regard)	None	0	
		1-2 projects	5	
		3-5 projects	10	
		> 5 projects	20	
1.3	Number of Branches of the Bank in the Tricity	None	0	
		5 (branches)	5	
		6-10	10	
		>=10	15	
1.4	Number of ATMs in the Tricity	None	0	
		10 ATMs	5	
		11-15 ATMs	10	
		16-20 ATMs	15	
		>21 ATMs	20	
2	Proposed Solution, Capability and Implementation Plan		25	
2.1	Understanding of Project Requirements	Marks based on quality and capability	5	
2.2	Approach and Methodology		10	
2.3	Tools for monitoring compliance with SLA requirements on a real time basis		10	
Total Marks			100	

The bidder shall submit Purchase Order/Work Order and/or Completion Certificate for satisfying the Evaluation Criteria for the Relevant Experience section in the **Table -2** above.

9.3 Contract Finalization and Award

If CA is unable to finalize a service agreement with the bidder ranked first, CA may proceed to the next ranked bidder, and so on until a contract is awarded. The CA reserves the right to present a contract to the bidder selected for negotiations or not to award the contract at all. The contract will

be awarded to the responsible, responsive bidder whose bid conforms to the RFP and is, in the opinion of CA, the most advantageous.

Evaluations will be based on the bids, and any additional information requested by CA.

9.4 Awarding of Contract

CA will award the Contract to the successful bidder for a period 5 years. The period of 5 years will start from date of signing of the agreement.

9.5 Notification of Award

Before the expiry of the period of bid validity period prescribed in the RFP, CA will notify the successful bidder/bank, in writing or by fax or email, to be confirmed in writing by letter, that its bid has been accepted. Upon the successful bidder's furnishing of performance guarantee deposit, and signing of contract, CA will notify the other banks that their bids have been unsuccessful.

9.6 Signing of Contract

When CA notifies the successful bank that its bid has been accepted, CA will send the bank the Form of Contract Agreement incorporating all agreeable terms between the parties. The successful bank shall sign and execute the contract agreement failing which acceptance of his bid shall be cancelled and his earnest money will be forfeited.

9.7 Security Deposit

- a. For faithful execution of the Contract, the successful bank shall be required to submit a Security Deposit of value Rs. 500,000/- (Rs. Five Lacs) in the form of a demand draft in favor of CA which will be used for contingencies and imposing penalties, when required.
- b. The Bank shall have to pay the imposed penalties within 15 days in form of Cash/Cheque/Draft. If the Bank does not pay the imposed penalties within 15 days, the amount of penalty shall be deducted from the Security Deposit.
- c. If the Security Deposit, at any point of time, becomes less than 50% , Bank shall recoup it within 15 days.
- d. Ordinarily the Earnest Money received with bids shall be converted into Security Deposit.
- e. In the event of default, Security Deposit may also be forfeited by an order of CA. The forfeiture of Security Deposit shall be without prejudice to any other rights arising or accruing to the CA under relevant provisions of the contract.

9.8 Performance Bank Guarantee

- a. The successful bidder shall at his own expense deposit with CA, within fifteen (15) working days of the issue of work order or prior to signing of the contract whichever is earlier, a confirmed unconditional and irrevocable Performance Bank Guarantee (PBG) for the due performance and fulfillment of its contractual obligations by the bidder.
- b. This Performance Bank Guarantee of Rs. 1 Crore should be provided by the successful bidder. All incidental charges whatsoever such as premium, commission etc. with respect to the issuance of the performance bank guarantee shall be borne by the bidder. The performance

bank guarantee shall be valid till completion of the contract period, i.e. 5 years after signing of agreement. Subject to the terms and conditions in the performance bank guarantee, at the end of 5 years, the performance bank guarantee will lapse automatically. The performance bank guarantee may be discharged/ returned by CA upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

- c. In the event of the bidder being unable to service the contract for whatever reason, CA would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of CA under the contract in the matter, CA shall invoke the PBG by giving notice to the bank issuing the PBG for invoking the same, the proceeds of the PBG shall be paid to CA as compensation for any loss resulting from the bidder's failure to perform/comply with its obligations under the contract. CA shall notify the bidder in writing of the exercise of its right to invoke the PBG within 14 days of the invocation thereof, indicating the contractual obligation(s) for which the bidder is in default.

9.9 CA's Right to Accept any bid

CA reserves the right to accept or reject any bid and to annul the bidding process and reject all bids, at any time prior to award of Contract without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder of the reasons for its action.

9.10 Income Tax Clearance Certificate & RBI authorization

The bidder shall furnish Photostat copy of Income Tax Clearance Certificate from the competent authority along with its bid.

Relevant authorization from RBI for offering debit card and credit card transactions through swipe machines will also need to be produced.

9.11 Special Powers of termination

If at any time after the acceptance of the bid, CA shall for any reason whatsoever not require the whole or any part of the work, to be carried out, CA shall give notice in writing to the fact to the Bank who shall have no claim to any payment of compensation or otherwise howsoever on account of any profit or advantage which he might have derived from the execution of the work in full but which he did not derive in consequence of the foreclosing of the work.

9.12 Indemnity of CA against any fraud or failed transaction

CA stands indemnified against any debit and credit card fraud or failed transactions. The bank must take care and rectify consumer complaints regarding fraud or money being debited in spite of unsuccessful transaction.

9.13 Force Majeure

If at any time during the continuance of the work the performance in whole or in part by either party of any obligation under this contract, shall be prevented or delayed by reasons, of any war, hostility, acts of public enemy, Civil Commotion, sabotage, floods, explosion, epidemics,

fires or other acts of God, strikes and lockout (hereinafter referred to as 'eventualities') then, provided notice of the happening of any such eventuality is given by either party to the other within 15 days from the date of occurrence thereof, neither party shall by reasons of such eventuality be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non performance or delay in performance and construction of work under this contract shall be resumed as soon as practicable after such eventuality has ceased. Appropriate extension in time of completion shall be granted.

9.14 Completion of contract

The contract shall be considered as successfully completed on fulfillment of following conditions:

- a) Successful running & operation of the project for specified period of five years
- b) Money & required data have been transferred to CA

9.15 Action where no explicit specifications mentioned in the RFP

In the case of any class of work for which there is no such specification mentioned in the contract, such work shall be carried out in accordance to specifications as decided by CA.

In case of any conditions not covered specifically under this contract, the standard terms and conditions of the Regulation of CA governing such contracts will be applicable.

9.16 Exit Options

The bidder's tenure ends after five year from acceptance.

- If CA chooses to discontinue with the existing bank after the end of his tenure-
 - The bid process for the selection of new bank will commence six months before the end of his tenure.
- If CA chooses to continue with the existing bank after the end of its tenure –
 - CA can choose to extend the contract with the same bank for a period of one more year. The bank must continue on the same Terms & Conditions as mutually agreed upon in this contract.
 - CA can initiate fresh RFP for the selection of bank.

9.17 Arbitration Clause

If at any time any question, dispute or difference, what so-ever, shall arise between CA and the selected banking partner, upon or in relation to, or in connection with the Purchase Order/Contract, either party may forthwith give to the other, notice in writing of the existence of such question, dispute or difference and the same shall be referred to Finance Secretary, Chandigarh Administration. Any statutory amendment, modification or re-enactment thereof for the time being in force shall be deemed to apply to and be incorporated in the Contract/Purchase Order. The work under the Contract shall, if reasonably possible, continue during the arbitration proceedings and no payment due or payable to CA shall be withheld on account of such proceedings.

9.18 Jurisdiction

Jurisdiction for filing any suit in case of any dispute shall be Chandigarh only.

10. Service Level Agreements

S.No.	Parameters	Norms	Penalty (Rs.)
1	Money Collection Process The collection time punching at the Sampark centres will be responsibility of the Bank through the collection agency. Digital Signatures would be used for capturing the time in and time out of the Bank for money collection.	1-2 pm and 8-8.30 pm	100 for first hour and 50 for the next half an hour
2	Money Deposit Process	Cash – Day T Cheque – Day T+3 - Debit Card – Day T Credit Card – Day T+3	Interest at prevailing PLR + 2% rate
3	Reconciliation Process - Transactions should be reconciled by Bank with SI and Department of Treasury	Day T (at Sampark centres) Day T+1 (for online transactions)	10/transaction/day
4	Bounced Cheque Information and return of instrument to the concerned department	Day T+4	500 per bounced cheque per day
5	Transaction settlement via swipe machines	Debit– Day T Credit Card – Day T+3	Interest at prevailing PLR + 2% rate
6	Miscellaneous		
a)	Any misreporting on the part of Bank		50/wrongly reported transaction
b)	Downtime of Fake currency detector		1000/hr after 1 day
c)	Downtime of swipe machines		100/hr after 1 day

11. Annexures

11.1 Annexure I – List of existing Sampark and Gram Sampark Centres

List of Existing Sampark & Jan Sampark Centres

1. **e-Sampark Centre – 10**, Electricity Operation Sub Division No. 2, Sector 10A, Chandigarh
2. **e-Sampark Centre – 15**, Electricity Operation Sub Division No. 4, Sector 15C, Chandigarh
3. **e-Sampark Centre – 18**, Electricity Operation Sub Division No. 3, Sector 18A, Chandigarh
4. **e-Sampark Centre – 23**, Opposite Janj Ghar, Near Gurudwara, Sector 23C, Chandigarh
5. **e-Sampark Centre – 40**, Electricity Building, Sector 40D, Chandigarh
6. **e-Sampark Centre – 43**, Electricity Operation Sub Division No. 9
Sector 43A, Chandigarh
7. **e-Sampark Centre – 47**, 66 KV Grid Sub Station, Sector 47C, Chandigarh
8. **e-Sampark Centre , Manimajra**, Municipal Corporation Building
1st Floor, Opposite Civil Hospital, Manimajra, Chandigarh
9. **e-Sampark Centre**, Industrial Area, Phase 1, Electricity Operation Sub Division No. 5,
Chandigarh
10. **e-Sampark, Sector 17**, Chandigarh Treasury
11. **e-Sampark Centre – 12**, PGI, Shopping Centre, Sector 12, Chandigarh (Only Two Counters &
for limited services)
12. **e-Jansampark Centre – 20**, Opp. Laxmi Narayan Dharamshala, Sector 20A, Chandigarh

List of Gram Sampark Centres

1. Palsora
2. Dadu Majra
3. Mauli Jagran
4. Khuda Alisher
5. Kaimbwala
6. Daria
7. Makhan Majra
8. Raipur Kalan
9. Raipan Khurd
10. Behlana
11. Hallo Majra

12. Khuda Jassu
13. Dhanas
14. Maloya (To be Operational Soon)
15. Kishangarh (To be Operational Soon)

List of upcoming Sampark & Jan Sampark Centers

Sampark Centres

1. Sector 27-C
2. Sector 32,
3. Sector 34-C
4. Sector 35
5. Sector 37
6. Sector 39
7. Sector 48
8. Sector 56

Jan Sampark Centres

1. Sector 19
2. Sector 26
3. Sector 27
4. Sector 28
5. Sector 29
6. Sector 30
7. Sector 31
8. Sector 35
9. Sector 38
10. Sector 38 (West)
11. Sector 41
12. Sector 44
13. Sector 46

11.2 Annexure II – Revenue Sharing - DIT, SI & Bank of Transactions for Private Players

Service Provider	Transaction charge (Rs.)	DIT Share (Rs.)	SI Share (Rs.)	Bank Share (Rs.)
HFCL Connect	6	2	3	1
Airtel	8	4	2.5	1.5
BSNL	5	2	2	1
Spice	10	4	4	2

The above services would continue till the currency of the existing Agreements and the same are likely to be extended. However, CA does not own any responsibility if either or all of the above said services are discontinued by the private player. Further, it will be the endeavor of CA to have more such services from the Sampark Centers / Sampark Portal on similar revenue sharing arrangement which would be determined mutually at the time of the introduction of that B2C Service.

11.3 Annexure III – Reconciliation Reports

S.No.	Cash received	Cheques received	Amount received through swipe machines and portal	Total Amount collected	Transactional amount at the counters	Transactional amount through swipe machines and portal	Total transactional amount	Variation
1								
2								
3								
4								

S.No.	Date of Payment	Service	Number of transactions	Amount Collected
1				
2				
3				

11.4 Annexure IV – Format for Covering Letter (To be submitted along with the Pre Bid)

To
The Director
Department of Information Technology
Chandigarh Administration

Dear Sir,

Ref: Request for Proposal (RFP): Selection of Banking Partner for Sampark Project of Chandigarh Administration

We, the undersigned, apply to be pre-qualified for the above referred Project and declare the following:-

(a) We have examined and have no reservations to the Prequalification Document.

(b) We, fulfill pre-qualification criteria as detailed out in **Section 6** of the RFP.

(d) We understand that you may cancel the prequalification process at any time and that you are not bound either to accept any application that you may receive or to invite the pre-qualified applicants to bid for the contract(s) subject of this prequalification, without incurring any liability to the Applicants.

Dated

(Signature)

(In the capacity of)

Duly authorized to sign the RFP Response for and behalf of:

(Name and Address of Bank)

(Seal/Stamp of bidder)

11.5 Annexure V – Format for Technical Bid Letter

To

**The Director, Department of Information Technology
Chandigarh Administration**

Dear Sir,

Ref: Request for Proposal (RFP) for selection of Banking Partner for Sampark Project

Having examined the RFP documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services as required and outlined in the RFP for selection of Banking partner for Sampark Project.

We attach hereto our response to the RFP document, which constitutes our bid for being considered for appointment as Bank.

If our bid is accepted, we will submit a Performance Bank Guarantee issued by a Nationalized/ Scheduled bank in India, acceptable to CA, as per the details specified in the RFP documents for due performance of the contract.

We agree to abide by our offer for a period of **180** days from the last date of submission of commercial bid prescribed by CA and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the bid and the conditions of the contract applicable to the bid. We agree to unconditional acceptance of all the terms and conditions set out in the RFP documents.

We confirm that the information contained in this bid or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the CA is true, accurate, and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead CA as to any material fact.”

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

Dated

(Signature)

(In the capacity of)

Duly authorized to sign the RFP Response for and behalf of:

(Name and Address of Bank)

(Seal/Stamp of bidder)

11.6 Annexure VI – Format for Citations

For each of the projects, please provide a profile based on the following template.

S. No.	Information Sought	Details
Customer Information		
1	Customer Name	
2	Name of the contact person from the client organization who can act as a reference with contact coordinates: • Name • Designation • Address • Phone Number • Mobile Number • Email ID	
Project Details		
3	Project Title	
4	Start Date / End Date	
5	Current Status (In Progress / Completed)	
6	Number of responding firm's staff deployed on this project (peak time)	
Value of the Project		
7	Order value of the project (in rupees lacs)	
8	Narrative description of project: Highlight the components / services involved in the project that are of similar nature to the project for which this RFP is floated.	
9	Description of actual services provided by the responding firm within the project and their relevance to the envisaged components/services involved in the project for which this RFP is floated.	
10	Description of the key areas where significant contributions are made for the success of the project.	