



*Request for Proposals*

*For*

**Pilot on introduction of Smart Card/RFID /Biometric  
in Public Distribution System (PDS)**

January, 2010

The Commissioner of Civil Supplies  
Civil Supplies Department  
Civil Supplies Bhavan, Somajiguda, Hyderabad-82

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## 1. Invitation for Competitive bidding

For “Pilot on introduction of Smart Card/RFID TAG in Public Distribution System (PDS)” to The Department of Civil Supplies, Hyderabad, Andhra Pradesh.

Government have taken a decision to introduce Smart Card Technology for distribution of essential commodities through F.P.Shops. Further, it has been decided to test the RFID Project in the following Mandals of 5 districts on a pilot basis. The details of F.P.Shops / ration cards attached to the Mandals are as follows as ascertained from the district administration:

District	Name of the Mandal	No. of F.P. Shops
West Godavari	Bhimadole	20
Guntur	Narsaraopet	20
Prakasam	Kothapatnam	20
Chittoor	Gudipala	20
Karimnagar	Malakondur	20
	Total	100

### 1.1. Time schedule of various tender related events:

Calling date for Tenders	22.01.2010
Pre-bid conference date & time and Last date for clarifications	02.02.2010 , 3:00 PM
Release of pre-bid minutes	03.02.2010
Bid Closing date and time	15.02.2010 , 5:00 PM
Technical Evaluation( S1 and S2)	16.02.2010
Opening of Financial bids	20.02.2010
Issue of LOI on successful bidder	22.02.2010
Submission of BG by successful bidder	01.03.2010
Contract signing with successful bidder	02.03.2010
Contact person(s) for the bid	The Commissioner of Civil Supplies
Email	commr.cs@ap.gov.in ;
Phone & Fax	040-23310462 / 617; Fax: 23318456

## 2. Scope of work

### 2.1. Brief Scope of the work

The Civil Supplies Department has completed one phase of issue of ration Cards in the entire state using DPLs. The process of distribution of Ration cards for the remaining beneficiaries being issued from the permanent DPL (PDPL). Also De-Duplication process is in progress.

In brief every shop shall be equipped with POS Terminal and beneficiaries' data of IRIS/fingerprint data/family details i.e. white card holders pertaining to that area will be given smart card contact or contact less card. Whenever beneficiary makes a transaction with FP shop the card details are validated using POS terminal security features.

After successful validation the beneficiary is given the required commodities after making payment. A receipt is printed and given to beneficiary. Also the stock is reflected on LED board (optional) which is connected to USB.

The transactions are sent to the server using GSM/GPRS/CDMA

Civil supplies department decided to try the multiple technical options available. Considering the success of technical options i.e. implementation issues, scalability, cost factors and data transmitting , security of transactions etc department may scale up for rest of state .

Department decided to consider the following options.

- 1 Card type
  - i. RFID tag (pasted on existing ration card)
  - ii. Contact / Contact less Smart Card
- 2 POS Terminal should support at least one of the above three types of cards  
And support Biometric module finger print or IRIS
- 3 Communication: GSM/GPRS/CDMA with TCP/IP, VPN, http protocol etc
- 4 Power backup minimum 12 hours

## 2.2 Specification of POS Terminals with Biometric and RFID card (13.56 MHz)

<b>Technical Specification of POS Terminal</b>		
<b>S. No</b>	<b>Parameters</b>	<b>Specification</b>
i.	Micro Processor	32 bit ARM CPU
ii.	CPU Speed	70 MHz
iii.	Program Memory	16 MB
iv.	Data Memory	32 MB
v.	LCD	64x128 Pixel graphic display with Back- Light,
vi.	Battery	Lithium-Ion 1800 mAh & above suitable for 12 hours operation. Life: 300 cycles
vii.	Keyboard	Minimum with 19 Keys Keyboard or Similar (easy to Use Keyboard)
viii.	Charger	AC 180V to 280V charger for 3 to 4 hours charging.
Ix	Slot	ISO 7816 or ISO 14443A & B Complaint Slots
x.	Communication	Terminal shall have GSM/GPRS/CDMA with provision for SIM card. Optionally, the terminal may have additional communication hardware like Ethernet / PSTN For Exchange of Data through TCP/IP with server on MPLS network. Suitable Technology may be selected based on the available communication at that FPS.
xi.	Printer	Unit may be supplied either with a 56mm paper width integrated printer of 1. Thermal Printer with a 50mm/sec speed 2. Impact printer with 2.4lines/second
xii.	Paper	Thermal/Impact Paper
xiii.	Paper Width Thickness	56mm width, 0.06 to 0.085 (52.3 to 64 GSM)
xiv.	Cabinet	Aesthetically designed ABS & Poly Carbonate plastic housing, with integrated Printer, LCD display, Smart Card reader and Keyboard.
xv.	Operating Temperature	0 to 55 degree Celsius
xvi.	Humidity	98% RH, None condensing.
xvii.	Operating System	Any OS preferably Linux
xviii.	Data Ports	USB Host & Terminal & RS 232;
xix.	Protocol	TCP/IP / HTTP /HTTPS

xx.	Carry Case	Leather carry case to house the POS Transaction Machine
xxi.	Immunity	IEC 61000-4-2, Level 3 IEC 61000-4-3, IEC 61000-4-4, IEC 61000-4-5, IEC 61000-4-6, IEC 61000-4-8, IEC 61000-4-9, all Level 4
Xxii	Safety	CE
Xiii	Optional Items	As per the requirement at the site of FPS

### Card options and Specifications

1.	RF Contact less My Fair Smart Card (4K}	RF Contact less card (ISO 14443A which supports NFC IP-1), compliant card & reader Should Support protocols like 3DES and 13.56 MHz.
2.	SCOSTA Contact Card (32K)	Microprocessor based Integrated Circuit(s) card with contacts and with 32KB EEPROM for Data Storage • Compliant with ISO/IEC 7816□1,2 & 3 and SCOSTA 1.2b with all latest errata and addendum (ref. <a href="http://scosta.gov.in">http://scosta.gov.in</a> ) • 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 years • Surface – Glossy with pre□printed content as provided
3.	RFID tag (pasting on ration card)	Generated unique ID , tagged to ration card data ((ISO 14443A standard) Printable Paper Sticker

### Finger Print Module

4	Biometric Sensor	Optical Biometric Sensor with 500dpi, Sensing area 16.0 x 19.0 (mm), 256bit AES (fingerprint data protection), Authentication 1:1 & 1:N Search, Operating Temperature -10°C to 50°C.
5	IRIS	IRIS MODULE meeting ANSI INCITS 379 STANDARDS Two Eye capture

### Bio Metrics Specifications

## 1 Finger Print Biometric specification

All Ten Fingers of right and left Hand to be captured for every cardholder and his /her family members also and be stored in the POS terminal. The POS Terminal should have inbuilt matching system to perform the matching functionality. The POS Terminal should be able to store data like card no, no of family members, eligible commodities and their quantity etc. Also A receipt to be printed etc

**Iris Data:** Iris Technology being used for capturing Iris of Ration card holders. The Iris template data and Iris Image that will be used for the Iris based POS Terminal are based algorithm.

**Note: CCS already has Iris licenses from L1 and these can be used for POS terminal implementation.**

**Functionality:** The POS terminal should have the following functionality

The POS Terminal should be able to store templates/images. The live image taken from a person should be converted by the POS Terminal into a template and matched against all the templates of the card holders stored on the POS Terminal. The POS Terminal should have inbuilt matching system to perform the matching functionality. The POS Terminal should be able to store data like card no, no of family members, eligible commodities and their quantity etc.

### 2.2.1 Fingerprint Terminal Specifications for enrollment at identified locations:

The new fingerprinting data to be captured by the vendor will be accomplished using their own equipment which is UIDAI compliant.

- The scanner shall be an AFIS grade optical scanner.
- The scanner shall capture the ten fingers using 2 four finger slaps and one 2 thumbs slap.
- The capture time for each individual should not be more than 60 secs.
- The captured images shall comply with 19794-4 norms for one to many searching.
- The scanner shall be able to auto sense or auto capture finger when a finger is placed on it.
- The scanner should have an anti-spoofing capability (e.g. live finger detection).
- The scanner shall be factory calibrated and shall provide automatic recalibration.
- The capture surface shall be a split surface
- The platen shall be of a composite material (Non-Glass) and should have Anti-slip characteristics
- The scanner should be able to work in direct sunlight and/or in variable outdoor conditions.
- The scanner shall eliminate the Halo Effect: the effect of condensation from placing warm, moist fingers on the platen.
- The scanner should have the ability to capture print images when the fingers are dry or wet.
- The scanner shall be able to captures high quality fingerprint images regardless of skin color or age of the subject.
- The scanner and software shall provide means to distinguish and eliminate ghost (residual latent fingerprint) images.
- The scanner should have a resolution of 500ppi
- The signal to noise ratio should be 40db
- The scanner shall interface with Microsoft Windows XP in both 32 bit and 64 bit operating modes.
- The scanner shall operate in the following environment
  - Temperature Range 35°F to 120°F (2°C to 49°C)
  - Humidity Range 10-90% non-condensing; splash resistant.
- The Drivers and SDK should be delivered along with the scanner
- The connectivity shall be through Firewire (IEEE 1394) or USB2
- The power source can be AC Power
- The scanner shall output fingerprint images in accordance with format standards given below.

## Fingerprint Standards

- ANSI INCITS 358-2002, BioAPI Specification, <http://www.bioapi.org/>
- ANSI/NIST ITL 1-2000, Data Format for the Interchange of Fingerprints
- IAFIS-IC-0010(V3), IAFIS Wavelet Scalar Quantization (WSQ) Grayscale Fingerprint Image Compression Specification, dated December 19, 1997.\
- ISO/IEC 15444 – Information technology – JPEG 2000 Image Coding System, <http://www.incits.org/>
- Fingerprint Image Quality, NISTIR 7151, August 2004
- ISO/IEC 19785-1, *Information technology — Common biometric exchange formats framework — Part 1: Data element specification*
- ISO/IEC 19784-1 Biometric Application Programming interface-- Part1: BioAPI specification
- ISO/IEC 19794-1, Information technology-Biometric data interchange formats —
- ISO/IEC 19794-2Finger minutiae data
- ISO/IEC 19794-3 Finger pattern spectral data
- ISO/IEC 19794-4 Finger image data
- ISO/IEC 19794-4 Face image data
- ISO/IEC 19794-7 Signature/sign time series data
- ISO/IEC 19794-8 Finger pattern skeletal data

### 2.2.2 Iris Camera Specifications for enrollment at identified locations:

The new IRIS data to be captured by the vendor will be accomplished using their own equipment which is UIDAI compliant.

- The camera should be capable of capturing images in adherence to ISO/IEC 19794-6 norms for Iris capture.
- The resolution of Iris Capture shall be 640 x 480 (VGA) Monochrome.
- The camera should be able to process the images internally to check for image quality.
- The camera should be able to be connected to the Laptop with USB.
- The Infrared Illumination should be in the Dual Band IR (Safety Tested)
- The image resolution should have a minimum resolution of 640 x 480
- The Iris capture distance should be in the range of 7 inches to 8 inches
- The camera should have focus bars on the LCD screen to indicate the quality of the image being captured.
- The user should be able to see the iris image on the LCD screen during the capture process.
- The image should confirm to the standards given below.

### Iris Image Standards

- ANSI INCITS 379-2004: Information Technology-Iris Image Interchange Format
- ISO/IEC 19794-6:2005: Information technology - Biometric data interchange formats - Part 6: Iris image data

#### Note:

- 1 **Above configuration are to be taken as broad guidelines. Vendors having Equivalent or similar configuration can meet the requirements can also apply and be present during the Technical evaluation.**
- 2 **All Bidders are required to give a Live Demo's – Duration 10 Mts**

### 2.3 SERVER INTERFACE & REMOTE ADMINISTRATION feature:

The POS terminal is expected to work with any one of the communication technology to communicate with the Server. The vendor has to show his capability to run the system by connecting with Server Online via GSM/GPRS/CDMA interface. The data from the Server should reach the POS terminal in a seamless manner and vice versa.

The GSM/GPRS/CDMS controlled POS Terminal should have the capability of remote OTA administration by the centralized server using remote management techniques. This includes the features like Locking and unlocking of POS Terminals for transactions, Terminal Application download etc.

**OS COMPATIBILITY:**

The POS terminal is meant to work in any OS environment preferably Linux. Hence, it is extremely vital that the bidders should provide the product with any OS compatibility preferably Linux. They should show in clear terms their capability to make the system work under any Operating System environment.

**Terminal side Requirements:**

- Terminal may support any OS preferably Linux environment.
- Terminal should have both on line connectivity as well as batch process capability for transmitting the data from the terminal to the remote host.
- File structure should support standards of NFS, NTFS, and database file compliant.
- Terminal should have full IP protocol stack support to facilitate the data transfer from the terminal to the remote host in any form of standard TCP/IP, UDP, HTTP
- Terminal should support any open standard database ( like SQLite)
- The transactional data stored in the terminal should always be encrypted to avoid tampering of data at the FPS.
- At server the data is decrypted and stored by proper authentication of keys
- It should support minimum of 3DES ( in symmetric encryption standards)
- Provision to attach external USB device like Finger Print Scanner, Memory devices etc.,
- Intelligent Enough to differentiate & alert the FPS owner in case the card is from another place and should accept after going thru the necessary Intimation/authentication and acceptance procedure with server.
- Should support multi applications and Identities like IRIS code, Health Record Code, NREG's account details etc.,
- SIM to Module LOCK

**Server capability:**

- The server should support on open standards like Linux and java
- The server should support open standards data base module.( My SQL)
- It should have card issuance module, along with ration management application
- The server should have a capability to handle 500 concurrent transactions at any given time.
- The server should support firewall & other network protection to work under AP SWAN environment.
- The server application should have details like FPS , card holders and items ( rice, sugar plus) modules

**Optional requirements:**

The below optional item is required at FPS keeping in view of the poor/No power conditions.

- Fully Charged battery should enable the POS Terminal to work at least 12 hours in a day without any interruption.

**Provision for Advertisements:**

01. POS TERMINAL should have interface for LED Display Terminal to be used for displaying the stock details at FPS. This should also display the pre stored advertisements with in the Terminal. The stock status will be supplied by POS TERMINAL thru its interface i.e. USB/ Serial port (quote is not taken for this item)

**2.4 Requirements for a Smart Card /Biometric and Application Management System (SCMS)**

- SCMS is a central component of the overall smart card implementation.
- The system can be connected to other third party systems and will control data flows and card issuer business processes set by the department.
- The following is the business work flow for the card issuance scheme as per figure 1 below.

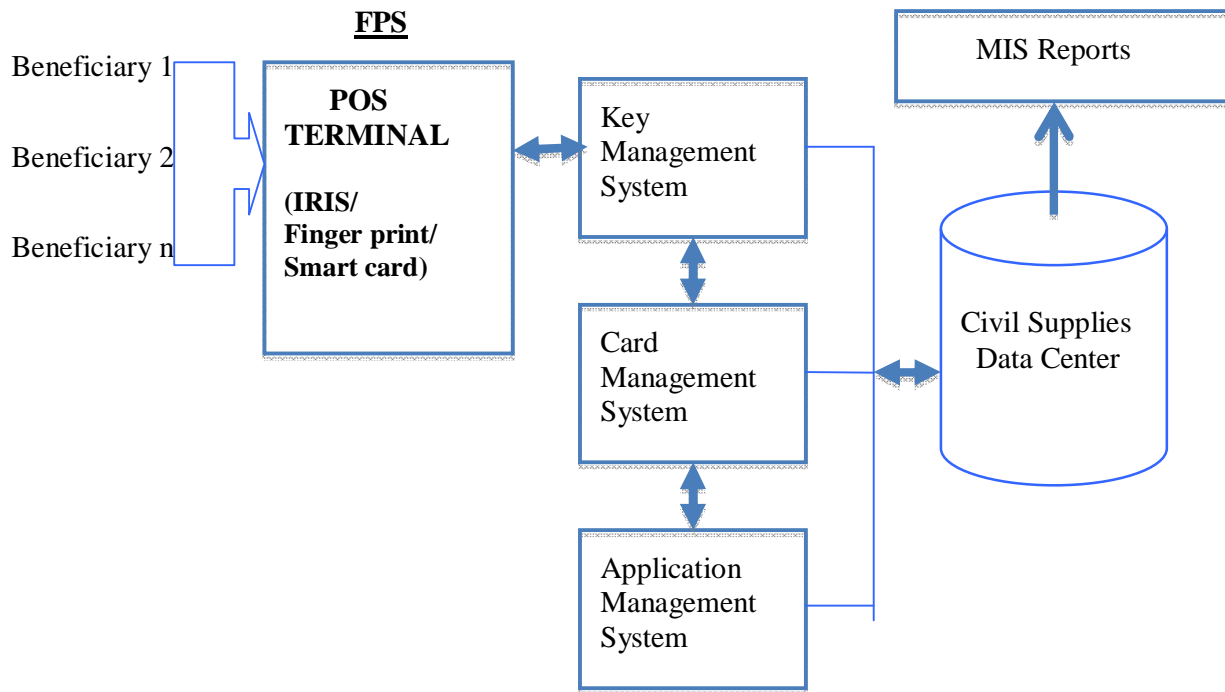


Figure1 – Architecture for Card scheme issuance

## 2.5 Description of System Components

**Card Holder Database:** The department has a database of qualified card holders available in a database in Oracle 11g. All card holder information, including their biometric (Iris) is going to be provided to the bidder.

### Smart Card/RFID TAG Management System:

The bidders will use a Card Management System to manage the complete lifecycle of the card holders. This smart card management system will comprise of:

**Card Management System:** Card Management system will hold the card holder data and manage the life cycle of the card holder include the date of issue, block, unblock, terminate, personalized and keep track of various other states of the card issued. The Card Management system will provide a call center interface to receive citizen grievances and their calls for lost cards etc..

**Application Management System:** The department has various programs, which are for different programs run by the department for BPL, APL and Senior Citizens. The codification scheme and details are provided to the bidders. The Application Management System will monitor the state of the application in the card and allow for changing the status of the card holder from the backend from say BPL to APL or vice-versa and correspondingly allow the Fair Price shop to dispense the entitlement to the card-holder. The Application Management system will also allow to block or un-block a certain application.

**Key Management System:** The bidder will provide a key management system as a part of the Smart Card Management System to manage the crypto-graphic keys. The department plans to use 3DES for the cards at the discretion of the bidder in the pilot.

The bidder will study the current work procedure of the department and design a suitable life-cycle of the card, card holder, keys, and applications etc with authorization steps at different stages keeping the 4 eyes principle in mind.

The bidder will provide the interface to a suitable centralized or desktop personalization system to personalize the cards.

### Compliance Guideline

Proposed system would be connected to:

- Department legacy database containing the card holder information in Oracle 11g. The necessary inputs will be provided by Civil Supplies department.
- Other data sources to collect data for ID card personalization
- Certification Authorities (requesting/ receiving digital certificates)
- Other Card Application Providers, such as other ministries or departments that may want to place information/ card applications on the same card e.g. health,
- Card personalization machines & letter printer
- Web terminals or Department kiosks which connect directly to an already issued smart card to activate/ block cards, to load/update additional certificates or other data on card.
- Other Department authorities and systems, which need to be informed about the status of card or an on-card application, for example call centers, letter shops, citizen statistics, etc.

The complexity of the entire ID card system is expected to grow over time - Department may decide to add one or more other applications in addition to the core card application, or may issue different card types to different citizen categories using different versions of a smart card Operating System (OS). Connecting systems, Terminals and components from other vendors might be changed, added or replaced over years. The central SCMS must be able to support changing environmental requirements through very flexible interfacing tools, following inter-operability practices.

In general the following SCMS system requirements are essential:

#### **A proven product**

The Bidders should have a history of successful implementations, with references to support their past projects. The Evaluation committee set up by the department will evaluate the system based on flexibility, convenience, security, user friendliness, ease of use etc..

#### **An open system.**

The department may wish to add additional card applications in later project phases, it is important to have a 'neutral and open' application management system, which is capable of managing multiple on-card applications such as certificates or other card applications.

#### **Vendor independent**

The SCMS will be the central component of the card system should be vendor independent. The cards (or any other connected system component) may be replaced through other another card/ component one day for whatever reason. The department may want to use cards from different supplier at the same time. The SCMS must be able to personalize and manage ANY card.

#### **Standard interfaces**

Interfacing capabilities is a crucial requirement for a SCMS because it is a system that needs to work with many other systems. SCMS interfacing should be easy to implement, and should be easy to maintain. Interfaces should use standard protocols and file formats (SOAP, Java messaging, Global Platform mass personalization interface, etc). Trained staff of the system integrator should be able to implement and maintain interfaces without the necessity of in depth knowledge about the SCMS and without adapting proprietary source code.

#### **Fully web-based.**

Large scale SCMS implementations which have SCMS operators and users across the state will require a web-based SCMS. SCMS operators and administrators should have specific access to the system from any location without the need of client software. Department system operators may work from remote locations and require web-based access to the central system. Operator GUI's and data fields can be adapted to the customer needs. Web-based SCMS systems should allow remote issuing of smart cards by using desktop card printer connected to an Internet PC.

#### **Application Management System to be included**

Proposed system should also be able to manage the life-cycle of the card applications and certificates. The life-cycle of a card application or certificate must be managed independently from the life-cycle of a card. Card and application life-cycles relate to each other and must be synchronized following Department / Business specific rules. For example - It must be possible to suspend / revoke one application but keep the card status and other card applications active. Card blocking must trigger application / certificate revocation.

**Post Issuance Personalization (PIP).**

PIP allows the loading, deletion or replacement of any card application on already issued cards. The PIP system must be able to set up a secure channel to the card and execute the PIP transaction. In that way the department may have the possibility to dynamically modify card content during the entire card life-cycle without the need to re-issue the card.

**Integrated role, rights and access management.**

Different system operator/administrator roles will be defined within the department's smart card project team. All users accessing the system should only be allowed to see/ modify a predefined set of data. The operator roles must be configurable for any task. (e.g. Registration officer, authorizer, card issuing officer, administrator, super administrator, call centre agent, etc.). All mentioned operator must have a defined authentication mechanism to access the system (smart card, user name-password, biometrics, IP address etc).

**Card Specifications in case of Smart card**

The issued cards will have the following stored:

1. Card Holder Information, Name, Address etc.
2. FP Shop Details to which the Card holder is registered
3. Iris Code of the Card Holder & Family.
4. Transactions

Keeping the above in mind, the cards to be quoted should conform to:

1. SCOSTA specification as defined by NIC (National Informatics Centre) with a minimum of 32K EEPROM.
2. Bidders may refer to the spec of SCOSTA from the website of NIC.
3. The card will be personalized using the artwork specified by the department and will have the following security features:
  - a. Hologram
  - b. Invisible UV printing using blue or yellow UV ink
4. The card will have a minimum lifetime of 5 years.
5. The cards will be with PVC Core.
6. The Cards should conform to ISO 7816-3-4 or ISO14443A specifications
7. The personalization should be under the overlay.
8. 5 layer construction as follows:
  - a. Top Layer – Overlay
  - b. Second Layer – PVC (also called the front personalization layer)
  - c. Third Layer – Inlay with SCOSTA contact less module
  - d. Fourth Layer – PVC (also called the bottom personalization layer)
  - e. Bottom Layer – Overlay

**2.6 The equipment handed over on completion of contract**

The equipment shall be handed over back to the Department by Facilitator after the contract period, in good working condition.

**Review**

Periodical reviews will be taken by department from time to time.

**Penalty**

- Beyond permissible down time, 0.50% of quarterly maintenance charges per day or part thereof for the machine which is down or deemed down subject to a maximum of 95% of quarterly maintenance charges, for the machine which is down or deemed down.
- If facilitator fails to carryout preventive maintenance during the Qtr, 50% of QMC for that machine shall be levied as penalty.
- Proportionate daily amount shall be deducted for each day absence of facility management staff.

**Handing over of Systems:**

- a.) On the date of signing the agreement, the bidder should keep ready the approved inventory with the purchase value indicated there on, which will be the basis for calculation of MS charges.
- b.) From the date of signing the agreement, the Facilitator should take over the MS of all the systems and extend the FMS.
- c.) The Department will provide access to the inventory of all locations from the date of agreement.
- d.) The Facilitator should position the Engineers with requisite qualification as agreed for MS and for Facility Management Services separately from the date of signing the agreement.
- e.) The Facilitator should maintain the following Registers at Datacenter
  - a. Call Maintenance Register
  - b. data processing Register
  - c. Backup maintenance register
  - d. Any other Register as prescribed by the Department or its representatives.
- f.) The Facilitator should generate necessary MIS reports from time to time as required by the Department.

**Other terms and conditions:**

- a) The Facilitator shall comply with such directions as the user may issue from time to time for the smooth working and in the furtherance of the overall objective.
- b) The Facilitator shall be solely responsible for all acts of omission and commission occasioned by his personnel in carrying out the terms of the agreement.
- c) The Facilitator or his personnel shall not use or cause to be used, the data or information provided to him or acquired by him during the process of providing services for any purpose, whatsoever, except for, which is required to perform the job as required in the agreement. Such data or information shall be surrendered to the Department at the expiry of the agreement.
- d) In case the Facilitator is not able to rectify any of the problems, it shall be competent for the Department to get the same rectified by the manufacturer or any other suitable agency and recover 100% of the amount incurred by the Department in the process, from the Facilitator by way of deduction from the quarterly charges payable to the Facilitator or from Performance Security or both.

**Delays in the service provider's performance**

1. Delivery of the services shall be made by the Vendor in accordance with the service quality specified by department.
2. Any delay by the vendor in the performance of its obligations under the contract, shall render the vendor liable to the imposition of liquidated damages at a rate as indicated in bid document.
3. If at any time during performance of the Contract, the Vendor should encounter conditions impending timely performance of services, the Vendor shall promptly notify the department in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the vendor's notice, the department shall evaluate the situation and may at its discretion extend the Vendor's time for performance, with or without liquidated damages.

**2.7 Deliverables**

The following are the deliverables at this stage:

1. Hardware - POS Terminals, Smart card / RFID Tags
2. Application Software along with Source code
3. User Manual
4. Training to Staff and FP shop Dealers
5. MIS reports as defined in the scope.

## 2.8 Role and Responsibilities of various key stakeholders

### The bidder (Service provider)

1. Understanding the scope of the work.
2. Entering into agreement duly submitting the performance guarantee.
3. Submitting NDA by the successful bidder.
4. To provide software and manpower for successful completion of project.
5. To implement the project with his own men and material by developing required software and also insuring all men, machines and material against all risks.
6. Back up of data from time to time and providing compliance report to Civil Supplies Department.
7. Handing over the deliverables at the end of completion of each milestone.
8. Submission of weekly status/progress report to CCS.

### The Commissioner of Civil Supplies

1. Selecting the CSP as per the tender norms and directions Technical Committee.
2. Signing of the contract with successful bidder.
3. Contract Signing and releasing payments as per the payment terms defined in the RFP.
4. Coordinating with Joint Collectors and CSP in providing data.
5. Weekly review for the progress of the project
6. Conveying a technical Committee meeting if required to address issues if any for deciding the next course of action.
7. Deciding report formats required in consultation with Joint Collectors/CRO, Hyderabad for generation of MIS.
8. To give the prototype and give approvals for the completion of the software development
9. Procurement of hardware and software for central server
10. Finalization of the site for central data server
11. Arranging the internet bandwidth for central server
12. Coordination with District Collectors/Other HODs/Department/Corporations/ Any other Agencies etc. to complete the project.

## 2.9 Time Schedules for Completion of the work.

The Ration Cards project is strategically important to the Civil Supplies Department as well to the Government of Andhra Pradesh. Therefore, the bidders must strictly adhere to the following project schedule to avoid the attention of penalty clauses.

<b>Time Schedules for Completion of the work.</b>		
<i>Milestone</i>	<i>Item Description</i>	<i>Period for Completion in working days</i>
<b>1.</b>	Understanding the requirements, System Study and Analysis	10
<b>2</b>	Demonstration of Software	30
<b>2a</b>	Field Trial	10
<b>3.</b>	Deployment of hardware & software after acceptance	10
<b>4.</b>	Training to CS staff and FP Shop dealers	7
<b>Total No. of days for completion</b>		<b>67</b>

**3. Important limits and values related to bid.**

<i>S.No.</i>	<i>Item</i>	<i>Description</i>
1.	Bid Security (EMD)	Rs.5 lakhs. (Rupees five Lakhs only).
2.	Bid Validity Period	Up to 31.12.2010
3.	Bid Security Validity Period	Up to 15.02.2011
4.	Implementation Period	67 days from the date of signing of contract.
5.	Implementation cum Performance Guarantee Value (in Rupees.)	10% of contract value.
6.	Implementation cum Performance Guarantee validity period	67 days beyond Warranty period.
7.	Period for submission of Implementation cum Performance Guarantee	Within 7 days of receipt of letter of notification of award.
8.	Period for signing contract	Within 10 days from the date of receipt of letter of notification of award.
9.	Penalty for delay in implementation	0.5% of contract value day, subject to a maximum of 10% of contract value.
10.	Warranty Period for POS terminal & application	1 year from date of successful implementation
11.	Address for correspondence	<b>Commissioner of Civil Supplies &amp; E.O. Secretary to Government.</b> CA F & CS Dept. Civil Supply Bhavan, Somajiguda, Hyderabad – 500082. Andhra Pradesh, India. <b>Phone :</b> +91 40 23310462 / 2330617; <b>Fax :</b> 23318456 <b>E-mail:</b> <a href="mailto:commr.cs@ap.gov.in">commr.cs@ap.gov.in</a>

## 4. Instruction to Bidders

### 4.1.General

#### 4.1.1. Introduction

Name of the Client	: <b>The Commissioner of Civil Supplies &amp; E.O. Secretary to Government. CA F &amp; CS Dept.</b>
Description of the System for which bids are invited	: <b>Introduction of Smart/ RFID Card in Public Distribution System</b>

#### 4.1.2. General Eligibility

- a.** Bidders marked/considered by CCS to be ineligible to participate for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible. **Corrupt, fraudulent and unethical practices means:**
- i.** “Corrupt practice” means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the process of contract execution and
  - ii.** “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to detriment of the purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition:
  - iii.** “Unethical practice” means any activity on the part of bidder which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc after opening of first bid will be treated as unethical practice.
- b.** CCS will reject a proposal for award and also may debar the bidder for future tenders in CCS, if it determines that the bidder has engaged in corrupt, fraudulent or unethical practices in competing for, or in executing a contract.
- c.** Breach of general or specific instructions for bidding, general and special conditions of contract with CCS or any of its user organisations may make a firm ineligible to participate in bidding process

#### 4.1.3. Cost of Bidding

The bidder shall bear all the cost associated with the preparation and submission of bid including prototype presentation. The client/consultant will in no case be responsible or liable for those costs.

#### 4.1.4. Site visit

The bidder may visit the site (the departments/divisions specified) and obtain information at his own responsibility and risk. The costs of visiting the sites shall be at the bidders own expense. The client will arrange through any of its personnel to gain access to the related departments. Failure of a bidder to visit a site will not be a cause for its disqualification. The visit is at the option of the bidder

#### 4.1.5. Pre-bid meeting

All those who have obtained bidding document can participate in pre-bid meeting to seek clarification on the bid, if any.

#### 4.1.6. Clarification on bidding document

- a.** A prospective vendor requiring any clarification of the bidding documents may notify CCS contact person. Written copies of the CCS response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders that have received the bidding documents.

- b. The concerned contact person will respond to any request for clarification of bidding documents which it receives no later than bid clarification date mentioned in the notice prior to deadline for submission of bids prescribed in the tender notice. No clarification from any bidder shall be entertained after the close of date and time for seeking clarification mentioned in tender call notice. It is further clarified that CCS shall not entertain any correspondence regarding delay or non receipt of clarification.

#### **4.1.7. Address for clarification**

##### **Commissioner of Civil Supplies &**

E.O. Secretary to Government.

CA F & CS Dept.

Civil Supply Bhavan,

Somajiguda, Hyderabad – 500082.

Andhra Pradesh, India.

**Phone** : +91 40 23310462 / 2330617

**Fax** : 23318456

**E-mail:**[commr.cs@ap.gov.in](mailto:commr.cs@ap.gov.in)

#### **4.1.8. Amendment of bidding document**

- a. At any time prior to the deadline for submission of bids, CCS, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bidding documents by amendment.
- b. All prospective bidders those have received the bidding documents will be notified of the amendment, and such modification will be binding on all bidders.
- c. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the CCS, at its discretion, may extend the deadline for the submission of bids.

#### **4.1.9. Presentation by bidder**

*The Date, Time and Venue for the Presentation by the bidder (if required) will be communicated separately to the bidders.*

#### **4.1.10. Bidding procedure**

The bidding will be in **three (3) stages** and at the end of every stage short listed bidders will be informed to have fair and healthy competition. The following is the comprehensive procedure for selection of bidders at each and every stage.

##### **4.1.10.1. Stage-I Bidding Procedure**

The bidder shall furnish the information in the required formats specified as Annexure-C that describes technical strengths, understanding the scope of the work etc. In case the bidder fails to provide necessary information or fails to fill any columns or fails to provide supporting documents, bid will be liable to be treated, as non-responsive. Information after opening of the technical bid will not be considered for evaluation purpose.

##### **a. Organizational Strengths of the Bidder**

- 1.** Bidders Pre-Qualification Strengths.

##### **4.1.10.2. Stage-II Bidding Procedure**

The committee will examine the technical proposal of the bidders in the Stage I and decide to call them for presentations on the under standing of the project, technological model and other related issues. At this stage basing on the technological model suggested the committee might intimate the bidder to give presentations. The evaluation committee expects a brief approach paper and an outline of the solution proposed. The bidders are expected to provide information for evaluation based on the criteria mentioned elsewhere in the bid document. The following are the documents to be furnished by bidder along with the technical bid

- Implementation Methodology and Plan.
- Issues and Risks in the implementation Software.

- Manpower Details and Manpower deployment plan.
- Experience in handling similar projects.
- Documentation Standards for system design documents Viz., SRS, SDD, and Test Methodologies along with Test Plan.

#### 4.1.10.3. Stage-III Bidding Procedure

The commercial proposal of the successful/short-listed bidders in Stage II will only be opened.

**Note:**

*Any bidder who tries to offer discounts/benefits suo-moto after opening of bid(s) will be automatically disqualified from the current bidding process without any prior notification and also may be disqualified for future bidding processes in CCS/GOAP.*

#### 4.2. Preparation of Bids

##### 4.2.1. Language of Bid

The language for all of the correspondence and documents related to the bid must be in **English**.

##### 4.2.2. Documents Comprising the Bid

**Stage I:** Pre-Qualification by the bidder as per Annexure-C, Stage-I Bidding formats.

**Stage II:** Technical bid - Model proposed by the bidder as per Annexure-D, Stage-II Bidding formats. If required, the bidder may have to give technical presentation.

**Stage III: (Commercial Proposals)** - Commercial / Financial bid enclosed in Annexure-B1- B4 [Stage-III bidding formats]

##### 4.2.3. Bid Prices

The bidder shall express their bid price for the information system using the price schedule form provided in the bidding documents.

##### 4.2.4. Bid price breakup

Bidders shall give the required details (in the price schedules) and a breakdown of their prices as required in the price schedule formats.

##### 4.2.5. Documents Establishing the Conformity of Information System bidding

- a. A detailed description of the essential technical and performance characteristics of each component making up the information system. “An item-by-item commentary on the Client’s Technical Requirements, demonstrating the substantial responsiveness of the Information Systems offered to meet those requirements. In demonstrating responsiveness, the commentary shall include explicit cross-references to the relevant pages in the supporting materials included in the bid.”
- b. A Preliminary Project Plan describing, among the other things, the methods by which the Bidder will carry out its overall management and coordination responsibilities if awarded the contract, and the human and other resources the Bidder proposes to use .The plan should include a detailed Contract Implementation Schedule in bar chart form, showing the estimated duration, sequence and interrelationship of all the key activities needed to complete the contract .The Preliminary Project Plan must also address any other topics specified in the Bid Data Sheet.
- c. A Written conformation that the Bidder shall accept responsibility for the successful integration and interoperability of all the components of the Information system as required by the Bidding Documents.

##### 4.2.6. Effectiveness

In the interest of effective integration, cost-effective technical support, and reduced re-training and staffing costs, Bidders are required to offer specific brand names and models.

#### 4.2.7. Bid Security

The Bid Security shall, be in the form of a Demand Draft or BG from a reputed bank located in India and at least having one branch in Hyderabad in the form given in bid document.

Any bid not accompanied by an acceptable bid security shall be rejected and treated as non-responsive.

The bid securities of unsuccessful Bidders will be returned as promptly as possible, but not later than twenty eight (28) days after the expiration of the period of bid validity.

The bid security of the successful bidder will be returned when the bidder has signed the Agreement and furnished the required performance security.

#### 4.2.8. Bid Validity

The bid validity period shall be as indicated in the bid document. A bid having validity for shorter period shall be treated as non-responsive and rejected.

#### 4.2.9. Bid Submission, Format and Signing

The bidder shall submit in a sealed cover consisting of 2 copies of all the bid (sealed separately) documents subscribing on the right hand side top corner as “Original Bid” and “Duplicate Bid”. Both of these 2 copies of the bids (Original and Duplicate) must consist the following:

1. **Pre-Qualification Forms and the EMD should be in a separate sealed envelope Super Scribing PQ on the right hand side top of the cover as “Pre-Qualification”**
2. **Technical Proposal details Super Scribing on the right hand side top of the cover as “Technical Bid”.**
3. **Commercial Proposal (Sealed Separately) details Super Scribing on the right hand side top of the cover as “Commercial Bid”**

The original and all copies of the bid, each consisting of the documents listed in instructions, shall be typed or written in indelible ink and shall be signed by the bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power of attorney, shall accompany the bid. All pages of the bid, except for an amended printed literature, and shall be initialed by a person or persons signing the bid.

### 4.3. Submission of Bids

#### 4.3.1. Address for submission of bids

**The Commissioner of Civil Supplies &**  
E.O. Secretary to Government.  
CA F & CS Dept.  
Civil Supply Bhavan,  
Somajiguda, Hyderabad – 500082.  
Andhra Pradesh, India.  
**Phone:** +91 40 23310462 / 2330617;  
**Fax:** 23318456  
**E-mail:** [commr.cs@ap.gov.in](mailto:commr.cs@ap.gov.in)

#### 4.3.2. Deadline for submission of Bids

The Consultant at the address specified in the Bid Document not later than the date and time indicated in bid document must receive bids.

The Client/Consultant may, at its discretion, extend this deadline for submission of bids by amending the Bidding Documents, in which case all rights and obligations of the Client/Consultant and Bidders will thereafter be subject to the deadline as extended.

#### 4.3.3. Late Bids

Any bid received by the Consultant/Client after the bid submission deadline prescribed in the Bid Data Sheet will be rejected and returned unopened to the bidder.

#### 4.3.4. Withdrawal of the Bids

The Bidder may withdraw their bids after submission provided a written consent is received by the Consultant/Client one day prior to the deadline date prescribed for bid submission.

No bid can be withdrawn after expiry of time allowed for withdrawal of bid till bid validity period. Withdrawal of bid during this prohibited period will result in forfeiture of bid security (EMD).

### 4.4. Bid Opening and Evaluation

#### 4.4.1. Opening of Bid by the Consultant/Client

Date and Time : As indicated in bid document  
Place for bid opening : O/o the Commissioner of Civil Supplies  
Civil Supply Bhavan,  
Somajiguda, Hyderabad – 500082.  
Andhra Pradesh, India.

“In the event of the specified date of bid opening being declared a holiday for the Client or Consultant, the bids shall be opened *at the appointed time* and location on the *next working day*.”

#### 4.4.2. General Guidelines for bid opening

Bids will be in three parts (pre-qualification, technical and financial) or two parts (pre-qualification and composite bid comprising of technical and financial part) as indicated in the tender call. For three part bids there will be three bid opening events. In case of composite bids there will be two bid opening event. Following guidelines will generally be followed by CCS officers at each such event. However CCS may deviate from these in specific circumstances if it feels that such deviation are unavoidable, or will improve speed of processing and consequent project execution.

#### 4.4.3. Opening of bids

- a. Bids will be opened in the presence of bidder’s representatives, who choose to attend. The bidder representatives who are present shall sign a register evidencing their attendance.
- b. The bidders names, bid modifications or withdrawals, discounts, and the presence or absence of requisite bid security and such other details as the CCS officer at his/her discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened.
- c. Bids that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the bidders.

#### 4.4.4. Clarification of bids

During evaluation of the bids, CCS may, at its discretion, ask the bidder for clarification of its bid.

#### 4.4.5. Preliminary examination of the bids

- a. Preliminary scrutiny will be made to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- b. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the vendor does not accept the correction of the errors, its bid will be rejected and its bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.
- c. CCS may waive any minor informality; nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

- d. Prior to the detailed evaluation, CCS will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations.
- e. If a bid is not substantially responsive, it will be rejected by the CCS and may not subsequently be made responsive by the bidder by correction of the nonconformity.

#### 4.4.6. Evaluation of Pre-Qualification bids

Pre-Qualification bids will be evaluated for the verification of bidders compliance with Pre-qualifications defined in the RFP.

- a. Firstly, the documentation furnished by the vendor will be examined prima facie to see if the financial capacity, previous experience and other vendor attributes claimed therein are consistent with the needs of this project.
- b. In the second step, CCS may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional to verify claims made in bid documentation.

#### 4.4.7. Evaluation of Technical bids

Technical bid documentation shall be evaluated in two sub-steps.

- a. Firstly, the documentation furnished by the vendor will be examined prima facie to see if the offer made, technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project.
- b. In the second step, CCS may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in bid documentation.

#### 4.4.8. Net Current or Net Present Value (NPV)

Interest Rate (I) for **net present value** calculations of recurrent costs is **10% for each year**, wherever applicable.

#### 4.4.9 Qualification Criteria

The bidders shall meet the following pre-qualification:

1. The Prime bidder / Consortium should have had a minimum average annual turnover of Rs. 50 Crores during the last 3 consecutive financial years ending 31.3.09), as evidenced by the audited balance sheet of the company.
2. The bidder should be an IT solution provider incorporated in India and having successfully completed at least 2 e-Governance projects of over a period of last 5 years either in Government/PSU of order value summing up to Rs.5.00 Crores evidenced by Purchase Order.
3. The bidder preferably be empanelled with any of the government agency
4. Registration of company under companies act 1956
5. Vendor / all partners (incase of consortium) should be registered under the companies act 1956)
6. The bidder should have SEI CMM Level 3/ISO 9001:2000 certificate
7. The Prime Bidder must have an IT staff strength of at least 100 personnel as on 31-03-2009 as evidence by certificate from the Head of Human Resources or authorized signatory.
8. Consortium bidding is allowed upto a maximum of 4 (Four) companies. No company can participate in more than 1 consortium. Any company bidding independently cannot be part of any other consortium for the same tender.

## 9. OEM Criteria:

a. The Bidder should be either Original Equipment manufacturer or should be Authorized System Integrator partner having direct purchase and support agreement with the OEM for POS terminals quoted for this tender. Authorization letter from OEM to be provided in the technical bid.

b. The Bidder should have clear-cut back to back arrangements with the OEM of the products so that any problem with the product, they are in position to rectify immediately. A copy of such back to back agreement (made separately for this project) will be enclosed as a part of the technical bid.

c. The vendor must procure smart cards from a company having a valid SCOSTA certificate from NIC for 32KB contact based Smart Cards, a copy of which needs to be submitted along with the pre-qualification bid document. The vendor/ lead partner (in case of consortium) should also provide a self certificate duly signed by the authorized representative of the vendor/ lead partner that the cards supplied throughout the project would be SCOSTA compliant.

d. Also the selected vendor is required to provide a warranty of at least 5 year data retention on MRZ (Mission Readable Zone) from the OEM of the Smart Card.

10. The Bidder should show a live demo of POS terminal with PDS functionalities during the technical evaluation stage. The required functionalities will be provided at least one week prior to the demo.

11. Preference will be given to bidder/consortium who has already supplied POS terminals in any state in India. This should be supported by documentary evidence.

12. The Ration cards data being proprietary to Government and confidential in nature, the bidders computer professional employed for this project must have the following desirable characteristics:

- Good Ethical Practices.
- Familiarity with the Local Language.
- Good past proven track record

#### 4.4.9.1 Evaluation process (Techno Commercial Evaluation)

##### a) Technical Bid

The bidders should mandatory meet the qualification criteria. Only such bids who meet the criteria will be evaluated further. The marks will be distributed on the following method:

<b>Task</b>	<b>Marks</b>
Bidder empanelled with any of the govt.agency	5
Design and architecture of the proposed solution	20
Proposed Solution (includes) <ul style="list-style-type: none"> <li>• Technology</li> <li>• Project Approach</li> <li>• Project Management</li> <li>• Solution Advantages</li> </ul>	20
Hardware features of POS with biometric	15
Live Demonstration that includes transaction at POS and live reflection on the portal	20
Implementation of similar solution with client references	20
<b>Total</b>	<b>100</b>

**Note : Bidders who has obtained > 60 % of marks are qualified for stage 3 bidding.**

## b) Financial Bid

Financial bid will carry a total 100 marks. The lowest quoted will be securing 100 marks.

## c) Combined Weightage

Final evaluation is based on technical marks + financial marks.

The weightage for technical bid will be 50% and 50% for the financial bid. The bidder scoring maximum marks both in technical and financial bids put together is declared as a successful bidder.

**Note: If there is a tie in Technical + commercial scores then the lowest financial bidder will be declared as successful bidder.**

**4.4.10 Evaluation Criteria**

Evaluation of the bids will be done in three stages and at the end of every stage short listed bidders will be informed to have fair and healthy competition. The following is the evaluation criteria.

S.No.	Description	Code
1.	<b>Stage-I Bidding</b> – Evaluation of bidder’s strengths in terms of meeting pre-qualification. proposed.	<b>S1</b>
2.	<b>Stage-II Bidding</b> Evaluation of bidders technical, project planning and infrastructure strengths in terms of meeting the required technical capabilities. <i>[The bids of successful bidder in Stage I only will be opened]</i>	<b>S2</b>
3.	<b>Stage-III Bidding (Solution)</b> <i>[The bids of successful bidder who score &gt;= 60 marks in stage II only will be opened]</i> <b>Cost of the Solution</b> – Understanding the requirements, Systems Analysis and Design, Coding, debugging, testing and start to implementation of software using the appropriate hardware, system software.	<b>S3</b>

**4.4.10.1 Evaluation of Technical Bids**

- a. The bidders technical solutions proposed in the bid document are evaluated as per the scope of the work and requirements of the department.
- b. There is weightage for the scores obtained in Stage II bidding.
- c. The technically qualified bidders will be considered for stage III bidding.
- d. The bidders will be required to give a live demo of their product wherein various features as well as the portability will be evaluated based on the department’s requirements.
- e. Vendor(s) may be asked for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in bid documentation.

**4.4.10.2. Evaluation Process**

The rates quoted in financial bids are converted into marks. The lowest quoted will be securing 100 marks and weightage will be 50 marks.

Final evaluation is based on technical marks + financial marks.

The highest scorer will be awarded the contract.

Formula for calculation:  $\frac{L1}{L2} \times 50$  ,  $\frac{L1}{L3} \times 50$

#### **4.5. Award of Contract**

##### **4.5.1. Contracting**

Understanding the requirements, Systems Analysis and Design, Coding, debugging, testing and start to implementation of Software using the appropriate hardware, system software and Implementation of Software using Iris data, photo, ration cards details.

##### **4.5.2. Adjudicator**

**The Commissioner of Civil Supplies, Civil Supplies Department** shall be the Adjudicator for contract dispute mediator on daily basis. The Client and CSP will share the services charges @**Rs.10,000/- per day** as daily fee for the Adjudicator.

#### **4.6. Client/Consultant's right to vary quantities at time of award**

CCS reserves the right at the time of award to increase or decrease the value, as indicated in the tender call, from the value of goods and services originally specified in the specification without any change in unit price or other terms and conditions.

#### **4.7. Client/Consultant's right to accept any bid and to reject any or all bids.**

CCS 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(s) or any obligation to inform the affected bidders(s) of the grounds for such decision.

## 5. General Conditions of Contract (GCC)

### 5.1. Contract and Interpretation

#### 5.1.1. Standard Definitions

*In this Contract, the following terms shall be interpreted as indicated below and the CSP must bind all the definitions and prepare financial quotations.*

**Acceptance** means the Client's written certification that, following installation, the systems or a specific part thereof have been tested and verified as complete and/or fully operational in accordance with the Acceptance tests defined in the Contract and Project Plan.

**Applicable Law** means the Contract shall be interpreted in accordance with the laws of the Client's country, unless otherwise specified in SCC.

**Application Software** means the Software Developed for the automation of the business entity defined under the scope of the work or technical Software being developed or customized by the CSP to suit the business process of the client using Standard Software, formulated to interface with the users of the data processing system.

**Assignment** means the CSP shall notify the Clients in writing of its intent to award subcontracts not already specified in the Bid, or change subcontractors under this Contract. Such awards and changes must comply with GCC and shall require Client's written consent prior to execution thereof. Such notification, and the Client's consent or objection thereto, shall not relieve the CSP from any liability or obligation under Contract. The CSP shall not assign, in whole or in part, its obligations to perform or right to receive payments under Contract, except with the Client's prior written consent.

**Bidder** means any firm offering the solution(s), service(s) and/or materials required in the tender call. The word vendor when used in the pre award period shall be synonymous with bidder and when used after award of the contract shall mean the successful bidder with whom User signs the contract for rendering of goods and services.

**Change Management** means entire Change Management procedures defined in Software Engineering that generally includes additional functionality's, new Change Requests, Additional Customization and new reports upon the request of the Client. [Excluding bug fixing which shall be attended by CSP as part of warranty obligations at free of cost in any project site.]

**Change Management Team** means a team comprising of one Project Manager, Project Leader and two programmers who will attend the Change Request Management that would generally consists of new requests, new functionalities and new reports. [CSP's own team shall do Bug fixing as part of its warranty obligations at free of cost in any project site.]

**Client** means as defined in 4.1.1., and its organizations, units or functional units whether partially or fully owned or controlled by it.

**Composite bid** means a bid in which the technical and financial parts are combined into one but their evaluation is sequential.

**Consultancy cum Solution Provider (CSP)** means the firm or joint venture supplying the information systems under this Contract, as named in ITB/ Technical Specifications.

**Consultancy Service Provider's Bid** means the CSP's bid which shall form part of the Contract.

**Contract** means the agreement entered into between the Client and the consultant cum solution provider (CSP), as recorded in the Contract Form signed by the parties including all attachments and appendices thereto and all documents incorporated by reference therein.

**Contract Price** means the price payable to the CSP under the Contract for the full and proper performance of all its contractual obligations.

**CSP's representative** means the duly authorized representative of the CSP, approved by the Clients and responsible for the CSP's performance under the contract.

**Custom Software** means either standard or application software developed by the CSP at the Client's expense under the Contract, including customizations made to packaged software.

**Day** means calendar day.

**Effective Date** means the date following contract signing that the contract enters into full force and effect with respect to the scheduled installation dates for the systems, as specified in the schedule of requirements, and upon fulfillment of any and all additional conditions specified in the SCC.

**Financial bid** means that part of the offer that provides price schedule, total project costs etc.

**Firm** means a company, authority, co-operative or any other organization incorporated under appropriate statute as is applicable in the country of incorporation.

**GCC** means these General Conditions of Contract.

**Goods** when used singly shall mean the hardware, firmware component of the goods and services.

**Goods and services** mean the solution(s), service(s), materials or a combination of them in the context of the tender call and specifications.

**Incidental services** means those services ancillary to the supply of the goods and services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other such obligations of the vendor covered under the contract.

**Implementation cum Performance security** means on receipt of notification of award from the User, the successful bidder shall furnish the security in accordance with the conditions of contract, in the Implementation cum performance security form provided in the bidding documents or in another form acceptable to the User.

**Information Systems or "the systems"** means all of the products to be installed, integrated and made operational, together with the services to be delivered by the CSP under the Contract.

**Installation** means the CSP's written notification that the system (or a specific part thereof) has been installed by the CSP in accordance with Contract requirements and the project plan, and are ready for acceptance testing.

**Intellectual Property Rights (IPR)** means any and all copyright, moral rights, trademark, patent, and other intellectual and proprietary rights, title and interests, world-wide, whether vested, contingent or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create, derivative works form, manufacture, introduce into circulation, publish, distribute, sell, license, sublicense, transfer, rent, lease, transmit or provide access electronically, broadcast, display, enter into computer memory, or otherwise use any portion or copy, in whole or in part, in any form, directly or indirectly, or to authorize or assign others to do so. All the IPR will be with the Client. **All the Deliverables will be property of the Client from the date of accepting the Information System or the services rendered by CSP.**

**Maintenance Period** is the number of years specified in SCC for maintenance and support services for the systems under this contract, as measured from the date of acceptance and is used for evaluating the bids.

**Maintenance Team Cost** means the average per month cost for the maintenance team.

**Maintenance Team** means a team comprising of one Project Manager, Project Leader and two programmers who will attend the Change Request Management that would generally consists of new requests, new functionalities and new reports. [CSP's own team shall do Bug fixing as part of its warranty obligations at free of cost in any project site.]

**Man month cost on site/off site** is the total cost including salary, perks, travel, lodging, boarding, out of pocket expenses and such expenses as per CSP's company rules.

**Manufacture** when used in the context of services shall mean "performance" and in case of solution(s) shall mean "worked out", "developed" or "executed" depending on context.

**Pre-qualification and Technical bid** means that part of the offer that provides information to facilitate assessment, by CCS, professional, technical and financial standing of the bidder, conformity to specifications etc.

**Products** mean all of the equipment, Hardware, Software, supplies and consumable items that the CSP is required to install or provide under the contract, plus the associated documentation.

**Project Manager** means the duly authorized CSP's representative named in SCC, who shall manage and be responsible for fulfillment of the Client's obligations shall oversee the CSP's performance of the contract.

**Project Plan** means the document to be developed by the CSP and approved by the Clients, based on the requirements of the Contract and the preliminary project plan included in the CSP's bid. Should the Project Plan conflict with the Contract in any way; the relevant provisions of the Contract shall prevail in each and every instance.

**Project sites** means the place or places named in the schedule or requirements for delivery and installation of the systems.

**Secondary Contractual Agreements** means any additional contractual or liability agreements may be attached to the Special Conditions of Contract by mutual, written agreement of the Client and the CSP's. If there is any conflict with the GCC or SCC clauses or the technical specifications, the GCC/SCC clauses shall prevail in each and every instance.

**Signoff** means acceptance of stage wise deliverables and approval to the CSP to proceed to the next stage of milestone for the successful implementation of the Project. A committee comprising of Client and consultant will give the signoff.

**Services** means those services associated with the supply of the Systems as defined in the contract.

**Snapshots - Snapshots** are images of all or part of a disk file system that are taken periodically and stored in another disk allocation. Thus, in the snapshots for this project shall mean small databases of Household cards information separated Mandal wise and/or District wise as per the requirement of the client.

**Software** means instructions that cause data processing systems to perform in a specific manner or execute specific operations.

**Source Code** means the database structures, dictionaries, definitions, program source files, DDL's and any other symbolic representations necessary for the compilation, execution and subsequent maintenance of the Custom and/or Application Software. It is the responsibility of the CSP to handover the source code to the client. The client will have all the IPR on the source code, library files, database structures, dictionaries, definitions, DLL's etc. pertaining to the developed information system

**Specification** means the functional and technical specifications or statement of work, as the case may be.

**Standard Software** means system and general purpose Software. System Software includes the operating system, communications, system and network management and utility software. General purpose Software includes word processing, spreadsheet, and generic database management and application development software.

**Standards** means the systems supplied under this contract shall conform to the standards mentioned in the Technical Specifications, and, **when no applicable standards is mentioned, IEEE standards will be standards for the total**, to the authoritative standards appropriate to the system's country of origin. Such standards shall be the latest issued by the relevant organization. **The system supplied shall confirm to the IT architecture of GOAP.** For additional information about AP IT architectural standards refer to our web site - information <http://www.ap-it.com/itpolicydoc.html>.

**Subcontractor** means any entity that is directly or indirectly subcontracted by the CSP to deliver any services or supply any products, including supply of products as a third party producer or vendor.

**Systems** refer “the information systems”.

**Tender call or invitation for bids**, means the detailed notification seeking a set of solution(s), service(s), materials or any combination of them.

**Two part bid or Two Stage bid** means the pre-qualification bid, technical and financial bids are put in separate covers and their evaluation is sequential.

**Up time** means the time period when specified services with specified technical and service standards are available to user(s)

**Warranty Period** is the period specified in the GCC or SCC, following Acceptance of the systems during which the CSP's warranty obligations in respect of the Systems are in force. During the warranty period the CSP has to attend bug fixing at free of cost at all the selected locations of the project for which contract has been signed.

## **5.2. Confidentiality and Property rights**

### **5.2.1. Confidentiality.**

All the information, data and business processes, which the CSP would come across during execution of the project, will be maintained in strict confidentiality by the CSP.

The CSP should not use the data and information for any purpose other than the intended usage and limiting the usage of data and information for completing the scope of the work as defined in the RFP. If at any stage, it is found that the bidder is using data and information then stringent legal action will be initiated as per applicable law as on the bid calling date or post bid calling date. Further, the Client and/or Consultant may terminate the contract without assigning any reasons and no payment will be made.

After dully following the contract closure procedure, the bidder shall destroy complete data in the presence of the Client and/or consultant. If the bidder retains any copies of the data, then the bidder is liable for any legal action as per the applicable in at the time of bidding or at time of contract closure or at the time occurrence of the fraudulent usage of the data.

### **5.2.2. Indemnification**

The CSP shall, at its own expense, defend and indemnify the Client against all third-party claims of infringement of intellectual property rights, including patent, trademark, copyright, trade secret or industrial design rights arising form use of the products or any part thereof in the Client's country.

The CSP shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If the Client is required to pay compensation to a third party resulting from such infringement, the CSP shall be fully responsible there of, including all expenses and court and legal fees.

The Client will give notice to the CSP of any such claim without delay and shall provide reasonable assistance to the CSP in disposing of the claim.

The Client shall indemnify and defend the CSP against all third-party claims of infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights arising from the use of any information of Software provided to the CSP by the Client under the contract.

### **5.2.3. Ownership of Developed Information System and Intellectual Property Rights (IPR)**

The Department will be the exclusive owner of the Developed .Information System or application software system or modules developed thereon including documentation, source code, necessary library files, executables, setup programs, user manuals, system administration manuals etc., that are relevant and essential for future modifications from the date accepting the software. In addition to these, the Department will be the exclusive owner of the processed and unprocessed data.

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**All the Deliverables will be the property of the Client from the Date of Accepting the Information System.**

The copyright in all documents, standard software and other materials containing data and information furnished to the Client by the CSP shall remain vested with client. Any customization to other users by CSP should be with the permission of the Client and revenue sharing can be as per mutually agreed terms and conditions.

**5.3. Bid Security, Payments, Guarantees and Liabilities****5.3.1. Bid Security (EMD)**

1. Bid Security must be drawn in favor of “The Commissioner of Civil Supplies.
2. The bidder shall furnish, as part of its bid, a bid security for the amount specified in the tender call notice. Format of EMD is enclosed in Annexure – B.
3. The bid security is required by CCS to:
  - i.* Assure bidder’s continued interest till award of contract and
  - ii.* Conduct in accordance with bid conditions during the bid evaluation process.

The bid security shall be in Indian rupees and shall a reputable bank scheduled in India and having at least one branch office in Hyderabad issue a bank guarantee, or an irrevocable letter of credit or cashier’s certified check.

Unsuccessful bidder’s bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid validity prescribed by CCS.

The successful bidder’s bid security will be discharged upon the bidder signing the contract, and furnishing the performance security.

**The bid security may be forfeited:**

- i.* If a bidder withdraws its bid during the period of bid validity **or**
- ii.* In the case of a successful bidder, if the bidder fails:
  - a.* To Sign the contract in time **or**
  - b.* To furnish performance security.

**5.3.2. Implementation cum Performance Security**

On receipt of the notification of Contract award, the successful Bidder shall furnish to the Client/Consultant the implementation cum Performance security for the amount specified in SCC with in time limit fixed.

The proceeds of the security shall be payable to the Client as compensation for any loss resulting from the CSP’s failure to complete any one or all obligations under the Contract

The security shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Clients and shall be in one of the following:

A bank guarantee or an irrevocable letter of credit issued by a reputable bank located in Hyderabad, acceptable to the Clients, in the form provided in the Bidding Documents or another form acceptable to the Client

**or**

The implementation security will be discharged by the Client and returned to the CSP not later than thirty (30) days following the date of written acceptance of all the CSP’s performance obligations under the Contract, as specified in SCC.

**5.3.3. Advance Payment Security**

The CSP shall provide within ten (10) days of the notification of Contract agreement Advance Payment Security equal to the amount of the Advance Payment with a validity of 90 days beyond the day of completion of Services.

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**5.3.4. Payment**

The method and conditions of payment to be made to the CSP under this contract shall be specified in SCC.

The CSP's request(s) for payment shall be made to the Client in writing, accompanied by an invoice describing, as appropriate, the Systems delivered, installed and accepted, and by documents submitted and upon fulfillment of other obligations stipulated in the Contract.

**5.3.5. Prices**

Prices charged for Systems installed and Services performed under the Contract shall not be increased from the prices quoted by them in its bid.

**5.3.6. Taxes and Duties**

The CSP shall be entirely responsible for all taxes, duties, license fees, and other such levies.

**5.3.7. Delay in the CSP Performance**

Delivery and Installation of the Systems and Services shall be made in accordance with the time schedule prescribed by the Client in the Schedule of Requirements.

If at any time during performance of the Contract, the CSP should encounter conditions impeding timely delivery or installation of the Systems or performance of the Services, the CSP shall promptly notify the Client in writing of the fact of the delay, likely duration and its cause(s). As soon as practicable after receipt of the CSP notice, the Client shall evaluate the situation and may at its discretion extend the time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

Except as provided under GCC Clause, a CSP in the performance of its delivery or installation obligations shall render the liable to the imposition of liquidated damages pursuant to GCC Clause, unless an extension of time is agreed upon by client without the application of liquidated damages.

**5.3.8. Liquidated Damages**

If the CSP fails to deliver or install any or all of the systems or if any of the Systems fail to gain Acceptance within the period(s) specified in the Contract, the Client shall, without prejudice to its other remedies under the Contract, deduct from the performance security, as liquidated damages, a sum equivalent to the percentage of the Contract price specified in SCC. Once the maximum is reached, the Client may consider termination of the Contract.

If delivered or installed products and/or Services cannot be put to use without the uninstalled products or undelivered Services, the damages will be calculated using the total price of the Systems that cannot be put to use.

**5.3.9. Application of LD**

Liquidated damages shall be assessed "only with respect to achieving Operational Acceptance for each sub system.

**5.3.10. Termination for Default**

The Client, without prejudice to any other remedy for breach of Contract, may terminate this Contract in whole or in part by giving 30 days advance notice; if the CSP fails to deliver any or all of Products or to install any or all of the Systems within the period(s) specified in the Contract, or within any extension thereof granted by the Client or if he fails to perform any other significant obligations(s) under this contract.

In the event the Client terminates the Contract in whole or in part, the Client may procure, upon such terms and in such manner as it seems appropriate, Products similar to those uninstalled or Services similar to those undelivered, and the CSP shall be liable to the Client for any excess costs for those similar Products or Services. However, the CSP shall continue performance of the contract to the extent not terminated.

**5.3.11. Termination for Insolvency**

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

**5.3.12. Force Majeure**

The CSP shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its 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 CSP and not involving CSP's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Client in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the CSP shall promptly notify the Client in writing of such condition and the cause thereof. Unless otherwise directed by the Client in writing, the CSP 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.

If an event of Force Majeure continues for a period of one hundred and eighty (180) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for Products already delivered or Services already performed.

**5.3.13. Use of documents and Information**

- a. The vendor shall not, without prior written consent from CCS, disclose/share/use the bid document, contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the CCS 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.
- b. The Vendor shall not, without prior written consent of CCS, make use of any document or information made available for the project, except for purposes of performing the Contract.
- c. All project related document ( including this bid document) issued by CCS, other than the contract itself, shall remain the property of the CCS and shall be returned (in all copies) to the CCS on completion of the Vendor's performance under the contract if so required by the CCS.

**5.3.14. Resolution of disputes**

- a. The CCS 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.
- b. If, after thirty (30) days from the commencement of such informal negotiations, the CCS and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms may include, but are not restricted to, conciliation mediated by a third party.
- c. The dispute resolution mechanism shall be as follows:
  - i. In case of a dispute or difference arising between the Client/Consultant and the Vendor relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Indian Arbitration Act.
  - ii. The Arbitration will be in Hyderabad only.

**5.3.15. Governing Language**

The contract shall be written in English or Telugu. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in same languages.

### 5.3.16. Applicable law

The contract shall be interpreted in accordance with appropriate Indian laws.

### 5.3.17. Notices

- a. Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by telex, email, cable or facsimile and confirmed in writing to the other party's address.
- b. A notice shall be effective when delivered or tendered to other party whichever is earlier.

## 5.4. Contract Execution

### 5.4.1. Inspections and Acceptance Test

The Client/Consultant or its representatives shall have the right to inspect and/or test the Systems to confirm their Contract specifications at point of delivery and/or at the final place(s) of Installation at no extra cost to the Client.

Should any inspected or tested Systems fail to conform to the Contract specifications or to pass the Acceptance tests as defined jointly in the Project Plan, the Client may reject the Systems, and the CSP shall either replace the rejected Systems or make alterations as necessary to meet the specifications free of cost to the Client.

Acceptance of the Systems (or part thereof) shall be made at the Installation sites specified in the Schedule of Requirements. At the Client's discretion, Acceptance tests will also be performed on replacement products, upgrades and new version releases, and products, which are added or modified after Acceptance of the Systems.

The Client will develop and execute Acceptance test programs, procedures and data, with all necessary and proper co-operations from the CSP, pursuant to GCC Clause, The Client shall provide the necessary input to the development of the Acceptance testing portion of the Project Plan, pursuant to GCC Clauses, within the number of days from the Effective Date of the contract specified in SCC. Acceptance tests and success criteria will be defined to substantiate the standard of performance stipulated in the CSP's bid.

Acceptance testing of Systems shall commence within 30 days from the date of Installation.

Nothing in shall in any way release the form of warranty or other obligations under this Contract or limit the Client's ability to seek other remedies as specified in the Contract.

### 5.4.2. Warranty

The CSP warrants that the Systems developed and incorporate all recent improvements in design and materials for a period of one year.

The CSP further warrants, for the duration of the 12 months Warranty Period commencing from the date of completion of Pilot successfully and acceptance by the department.

The Warranty Period for replacement software shall be identical to the initial warranty period for the defective software unless otherwise specified in the SCC.

If the CSP, having been notified, fails to remedy the defect(s) within **48 hours**, the Client may proceed to take such reasonable remedial action as may be necessary, at the CSP's risk and expense and without prejudice to any other rights, which the Client may have against the CSP under the Contract.

During the Warranty Period, the CSP will provide at no additional cost to the Client all Product and documentation updates and new software version releases within 30 days of their availability.

The CSP hereby represents and warrants that the Software delivered does not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights, or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for the Client exclusively to own or exercise all intellectual property rights as provided in the contract. Without

limitation, the CSP shall secure all necessary written agreements, consents and transfers of rights from its employees and other persons or entities whose services are used for development of the Software.

Without prejudice to the warranties given for individual products or services, the CSP hereby warrants to the Client that:

- a. The Systems represent a complete, integrated solution to the Client's requirements as set forth in the Technical specifications and will provide the functionality and performance set forth therein. The CSP shall accept responsibility for the successful interoperation and integration in accordance with the requirements of the Technical Specifications, of all Products provided under the contract.
- b. The Systems' specifications, capabilities and performance characteristics are as stated in the CSP's Bid and Product documentation.
- c. All modifications to the Products will be at a minimum uniform with those given to other users in the Client's country, except for those designed specifically to fulfill the Client's requirements.

#### **5.4.3. Product Support**

For Products still to be delivered, the CSP will offer to the Client newer versions based on latest appropriate technology and having equal or better performance or functionality at the same or lesser unit prices.

The CSP shall provide new software version releases and documentation within 30 days of their availability in the Client's country.

#### **5.4.4. Change Order**

The Client may at any time, by a written order given to the CSP, make changes within the general scope of the Contract in any one or more of the following on mutually agreed terms and conditions:

- a. Designs or specifications for Service or for Systems that are to be Integrated developed or customized specifically for the Client.
- b. The Schedule for Installation Acceptance.
- c. The Services to be provided by the CSP, and/or
- d. The Substitution of new products and services from the CSP.

#### **5.4.5. Client's Obligation**

The Client will appoint a Project Manager responsible for managing the project, and to be the primary contract for the CSP's Representative. It is the responsibility of the Project Manager to coordinate with user departments for acceptance of the modules/ Systems.

The Client shall be responsible for timely provision of all resources, facilities, equipment access, and information necessary for the completion of project implementation, as identified in the project plan and asked except where provision thereof is explicitly identified in the Contract as being the responsibility of the CSP.

The Client will designate appropriate staff for the training courses to be given by the CSP in accordance with the Project Plan.

The Client is responsible for performing and safely storing timely and regular backups of its data and Software in accordance with accepted data management principles, except where such responsibility is assigned to the elsewhere in the Contract.

#### **5.4.6. CSP's Obligations**

The CSP will abide by the job safety, insurance, customs and immigration measures prevalent and laws in force in the Client's country, and will indemnify the Client from all demands or responsibilities arising from accidents or loss of life. The CSP will pay all indemnities arising from such incidents and will not hold the Client responsible or obliged.

The CSP is responsible for, and obligated to conduct all contracted activities with due care and diligence, in accordance with the Contract and using state of the art methods and economic principles, and exercising all reasonable means to achieve the performance specified in the Contract.

The CSP is obliged to work closely with the Client's Project Manager and staff, act within its own authority, and abide by directives issued by the Client that are consistent with the terms of the Contract. CSP is responsible for managing the activities of its personnel and sub-contracted personnel, and will hold itself responsible for any misdemeanors.

The CSP shall appoint an experienced Representative to manage its performance of the Contract within 15 days from Contract signature. The Representative shall be authorized to accept orders and notices on behalf of the CSP, and to generate notices and commit the CSP to specific courses of action within the scope of the Contract. The Representatives may be replaced only with the prior written consent of the Client.

The CSP shall develop the final Project Plan based on Contract requirements, to be submitted to the Client for review and approval within the number of days specified in SCC from the Effective date of the Contract, with all reasonable and necessary input from the Client.

The CSP shall complete Delivery, Installation and Acceptance of the Systems in accordance with Contract requirements (as may be further elaborated in SCC and the Project Plan).

## 6. Special Conditions of the Contract (SCC)

The following Special Conditions of Contract (SCC) shall supplement to the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions of the SCC shall prevail over those in the General Conditions of Contract.

### 6.1. Contract and Interpretation

#### 6.1.1. General

Client	: <b>Commissioner of Civil Supplies &amp;</b> E.O. Secretary to Government. CA F & CS Dept. Civil Supply Bhavan, Somajiguda, Hyderabad – 500082. Andhra Pradesh, India.
Project Manager	: Representatives of the Client and CSP.
Effective date	: Date of signing the contract.
Project site	: Selected locations for which the contract has been signed.
Operation time	: 24 x 365 days.

### 6.2. Subject Matter of Contract

#### 6.2.1. Contract Agreement

The successful bidder should enter into agreement with the client.

#### 6.2.2. Key Personnel for Client

- a. The Commissioner of Civil Supplies, Civil Supplies Bhavan, Somajiguda, Hyderabad..
- b. Coordinator(s) from CCS.

#### 6.2.3. Key Personnel for CSP

List of Key personnel identified and listed by the CSP in the bid document.

**[CSP shall provide the List at the time of signing the contract]**

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### **6.3. Payments**

#### **6.3.1. Contract Price**

Prices are fixed and no adjustment will be made to the contract price

#### **6.3.2. Payment Terms and conditions**

1. The Client/Consultant shall pay 50% of the Contract Price on receipt of deliverables for the activity
2. Balance 40% shall be released once the system is deployed and accepted by Department.
3. Balance 10% shall be released after completion of the one-year warranty period or against BG for the equivalent amount valid for one year from the date of acceptance of the system.

#### **6.3.3. Payment Authority**

The Client/Consultant or any other authorized officer by the client will make the payment.

### **6.4. Installation, Testing, Commissioning and Acceptance of the System**

#### **6.4.1. Project Plan**

From the Effective date of the Contract, the CSP shall present a Project Plan to the Client and modify the same so as to meet the requirement of Client targets for the software development, data processing and implementation strategy.

#### **6.4.2. Reports**

The CSP shall submit to the Client/Consultant the following reports:

- a. Monthly progress reports, summarizing:
  - i. Results accomplished during the period;
  - ii. Cumulative deviations to date from schedule of progress milestones as specified in the Agreed and Finalized Project Plan;
  - iii. Corrective actions to be taken to return to planned schedule of progress; proposed revisions to planned schedule;
  - iv. Other issues and outstanding problems; proposed actions to be taken;
  - v. Resources which the CSP expects to be provided by the Client and/or actions to be taken by the Client in the next reporting period;
- b. Inspection and quality assurance reports

#### **6.4.3. Design and Engineering**

The Contract shall be executed in accordance with the edition or the revised version of all referenced codes and standards current at the date.

#### **6.4.4. Inspection and Test**

Clients may wish to consider employing qualified inspectors to inspect and certify the Information Technologies, Materials and other goods prior to Installation.

#### **6.4.5. Installation of the Information System**

The CSP is fully responsible for the Setup installation and establishing the connectivity within the scheduled period. The basic master's essential shall be prepared for the smooth implementation.

#### **6.4.6. Commissioning and Operational Acceptance**

Operational Acceptance Testing shall be conducted in accordance with technical specifications for the *System or the Sub-system*

#### **6.4.7. Operational Acceptance time**

The Operational Acceptance Test of the System, or Sub-system(s), shall be successfully completed within **30 days** from the date of Installation.

## 7. Table of Sample Forms and Procedures

### 7.1. Bid Submission Form

Date: [ insert: *date of bid* ]

1. Having examined the Bidding Documents, the receipt of which is hereby acknowledged, we, the undersigned, offer to design, develop, test, deliver, install, pre-commission, commission, and put into operation the Information System under the above-named Contract in full conformity with the said Bidding Documents for the sum of Rs.....: (hereinafter called “the Total Bid Price”) or such other sums as may be determined in accordance with the terms and conditions of the Contract. The above amounts are in accordance with the Price Schedules attached herewith and are made part of this bid.
2. We undertake, if our bid is accepted, to commence work on the Information System and to achieve Installation and Operational Acceptance within the respective times stated in the Bidding Documents.
3. Construction of the Contract
4. We declare that we have studied Bid document and are making this proposal with a stipulation that you shall award us Contracts for the Development / Delivery/ Installation / Commissioning / Implementation of all Information System and associated goods identifying separately including all Maintenance/ improvement/ customization services and other services specified in the Contract Documents.
5. We have read the provisions of bid and confirm that these are acceptable to us.
6. We further declare that additional conditions, variations, deviations, if any, found in the proposal other than those listed in Attachment pertaining to any rebates offered, shall not be given effect to.
7. We undertake, if our bid is accepted, to commence the work on Systems immediately upon your Notification of Award to us, and to achieve Completion within the time stated in the Bidding Documents.
8. If our bid is accepted, we undertake to provide an Advance Payment Security and a Performance Security in the form and amounts, and within the times specified in the Bidding Documents.
9. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act”.
10. We, hereby, declare that only the persons or firms interested in this proposal as principals are named here and that no other persons or firms other than those mentioned herein have any interest in this proposal or in the Contract to be entered into, if the award is made on us, that this proposal is made without any connection with any other person, firm or party likewise submitting a proposal is in all respects for and in good faith, without collusion or fraud.
11. We agree to abide by this bid, consists of this letter, the Price Schedules, the Bid Security, the duly notarized written power of attorney, and Attachments 1 through [ specify: *the number of attachments* ] to this Bid Form, for a period of bid validity from the date fixed for submission of bids as stipulated in the Bidding Documents, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
12. Until the formal final Contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us.

*Dated* this [ insert: *number* ] day of [ insert: *month* ], [ insert: *year* ] *Signed:* \_\_\_\_\_

In the capacity of [ insert: *title of position* ]

Duly authorized to sign this bid for and on behalf of [ insert: *name of Bidder* ]

#### Attachments:

*As per the technical specifications*

## 7.2. Form of Contract Agreement

This **contract agreement** is made on the [insert: **number**] day of [insert: **month**], [insert: **year**].

### Between

- (1) [insert: **Name of Client** ], (hereinafter called “the Client”), and
- (2) [insert: **name of bidder**], (hereinafter called “the CSP”).

**Whereas** the Client desires to engage the to design, Develop, test, supply, deliver, install, complete commission and put into operation the following Information System, [insert: **brief description of the Information System**] (“the System”) and the have agreed to such engagement upon and subject to the terms and conditions appearing below in this Contract Agreement.

**NOW IT IS HEREBY AGREED** as follows:

### 1. Article 1 - Contract Documents

#### 1.1. *Contract Documents*

The following documents shall constitute the Contract between the Client and the CSP, and each shall be read and construed as an integral part of the Contract:

This Contract Agreement and the Appendices attached to the Contract Agreement

- (a) Notification of Award
- (b) The Bid and Price Schedules submitted by the CSP
- (c) Special Conditions of Contract
- (d) General Conditions of Contract
- (e) Bid document with modification if any
- (f) *Add here – any other documents*

#### 1.2. *Order of Precedence*

In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in Article 1.1 (Contract Documents) above.

#### 1.3. *Definitions (Reference GCC )*

Capitalized words and phrases used in this Contract Agreement shall have the same meanings as are ascribed to them in the General Conditions of Contract.

### 2. Article 2 - Contract Price and Terms of Payment

#### 2.1 *Contract Price (Refer SCC and GCC )*

The Client hereby agrees to pay to the CSP, the Contract Price in consideration of the performance by the CSP of its obligations under the Contract.

### 3. Article 3 – Effective Date for Determining Time for Operational Acceptance

#### 3.1. *Effective Date*

The time allowed for supply, installation and achieving Operational Acceptance of the System should be determined from the date when all of the following conditions have been fulfilled:

- i. This Contract Agreement has been duly executed for and on behalf of the Client and the CSP;
- ii. The CSP has submitted to the Client the performance security and the advance payment guarantee, in accordance with GCC Clause 7.3.2 and 7.3.3.

[ specify here: **any other conditions** ]

### Article 4 – Appendixes

The Appendixes listed in the attached List of Appendixes shall be deemed to form an integral part of this Contract Agreement.

Reference in the Contract to any Appendix shall mean the Appendixes attached to this Contract Agreement, and the Contract shall be read and construed accordingly.

**IN WITNESS WHERE OF** the Client and the have caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

For and on behalf of the Client (Purchaser)

Signed: \_\_\_\_\_

in the capacity of [ insert: **title or other appropriate designation** ]

in the presence of \_\_\_\_\_

For and on behalf of the CSP

Signed: \_\_\_\_\_

in the capacity of [ *insert: title or other appropriate designation* ]

in the presence of \_\_\_\_\_

### **7.3. Appendix 1 - CSP 's Representative**

Name: [ *insert: name, or state: "to be nominated within fourteen (14) days of the Effective Date"* ]

Title: [ *insert: title, or state: "to be specified within fourteen (14) days of the Effective Date"* ]

### **7.4. Appendix 2 - Adjudicator**

In accordance with GCC Sub-Paragraph 1.1 (b) (vi), the agreed upon Adjudicator(s) is(are):

Name: [ *insert: name* ] \_\_\_\_\_

Title: [ *insert: title* ] \_\_\_\_\_

Address: [ *insert: postal address* ] \_\_\_\_\_

Telephone: [ *insert: telephone* ] \_\_\_\_\_

In accordance with GCC Paragraph 6.1.3, the agreed upon fees and reimbursable expenses are:

Daily Fees: [ *insert: daily fees* ] \_\_\_\_\_

Reimbursable Expenses: [ *list: reimbursables* ] \_\_\_\_\_

### **7.5. Appendix 3 - Revised Price Schedules [if any]**

**8. Annexures****Annexure – A****(Bid table of contents and Checklists)**

Bidders may expand and modify (if appropriate) and complete the following table. The purpose of the table is to provide the Bidder with a summary checklist of items that must be included in the bid to be considered for contract award, It also provides a summary reference scheme to ease and speed the Client's bid evaluation process. Incomplete information would be treated as non-response from the bidder and the consultant every right to reject the entire bid.

<b>S.No.</b>	<b>Item</b>	<b>Present (Yes/No)</b>	<b>If "Yes" Page Number</b>
<b>a.</b>	Proof of bid purchase		
<b>b.</b>	Bid Form		
<b>c.</b>	EMD / Bid Security		
<b>d.</b>	Pre Qualification formats		
<b>e.</b>	Technical Solution Offered by the bidder		
<b>f.</b>	Commercial Proposal		
<b>g.</b>	Project Plan		
<b>h.</b>	Stands followed by the CSP for this project <b>a.</b> Documentation <b>b.</b> Development <b>c.</b> Quality Control <b>d.</b> Project Management		
<b>i.</b>	Attachments if any Attachment 1, Attachment 2 etc.....		

**Annexure – B**

**Bid security (EMD) form**

**I. CCS. Ref. No.....**

(To be issued by a bank scheduled in India as having at least one branch in Hyderabad)

Whereas ..... (here in after called "the Bidder") has submitted its bid dated .....(Date).  
for the execution of ..... (here in after called "the Bid")

KNOW ALL MEN by these presents that WE ..... of ..... having our registered office at  
..... (here in after called the "Bank") are bound unto the Andhra Pradesh Technology Service Ltd.  
(hereinafter called "The CCS") in the sum of ..... for which payment well and truly to be made to the  
said CCS itself, its successors and assignees by these presents.

The conditions of this obligation are:

1. If the bidder withdraws its bid during the period of bid validity or
2. If the bidder, having been notified of the acceptance of its bid by the CCS during the period of bid validity:
  - i. fails or refuses to execute the contract form if required; or
  - ii. fails or refuses to furnish the performance security, in accordance with the bid requirement;

We undertake to pay the CCS up to the above amount upon receipt of its first written demand, without the CCS having to substantiate its demand, provided that in its demand the CCS 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 of Rs. will remain in force up to and including 45 days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

**Place:**

**Date :**

**Signature of the Bank Official  
with seal**

**Annexure – C**

**Stage – I Bidding (Technical Solution and Qualification) formats**

**Name of the CSP:**

**Name of the Project:**

**Form – P#1**

**General Information of the CSP**

1. **Name of the CSP (Company / Firm)** :
2. **Address** :
3. **Telephone Number(s)** : Phone:  
: Fax:
4. **Email** :
5. **Web-Site** :
6. **Legal Status** : Public Ltd Company / Private /  
: Partnership firm
7. **Date of Establishment** :
8. **Quality Certifications attained by the firm** :
9. **Name of the Contact Person Details for future correspondence**  
Name: :  
e-mail:  
Phone:
10. **EMD details** : **Name of the Bank:**  
: Rs:  
EMD Valid up to :
11. **Bid document download date** : Date of download:

**Place:**

**Date :**

**Bidder's signature  
and seal.**

**Name of the CSP:**  
**Name of the Project:**

**Form – P#2****Particulars of Turnover in the last 3 financial years.***(As per audited Accounts)*

<b>Financial Year</b>	<b>Turnover of the firm in</b>				<b>Profit after Tax</b>
	<b>Software Development and/or Maintenance Services</b>	<b>IT enabled Services and/or Data Processing and/or Data Centre Services</b>	<b>IT Hardware supply and AMC services</b>	<b>Total</b>	
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)</b>
<b>2006-2007</b>					
<b>2007-2008</b>					
<b>2008-2009</b>					

**Place:**  
**Date :**

**Bidder's signature  
and seal.**

**Note:**

1. Please attach audited Balance Sheets and IT return statements that clearly shows and confirms the figures mentioned in columns (2) & (3).
2. Provide sufficient evidence to support information provided in the above table other wise the bid will be treated non-responsive.

Name of the CSP:  
Name of the Project:

**Form – P#3****Equipment with the bidder for meeting the required pre-qualifications**

<b>S.No.</b>	<b>Equipment configuration</b>	<b>Make and Model</b>	<b>Storage capacity</b>

Place:  
Date :

**Bidder's signature  
and seal.**

**Form P#4****Technology Options Applied for IRIS/Finger print/Smart Card/RFID Tag**

<b>S.No.</b>	<b>Technology Options applied</b>

Place:  
Date :

**Bidder's signature  
and seal.**

**Name of the CSP:**  
**Name of the Project:**

**Form – P#5**

**Local Presence**

<b>1.</b>	Company	:	
<b>2.</b>	Turnover affected by company during 2006-2007, 2007-2008 and 2008-2009 separately.	:	
<b>3.</b>	Number of IT Professional Staff employed in AP as on bid calling date.	:	
<b>4.</b>	Number of Projects completed by this Office & Number of Projects being handled.	:	
<b>5.</b>	Brief description of the above projects	:	

**Place:**  
**Date :**

**Bidder's signature  
and seal.**

**Annexure – D****Stage – II Bidding (Technical Solution and Qualification) formats****Name of the CSP:****Name of the Project:****Form – T#1****List of Technical Documents for Stage – II Bidding formats**

1. Technology Model.
2. Architecture of the proposed application Software by the bidder.
3. Tools used for the development of the Software.
4. Scalability and robustness of the proposed software. (40000 shops approximately in the state)
5. Implementation Strategy and Methodology.(Data transmitting)
6. Data/Information Security – (transactions, authenticity of data on POS TERMINAL and Server etc)
7. Project Plan in compliance with the proposed schedules of completion as mentioned in the RFP.
8. Understanding the issues and risks in the Project implementation.
9. Manpower Details Manpower deployment plan.
10. Proposed server configuration and system Software requirements.
11. Documentation Standards for system design documents Viz., SRS, SDD, and Test Methodologies along with Test Plan. Please fill the following:

<i>S.No.</i>	<i>Item</i>	<i>Standards followed by the bidder</i>			
		<i>UML</i>	<i>IEEE</i>	<i>CMM</i>	<i>Any other Standard</i>
<b>1.</b>	URD				
<b>2.</b>	SRS				
<b>3.</b>	SDD				
<b>4.</b>	Quality				
<b>5.</b>	Testing				

12. Client references for similar implementation.

**Note : Detailed information should be provided for Technical evaluation and those bids found without above may be rejected.**

**Place:****Date :****Bidder's signature  
and seal.**

**Name of the CSP:**  
**Name of the Project:**

**Form – T#2****Details of key staff committed for the assignment**

<b>S.No.</b>	<b>Name</b>	<b>Designation</b>	<b>Educational Qualifications</b>	<b>Length of total experience</b>	<b>Service with the CSP</b>	<b>Projects implemented</b>
<b>1.</b>						
<b>2.</b>						
<b>3.</b>						
<b>4.</b>						
<b>5.</b>						
<b>6.</b>						
<b>7.</b>						
<b>8.</b>						
<b>9.</b>						

**Place:**  
**Date :**

**Bidder's signature  
and seal.**

**Annexure – B1****Option : Finger Print POS****Stage – III Bidding (Commercial) formats****(This format must be kept in a separate sealed cover)****Name of the CSP:**

<b>Item No.</b>	<b>Description of Product</b>	<b>No. of Units</b>	<b>Cost Per Unit inclusive of taxes and duties and all other costs of the CSP Amount in</b>	<b>Total Price inclusive of taxes and duties and all other costs of the CSP Amount in Rs.</b>
<b>(1)</b>	<b>(2)</b>	<b>3</b>		<b>(4)</b>
<b>A.</b>	POS Terminal supporting <u>Finger Print POS</u>			
<b>B</b>	Contact less Smart Card SCOSTA (including personalization)			
<b>C</b>	Application software on POS Terminal and also for web server			
<b>D</b>	External Batteries supporting for 12hrs			
<b>E</b>	RSA tokens TWO factor authentication solution			
<b>F</b>	Training and Implementation			

**Note: The requirement may change at the time of implementation depending on Technology Option selected by Department.**

Annexure – B2

Option : RFID TAG

Stage – III Bidding (Commercial) formats

(This format must be kept in a separate sealed cover)

Name of the CSP:

Item No.	Description of Product	No. of Units	Cost Per Unit inclusive of taxes and duties and all other costs of the CSP Amount in	Price inclusive of taxes and duties and all other costs of the CSP Amount in Rs.
(1)	(2)	3		(4)
A.	POS Terminal supporting RFID Tag			
B	RFID TAG (pasting on card) incl personalization			
C	Application software on POS Terminal and also for web server			
D	Training and Implementation			

**Note: The requirement may change at the time of time implementation depending on Technology Option selected by Department**

**Annexure – B3****Option : IRIS****Stage – III Bidding (Commercial) formats****(This format must be kept in a separate sealed cover)****Name of the CSP:**

<b>Item No.</b>	<b>Description of Product</b>	<b>No. of Units</b>	<b>Cost Per Unit inclusive of taxes and duties and all other costs of the CSP Amount in</b>	<b>Total Price inclusive of taxes and duties and all other costs of the CSP Amount in Rs.</b>
<b>(1)</b>	<b>(2)</b>	<b>3</b>		<b>(4)</b>
<b>A.</b>	POS Terminal supporting IRIS			
<b>B</b>	Application software on POS Terminal and also for web server			
<b>C</b>	Training and Implementation			

**Note: The requirement may change at the time of implementation depending on Technology Option selected by Department**

## Annexure – B4

## Option : Contact Smart Card

## Stage – III Bidding (Commercial) formats

(This format must be kept in a separate sealed cover)

Name of the CSP:

Item No.	Description of Product	No. of Units	Cost Per Unit inclusive of taxes and duties and all other costs of the CSP Amount in	Price inclusive of taxes and duties and all other costs of the CSP Amount in Rs.
(1)	(2)	3		(4)
A.	POS Terminal supporting Contact <u>Smart Card</u>			
B	Contact Smart Card with SCOSTA specification with minimum a of 32K EEPROM			
C	Application software on Smart Card			
D	Training and Implementation			

**Note: The requirement may change at the time of time implementation depending on Technology Option selected by Department**

## Annexure – B5

**Option : Finger Print/IRIS Capturing and Printing****Stage – III Bidding (Commercial) formats****(This format must be kept in a separate sealed cover)****Name of the CSP:**

<b>Item No.</b>	<b>Description of Product</b>	<b>No. of Units</b>	<b>Cost Per Unit inclusive of taxes and duties and all other costs of the CSP Amount in</b>	<b>Total Price inclusive of taxes and duties and all other costs of the CSP Amount in Rs.</b>
<b>(1)</b>	<b>(2)</b>	<b>3</b>		<b>(4)</b>
<b>A.</b>	Cost for capturing new fingerprint using UIDAI compliant by vendor - 10 fingerprints (4+4+2) (www.uidai.gov.in)			
<b>B</b>	Cost for capturing new IRIS (for two eyes) using UIDAI compliant by vendor (www.uidai.gov.in)			
<b>C</b>	Cost for capturing individual photographs for each family member of the beneficiary in compliance with UIDAI standard (www.uidai.gov.in)			
<b>D</b>	Printing of ration card in a standard format for the beneficiary with individual Photographs.			

**Note: The requirement may change at the time of implementation depending on Technology Option selected by Department.**

**Annexure – B6****Option : Contact less Smart Card****Stage – III Bidding (Commercial) formats****(This format must be kept in a separate sealed cover)****Name of the CSP:**

<b>Item No.</b>	<b>Description of Product</b>	<b>No. of Units</b>	<b>Cost Per Unit inclusive of taxes and duties and all other costs of the CSP Amount in</b>	<b>Price inclusive of taxes and duties and all other costs of the CSP Amount in Rs.</b>
<b>(1)</b>	<b>(2)</b>	<b>3</b>		<b>(4)</b>
<b>A.</b>	POS Terminal supporting <u>Contact Less Smart Card</u>			
<b>B</b>	Contact Less Smart Card with My Fair specification with minimum a of 4K EEPROM			
<b>C</b>	Application software on Smart Card			
<b>D</b>	Training and Implementation			

**Note: The requirement may change at the time of time implementation depending on Technology Option selected by Department**

Name of the CSP:

Form – S1#99.

**Compliance/Agreed/Enclosed/Deviation Statement**

The following are the particulars of compliance/deviations from the requirements of the tender specifications.

<i>S.No.</i>	<i>Item Description</i>	<i>Agreed (Yes/No)</i>	<i>Reference Page No. in your bid document</i>	<i>Remarks if any</i>
<b>a.</b>	Delivery period			
<b>b.</b>	Technical Specification			
<b>c.</b>	Stage-I bidding formats			
<b>d.</b>	Stage-II bidding formats			
<b>e.</b>	Stage – III bidding formats			
<b>f.</b>	Evaluation Criteria			
<b>g.</b>	General instruction to bidders			
<b>h.</b>	Standard procedure for bid evaluation			
<b>i.</b>	General condition of proposed contract (GCC)			
<b>j.</b>	Special Condition of proposed Contract (SCC)			
<b>k.</b>	<b>Attachments if any</b>			

The specifications and conditions furnished in the bidding document shall prevail over those of any other document forming a part of our bid, except only to the extent of deviations furnished in this statement.

**Note:** For every item appropriate remarks should be indicated like 'no deviation', 'agreed', 'enclosed' etc. as the case may be.

**Place:**

**Date :**

**Bidder's signature  
and seal.**

**Acronyms**

<i>APSCAN</i>	: <i>Andhra Pradesh State Campus Area Network</i>
<i>APSWAN</i>	: <i>Andhra Pradesh State Wide Area Network</i>
<i>CCS</i>	: <i>Commissioner of Civil Supplies.</i>
<i>BG</i>	: <i>Bang Guarantee</i>
<i>CBT</i>	: <i>Computer based Training</i>
<i>CSP</i>	: <i>Consultancy cum Service Provider</i>
<i>DPO</i>	: <i>Data Processing Officer</i>
<i>DSS</i>	: <i>Decision Support System</i>
<i>EDP</i>	: <i>Electronic Data Processing</i>
<i>EIS</i>	: <i>Executive Information System</i>
<i>EMD</i>	: <i>Earnest Money Deposit.</i>
<i>FAS</i>	: <i>Financial Accounting System</i>
<i>GCC</i>	: <i>General Conditions of Contract</i>
<i>GOAP</i>	: <i>Government of Andhra Pradesh</i>
<i>HH</i>	: <i>Handholding</i>
<i>HO</i>	: <i>Head Office.</i>
<i>IPR</i>	: <i>Intellectual Property Rights</i>
<i>IT &amp; C</i>	: <i>Information Technology &amp; Communications</i>
<i>LD</i>	: <i>Liquidated Damages</i>
<i>MIS</i>	: <i>Management Information System</i>
<i>MPHS</i>	: <i>Multi Purpose Household Survey</i>
<i>MSC</i>	: <i>Maintenance Support Charges</i>
<i>NPV</i>	: <i>Net Present Value</i>
<i>OLTP</i>	: <i>On Line Transaction Processing</i>
<i>OS</i>	: <i>Operational Support</i>
<i>SCC</i>	: <i>Special Conditions of the Contract</i>
<i>SMART</i>	: <i>Simple, Moral, Accountable, Responsible and Transparent</i>
<i>SRS</i>	: <i>Software Requirement Specification</i>
<i>URD</i>	: <i>User Requirement Document</i>

**End of the bid document.**