

**CANBANK COMPUTER SERVICES LIMITED
BANGALORE**



REQUEST FOR PROPOSAL (RFP)

SUPPLY INSTALLATION, TESTING, COMMISSIONING, OPERATING & MAINTENANCE OF ANY TIME PAYMENT TOUCH SCREEN ON BUILD OWN OPERATE & MAINTAIN (BOOM) BASIS AT VARIOUS LOCATIONS UNDER THE JURISDICTION OF OUR CLIENT IN BIHAR

**RFP No. : 102/2016
DATE : 28.06.2016**

**EXECUTIVE VICE PRESIDENT
CANBANK COMPUTER SERVICES LTD.,
#218, J P Royale, 1st Floor
2nd Main, Sampige Road (Near 14th Cross)
Malleshwaram
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RFP No:102/2016 Date:28.06.2016		
Sl. No	Description	Date and Time
1	Last date for Submission of Queries	04.07.2016 upto 5.30 PM
2	Last date for Bid Submission	20.07.2016 upto 3.00 PM
3	Tender Opening Date	20.07.2016 at 3.30 PM
4	Earnest Money Deposit (EMD)	Rs.5,00,000/- (Five Lakhs only) in the form of DD in favor of Canbank Computer Services Ltd., Payable at Bangalore

Note: A copy of the whole of this tender document is required to be signed with official seal of the bidder on all pages

INSTRUCTIONS TO BIDDERS

1. Qualification Criteria

The bidders should fulfill the qualification criteria of the tender.

2. Offer validity Period

The offer should hold good for a period of 120 days from the date of opening of Commercial bid.

3. Scrutiny of Offers

Scrutiny of Bids will be in three stages as under:

(i) Eligibility Criteria :

CCSL will first scrutinize the eligibility of the bidders as per “Qualification Criteria” of the bid documents submitted. The offers of the bidders who fulfill the above eligibility criteria will be taken up for further scrutiny i.e. Bid evaluation.

(ii) Bid Evaluation:

CCSL during this stage will determine whether the technical specifications of tenders submitted along with documents have been furnished as per Bid requirements.

(iii) Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, CCSL may, at its discretion, ask some or all bidders for clarification of their offer. The request for such clarifications and the response shall be in writing.

4. Commitment to Accept Lowest or Any Tender

CCSL shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers, without assigning any reason whatsoever.

5. Implementation

The vendor has to install, configure, test, commission, operate & maintain the any time machine (ATP) on build own operate & maintain (BOOM) basis exclusive of accommodation or rent for the building. All other expenditure incidental to satisfactory installation viz., air conditioning, insurance, net work and security etc. will be borne by the vendor / manufacturer.

The LOCATION of these machines would be in the identified places under the jurisdiction of Bihar and operation should commence within 30 days from the date of issue of LOA.

ANNEXURE-2

QUALIFICATION REQUIREMENTS

GENERAL:

- a) The bidder should have been in the business of manufacture/supply, operation & maintenance of ATP machines during last 2 (two) consecutive years. Bidder to enclose 3 years Balance sheet and Net worth Certificate.
- b) The bidder should be able to manage the collection by cash, D.D cheques and CREDIT CARD / DEBIT CARD through these machines
- d) The Bidder to provide a copy of PO's/WO's executed successfully for the relevant years to prove credentials.
- f) The bidder shall have the Single Point responsibility for every aspect of ATP Kiosk machines including operation, maintenance and cash handing / cheque handling and reconciliation.
- g) The offers of bidders not satisfying Tender conditions and not having furnished required documentary evidences will be summarily rejected.
- h) CCSL reserves the right to waive minor deviations, if they do not materially affect the capacity of the bidder to perform the contract.
- i) The Bidder should not have been blacklisted by any PSU / Government Companies.

FINANCIALS:

The Bidder must have a Minimum Average Annual Turnover of **Rs. 1 (one) crore** for best of 2 (two) Financial Years. The bidder should submit self attested audited copy of Profit & Loss A/c and Balance Sheet / Income Tax Return of the last 2 (two) years in support of their Annual Turnover.

Documentation:

- 1. Bidder shall furnish self attested copies of original documents defining the constitution or legal status, place of registration and principal place of business.
- 2. Self attested copy of power of attorney / Resolution of the authorized signatory of the bid.
- 3. Self attested Copies of Work award (all pages) successfully executed with client details and number of ATP Machines Installed and Managing.
- 4. All correspondence with regard to the above shall be made to the following address:

The Executive Vice President
Canbank Computer Services Ltd
J.P.ROYALE, #218, 1st Floor, 2nd Main
Sampige Road, (Near 14th Cross),
Malleshwaram, Bangalore - 560 003

ANNEXURE - 3

**TECHNICAL SPECIFICATION FOR SUPPLY AND SETTING UP OF ATP TOUCH
SCREEN KIOSKS ON 'BOOM' BASIS**

Technical Specifications

Touch Screen	Calibration-Free Infra Red technology
LCD	19", Quad Bulb (ultra-bright) integrated onto the system unit
Processor	AMD Durion 1.8GHz
FSB	1 GHz
Storage	160 GB (SATA-II) or higher
System Memory	2GB Upgradeable to 4GB DDR2 (PC2-5300)
Graphics	Integrated Graphics Processor with 256MB Shared System Memory
Slots	Single Express Card Expansion
Network	Gigabit Ethernet (10/100/1000)
Ports	Minimum of free 5 x USB 2.0 Minimum of free 2 x RS232 Headphone Microphone VGA Video Port (to support Dual Independent Video Display)
Operating System Supported	Windows XP Professional Windows Vista Business WEPOS preloaded along with Media.
Drivers Supported	OPOS, Java POS 1.9 or higher
User Experience	Integrated Presence Sensor
Speakers	Pair of Stereo Speakers
Systems Management	Wired for Management (WfM) Wake on LAN (WOL) SMBIOS PXE System to support Remote Management Capability. On board light path management to detect health of system components.
Power Management	APM 1.2 ACPI 1.0
Kiosk/ATP Cabinet	Rugged CRCA body –floor/wall mounted.

Sl. No.	Particulars	Requirement
1	Cash Acceptance Module (CAM):	This shall be calibrated to accept 5, 10, 20, 50, 100, 500 and 1000 denominations (or any other) of Indian Currencies. The machine shall be capable to Identify fake notes and reject the same at the time of accepting cash from the consumer
2	Cheque Transport Mechanism (CTM):	CTM should consist of a MICR Reader (Cheque Reader) to read the MICR Characters in the Cheques/Demand Drafts offered by the Customers.
3	Floor Mounting/ Wall Mounting	Yes
4	Database Connectivity	Yes
5	Scada Connected Database	Yes
6	Camera	Yes
7	Manpower	Dedicated Person in each location (8 am to 8 pm)
11	Reports	Daily Collection Report along with Stationery
12	Credit/Debit Card Reader	Yes
13	Receipt Printer(RP):	40 -80 column Thermal Paper printer with Auto Cutter, shall be provided for printing and delivering a receipt into Customer.
14	Bar code scanner	A bar code scanner is to be provided to scan the bills with barcodes if required
15	Safety Chest (SC)	A safety chest is located inside the enclosure, for Depositing the Cash/Cheques Accepted by the machine.
16	Networking:	Networking is either through a built-in 10/100 Mbps Network Interface for LAN.
17	Application Software & ATP Database	To be provided in ATP should support on-line validation and payment updations in the designated Central Data Server as well maintaining the data of all such transactions in local ATP data base.

Note:-

- 1) At its description CCSL may ask bidders for demo of their machines before installation at ATP locations as a part of bid valuation.
- 2) Deviations if any, may be indicated / commented suitably.

ANNEXURE - 4**SCOPE OF WORK**

1. Cheque/Cash Depository Machine (ATP) should be designed for Collection of Payment from Customers by Cash, Cheque/Demand Draft, Debit /Credit Card with MICR fields. The ATP will be installed at designated Locations. When the ATP is unmanned, it shall be such that the Customers themselves can operate it. Therefore, the design should be very rugged and tamper free.
2. The activities to be performed at ATP shall be :
 - a. Billing Information
 - b. Billing collection / updation / reconciliation
 - c. Consumables replenishment
 - d. Attending into customer queries / complaints
 - e. Duplicate Bill
 - f. Upkeep of premises

3. Scope of Work for Bidder:

No	Activities
1.	Installation of ATP System (floor mounting / wall mounting type), UPS and Batteries with required backup and necessary software for running the ATP System.
2.	The ATP Machines will be in operation 24x7. The customer support personnel needs to be available from 8.00 AM to 8.00 PM.
3.	Supply of Receipt (Unique No.) Stationery and other computer stationery for generation or reports (all consumables).
4.	Generation of Daily Transaction List.
5.	Collection of Currency and Cheques/Bank Drafts from the system
6.	Facilitate payment through Credit/ Debit Card
7.	After verification / reconciliation of currency, Cheques and Bank Drafts with the list, the same will be handed over to the Electrical Executive Engineer, Electric Supply Division concerned on next date positively.
8.	Hardware, Software, UPS, etc. for the ATP System
9.	Daily transaction back up and provide to the Executive Engineer, Electric Division concerned as and when required.
10.	Connectivity and Database Export from ATP System to Company Server/system
11	Provide necessary interface programming requirements and integration of data to central server of the ESCOM.

4. Scope of work for ESCOM

Sl.	Activities
1	Space for Installing the ATP Machines (wall mounted type) at the identified locations of ESCOM including Civil work for site preparation.
2	Space of power with proper grounding (Earthing)
3	Updated Data to be provided for giving the output data from the ATP system
4	Issue of Bar Coded Energy bills to the consumers
5	Connectivity and Database Export from ATP System to Company Server/system
6	Arrangement to collect money / cheques from customer support personnel

OTHER TERMS AND CONDITIONS

1. **Period of Contract:** The period of contract initially is for a maximum of **2 (Two) years** and or from date of successful installation and commissioning of each ATP Machine. If in the opinion of CCSL, the performance is not satisfactory as per the terms and condition of the contract, then CCSL reserves the right to terminate the contract and recover the extra expenditure for carrying the work either departmentally or by other agency. In case of satisfactory operation, the contract may be extended further at the same terms and conditions or new terms at the description of CCSL / in consultation with our client.
2. **Inspection:** The Successful Bidder shall provide proper facilities for inspection of the work by the authorized representative of the company at all time during contract period.
3. **Providing of equipment:** The hardware provided under the agreement shall be the property of the Successful Bidder only.
4. **Penalty**
 - a) Cash, cheque and Bank drafts received from the consumer must be handed over to the Electrical Executive Engineer, Electric Supply Division or his authorized person (in writing) along with relevant papers on the next day positively otherwise interest on the involved amount at the prevailing bank rate will have to be paid to CCSL by the Bidder.
 - b) In the event of any of the machine is found defective due to faulty design, bad workmanship, bad materials used or otherwise not in conformity with the requirement of the specification, CCSL shall either reject the materials / equipment or ask the Bidder in writing to rectify the same.
 - c) The Bidder on receipt of such notification shall either rectify or replace the defective materials / equipments free of cost within one week.
 - d) Notwithstanding anything contained in the above, Liquidated damages clause will apply when the whole or part of the machine supplied by the Bidder are found to be defective or damaged or is not in conformity with the specifications and such defects or damages in the machine supplied shall be rectified within 72 hrs, as otherwise a penalty of Rs. 1,000/- per day shall be recovered towards the breakdown of the machine from the monthly bills.
 - e) **Penalty for ATP Machine Break-downs:** ATPs shall have 100% availability and reliability (24X7X365). Successful Bidder shall attend all break-downs, repairs immediately. In case of machine breakdown for more than 24 hours, a penalty of Rs. 1,000/- per day will be imposed on over and above 24 hours.
 - f) Payment to Bidder shall be made within 90 days from the date of raising the Invoice on CCSL with all the supporting reports.

5. **Assignment or subletting:** Successful Bidder shall not, without the written consent of the Company, assign the contract to any sub-contractor for any portion of the equipment or work. CCSL reserves the right to inspect the installations for its quality and performance.
6. **Monitoring Process:** Successful Bidder regularly shall inform CCSL officials about the performance of the collection and equipment. The collection of data shall be integrated with the central server for daily/anytime monitoring. Successful Bidder shall also take timely actions for ensuring the effectiveness of the process.
7. **Generation of Reports:** On daily basis the successful bidder will provide the following reports to Electrical Executive Engineer, concerned Division for better monitoring
8. **Reports:** The Following major reports are to be furnished

a. Collection Reports

- i. Daily Collection Reports
- ii. Monthly collection report.

b. Complaint/Requests Reports:

- i. Date wise report
- ii. Exceptional Reports

These are the major reports and indicative only and the exact type of reports required will be worked out mutually.

9. **ATP working timings: 24x7x365,** morning 8 am to 8 pm, 7 (seven) days a week, Government Holidays Included. CSP (customer support personnel should be available from 8am to 8 pm.
10. **Operating the Any Time Payment Machines:**
 - i. Successful Bidder shall operate the ATPs during the contract period.
 - ii. It shall ensure that all agreed systems and procedures are followed.
 - iii. The performance of the ATP Center shall be closely monitored throughout the contract period.
 - iv. All the systems, both software and hardware, shall be appropriately maintained to avoid breakdown and ensure continuous availability and reliability of the systems for operational purpose.
 - v. Reports shall be generated on daily basis to provide the necessary information to CCSL regarding the collections & Complaint registrations.
11. **Maintenance Services:** As a part of operation of the ATP, the Software and related maintenance support services like minor Software customization, fixing of application errors etc. shall also be extended during the contract period.

12. Remittance of Collections:

- i. The daily collected amount shall be deposited in the designated pool Account of our client.
- ii. In case of any shortage or non – remittance of collected cash /DD/ cheque in the ATP Machine, the bidder is liable to make good all such shortages immediately.
- iii. In case delay for more than one day in remittance of cash/cheque/DD in the designated Pool Account, penalty of 5% of the cash/cheque/DD not remitted for each day of non-remittance will be recovered from the bidders bills.
- iv. The collection of amount and its deposit in the Bank Account and reconciling shall be the responsibility of Successful Bidder only.
- v. Software integrations and necessary connectivity to the Corporate Office main server from the respective ATP locations shall be seamlessly provided by Successful Bidder. Technical guidance will be provided by the IT wing of our client.

13. Payment:

The successful Bidder shall furnish monthly Service charge bill latest by 10th of the following month positively in triplicate to Canbank Computer Services Ltd., Bangalore who shall verify the service charge bills as per Rates and Terms & Conditions of the Contract Agreement and after deducting the amount of penalty, if any, for payment after due verification within 90 (ninety) days.

14. Contractor's risks:

All risks of loss or damage to physical property and of personal injury and death, misappropriation of collected amount which during and in consequence of the performance of the contract are the responsibility of Successful Bidder.

15. Instructions :

- a) Successful Bidder shall follow all instructions of CCSL and will comply with the applicable statutory laws.
- b) Successful Bidder shall permit CCSL or their representative to inspect Successful Bidder's accounts and records relating to the performance of Successful Bidder, payment of bills etc. proper remittance of cash / equipment / premises.

16. Installation of ATP Locations: The installed ATP locations will be in the Jurisdiction of our locations notified in the Annexure - 7.

17. Termination of Contract:

Managing Director / Executive Vice President, CCSL, Bangalore shall be entitled to terminate this contract any time after giving 30 days prior notice.

18. Submission of Bids:

On or before due date of submission of bids, bids shall be submitted under “Two Bid Envelop” procedure. Techno- Commercial Part (First bid) and Price Bid (Second bid) on or before schedule time and date.

Price Bid: To be quoted as CONSOLIDATED / SINGLE RATE as service charge per ATP machine per month plus applicable taxes

19. Attachment with Techno- Commercial Bids :

- a) Power of Attorney to sign the Bid
- b) Documentary evidence for Eligibility and Qualification.
- c) Sub-contractors/ Partners if any proposed.
- d) Deviation if any along with financial implication
- e) Additional Information – product details.
- f) Bid form complete with all details.

20. Performance Bank Guarantee (PBG):

The successful bidder should deposit Rs. 12,00,000/- (Rupees Twelve lacs only) as Performance Bank Guarantee which shall be non-interest bearing either deposit or in form of Bank Gurantee issued by a Nationalized Bank/Scheduled Bank only drawn in favor of **Canbank Computer Services Ltd., Bangalore** payable at Bangalore.

21. Forfeiture/ Encashment of Performance Bank Guarantee

CCSL reserves the right to forfeit the Performance Bank Guarantee in the following events:

- a) The Cash/ DD/Cheques collected in ATPs are not remitted as per schedule.
- b) The amount realized through ATP is not properly reconciled.
- c) If the functioning of the ATP is not to the satisfaction of the Consumers or our client as a whole.
- d) Any misappropriation / damage is caused to the cash (or) cheque /DDs collected in the ATP machines.

22. Payment of Service Charges to Bidder:

Payment will be made to the firm on Service basis (fixed monthly service charges). Further, the bidder has to obtain a certificate from the Accounts Officer of Division of our client where the Any Time Payment machine has been installed that the cash/ cheque / DDs received through the ATP transaction has been remitted and has been reconciled then and there.

The amount collected before 13:00 Hrs. of every day in the ATP machines have to be deposited in the respective pool account every day before the closing time of the banking hours and collections after 13:00 Hrs. have to be deposited on the next working day. For delayed remittance of more than one working day (other than Bank holidays) will attract a penalty as mentioned in Penalty Section (Point No.4).

- 23. Agreement:** The successful bidder will have to execute an Agreement with CCSL after depositing the amount/submission of Performance Bank Guarantee.

24. Dispute Resolution & Jurisdiction of Contract:

In the event of any dispute or difference arising during the subsistence of the contract hereby touching any clause, matter, interpretation or things herein contained or of the operation of contract hereof or the right, duties, or liabilities of either party under or in connection therewith, then and in every such case except wherein otherwise stated, the decision of the Managing Director, CCSL upon such dispute or differences shall be final and conclusive and binding upon each of the parties hereto. In case of any legal dispute arising out of this tender/ contract, the jurisdiction shall be the Courts at Bangalore only.

25. Force Majeure:

The term "Force Majeure" as employed herein include, acts of God or force of nature, landslide, earthquake, flood, fire, lightning, explosion, major storm (hurricane, typhoon, cyclone etc.) or major storm warning, tidal wave, shipwreck and perils of navigation, act of war (declared or undeclared) or public enemy, strike (excluding employee strikes, lockouts or other industrial disputes or action solely among employee of Contractor or its subcontractors) act or omission of Sovereign States or those purporting to represent Sovereign States, blockade, embargo, quarantine, public disorder, sabotage, accident or similar events beyond the control of the parties or either of them. Force Majeure shall not include following:

1. Late delivery of equipment etc. caused by congestion of Bidder's facilities or elsewhere, and oversold condition of the market, inefficiencies, or similar occurrences.
2. Late performance by Bidder and / or Sub-Bidder caused by unavailability of raw materials, supervisors or labour, inefficiencies of similar occurrences.
3. Mechanical/ hardware/software breakdown of any item of Bidder's equipment, plant or machinery.
4. Delays due to ordinary storm or inclement weather or
5. Non-conformance by Sub-Bidder.

Unless the delay arises out of a Force Majeure occurrence and is beyond both Successful Bidder and an alternate acceptable source of services, equipment or material is unavailable. Additionally, Force Majeure shall not include financial distress of Successful Bidder.

26. Indemnify

The Vendor, its successor and assignee shall indemnify CCSL, its successor and assignee of our client from all current & future liabilities that may arise out of contract(s) entered into between the Bidder & CCSL for the purpose as defined in the tender.

ANNEXURE-6**PRICE BID - FORMAT**

Prices and price components shall be firm and shall not be subject to any price variation or adjustment on account of any price escalations throughout the execution of the contract. Price bid has to be submitted in prescribed format. The price bid must be without any assumption, condition, qualification, reservation or variation. Conditional tender offer or offers at variance from prescribed specification would be ineligible to compete for the tender. **Bidder is required to quote the service charges per ATP per Month (Consolidated Amount) basis in prescribed format.**

1. RFP No. :
2. Name of the Bidder :
3. Address :
4. Quantity of ATP offered : 12 Nos.
5. Tel./ Mobile/Fax No. :
6. Rates :

Testing, Commissioning, Operation & Maintenance during contract period	Rate per ATP per month (fixed)	
	Rupees in figure	Rupees in words
Supply, Setting ,Commissioning, Operation and Maintenance during Contract period of Any Time Payment Touch Screen Kiosks (ATP) / Any Time Payment Machine on Build, Own, Operate & Maintain (BOOM) basis at various locations under the Jurisdiction of our Client in Bihar Inclusive of 8am to 8pm Manpower (customer support personnel) and Consumables as per the scope defined in the tender.	Rs.	

Note :

1. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company
2. We confirm that we have gone through RFP clauses, subsequent amendments and abide by the same.
3. We have not changed the structure of the format nor added any extra items. we note that any such alternation will lead to rejection of Bid.
4. We agree that no counter condition/ assumption in response to commercial bid will be accepted by CCSL. CCSL has a right to reject such bid
5. **The above rates quoted by us are exclusive of Service Tax.**

Signature of Bidder with seal

Date : _____

ANNEXURE-7**PROPOSED LOCATIONS FOR INSTALLATION OF ATP MACHINES:**

12 (Twelve) ATP machines (Wall mounted type) will be installed by the bidder at the following locations of our client.

Sl. No.	Name of Division	Location 1	Location 2
1	Hajipur	Rajendra Chowk, Main Post Office Campus, Hajipur	Collectariate Campus, Hajipur
2	Darbhanga (U)	Circle Office, Laherisarai	Near Darbhanga Tower Chowk
3	Chapra West	Circle Office, Dakbunglow Road, Opp. LIC Building, Chapra	Subdivision Office, Chapra (U)
4	Samastipur	Collectariate Building, Samastipur (Customer Care Centre)	Station Road, Marwari Bazaar, Samastipur
5	Katihar	PSS Vinodpur	PSS Mirchaibari
6	Purnea	Division Office, Purnea	Subdivision Office, Gulabbagh (New Building)