



Request For Proposal (RFP)
For Selection of Agency
For
Supply and Personalization
of
Plastic Ration Cards

(as part of National Food Security Act 2013 Implementation in NCT of Delhi)

Tender no.: 2014_FSCAD_54051_1

Date of Issue: 28-02-2014

Issued by:

Department of Food and Supplies

Government of National Capital Territory (NCT) of Delhi

Glossary

1.	DD	Demand Draft
2.	EMD	Earnest Money Deposit
3.	GFR	General Financial Rules
4.	GoI	Government of India
5.	INR	Indian National Rupees
6.	LoI	Letter of Intent
7.	NCT	National Capital Territory
8.	PBG	Performance Bank Guarantee
9.	PoA	Power of Attorney
10.	RFP	Request for Proposal
11.	RoC	Registrar of Companies
12.	SI	System Integrator
13.	SLA	Service Level Agreement
14.	SOW	Scope of Work
15.	UAT	User Acceptance Test

Terms and Legends used in this document

Symbol / Terms	Meaning
<< >>	Text to be filled in by the bidder in response to this document
Department	Department of Food and Supplies, Government of National Capital Territory of Delhi, the “owner” of the project under which this RFP document is being issued
Smart Ration Card	A non-chip based plastic card meeting the requirements mentioned in this RFP
Smart card / Non smart card	A chip / non-chip based plastic card
Preparation of Smart Ration Cards	Means Supply and Personalization of Smart Ration Cards. Department will provide the data for personalization. Personalization is the process of printing (dynamic / variable) user data on supplied card ; a supplied card is one that has been provided by the vendor with pre-printed (requisite) static information
Bidder	Any firm or group of firms (called consortium) offering the solution, service(s) and /or materials as required in the RFP.

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1 Important Information

S. No.	Particular	Details
1.	Start date of downloading of RFP document	28 Feb 2014
2.	Last date for Submission of Pre-Bid Queries	09 Mar 2014
3.	Pre-Bid Conference	12 Mar 2014, 02.30PM
4.	Start date for submission of Bid documents	14 Mar 2014
5.	Last date for downloading of RFP document	31 Mar 2014
6.	Last date for submission of Bid documents	31 Mar 2014
7.	Date and time for opening of Technical bids	02 Apr 2014, 11.30 AM
8.	Date and time for opening of Commercial bids	Will be intimated later

2 Request for Proposal – Preparation of Smart Ration Cards

2.1 Fact Sheet

Clause Reference	Topic
Section 2.6.3	The method of selection is: Cost Based Selection
Section 2.5.4.3	<p>e-Tendering process will be followed by the Department. RFP can be Downloaded from the website : https://govtprocurement.delhi.gov.in This document can be downloaded free of cost.</p>
Section 2.5.4.4	<p>Earnest Money Deposit of amount INR 10 (Ten) Lakhs by Account Payee Demand Draft or Banker's Cheque in favour of "Commissioner, Food & Supplies" payable at "Delhi" from any of the nationalized Banks OR Bank Guarantee as mentioned in Appendix I (Form 3)</p> <p>EMD should remain valid for 45days after the Bid Validity period (i.e. Bid Validity period + 45 days).</p> <p>The bidders are required to submit the EMD at the following address : Commissioner, Department of Food & Supplies, K-Block, Vikas Bhavan, I.P. Estate, New Delhi-110002 Tel. No. : 011 – 23378759, 011 – 23379263 E-mail: ac2fs.delhi@nic.in</p>
Section 2.5.3.1	<p>A pre-Bid meeting/conference will be held in the office of the Commissioner, Department of Food & Supplies, on the date and time as mentioned in section 1 The name, address, and telephone numbers of the Nodal Officer is: Additional Commissioner, Department of Food & Supplies, Government of National Capital Territory of Delhi, K-Block, Vikas Bhavan, I.P. Estate, New Delhi-110002 Tel. No. : 011 - 23370070 011 - 23379311 E-mail: ac2fs.delhi@nic.in</p>

Clause Reference	Topic
	All the queries should be received on or before the last date of Submission of Queries as mentioned in section 1, through email.
Section 2.5.5.2	Proposals should be submitted in the following language(s): English
Section 2.11	Taxes: As applicable
Section 2.5.7.2	Bid validity Period Proposals must remain valid for 180 days after the last date of Proposal Submission as mentioned in section 1
Section 2.5.4.5	<p>Bidders must upload to the department's website: The original documents need to be color scanned (of good quality resolution) in PDF format and grouped together to generate the Technical and Financial Proposal document files and uploaded under relevant sections on the department's website.</p> <p>Bidder should submit the finished sample Smart Ration cards using the processes that they intend to use during production at the following address :</p> <p>Commissioner, Department of Food & Supplies, K-Block, Vikas Bhavan, I.P. Estate, New Delhi-110002 Tel. No. : 011 – 23378759, 011 - 23379263</p> <p>Each sample card should have the name of the bidder printed on the back of the card (for identification purpose) at an appropriate location.</p>
Section 2.5.5.3	<p>Proposal should be uploaded at the following website :</p> <p>https://govtprocurement.delhi.gov.in.</p>
Section 2.5.5.4	Proposals must be submitted no later than the last date of Proposal Submission as mentioned in section 1.
Section 2.8	<p>Department shall provide the art work to be used for static information printing. The art work can be accessed (along with this RFP) at the website:</p> <p>https://govtprocurement.delhi.gov.in.</p>
Section 2.4.1	<p>Contract Period</p> <p>Any contract that may result from this Government procurement will be issued for a term of 5 (five) years ("the Term").</p>
Section 2.7.5	<p>Validity of Performance Bank Guarantee</p> <p>Performance Bank Guarantee must remain valid for 60 days after</p>

Clause Reference	Topic
	completion of Contract Period.
Appendix IV:	Draft Contract Agreement can be downloaded along with this RFP document from the website : https://govtprocurement.delhi.gov.in

2.2 Request for Proposal- Invitation to bid

Tenders are invited from eligible, reputed, qualified firms with sound technical and financial capabilities for preparation (supply and personalization) of Smart Ration Cards as detailed out in the Scope of Work under Section 2.8 of this Request for Proposal (RFP) Document. This invitation to bid is open to all Bidders meeting the minimum eligibility criteria as mentioned in Section 2.6.1 of this RFP Document.

2.3 Structure of the RFP

This RFP document for the project of Preparation of Smart Ration Cards for the Department comprise of the following.

- i. Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:
 - a. General instructions for bidding process
 - b. Bid evaluation process including the parameters for Technical evaluation and commercial evaluation to facilitate Department in determining bidder's suitability as the implementation partner
 - c. Payment schedule
 - d. Commercial bid and other formats
- ii. Functional and Technical Requirements of the project. The contents of the document broadly cover the following areas:
 - a. About the project and its objectives
 - b. Scope of work for the Implementation Partner
 - c. Functional and Technical requirements

- d. Project Schedule
- e. Service levels for the implementation partner

The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the implementation partner of Department.

- iii. Master Service Agreement (MSA), Service Level Agreement (SLA) and Non-Disclosure Agreement provided at Appendix IV.

The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

2.4 Background Information

2.4.1 Basic Information

- a) Department invites responses ("Tenders") to this Request for Proposals ("RFP") from Agencies ("Bidders") for the provision of Services as described in Section 2.8 of this RFP, "Scope of Work".
- b) Any contract that may result from this Government procurement competition will be issued for a term as mentioned in the Fact Sheet.
- c) The Department reserves the right to extend the Term for a period or periods of up to 1 (one) year with a maximum of 2, such extension or extensions shall be on the same terms and conditions, subject to the Department's obligations at law.
- d) Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received late WILL NOT be considered in this procurement process.

2.4.2 Project Background

Public Distribution System in the country is one of the important social safety-net program to ensure food security for all in a scenario of self-sufficiency. Under Public Distribution System, Central Govt. procures and supplies specified essential commodities to Govt. of NCT of Delhi at fixed Central Issue Prices. PDS in Delhi is confined to two cereals, wheat and rice, and two other essential commodities viz. sugar and kerosene oil. In Delhi, PDS comprises of a network of 2482 Fair Price Shops & 2356 Kerosene Oil Depots catering to an active base of 17.76 lakh ration card holders across all strata of the population.

Department of Food and Supplies is one of the important Departments of the Government of National Capital Territory (NCT) of Delhi. The main objectives of the Department are to effectively implement the Public Distribution System (PDS) and be responsive to the needs of the citizens and programs of the

government of NCT of Delhi. The PDS will now follow the newly launched National Food Security program. Under the Department there are 9 Assistant Commissioner Offices and 70 Circle offices. It is envisaged that Delhi will be the first State in the country to implement the National Food Security Act 2013 wherein around 73.5 lakh people (about 44% of total population) in Delhi will be covered under the food security Act

To achieve end to end Computerization of Public Distribution System in Delhi, “ePDS” portal was launched in July 2011. This introduced a large degree of transparency in the Public Distribution System as it brought about availability of online information regarding availability of stock at Fair Price Shops, allocations and entitlements even though this drive did not cover the computerization of the Fair Price Shops. Thus the Department of Food & Supplies has been using Information Technology (IT) solutions, though not end to end, to better manage its internal and external stakeholders (citizens) by implementing various IT initiatives. The following challenges still need to be addressed:

- a) Non Availability of ‘near real-time’ information about the operations at the Fair Price Shops to both internal stakeholders and citizens
- b) The ration card holder data consists of duplicate and spurious users
- c) Categorization of ration card holders is outdated and not as per the latest gazette notifications including those specified in the Food Security Act 2013

A need has been felt by the department to put in place a comprehensive IT solution to meet the above challenges.

This RFP document addresses the need to provide Smart Ration cards to the beneficiaries across Delhi. This is an important pre-requisite to develop and implement the planned comprehensive IT solution.

2.4.3 Key Information

Objectives

- a) To replace the current paper based ration cards with Smart Ration Cards.
- b) To select an agency which can supply and personalize Smart Ration Cards as detailed out in the Scope of Work under Section 2.8 of this RFP Document.

Dependencies

- a) The ‘seeding’ of Aadhaar numbers in the current ePDS system is being undertaken as of writing this RFP document. Availability of complete beneficiary data for personalization is dependent on this activity.
- b) Availability of digitized ePDS beneficiary data to the vendor

Stakeholder Details

Following important stakeholders have been identified:

- a) IT department, Government of NCT of Delhi
- b) State NIC cell

- c) Beneficiaries
- d) Circle Offices of the Department
- e) FPS owners
- f) Smart Ration Card vendor

2.4.4 About the Department

Information about the Department can be obtained at the following web site: <http://fs.delhigovt.nic.in>

2.5 Instructions to the Bidders

2.5.1 General

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Department on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Department. Any notification of preferred bidder status by the Department shall not give rise to any enforceable rights by the Bidder. The Department may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Department.
- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.
- e) Department may terminate the RFP process at any time and without assigning any reason. Department makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- f) This RFP does not constitute an offer by the Department. The bidder's participation in this process may result in the Department selecting the bidder to engage towards execution of the contract.

2.5.2 Compliant Proposals/ Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - i. Include all documentation specified in this RFP;
 - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - iii. Comply with all requirements as set out within this RFP.

2.5.3 Pre-Bid Meeting & Clarifications

2.5.3.1 Pre-bid Conference

- a. Department may hold a pre-bid meeting with the prospective bidders. Refer Fact Sheet for details.

The Bidders will have to ensure that their queries for Pre-Bid meeting should reach the designated officer on or before the Date mentioned in the Fact Sheet.

- b. The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification
1.			
2.			
3.			
4.			
5.			
6.			

- c. Department shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the Department.

2.5.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a. The Department will endeavor to provide timely response to all queries. However, Department makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Department undertake to answer all the queries that have been posed by the bidders.
- b. At any time prior to the last date for receipt of bids, Department may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

- c. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the website :<https://govtprocurement.delhi.gov.in>.
- d. Any such corrigendum shall be deemed to be incorporated into this RFP.
- e. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, Department may, at its discretion, extend the last date for the receipt of Proposals.

2.5.4 Key Requirements of the Bid

2.5.4.1 Consortiums

- a. More than one firm can form a consortium to participate in the tender. But one company cannot be member of more than one consortium participating in the tender.
- b. The consortium of firms should be duly constituted as per the instrument/agreement evidencing the formation of consortium, nominating the lead bidder who shall be responsible for receiving notices and communications on behalf of the consortium, but shall not include the subsidiary, step down subsidiary, associate, Joint Venture of any of the firms.
- c. Consortium should abide by the following:
 - i. The lead bidder is liable for the entire scope of work and risks involved thereof
 - ii. Liability of non-lead bidder(s) is for the scope of work for which they are responsible along with the lead bidder (the lead bidder still carries the liability for the entire scope of work)
 - iii. Any change in the consortium member at a later date will not be allowed
 - iv. Provide clarity on the roles and responsibility of each member of the consortium
 - v. All the members are part of the contractual arrangement between themselves before submitting the bid

2.5.4.2 Sub-contracting

Sub-contracting / outsourcing shall not be allowed.

2.5.4.3 RFP Document

e-Tendering process will be followed by the Department. The bidder can download the RFP document from the website provided in the Fact sheet.

2.5.4.4 Earnest Money Deposit (EMD)

- a. Bidders (except those who are registered with the Central Purchase Organisation, National Small Industries Corporation (NSIC) or this Department) shall submit along with their Bids, EMD of said amount as mentioned in the Fact sheet.

- b. EMD of all unsuccessful bidders would be refunded by Department within 30 days after the award of the contract to the successful bidder.
- c. The EMD of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Appendix III : Form 7.
- d. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- e. The bid / proposal submitted without EMD, will be summarily rejected.
- f. The EMD may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity.
 - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

2.5.4.5 Submission of Proposals

- a. The bidders should submit their responses as per the format given in this RFP in the manner mentioned in the Fact sheet.
- b. The Technical and Commercial Proposal should be uploaded at the website mentioned in the fact sheet.
- c. The documents to be submitted as part of the Technical proposal are stated in Appendix I: Form 1. The original documents need to be color scanned, resolution being at least 200-dpi, in PDF format and grouped together into one file for uploading as 'Technical Proposal'. Bidders to ensure that the scan copies are of good quality and that the prints generated from these scans are clear / legible.
- d. The documents to be submitted as part of the Financial proposal are stated in Appendix II: Form 6. The original documents need to be color scanned, resolution being at least 200-dpi, in PDF format and grouped together into one file for uploading as 'Financial Proposal'. Bidders to ensure that the scan copies are of good quality and that the prints generated from these scans are clear / legible.
- e. Please note that prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal.
- f. As part of the Technical Proposal, bidder shall submit 10 finished sample Smart Ration cards using the processes that they intend to use during production. The art work (as provided by the Department) for Static information is available at the website given in the factsheet. Bidder may use dummy information for Personalization. Each sample card should have the name of the bidder printed on the back of the card (for identification purpose) at an appropriate location.
- g. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- h. The proposal/bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.
- i. All pages of the bid, shall be initialed and stamped by the person or persons who sign the bid.

2.5.4.6 Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal. The selected bidder shall indicate the authorized signatories who can discuss and correspond with the Department. The bidder shall provide proof of signature identification for the above purposes as required by the Department.

2.5.4.7 Confidentiality

The bidder must undertake that they shall hold in trust any information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such information. The bidder has also to agree:

- a) To maintain and use the information only for the purposes as per the contract/Agreement and only as permitted by the Department.
- b) To make copies as specifically authorized by the prior written consent of the Department and with the same confidential or proprietary notices as may be printed or displayed on the original;
- c) To restrict access and disclosure of Information to their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and
- d) To treat all information as Confidential Information

The successful bidder shall also sign a Non-disclosure Agreement with the department.

2.5.5 Preparation and Submission of Proposal

2.5.5.1 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by Department to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

Department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.5.5.2 Language

The Proposal should be filled by the Bidder in the language mentioned in the Fact sheet. If any supporting documents submitted are in any language other than the said language, translation of the

same in the said language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the said translation shall govern.

2.5.5.3 Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be uploaded at the Department's website as mentioned in the Fact sheet.

2.5.5.4 Late Bids

- a. Department shall not be responsible for any delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- b. The bids submitted by telex/fax/post/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c. Department reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

2.5.6 Deviations

The bidder may not provide any deviation / non-compliance to the contents of the RFP document. Any deviation /non-compliance may lead to rejection.

2.5.7 Evaluation Process

- a. Department will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- b. The Proposal Evaluation Committee constituted by the Department shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- c. The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- d. The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- e. The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

2.5.7.1 Tender Opening

The submitted Proposals will be opened by an officer authorized by Department, in the presence of such of those Bidders or their representatives who may be present at the time of opening.

The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal.

2.5.7.2 Bid Validity

The offer submitted by the Bidders should be valid for the period mentioned in the Fact sheet. Department holds the rights to reject a Bid that is valid for a period shorter than the specified period as non-responsive, without any correspondence.

Department may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The EMD provided shall also be suitably extended by the bidder. A bidder acceding to the request will neither be required nor be permitted to modify its Bid. A bidder may refuse the request (to extend the validity period) without forfeiting its EMD. In any case, the EMD of the bidders shall be returned after completion of the process.

2.5.7.3 Tender Evaluation

- a. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals :
 - Are not submitted in as specified in the RFP document
 - Received without the Letter of Authorization (Power of Attorney)
 - Are found with suppression of details
 - With incomplete information, subjective, conditional offers and partial offers submitted
 - Submitted without the documents requested in the checklist
 - Have non-compliance of any of the clauses stipulated in the RFP
 - With lesser validity period
- b. All responsive Bids will be considered for further processing as below.

Department will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

2.6 Criteria for Evaluation

2.6.1 Technical Qualification Criteria

Bidders who meet the below given eligibility requirements and score minimum technical marks would be considered as qualified to move to the next stage of Financial evaluations.

S. No.	Eligibility Requirement	Specific Requirements	Documents Required	If Consortium - Clause to be satisfied by
1.	Nature of Work Turnover	<p>Bidder's Annual Sales Turnover (global / India based) generated from services related to preparation (supply and personalization) of smart cards / non smart cards during each of the last three financial years (as per the last published/audited Balance sheets), should be at least INR 10 (ten) crores. However, a total turnover (10 crores) of the company in which at least 5 (Five) crores turnover should be in the manufacturing and supply of Plastic Cards or Smart Cards</p> <p>Turnover shall mean and include the value of sale of Goods & Services by a firm or consortium of firms taken together involved in the activity of preparation (supply and personalization) of smart cards / non smart cards, but shall not include turnover of subsidiary, step down subsidiary, associate, Joint Venture of any of the bidders</p>	<p>Extracts from the published/audited Balance sheet and Profit & Loss;</p> <p>OR</p> <p>Certificate from the statutory auditor</p>	Any of the Consortium members
2.	Net Worth	Positive during each of the last three financial years (as per the last published/audited Balance sheets)	Certificate from the statutory auditor	Lead Bidder
3.	Technical Capability	<p>Bidder must have successfully completed at least the following numbers of project(s) of value specified herein :</p> <ul style="list-style-type: none"> - one project of similar nature supplying 15(fifteen) lakh cards or more; OR - two projects of similar nature supplying 10 (ten) lakh cards or more; OR - 	<p>Completion Certificates from the client;</p> <p>OR</p> <p>Purchase / Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR</p> <p>Purchase / Work Order + Phase Completion Certificate from the client</p>	Any of the Consortium members

S. No.	Eligibility Requirement	Specific Requirements	Documents Required	If Consortium - Clause to be satisfied by
		<p>three projects of similar nature supplying 06 (six) lakh cards or more</p> <p>Definitions:</p> <ul style="list-style-type: none"> - Project of Similar Nature means a project for preparation (supply and Personalization) of smart cards / non-smart cards - Project can be in government or non-government sector 		
4.	Consortiums	Firms participating as a consortium should have entered into a legal agreement to form the consortium before bidding that is valid for at least 5 years	Duly registered or Notarised Agreement / Instrument between the firms to form a consortium	-
5.	Legal Entity	<p>Should be Company registered under Companies Act, 1956 Registered with the Indian Service Tax Authorities and local Sales tax/Value added tax Authorities (as applicable)</p> <p>Should have been operating for the last three years providing services related to preparation (supply and personalization) of smart cards / non smart cards In case of consortium, the lead bidder should satisfy the above stated conditions in this clause)</p>	<ul style="list-style-type: none"> - Certificate of incorporation - copy of Service Tax and sales Tax/ Value added tax registration - Acknowledged Income Tax returns 	Each of the Consortium members
6.	Blacklisting	The bidder should not be blacklisted or banned by any Government / Government Department / Government Agency / PSU / Banks for corrupt or fraudulent practices or non-delivery or non-performance in last 3 years	Affidavit or A Self-Certified letter	Each of the Consortium members
7.	Visual Inspection of Submitted sample cards	The sample cards submitted by the bidder in the response to the bid should be as per the process that the bidder intends to use during production.	A Self-Certified letter stating that the samples provided are as per requirements and that the samples have been submitted to the Department	-

2.6.2 Technical Scoring Model

S. No	Criteria	Basis for valuation	Max Marks	Supporting	If Consortium - Clause to be satisfied by
1.	The Bidder should have a per day manufacturing capacity of 50,000 plastic cards (for Static Data)	More than 50,000: 10 marks 30,000 - 50,000 : 5 marks Less than 30,000 : 2 marks	10	Valid Industrial Certificate, Factory License or Self-Certificate for Installed capacity of production (Certified by a Statutory auditor)	<i>Any of the Consortium members</i>
2.	Work experience with any Indian Government departments / Indian PSUs / Banks in the last 3 years to supply and personalize smart / non-smart cards. Each project should be for supply of atleast 6 lakh cards.	More than 2 projects : 10 1 -2 projects: 5 No projects: 0	10	Filled Project Citation (Form 5)	<i>Any of the Consortium members</i>
3.	Total Work experience capacity of supplying and personalization of smart / non-smart cards in the last 3 years	More than 30 lakh cards: 20 20- 30 lakh cards: 15 10 - 20 lakh cards: 10 5 - 10 lakh cards: 5	20	Purchase / Work Order & completion Certificate issued by the client	<i>Any of the Consortium members</i>
4.	Quality Certifications	ISO 9001:2008 : 10 Other Internationally acceptable industry standard certification: 5 No certificate: 0	10	Copy of Certificates	<i>Any of the Consortium members</i>
5.	Visual Inspection of Submitted sample cards	Good : 10 Normal: 5	10	-	-

Bidders, whose bids are responsive, who score at least 60% in the defined technical scoring mechanism would be considered technically qualified. Price Bids of such technically qualified bidders alone shall further be opened.

2.6.3 Commercial Bid Evaluation

- a. The Financial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- b. The Bidder, who has submitted the lowest Commercial bid, shall be selected as the L1 and shall be called for further process leading to the award of the assignment
- c. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- d. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- e. Any conditional bid would be rejected.
- f. Errors & Rectification: 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 there is a discrepancy between words and figures, the amount in words will prevail".

2.7 Appointment of Agency

2.7.1 Award Criteria

Department will award the Contract to the successful bidder(s) whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

2.7.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

Department reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Department action.

2.7.3 Notification of Award

Prior to the expiration of the validity period, Department will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, Department, may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, Department will notify each unsuccessful bidder and return their EMD.

2.7.4 Contract Finalization and Award

The Department shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project, as per the guidance provided by CVC.

On this basis the draft MSA would be finalized for award & signing.

2.7.5 Performance Bank Guarantee

The Department will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of ownership. The Performance Guarantee should be valid as mentioned in the Fact sheet. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project. In case the selected bidder fails to submit performance guarantee within the time stipulated, the Department at its discretion may cancel the order placed on the selected bidder without giving any notice. Department shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the contract period or Department incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

2.7.6 Signing of Contract

After the Department notifies the successful bidder that its proposal has been accepted, Department shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between Department and the successful bidder. The draft MSA is provided at Appendix IV.

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

Failure of the successful bidder to agree with the draft MSA and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Department may award the contract to the next best value bidder or call for new proposals from the interested bidders.

In such a case, the Department shall invoke the Performance Bank Guarantee of the successful bidder.

2.8 Scope of Work

Broad Scope of Work

The broad scope of work of the successful bidder is fully responsible:

- a) To manufacture smart ration cards with static information and personalize the card based on the data provided by the Department. Appropriate paper jackets will also have to be provided. The design layout of the Smart Ration card will be as specified by the Department. Department shall provide appropriate soft copy of the image files in either Adobe Illustrator (.ai) / Corel draw (.cdr) format.
- b) To package (in cartons) the finished cards along with the jackets into FPS wise groups for each circle.
- c) To deliver the circle wise packaged cartons to the Assistant Commissioner of each circle.
- d) To deliver approximately 14 lakh personalized cards during the contract period. Also provision for an additional (approximately) 10% cards, on the same rate quoted in the proposal, for ongoing maintenance related activity during the contract period.
- e) For Bulk card personalization: During the contract period, the Department will inform the bidder (from time to time) about the quantity of personalized cards to be delivered (circle wise). This quantity can vary and is at the discretion of the department. However the Department shall endeavor to give a substantial quantity in each request. It is envisaged by the Department that the most of this work is to be completed in 6 – 7 months.
- f) For Ongoing 'Maintenance' card personalization: During the contract period, the bidder will have to supply finished cards as per the needs of the Department. Maintenance shall mean creation of new cards due to any reason that is not attributable to the vendor.

Detailed Scope of Work

Technical specifications for the Smart Ration Cards, Printing and Card Jackets are as given below:

A. Material and Size of the Cards

- i. The Smart Ration Card shall be made of PolyVinyl Chloride(PVC) and of 760 microns thickness.
- ii. The card should be CR-80type adhering to ISO/IEC 7810 standards.

B. Quality of the Cards

- i. The finished cards shall be compatible to personalization using appropriate good quality printing process.
- ii. Quality of the Smart Ration Cards should be guaranteed for five years (after delivery to the Department)meeting the below specifications:
 - Non-peeling of the overlays on use
 - Non-breakage due to the card material becoming brittle
 - Non-leakage, non-smudging, non-erasure of the text and Image
- iii. The finished cards should of excellent quality meeting the quality test standards as mentioned in section 2.11 of this document. Department may test samples from the supplied lots from a third party agency.

C. Printing

- i. Static information and Personalization printing should be done using appropriate good quality printing technology

D. Card Jackets

- i. The card jacket shall be plain green colored envelope (GSM 200 Art paper, laminated)

E. Data to be printed on the Cards

- i. Department shall provide the art work to be used for static information printing. The art work can be accessed at the website as given in the factsheet. The bidder is responsible to adhere to the specifications of the art work.
- ii. Personalization information details:

Front Side:

- Ration Card No.
- Category of Ration Card (if applicable)
- Name of Head of the Family
- Address
- Photo of Head of the Family
- FPS Shop No.
- FPS Shop Firm name
- Circle number
- 2D Bar code

The 2D bar code is to be generated by the bidder – information to be contained are the Names and Aadhaar numbers of family members.

Back Side:

- Names of family members
- Hologram (supplied by Department)

F. Delivery of Cards

- i. The vendor shall group the printed Smart Ration Cards FPS wise and generate a (packing) list containing the details of beneficiaries for each FPS.
- ii. The FPS wise card lots shall then be grouped for a circle and packed in cartons.
- iii. A copy of the Packing lists and proof of delivery shall be sent to the department along with the invoice.

2.9 Service Level Agreement

- a) Vendor should deliver the personalized cards as per the following schedule during the contract period:

Lot Size (as informed by Department)	Delivery Schedule
Upto 10,000	07 days

Lot Size (as informed by Department)	Delivery Schedule
10,000 to 100,000	15 days
100,000 to 250,000	20 days
> 250,000	30 days

In case of delay in delivery of cards a penalty @ 0.5% of the value of the proportionate quantity will be deducted per day.

*E.g., Vendor has received a request to supply 100,000 cards and has only delivered 90,000 cards within the stipulated delivery schedule. Vendor takes 6 additional days to supply the remaining 10,000 cards. Then he is liable to pay a penalty of Rs 0.5% of (value of 10,000 cards) * 6.*

- b) The card printing quality should be equal to or better than the sample submitted by the bidder during bid response. In case the quality is not upto the mark, the Vendor shall have to reprint the same without any additional charges.
- c) The errors in card printing not attributable to Department shall be treated as an error and the Vendor shall have to reprint the same without any additional charges.
- d) Any variation in printing of Data/Photo and other particulars shall be treated as errors and the Vendor shall be solely responsible. In case of error in data printed on cards i.e. variation between card information and database, the following penalty shall be applicable:

Error Rate (per 1000 cards)	Deductions from Payment (per erroneous card)	Reprinting of Cards
<= 10 %	2 %	Reprint of erroneous cards
>10 %	10 %	Reprint of erroneous cards

2.10 Quality Testing and Certification

Bidder shall ensure that the supplied finished cards should be of excellent quality such that they adhere the test procedures as laid out in ISO 10373-1. At a minimum the following test clauses may be noted:

ISO 10373-1 Test clause	Property
5.1	Card warpage
5.3	Peel Strength
5.5	Card Dimensional stability with respect to temperature
5.6	Adhesion and blocking
5.7	Bending stiffness
5.8	Dynamic bending stress
5.15	Resistance to heat
5.16	Surface distortions & raised areas

2.11 Payment Schedules

The Bidder will be paid on the actual number of accepted Cards (by the Department). Refer section 2.12 for definition of 'accepted' cards.

Milestone	Billable Fee
No of accepted cards supplied in a quarter	Contracted price per card * no of accepted cards

2.12 Acceptance Criterion

Delivered cards that meet all specifications as mentioned in this RFP shall only be accepted.

2.13 Fraud and Corrupt Practices

- a. The Bidders/Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Department shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the Department shall, without prejudice to its any other rights or remedies, forfeit and appropriate the EMD or Performance Bank Guarantee, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.
- b. Without prejudice to the rights of the Department under Clause above and the rights and remedies which the Department may have under the LOI or the Agreement, if an Bidder or Systems Implementation Agency, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder or Systems Implementation Agency shall not be eligible to participate in any tender or RFP issued by the Department during a period of 2 (two) years from the date such Bidder or Systems Implementation Agency, as the case may be, is found by the Department to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
- c. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

- i. “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Department who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Department, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the Department in relation to any matter concerning the Project;
- ii. “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- iii. “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;
- iv. “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by Department with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- v. “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

2.14 Conflict of Interest

- a. A bidder shall not have a conflict of interest that may affect the Selection Process or the delivery (the “**Conflict of Interest**”). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Department shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the Department for, *inter alia*, the time, cost and effort of the Department including consideration of such Bidder’s Proposal, without prejudice to any other right or remedy that may be available to the Department hereunder or otherwise.
- b. The Department requires that the Implementation Agency provides solutions which at all times hold the Department’s interests paramount, avoid conflicts with other assignments or its own interests, and act

without any consideration for future work. The Implementation Agency shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Department.

- c. Without limiting the generality of the above, an Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:
 - i. the Bidder, its consortium member (the “**Member**”) or Associates (or any constituent thereof) and any other Bidder, its consortium member or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; *provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of an Bidder, its Member or Associate (or any shareholder thereof having a shareholding of more than 5 per cent of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its consortium member or Associate is less than 5% (five per cent) of the subscribed and paid up equity share capital thereof. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:*
 - where any intermediary controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the “**Subject Person**”) shall be taken into account for computing the shareholding of such controlling person in the Subject Person; where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on
 - a proportionate basis; provided, however, that no such shareholding shall be reckoned under this Sub-clause if the shareholding of such person in the intermediary is less than 26% (twenty six per cent) of the subscribed and paidup equity shareholding of such intermediary; or
 - ii. a constituent of such Bidder is also a constituent of another Bidder; or
 - iii. such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or
 - iv. such Bidder has the same legal representative for purposes of this Application as any other Bidder; or
 - v. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each others’ information about, or to influence the Application of either or each of the other Bidder; or
 - vi. there is a conflict among this and other Implementation/Turnkey solution assignments of the Bidder(including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the Implementation Agency will depend on the circumstances of each case. While providing solutions to the Department for this particular assignment, the Implementation Agency shall not take up any assignment that by its nature will result in conflict with the present assignment; or
 - vii. A firm hired to provide Integration/Turnkey solutions for the implementation of a project, and its Members or Associates, will be disqualified from subsequently providing goods or works or services related to the same project;

- d. An Bidder eventually appointed to implement solutions for this Project, its Associates, affiliates and the Financial Expert, shall be disqualified from subsequently providing goods or works or services related to the construction and operation of the same Project and any breach of this obligation shall be construed as Conflict of Interest; provided that the restriction herein shall not apply after a period of 12 months from the completion of this assignment; provided further that this restriction shall not apply to software solutions delivered to the Department in continuation of this systems implementation or to any subsequent systems implementation executed for the Department in accordance with the rules of the Department.

Appendix I: Technical Bid Templates

The bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Technical Evaluation Criteria.

Technical Proposal shall comprise of documents mentioned in the following forms:

Form 1: Compliance Sheet for Technical Proposal

Form 2: Particulars of the Bidder

Form 3: Bank Guarantee for Earnest Money Deposit

Form 4: Letter of Proposal

Form 5: Project Citation

Form 1: Compliance Sheet for Technical Proposal

The Technical proposal should comprise of the documents mentioned in this compliance sheet along with these forms. The original documents and these forms need to be scanned and grouped together into one file for uploading as 'Technical Proposal'. Bidders to ensure that the scan copies are of good quality and that the prints generated from these scans are clear / legible.

For Technical Eligibility Requirements

	Basic Requirement	Required	Provided	Reference & Page Number
1.	Power of Attorney	Scan Copy of Power of Attorney in the name of the Authorized signatory	Yes / No	
2.	Particulars of the Bidders	Scan Copy of Form 2	Yes / No	
3.	Earnest Money Deposit	Scan Copy of EMD Original submitted to the department	Yes / No	
4.	Nature of Work Turnover	Scan Copy of Extracts from the published/audited Balance sheet and Profit & Loss OR Certificate from the statutory auditor	Yes / No	
5.	Net Worth	Scan Copy of Certificate from the statutory auditor	Yes / No	
6.	Technical Capability	Scan Copy of Completion Certificates from the client; OR Purchase / Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Purchase / Work Order + Phase Completion Certificate from the client	Yes / No	
7.	Consortiums	Scan Copy of Duly registered Agreement / Instrument between the firms to form a consortium	Yes / No	
8.	Legal Entity	Scan Copy of -Certificates of incorporation - Copy of Service Tax and sales Tax registration - Acknowledged Income Tax returns	Yes / No	
9.	Blacklisting	Scan Copy of Affidavit	Yes / No	
10.	Sample Smart Ration Cards	Scan Copy of Self-Certified letter stating that the samples provided are as per requirements and that the samples	Yes / No	

	Basic Requirement	Required	Provided	Reference & Page Number
		have been submitted to the Department		

For Technical Evaluation

	Specific Requirements	Documents Required	Compliance	Reference & Page Number
1.	Covering Letter for Technical Proposal	Scan copy of Form 4	Yes / No	
2.	The Bidder's per day manufacturing capacity of plastic cards (with Static Data)	Scan copy of Valid Industrial Certificate, Factory License and Self-Certificate for Installed capacity of production (Certified by a Statutory authority)	Yes / No	
3.	Work experience with any Indian Government departments / Indian PSUs / Banks in the last 3 years to supply and personalize smart / non-smart cards	Scan copy of Filled Project Citation (Form 5)	Yes / No	
4.	Total Work experience capacity of supplying and personalization of smart / non-smart cards in the last 3 years	Scan copy of Purchase / Work Order & completion Certificate issued by the client	Yes / No	
5.	Quality Certifications	Scan copy of Copy of Certificates	Yes / No	

Form 2: Particulars of the Bidder

SI No.	Information Sought	Details to be Furnished
A	Name and address of the bidding Company	
B	Incorporation status of the firm (public limited / private limited, etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
G	Details of registration with appropriate authorities for service tax	
H	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

Form 3: Bank Guarantee for Earnest Money Deposit

To,

Secretary-Cum-Commissioner,
Department of Food & Supplies,
K-Block, Vikas Bhavan,
I.P. Estate, New Delhi-110002
Tel. No. : 011 – 23378759, 011 - 23379263

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP #<<RFP Number>> dated<<Date>> for <<Name of the assignment>>(hereinafter called "the Bid") to the Department of Food & Supplies, Government of NCT of Delhi.

Know all Men by these presents that we <<>> having our office at <<Address>>(hereinafter called "the Bank") are bound unto the Department of Food & Supplies, Government of NCT of Delhi(hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>>(Rupees<<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - (a) Withdraws his participation from the bid during the period of validity of bid document; or
 - (b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

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

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)
- II. This Bank Guarantee shall be valid upto<<insert date>>)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

Form 4: Letter of Technical Proposal

To:

<Location, Date>

Secretary-Cum-Commissioner,
Department of Food & Supplies,
K-Block, Vikas Bhavan,
I.P. Estate, New Delhi-110002
Tel. No. : 011 – 23378759, 011 - 23379263

Subject: Submission of the Technical bid for <Name of the assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the services to the Department on <Name of the engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for <> days.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Location: _____ Date: _____

Form5: Project Citation Format

Relevant project experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Defined Service levels as per contract	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Purchase / Work Order	

Appendix II: Financial Proposal Template

Form 6: Financial Proposal

To:

<Location, Date>

Secretary-Cum-Commissioner,
Department of Food & Supplies,
K-Block, Vikas Bhavan,
I.P. Estate, New Delhi-110002
Tel. No. : 011 – 23378759, 011 - 23379263

Subject: Submission of the Financial bid for <Provide Name of the Implementation Assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <<*Title of Implementation Services*>> in accordance with your Request for Proposal dated <<*Date*>> and our Proposal (Technical and Financial Proposals). Our Financial Proposal is for the sum of <<*Amount in words and figures*>> per Smart Ration card (the breakup is provided below as required by this RFP). This amount is inclusive of all charges such as packing, freight and forwarding, transit insurance, local transportation charges etc.

All applicable taxes are also separately mentioned in the financial proposal.

S. No.	Item	Unit Price (per card in INR)	Applicable Taxes (per card in INR)
a)	Supply of Smart Ration Card with Static information as per specifications of the RFP (A)		
b)	Personalization of Smart Ration Card (B)		
c)	Card Jacket (C)		
Total Price (=A+B+C) per card :			
Total Price in figures:			

- a) The quoted prices shall be inclusive of all charges such as packing, freight and forwarding, transit insurance, local transportation charges etc.

- b) Bidder's submitted quote shall be valid throughout the Contract period.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid up to the bid validity period.
- We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing tax rates during the time of payment.
- We understand that on award of contract, the quoted prices will be valid for the contract period.

2. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents shall not be given effect to.

4. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

5. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

6. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in Section No. 2.8.

7. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the Appendix III of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Appendix III: Template for Performance Bank Guarantee

Form7: Performance Bank Guarantee

PERFORMANCE SECURITY:

Secretary-Cum-Commissioner,
Department of Food & Supplies,
K-Block, Vikas Bhavan,
I.P. Estate, New Delhi-110002
Tel. No. : 011 – 23378759, 011 - 23379263

Whereas, <<name of the supplier and address>>(hereinafter called “the bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <<name of the assignment>> to Department of Food & Supplies, Government of NCT of Delhi (hereinafter called “the beneficiary”)

And whereas it has been stipulated by bidder in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office>have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the bidder, up to a total of **Rs.<Insert Value>(Rupees <Insert Value in Words> only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of **Rs.<Insert Value>(Rupees<Insert Value in Words> only)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the

Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>)

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed **Rs.<Insert Value>(Rupees <Insert Value in Words> only).**
- II. This bank guarantee shall be valid up to <Insert Expiry Date>)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

Appendix IV: Template for Contract Agreement

The contract agreement is a separate document that can be downloaded as mentioned in the factsheet.