

Request For Proposal (RFP)

**Supply, Installation, Testing & maintenance of
AADHAAR enabled-L1- ePOS device with
software solution**

For

**Rajasthan State Cooperative Marketing
Federation Ltd. Jaipur, Rajasthan**

**RFP. Ref. No:
RAJFED/2025-26/4500 Date 15-10-2025**

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The information contained in this Request for Proposal document (the “RFP”) or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the Rajasthan State Cooperative Marketing Federation Ltd (RAJFED), or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by the Rajasthan State Cooperative Marketing Federation Ltd (RAJFED). to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Bid for qualification pursuant to this RFP (the “Bid”). This RFP includes statements, which reflect various assumptions and assessments arrived at by the Rajasthan State Cooperative Marketing Federation Ltd (RAJFED) relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require. This RFP may not be appropriate for all persons, and it is not possible for the Rajasthan State Cooperative Marketing Federation Ltd (RAJFED) its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements, and information contained in this RFP may not be complete, accurate, adequate, or correct. Each applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements, and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the applicant(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Rajasthan State Cooperative Marketing Federation Ltd (RAJFED) accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. Rajasthan State Cooperative Marketing Federation Ltd (RAJFED) its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way with pre-qualification of applicants for participation in the bidding process.

Rajasthan State Cooperative Marketing Federation Ltd (RAJFED) also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any applicant upon the statements contained in this RFP. Rajasthan State Cooperative Marketing Federation Ltd (RAJFED) may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP. The issue of this RFP does not imply that the Rajasthan State Cooperative Marketing Federation Ltd (RAJFED) is bound to select and pre-qualify bids for bid stage or to appoint the selected bidder or concessionaire, as the case may be, for the project and the Rajasthan State Cooperative Marketing Federation Ltd (RAJFED). reserves the right to reject all or any of the bids without assigning any reasons whatsoever.

The applicant shall bear all its costs associated with or relating to the preparation and submission of its bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Rajasthan State Cooperative Marketing Federation Ltd (RAJFED). or any other costs incurred in connection with or relating to its bid. All such costs and expenses will remain with the applicant, and the Rajasthan State Cooperative Marketing Federation Ltd (RAJFED) shall not be liable in any manner whatsoever for the same or Issued by Rajasthan State Cooperative Marketing Federation Ltd (RAJFED) RFP for Supply, Installation, Testing & maintenance of AADHAAR enabled-L1- ePOS device with software solution for Rajasthan State Cooperative Marketing Federation Ltd (RAJFED). for any other costs or other expenses incurred by an applicant in preparation or submission of the bid, regardless of the conduct or outcome of the bidding process.

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Definitions

Authority /Lead User	Rajasthan State Cooperative Marketing Federation Ltd
Applicant / Bidder / OEM / System Integrator / Solution Provider	Refer to experienced Firms such as Original Equipment Manufacturers (OEM), Solution Providers, and System Integrators who deliver required services. Applicant, Bidder, OEM, System Integrator.
Bid	Proposal submitted by Bidder for qualification in response to this Document
Currency	Indian Rupees (INR / Rs.)
Date Format	DD/MM/YYYY
Financial Year	12-month period – commencing 1 st day of April of any year and ending 31 st March of the following calendar year
Location	Rajasthan State Cooperative Marketing Federation Ltd Office and it branch offices
LOI	Letter of Intent
MSP	Refers to Master Solution Provider – A successful Bidder who has been awarded the project for end-to-end implementation of the project scope
ISP	Network Service Provider or Internet Service Provider
VMS	Video Management System
OCB	Open Competitive Bid
PBG	Performance Bank Guarantee
PDD	Proposal Due Date / Bid Closing Date
Product Warranty	Number of years on-site comprehensive warranty provided by OEM passed on to the Authority / Client
SDK	Software Development Kit
Site	Refers to any Government Department at State Level as designated from time to time, starting with RAJFED
System Scope	Supply, Installation, Testing & maintenance of AADHAAR enabled-L1- ePOS device with software solution
User Department	Any RAJFED wing within state of Rajasthan

Section – A
Invitation to Open Competitive Bids

1.1. Introduction

Rajasthan State Cooperative Marketing Federation Ltd (RAJFED) issues RFP for Supply, Installation, Testing & maintenance of AADHAAR enabled-L1- ePOS device with software solution from the experienced and reputed firms / agencies, Solution Providers, and System Integrators having expertise in supply, installation, testing, commissioning, support and having proven experience in IT & ICT infra for supplying of AADHAAR enabled-L1- ePOS device with software solution.

The firms / agencies should have after sales & service facilities at Rajasthan State and should have technical competency in using latest available technologies.

Bidders are advised to study the Tender document and Terms & Conditions carefully and completely. Submission of Bids shall be deemed to have been done after careful study of Tender document and examination of Terms & Conditions with full understanding of its implications.

1.2. Tender Schedule:

Time schedule of various Tender related events:

Issue of Tender call Notice	RAJFED/2025-26/4500
Bid Published Date & time	17-10-2025/09:00AM
Bid Submission Start date & time	17-10-2025 /12:00PM
Bid Submission End date & time	28-10-2025 /18:00PM
Technical Bid opening date & time	29/10/2025 /15:00PM
Financial bid opening date & time	30/10/2025 /15:00PM
Bid Document Price	Rs.1,75,00,000/-
Tender Reference No.	RAJFED/2025-26/4500/ Date 15-10-2025
Contact name, Designation & Mail ID	Rajasthan State Co-operative Marketing Federation Ltd. 4, Bhawani Singh Road, JAIPUR - 302001 (Raj.)

Demand drafts of Bid security, Tender fees and RISL processing fees, proof of payment shall be physically submitted to Rajasthan State Co-operative Marketing Federation Limited, H.O, Jaipur before last date of tender. The tenderer may also deposit the tender fees, processing fees and Bid security online in the account of RAJFED

Bid Security (EMD): Rs. 3,50,000/-, 'Tender fees Rs. 5000 + 18% GST Rajasthan State Co-operative Marketing Federation Limited (RAFED), Jaipur and processing fees Rs. 2000 +18% GST = 2360 in favour MD RISL JAIPUR, has been deposited separately before online uploading the bid document on portal.

Account Name: Rajasthan State Co-operative Marketing Federation

Name of Bank : State Bank of India

Branch: Jaipur Tilak Marg, C-Scheme

Account No. 61193917408

IFSC code SBIN0031510

1.3. General Information about the Tender

1	BID Security (EMD)	Bid Security (EMD): Rs. 3,50,000/-
2	Bid Validity Period	180 days from the date of opening of bid
3	Bid Security Validity Period	Validity period for DD / Bank Guarantee: 180 Days
5	Comprehensive Warranty and Post Warranty	a) Two (02) years from the date of installation & acceptance of system. b) Post Warranty support for 3 rd and 4 th year.
6	Performance Bank Guarantee (PBG) Value	10% of contract value in the name of Rajasthan State Cooperative Marketing Federation Ltd to be submitted upon issue of work order.
7	PBG Validity Period	60 days beyond the date of warranty period
8	Period for submission of PBG	Within 15 days of receipt of letter of work order
9	Period of signing contract	With in 15 days from the date of receipt of letter of work order
10	Conditional Bids	Not acceptable and liable for rejection
11	Bid Submission	The Tender shall have 3 parts i.e., " EMD Document ", " Technical bid ", " Financial bid ". All the three documents should be submitted in separate envelops duly sealed be put into a closed master cover duly sealed and shall be dropped in the Tender box kept at the Rajasthan State Cooperative Marketing Federation Ltd before the due date and time Note: The envelopes superscribing on the top "Subject", should be addressed to "The Authority" with due date and time. Envelope(s) received without subject superscribed thereon shall be summarily rejected without any notice.
12	Grounds for rejection/disqualification of Bid(s)	a) Bids received without EMD. Note: No request for waiver of EMD will be entertained. b) if multiple quotations are submitted by a firm / vendor, all such quotations submitted will be liable to be rejected at the first instance. c) Validity of rates must not be less than 180 days from the last date of submission of the tender d) Bids received after due date shall be summarily rejected and no request for extension of last date / due date of the Tender will be entertained e) Bids related to some other item not related to instant tender. f) Any interlineations, erasure or correction in the

		specification/offered rate, which renders the whole tender process doubtful or ambiguous. g) Bids in the format other than the prescribed one. h) Non submission of required documents or submitting incomplete documents. i) Any other ambiguity in submission of bid or any unreasonable condition. j) The firm/vendor shall also have to furnish an undertaking (strictly as per Annexure-'6') separately for each category that neither the firm nor its Partner/Director/Proprietor has been blacklisted/banned and its Business dealings with the Central/State Government/Public Sector undertakings/ Autonomous Bodies have been banned/terminated on account of poor performance/conduct and also that all the terms and conditions of the instant Tender Notice are acceptable to them.
13	Agreement	Agreement will be done with the successful bidder on Rs. 500 Stamp Paper with in 5 Days after issuing the LOI

6.1 About RAJFED

RAJFED (Rajasthan State Cooperative Marketing Federation Ltd.) is an organisation which amalgamates over 250 block level and over 5000 village level cooperative societies. As an apex marketing federation in the State, we have been dealing in the procurement, sale and processing of agricultural products for over 50 years. Our all-encompassing and penetrating network gives us the kind of reach to famers which no other organization can parallel.

1.4. Purpose of RFP

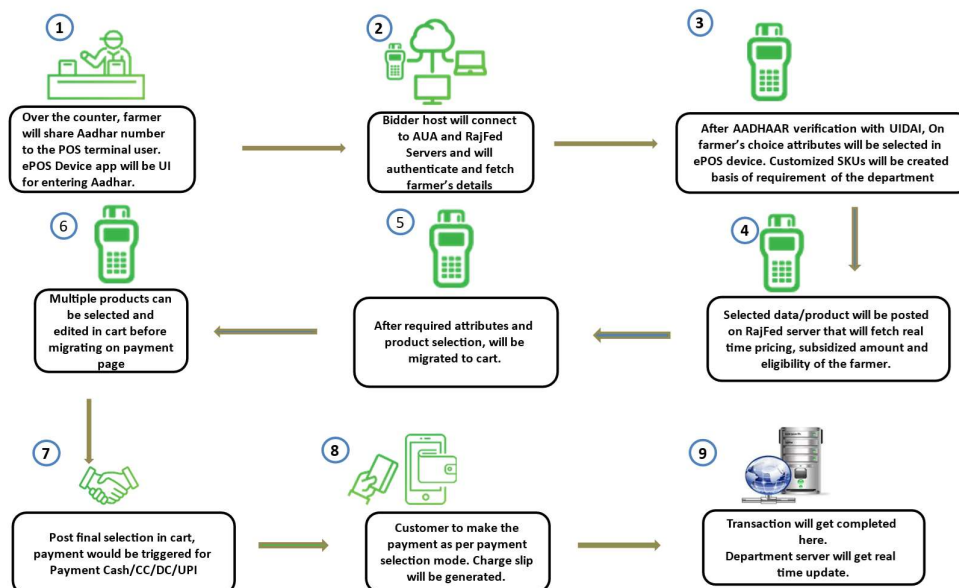
The Rajasthan State Cooperative Marketing Federation Ltd. (RAJFED) has initiated to implemented AADHAAR enabled-L1- ePOS device with Software solution at warehouses, and affiliated locations in Rajasthan. With an objective to modernize supply chain and ensure transparency, RAJFED has planned for the latest technology for AADHAAR enabled-L1- ePOS device with Software solution.

2.0 Scope of Work

This tender is for the Supply, Installation, Testing & maintenance of AADHAAR enabled-L1- ePOS device with Software solution by Indian originated firms/agencies/Authorised Dealers having proven expertise in AADHAAR enabled-L1- ePOS device Systems using latest available technologies. This section provides scope of work for firms/Bidder. And site survey is must by firms/Bidder,

Supply - The Successful bidder shall-

- I. Supply all the items at the designated centres of RajFed as per the list provided
- II. The devices should be configured such that the patches and updates of the OS and other components are automatically downloaded & installed when connected to internet.
- III. The successful bidder shall maintain complete configuration (in hardcopy & softcopy) details of all the items supplied and installed by him and the same shall be submitted to RajFed along with the installation report.
- IV. Beneficiary's authentication can be done by fingerprint us UIDAI certified L1 Biometric scanner.
- V. The e-POS device communicates with the RajFed server duly using the web services provided by RajFed. Each device will have a unique device ID which will be mapped to an RajFed office in the e-POS device Transaction database.
- VI. The device must be capable of collecting relevant information from Aadhaar holders, preparing authentication data packets (PID block), perform hygiene checks on data packets if required, transmit data packets and receive authentication results along with instructions, if any. Collection of Aadhaar information by the authentication devices shall be carried out in compliance with UIDAI specifications.
- VII. Authentication devices must be deployed such that they cannot retain Aadhaar holders PID collected for authentication during a transaction.
- VIII. The successful bidder shall depute his technically qualified representative for commissioning/ installing and maintaining the delivered quantity of e-POS Device
- IX. AMC Services – Successful bidder shall be responsible to provide comprehensive AMC services for a period of 3 years at RAJFED locations from the date of delivery of devices.
- X. Documentation: The successful bidder should submit delivery and installation challans with hardware configurations.
- XI. Other: Successful Bidder shall not bid any hardware & firmware that is likely to be declared end of service support during the respective warranty period. Successful Bidder shall take warranty of hardware & firmware during the respective warranty period. If any equipment is found to declare manufacturing defect by authorize service center, then bidder shall replace all such equipment with latest one and equivalent configuration without any financial obligation to Purchaser. The bidder is required to submit an undertaking.
- XII. All the devices should be enabled to accept all modes of digital payment. And should be able to integrate with the bank as per the choice of Raj Fed.
- XIII. Successful bidder provide the Customized android application to be developed as per the specification flow
- XIV. Indicative ePOS device application flow,



3.0 AMC Service:

Successful bidder shall be responsible to provide comprehensive AMC services for a period of 3 years at RAJFED locations from the date of delivery of devices.

4.0 General Eligibility

- i) This invitation for bids is open to all Bidders from within India, who are eligible to do business in India under relevant Indian laws as is in force at the time of bidding subject to meeting the pre-qualification criterion.
- ii) Bidders marked/considered by RAJFED to be ineligible to participate for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
- iii) Bidder debarred/ blacklisted by any Central or State Govt. Departments or organizations as on bid calling date for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
- iv) Breach of general or specific instructions for bidding, general and special conditions of contract with Rajasthan State Cooperative Marketing Federation Ltd or any of its user organizations may make a firm ineligible to participate in bidding process.

General Eligibility:

S. No.	Basic Requirement	Specific Requirement	Documents Required
1	Legal Entity	A company registered under Indian Companies Act, 1956 or Companies Act, 2013 OR A partnership firm registered under Indian Partnership Act, 1932.	Copy of valid registration certificates Copy of Certificates of incorporation

		OR Firms registered under Limited Liability Partnership Act, 2008	
2	Financial: Turnover from IT/ ITeS	Average Annual Turnover of the bidder (as per the last published audited accounts) during last three financial years i.e. FY 2022- 23, 2023-24 & 2024-25 should be at least 100 Crore.	Balance Sheet and CA certificates of three years i.e. 2021-22, 2022-23 & 2023- 24. CA Certificate should be duly signed and sealed with CA registration number.
3	Financial: Net Worth	The net worth of the bidder for the last three years, including as on 31/03/2025, should be Positive.	CA Certificate with CA's Registration Number/ Seal.
4	Technical Capability	Bidder should be OEM (Original Equipment Manufacturer) or its Authorized Dealer/ Distributors/ partner.	Dealer/ Distributor/ Partner to submit MAF (Manufacturer authorization form) in reference to this tender as per Annexure-8
5	Tax registration and clearance	The bidder should have a registered number of i. GST ii. Income Tax / Pan number. The bidder should have cleared his CGST/SGST/IGST dues up to 31.03.2024	Copies of Form 26AS and other relevant certificates of registration(GST, PAN)
6	Certifications	The bidder must possess a valid ISO 9001:2014 certification as on date of submission of the bid	Copy of Certifications
7	Undertaking	Bidder should: - a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons; b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; c) not have a conflict of interest in the procurement in question as specified in the bidding document. d) comply with the code of integrity as specified in the bidding document. e) be an individual organization.	A Self Certified letter as per Annexure-5: Self Declaration

		Consortium shall not be allowed. f) The Bidder should not have been blacklisted by any Central/State Government Organization or Department in India in last 5 years.	
8	Offices	The bidder should have permanent office in India with easy access. The bidder should have branch/ service centers in Jaipur, Rajasthan.	The bidder should have permanent office in India with easy access. The bidder should have branch/ service centers in Jaipur. Proof of office in Jaipur/Undertaking must be enclosed.
9	Experience	The bidder/OEM should have supplied ePOS device with real time AADHAAR verification to at least one state agriculture department with minimum 2000 devices enabled with Debit/Credit and UPI payment feature and with recent UIDAI guidelines on 11 Biometric scanner.	Copy of Purchase order from Bank/Certificate from Department/OEM/Letter from Nominated Agency or Bank

5.0 Pre-bid Meeting

Bidders may request clarifications with regard to any part of the Tender document on or before the date indicated in Tender Schedule. The Bidder is requested to ensure the subject line (Tender Reference Number) is correctly mentioned in the email to get the due consideration by the Authority.

6.0 DELIVERABLES AND TIMELINES

1. Supply - The Successful bidder shall-
 - i. Supply all the items at the designated centers of RajFed as per the list provided
 - ii. The devices should be configured such that the patches and updates of the OS and other components are automatically downloaded & installed when connected to internet.
 - iii. The successful bidder shall maintain complete configuration (in hardcopy & softcopy) details of all the items supplied and installed by him and the same shall be submitted to RajFed along with the installation report.
 - iv. AMC Services – Successful bidder shall be responsible to provide comprehensive AMC services for a period of 3 years at RAJFED locations from the date of delivery of devices.
 - v. Documentation: The successful bidder should submit delivery and installation challans with hardware configurations.
 - vi. Other: Successful Bidder shall not bid any hardware & firmware that is likely to be declared end of service support during the respective warranty period. Successful Bidder shall take warranty of hardware & firmware during the respective warranty period. If any equipment is found to declare manufacturing defect by authorize service center, then bidder shall replace all such equipment with latest one and equivalent configuration without any financial obligation to Purchaser. The bidder is required to submit an undertaking.

- vii. All the devices should be enabled to accept all modes of digital payment. And should be certified with the bank as per the choice of Raj Fed.
- viii. Successful bidder provide the Customized android application to be developed as per the specification requirement of RajFed

Project Deliverables, Milestones & Time Schedule: The successful bidder is expected to carry out all ground work for Supply, Installation including documentation, coordination with Rajasthan State Cooperative Federation Marketing Ltd Certain key deliverables are identified for each of the milestones, which are mentioned hereunder. Warranty shall start from the date of installation of Hardware.

S.No.	Event	Deliverables	Timelines
	Milestone-1: Item delivery–		
1	Delivery of devices to RajFed Head Office.	Delivery Report (with configuration details) signed by the relevant authority of RajFed	Within 45 days of work order *PO may be cancelled in case of breach of supply timeline.
	Milestone-2: Satisfactory Performance –		
2	Satisfactory performance of all supplied items	Certificate for satisfactory services from RajFed	After completion of 2 years from date of delivery of devices

Section – B
Schedule of Items of Items & Technical Specifications

8.0 Schedule of Items (Bill of Material)

Name of the Bidder/ Bidding Firm / Company :						
S.No.	Item Description	Quantity	Units	Basic Unit rate	GST Amount	TOTAL AMOUNT With GST
1	2	3	4	5	6	7
1	ePOS terminals	700	Nos			
Total Basic Unit Rate in words						
Total Amount with GST in words						

AMC CHARGE Including along with Software /App Development and Maintenance From The Second year – Per ePOS Machine for 3 years	Basic Price Per POS- Rs _____/-	Total Price with GST per POS Rs _____/-
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Note – Basic Rate should include Software Charge, 2 years warranty, Installation charges, Delivery charges etc

Department will not pay any extra charge for 2 years and the bidder should calculate the basic price accordingly.

The quantity mentioned above is only indicative/tentative and likely to increase or decrease based on RajFed's requirement. RajFed will issue specific work order for each of the installation with location details.

Delivery at head office Rajasthan State Cooperative Marketing Federation Ltd Jaipur, Rajasthan

8.1 Technical Specification for Supply, Installation, Testing & maintenance of AADHAAR enabled-L1- ePOS device with Software solution

S. No.	Basic Requirement	Specific Requirement	Documents Required

Section – C
Qualification Criteria & Evaluation Process

A. Pre-qualification Criteria

Bidders should have sufficient experience in the similar field of networking for IT networking projects are invited to submit proposal in response to this tender request who meet the following Pre- qualification criteria:

#	Pre-Qualification Criteria	Supporting Documents to be submitted

The participating bidders should meet the above criteria; non-compliance may directly led to rejection of bid. Relevant documents in support of above should be submitted with technical bid.

- Consortium bid not allowed
- RAJFED reserves their right in not considering the bid of a bidder, if such bidder is a previous supplier and had a past bad track record or their earlier performance was unsatisfactory on any count, or they do not possess required experience in undertaking the work.

B. Financial bids Evaluation Process

The Financial bids of the TQ qualified bidders shall be opened and evaluation of the bid as mentioned below: -

1. Financial bids will be evaluated based on unit price item-wise, i.e., inclusive all taxes. Bidders shall indicate their rates in clear / visible figures as well as in words. In case of a mismatch, the rates written in words will prevail.
2. The bidders have to submit quotes for all the items mentioned in the schedule and In case the bidders failed to quote for all items mentioned in section will be rejected and EMD will be forfeited.
3. Lowest rates (L1) quoted will be finalized and accepted. The bidder will accept the price for the same make & model item as quoted by the item.
4. The bidder who is qualified L1 in financial bid phase. Will accepts to undertake work at the finalized L1 rates as per terms & conditions mentioned in the RFP.

Section – D

Tender Submission Process

4.1 Procedure for Submission of Bids

Bidders are advised to study the Bid Document carefully. Submission of the Bid will be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and requirement specifications in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required in the tender document or submission of a bid not substantially responsive to the tender document in all respects will be at the vendor's risk and may result in the rejection of the bid.

All the bids must be valid for a period of 180 days from the date of tender opening of Bids. If necessary, User will seek extension in the bid validity period. The vendors, not agreeing for such extensions will be allowed to withdraw their bids without forfeiture of their EMD.

The Tender shall have 2 parts i.e **Technical bid**", "**Financial bid**". **All the three bids should be submitted in separate envelops duly sealed be put into a closed master cover duly sealed** and shall be dropped in the Tender box kept at the **RAJFED OFFICE JAIPUR** before the due date and time by following the procedure given below.

The Bidders shall submit their eligibility and qualification details in Pre-qualification bid, technical bid, Commercial/Financial bid, in the standard formats as per RFP. The Bidders shall submit the copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificates / documents. The Bidders shall sign on the statements, documents, certificates, submitted by them, owning responsibility for their correctness / authenticity. The Bidders shall attach all the required documents for the specific tender during the bid submission as per the Tender Notice and Bid Document.

The bids should be submitted as under: -

- i. The Bidders are requested to submit the originals of DD/BG towards EMD, bid processing fee to the Tender Inviting Authority as per the tender schedule. The department shall not take any responsibility for any delay for non-receipt. If any of the documents furnished by the Bidders are found to be false / fabricated / bogus, such Bidders are liable for blacklisting, forfeiture of the EMD, cancellation of work and criminal prosecution.
- ii. The Bidders are requested to download the Tender Document and read all the terms and conditions mentioned in the Tender Document and seek clarification, if any, from the Tender Inviting Authority. The Bidders have to keep track of any changes by viewing the Addenda / Corrigenda issued by the Tender inviting Authority from time- to-time. The Department calling for Tenders shall not be responsible for any claims / problems arising out of this.
- iii. The Bidders shall complete all the processes and steps required for Bid submission. The Bidders are requested to get a confirmed acknowledgement from the Tender Inviting Authority as a proof of submission of Hardcopies to avoid any discrepancy.

- iv. The bidder shall submit (2) proposals –Technical Proposal and Financial Proposal as per format given in Appendixes on e-procurement portal.
- v. Earnest Money Deposit shall be submitted by the Bidding Firm and any deviation to this will result in rejection of bid.
- vi. The original proposal all Pre-qualification, Technical and Financial shall contain no interlineations or overwriting, except as necessary to correct the errors made by the bidders themselves. The same authorized representative who has signed the proposal shall initial the corrections.
- vii. An authorized representative of the bidders shall initial all the pages of the original Pre-qualification, Technical and Financial Bids. The authorization shall be in the form of written power of attorney accompanying the proposal and supported by any evidence that the representative has been duly authorized to sign.
- viii. One copy of the documents necessary for Technical and Financial bids as per the format given in Tender shall be submitted if asked by the tender agency- **Rajasthan State Co-operative Marketing Federation Ltd.** An authorized representative of the bidders shall initial all pages of Pre-Qualification, Technical & Financial bid documents submitted.
- ix. Vendors shall indicate their rates in clear/visible figures as well as in words. In case of a mismatch, the rates written in words will prevail.
- x. Bids should be submitted as per the formats given by Rajasthan State Co-operative Marketing Federation Ltd., otherwise bids will be rejected.
- xi. Un-signed & un-stamped bid shall not be accepted.
- xii. All pages of the bid being submitted must be signed and sequentially numbered by the vendor irrespective of the nature of content of the documents.
- xiii. Rajasthan State Co-operative Marketing Federation Ltd. Will not be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the tender bids.
- xiv. No deviation from the tender specifications and terms & conditions will be accepted.
- xv. In case, the day of bid submission is declared Holiday by Govt. of Rajasthan, the next working day will be treated as day for submission of bids. There will be no change in the timings.

Rajasthan State Co-operative Marketing Federation Ltd. May, at its own discretion, extend the date for submission of bids. In such a case all rights and obligations of Rajasthan State Co-operative Marketing Federation Ltd. will be applicable to the extended time frame.

4.2 Earnest Money Deposit (EMD) and Tender Fee

- 1) EMD & Tender document fee as per Tender has to be submitted with the Pre- qualification Bid.
- 2) EMD amount as mentioned in the Tender document must to be submitted by Demand Draft
- 3) Pay Order of any Nationalized / scheduled Commercial Bank drawn in favour of **Rajasthan State Co-operative Marketing Federation Ltd.**, payable at Jaipur physically before bid submission end date as mentioned in. Otherwise submitted bids will be rejected.
- 4) The Earnest Money Deposit (EMD), without any interest accrued will be refunded in any of the following eventual situations: -
 - i. In the case of those Bidders who fail to qualify in Pre-qualification, or whose

technical bids do not qualify; the Earnest Money Deposit (EMD) will be refunded without any interest accrued within one month after finalization of Bids.

- ii. In case of those Bidders who are not selected, the EMD will be refunded without any interest accrued within one month of finalization of Bids.
- iii. In case of those Bidders whose tender bid is accepted for empanelment, EMD will be refunded on receipt of Security Deposit as per empanelment clause.

A. Forfeiture of Earnest Money Deposit/Security Deposit: The Earnest Money Deposit can be forfeited if a Bidder:

- i. Withdraws its bid during the period of bid validity.
- ii. Does not accept, and / or violates the tender terms and conditions of the contract after submission of the bid.
- iii. Successfully but fails to sign the contract within the stipulated time.

4.3 Overall Evaluation Process

Evaluation Committee will evaluate bids (complete in all respect) received along with Demand Draft of EMD (Physically) will be opened as mentioned in Tender schedule in presence of vendor's representative. Bid received without EMD will be rejected straight way. The overall evaluation shall be L1 based.

The evaluation will be 3 stages i.e., Pre-qualification, Technical Proposal & Commercial proposals submitted by the bidders.

Pre-qualification bids (Eligibility Criteria) and technical bids of only those vendors, whose EMD instruments are found to be in order, will be opened afterwards in the same bid opening session, in the presence of the vendor's representatives.

The bidders who qualify in Pre-qualification evaluation will be eligible for opening of Technical Evaluation & also bidder should arrange for technical presentation on the features & technical functionalities of the proposed equipment/system.

All technically qualified bidders will be short listed for next phase of the evaluation. Financial bids of only those vendors, whose bids are found technically qualified, will be opened in the presence of the vendor's representatives, subsequently for financial evaluation.

L1 Rates quoted for item will be finalized

All shortlisted bidders need to accept the individual rates rationalized as per the above procedure for execution of works, otherwise their bid will be rejected and EMD will be returned.

4.4 Pre-qualification evaluation process

- a) Pre-qualification Bids will be evaluated on the parameters as per section 3.0 (A) and shortlist Pre-qualification Bids.
- b) During the Pre-qualification evaluation, if any of the parameters is not met, the bid will be summarily rejected.

4.5 Technical Evaluation process

- a) Technical Bids will be evaluated based on the parameters as mentioned in RFP
- b) A duly constituted Technical Evaluation Committee (TEC) will evaluate and shortlist Technical Bids on the basis of parameters/ specifications provided in RFP.
- c) The evaluation Committee shall ask the vendors for a technical presentation/site visit in a short notice.
- d) During the technical evaluation, if any of the parameters is not met, the bid will be summarily rejected.

4.6 Evaluation of Commercial/Financial Bids

- a) The Financial Bids of only those bidders short listed from the Technical Bids, will be opened in the presence of their representatives on a specified date & time to be intimated to the respective bidders, and the same will be evaluated.
- b) If the Evaluation Committee considers necessary, Revised Financial Bids could be called for from the technically short-listed bidders, before recommending L1 bidder.
- c) In the event of revised financial bids being called for, the revised bids should not be higher than the original bids, otherwise the bid shall be rejected and EMD forfeited.

No enquiry shall be made by the bidder(s) during evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee/its authorized representative and Rajasthan State Co-operative Marketing Federation Ltd. can make any enquiry/seek clarification from the bidder(s), which the bidder(s) must furnish within the stipulated time else bid of such defaulting bidder(s) will be rejected.

Section – E Award of Contract and Other Conditions

5.1 Contract Finalization & Award of Work

- i. Work Order will be placed on the bidder firm in hardcopy format by the RAJFED under acknowledgement.
- ii. Objection, if any, to the Work Order must be reported to the concerned section in RAJFED by the bidder within three (3) working days counted from the Date of Work Order for modifications, otherwise it is assumed that the bidder has accepted the Work Order into.
- iii. On the receipt of the Work Orders, the bidder shall obtain the necessary documents if any, for timely delivery of the equipment & services.
- iv. If the bidder is not able to execute the Project/assignment completely within the specified period, the EMD/Security Deposit will be forfeited in full.

5.2 Delivery of Material:

5.2 Payment Terms & Conditions

The bidder should ensure that the deliverables are submitted to RAJFED as per the timelines in the Tender. The payments shall be released by RAJFED as per the deliverables and timelines after due deduction of Penalties /SLAs if any.

- All payments will be made in Indian Rupees (INR).

S. No.	Project Activity/ Scope of Work	Deliverables (Reports/ Docs. / Infra.)	Payment
1.	Delivery of 100% items as per Annexure-I.	Delivery (with duly acknowledged original delivery challan(s) & invoice(s)) signed by the relevant authority of Rajasthan State Cooperative Federation Marketing Ltd	100% of invoice value
3.	Satisfactory performance of all items as per Annexure-I.	Certificate for satisfactory Services from The RajFed	Release of performance security deposit.

•

- a. Taxes: GST / VAT shall be payable by client as per actual. TDS if applicable shall be deducted from the supplier invoice, as per the prevalent rules and regulations.

Section – F

Instructions to Bidders

6.1 No Consortium is allowed for this Project.

Consortium/JV is not allowed for this Project.

6.2 Completeness of Response

- i) Bidders are advised to study all instructions, forms, requirements and other information in the Tender document carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the Tender document with full understanding of its implications.
- ii) The response to this Tender should be full and complete in all respects. Failure to furnish all information required by the Tender documents or submission of a proposal not substantially responsive to this document will be at the Bidder's risk and may result in rejection of its Proposal.

6.3 Proposal preparation costs & related issues

- i) The bidder is responsible for all cost incurred in connection with participation in this 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 facilitating the evaluation process.
- ii) This Tender does not commit to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this Tender.

6.4 Responses to Pre-bid Queries and Issue of Corrigendum

- i) The Project Committee RAJFED will endeavor to provide timely response to all queries. However, RAJFED makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Rajasthan State Co-operative Marketing Federation Ltd. Undertake to answer all the queries that have been posed by the bidders.
- ii) At any time prior to the last date for receipt of bids, Rajasthan State Co-operative Marketing Federation Ltd. may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by a corrigendum.
- iii) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted in the portal “<https://rajfed.in/>”.
- iv) Any such corrigendum shall be deemed to be incorporated into this Tender.
- v) To provide prospective Bidders reasonable time for taking the corrigendum into account, RAJFED May, at its discretion, extend the last date for the receipt of Bids/ Proposals.

6.5 Right to Terminate the Process

- i) RAJFED May terminate the Tender process at any time and without assigning any reason. RAJFED makes no commitments, express or implied, that this process will result in a business transaction with anyone.

- ii) This Tender does not constitute an offer by RAJFED.

6.6 Preparation of Proposals

- i) The Proposal as well as all related correspondence exchanged by the bidders and RAJFED shall be written in English language, unless specified otherwise.
- ii) In preparing their Proposal, Consultants are expected to examine in detail the documents comprising the Tender. Material deficiencies in providing the information requested may result in rejection of a proposal.
- iii) The bidder is expected to submit the Technical Proposal as per the format given in Tender document. Submission of the wrong type of Technical Proposal will result in the proposal being deemed non-responsive. The Technical Proposal shall not include any financial information.
- iv) The Financial Proposal shall be prepared as per the format given in Appendix.
- v) Deviation from this shall be treated as termination of contract and shall attract the liability as specified in the Tender.

6.7 Period of validity of bids

- i) Bids shall remain valid for the 180 days or duration specified in the bid document, after the date of the financial bid opening prescribed by RAJFED. A bid valid for a shorter period shall be rejected as non-responsive.
- ii) In exceptional circumstances, the RAJFED may solicit the bidders' consent to an extension of the period of bid & EMD validity. The request and the responses there to shall be made in writing. The bid security shall also be suitably extended. A bidder granting the request will not be permitted to modify its bid.

6.8 Bid Submission Formats

- i) The entire proposal shall be strictly as per the formats specified in this Tender document and any deviation may result in the rejection of the proposal.
- ii) The documents to be submitted in **Pre-Qualification** bid are:
 - a) Bid Letter Form – Annexure#1
 - b) Bidder's Profile – Annexure#2
 - c) Financial Turnover details – Annexure#3
 - d) Past Project Experience – Annexure#4
 - e) Declaration regarding Clean Track Record on Company's Letter Head – Annexure#5
 - f) Manufacturer Authorization Form (MAF) – Annexure#6
 - g) Bid Security (EMD).
- iii) The documents to be submitted in **Technical Bid** are:
 - a) Understanding of the Project & Implementation Plan- TQ Annexure#1
 - b) Un-priced Technical BoM – TQ Annexure#2
 - c) Technical Compliance Statement for Required Items – TQ Annexure#3
 - d) Statement of Deviations from Tender Terms & Conditions – TQ Annexure#4
 - e) List of Technical Support & Maintenance Team with qualifications & experience – TQ Annexure #5
- iv) The documents to be submitted in **Financial bid** are:
 - a) Detailed Price Schedule - C Annexure #1.

6.9 Venue and Deadline for submission

- i) Proposals must be submitted *in separate envelopes duly sealed be put into a closed master cover duly sealed* and shall be dropped in the Tender box kept at **the Rajasthan State Co-operative Marketing Federation Ltd.**
- ii) Any proposal received by the RAJFED. After the above deadline shall be rejected. The bidders should take care in uploading their bids & supporting documents well in advance so as to avoid last minute rush & failures. RAJFED Will not entertain any such complaints of failure on the e-procurement portal.
- iii) The bids submitted by telex/telegram/fax/e-mail, etc. shall not be considered. No correspondence will be entertained on this matter.
- iv) RAJFED reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon assignment/project priorities vis-à-vis urgent commitments.

6.10 Authentication of Bid

The original and all copies of the bid shall be typed or written in indelible ink. The original/copies shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. A letter of authorization shall be supported by a written power of attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be signed and stamped by the person or persons signing the bid.

6.11 Disqualification of bids

RAJFED. Committee may at its sole discretion and at any time during the processing of tender, disqualify any BIDDER from the tendering process if the BIDDER has

- i) Submitted the tender after the prescribed date and time of submission of bids.
- ii) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- iii) If found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
- iv) Submitted bid document, which is not accompanied by required documentation and Earnest Money Deposit (EMD) or Tender process Fee or non-responsiveness.
- v) Failed to provide clarifications related thereto, when sought.
- vi) If the technical offer contains any price information the offer will be summarily rejected.
- vii) Conditional bids will be summarily rejected.
- viii) Bidders who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
- ix) If found to submit more than one bid.

6.12 Bid Submission Format

The entire proposal shall be strictly as per the format specified in this Tender. Bids with deviation from this format shall be rejected.

6.13 Clarification of Bids during Evaluation

During evaluation of the bids, RAJFED may, at its discretion, ask the BIDDER for clarification of its bid content and seek information.

Preliminary Examination of the Bids

- Preliminary scrutiny will be made to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, Whether, the documents have been properly signed, and whether the bids are generally in order.
- Arithmetical errors will be rectified on the following basis. If there is a discrepancy between words and figures, the amount in words will prevail.
- RAJFED. May waive any minor informality; nonconformity or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the selection of any BIDDER.
- Prior to the detailed evaluation, RAJFED will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations.
- If a bid is not substantially responsive, it will be rejected by Rajasthan State Co-operative Marketing Federation Ltd. and may not subsequently be made responsive by the BIDDER, by correction of the nonconformity.

6.14 Rights to Accept / Reject any or all Proposals

The Evaluation Committee reserves the right to accept or reject any proposal, and to annul the Tender process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Solution Provider or Bidder or any obligation to inform the affected Bidder(s) of the ground for Committee's action.

6.15 Quotation of Prices

- i) Bidder should provide all prices as per the prescribed format in this document.
- ii) All the prices are to be entered in INR only.
- iii) Prices indicated shall be inclusive of all charges and all applicable taxes, levies, duties etc.
- iv) It is mandatory to provide breakup of all Taxes, duties and levies wherever asked for.
- v) The Authority reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties and levies indicated.
- vi) Authority shall consider all charges & all applicable taxes, duties, levies etc for the purpose of evaluation.
- vii) RAJFED. Also intends to utilize the rates of items obtained through this tender for requirements of various Departments. Bidders are requested to factor this larger demand and give the best possible rate to the Authority.
- viii) No escalation of prices will be considered under any circumstances during the contract period.

6.16 Definitions

- i) Tender call or invitation for bids means the detailed notification seeking a set of solution(s), service(s), materials or any combination of them.
- ii) Specification means the functional and technical specifications or statement of work, as the case may be.
- iii) Firm means a Company, Authority, Society, or any other Organization incorporated under appropriate statute as is applicable in the country of incorporation.
- iv) Bidder means any firm offering the solution(s), service(s) and/or materials required in the tender call. The word Bidder/bidder when used in the pre award period shall be

synonymous with bidder and when used after award of the contract shall mean the successful bidder with whom User Department signs the contract for rendering of goods and services.

- v) Pre- qualification and Technical bid means that part of the offer that provides information to facilitate assessment by Rajasthan State Co-operative Marketing Federation Ltd, professional, technical and financial standing of the bidder, conformity to specifications etc.
- vi) Financial Bid means that part of the offer, that provides price schedule, total project costs etc.
- vii) Three-part Bid means the Pre-qualification bid, Technical and Financial bids submitted in Sealed Cover.
- viii) Goods and services mean the solution(s), service(s), materials or a combination of them in the context of the tender call and specifications.
- ix) The word goods when used singly shall mean the hardware, firmware component of the goods and services.

6.17 Bid forms

- i) Wherever a specific form is prescribed in the bid document, the bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.
- ii) For all other cases the bidder shall design a form to hold the required information.

6.18 Cost of bidding

- i) The bidder shall bear all costs associated with the preparation and submission of its bid, and RAJFED. Will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.
- ii) Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in the rejection of its bid.
- iii) The participating bidder should purchase the document and enclose a receipt of the same with the bid document.

6.19 Clarification of bidding documents

- i) A prospective Firm / bidder requiring any clarification of the bidding documents may notify RAJFED. Contact person. Written copies/ e-mail of the RAJFED. response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders that have received the bidding documents.
- ii) The concerned person will respond to any request for clarification of bidding documents which it receives no later than bid clarification date mentioned in the notice prior to deadline for submission of bids prescribed in the tender notice. No clarification from any bidder shall be entertained after the closure of date and time for seeking clarification mentioned in tender call notice. It is further clarified that RAJFED. shall not entertain any correspondence regarding delay or non- receipt of clarification from RAJFED.

6.20 Amendment of bidding documents

- i) At any time prior to the deadline for submission of bids RAJFED, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bidding documents by amendment.

- ii) All prospective bidders those have received the bidding documents will be notified of the amendment and such modification will be binding on all bidders.
- iii) To allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the RAJFED. at its discretion, may extend the deadline for the submission of bids.

6.21 Modification and withdrawal of bids

- i) No bid can be modified subsequent to the deadline for submission of bids.
- ii) No bid can be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this interval will result in the forfeiture of its bid security (EMD).

6.22 Force Majeure

- i) The Bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- ii) For purposes of this clause, "Force Majeure" means an event beyond the control of the OEM/bidder and not involving the Supplier's fault or negligence and not foreseeable.
Such events may include, but are not restricted to, acts of the State Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- iii) If a Force Majeure situation arises, the Bidder shall promptly notify the RAJFED in writing of such condition and the cause thereof. Unless otherwise directed by the RAJFED in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

6.23 Termination

RAJFED may terminate this contract in whole or in part by giving the Bidder prior and written notice indicating its intention to terminate the Contract under the following circumstances -

- i) Where it comes to RAJFED attention that the Bidder (or the implementation agency's Team) is in a position of actual conflict of interest with the interests of RAJFED in relation to any of terms of the implementation agency's bid, the tender or this Contract.
- ii) Where the Bidder ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever including inter alia the filing of any bankruptcy proceedings against the implementation agency, any

failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the implementation agency. In the event of the happening of any events of the above nature, RAJFED shall reserve the right to take any steps as are necessary to ensure the effective transition of the project to a successor implementation agency/Bidder, and to ensure business continuity.

- iii) **Termination for Default:** User Department may at any time terminate the contract by giving 30 days written notice to the Identified Bidder without compensation to the Identified Bidder in the event of default on the part of the Bidder, which may include failure on the part of the Bidder to respect any of its Commitment with regard to any part of its obligations under its bid, the tender or under this contract.

6.24 Termination for Insolvency

The RAJFED. may at any time terminate the contract by giving 30 days written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the RAJFED.

6.25 Liquidated Damages

If the Identified Bidder fails to deliver Services or install any or all of the systems or if any of the services fail to gain Acceptance within the period(s) specified in the Contract, the Client shall, without prejudice to its other remedies under the Contract, deduct from the performance security, as liquidated damages, a sum equivalent to the percentage of the Contract price specified in SCC. Once the maximum is reached, the Client may consider termination of the Contract. If delivered or installed goods and/or Services cannot be put to use without the undelivered goods/Services, the damages will be calculated using the total price of the goods/services that cannot be put to use.

6.26 Publicity

The Bidder shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the RAJFED first gives the Bidder its written consent.

6.27 Resolution of Disputes

- i) The RAJFED and the bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.
- ii) If, after thirty (30) days from the commencement of such informal negotiations, the RAJFED and the Bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms may include, but are not restricted to, conciliation mediated by a third party.
- iii) The dispute resolution mechanism shall be as follows:

In case of a dispute or difference arising between the RAJFED and the Firm /bidder relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, of India, 1996. The place of resolution of disputes shall at Jaipur, Rajasthan

6.28 Governing Language

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

6.29 Applicable law

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

6.30 No Interest in Performance Guarantee

No interest shall be paid on the earnest money, security deposit and the amount retained against performance guarantee.

6.31 Notices

- i) Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by Telex, e-mail, Cable or Facsimile and confirmed in writing to the other party's address.
- ii) A notice shall be effective when delivered or tendered to other party whichever is earlier.

6.32 Taxes and duties

The bidder shall be entirely responsible for all taxes, duties, license fee etc. incurred until delivery of the contracted services to the User department or as per the terms of tender document if specifically mentioned.

6.1 Confidentiality

Please note that the software related activities as specified in the Tender are confidential. It shall be the repository of the bidder to take all necessary precautions and measures to maintain utmost confidentiality with regard to each and every stage of work.

The Bidder's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential/secret nature that can attract legal action.

**Section -G Guidelines to Firms for Supply, Installation, Testing & maintenance of
AADHAAR enabled-L1- ePOS device with Software solution**

i) Award of Work Orders

The RAJFED shall issue a Purchase / Work Order to the selected L1 Bidder for execution of the proposed works. L1 Bidder shall give confirmation of their acceptance which shall automatically be considered as part of Agreement.

ii) Agreement with Implementing Agency

L1 Bidder shall execute / sign an Agreement with RAJFED to comply with all the provisions of the Purchase / Work order on Rs. 500/- non-judicial stamp paper.

iii) RAJFED have full rights to accept, reject and modification the tender at any Points.

iv) Performance Bank Guarantee

Along with the Agreement the L1 Bidder shall furnish 3% of the PO value as Performance Bank Guarantee drawn in favor of “Rajasthan State Co-operative Marketing Federation Ltd from any Nationalized / Scheduled Bank which is valid for warranty period of (60) months. The performance bank guarantee shall be released to the Implementing Agency /L1 Bidder after completion of warranty period, subject to conditions and recoveries as per agreement, if any

xii) Project Launch

- a) Implementing Agency / L1 Bidder shall inform to the concerned authority of RAJFED well in advance to attend at the time of inauguration of the works sanctioned.

APPENDIX – I

Pre-Qualification (PQ) Proposal Submission Forms

Bid Letter (Annexure #1)

From:

(Registered name and address of the bidder.)

To:

Rajasthan State Co-operative Marketing Federation Ltd.

4, Bhawani Singh Road, JAIPUR - 302001 (Rajasthan)

Sir,

Sub: Bid letter for Tender No.

dated - / / .

We, the undersigned vendor, having read and examined in detail the specifications and all the bidding documents do propose to provide the Services as specified in the bidding document no. _____

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents.

All the prices and other terms and conditions of this proposal are valid for a period of 180-calendar days from the date of opening of the Bids.

We, do hereby confirm that our Bid prices include all taxes, levies, octroi etc.

Earnest Money Deposit (EMD) as indicated in the bid for an amount equal to Rs. /- (Rupees...) is enclosed. We understand and agree that in the event of our bid being evaluated as successful, we will submit Security Deposit of Rs /- (Rupees) valid for the empanelment period.

We have carefully read and understood the terms and conditions of the contract applicable to the tender and we do hereby undertake Services as per these terms and conditions.

We declare that our prices are as per the technical specifications and bid documents. These prices are indicated in Annexure(s) attached with our proposal as part of the financial bid.

We do hereby undertake that, in the event of acceptance of our bid, the Services shall be completed as stipulated in the tender document.

Certified that we are:

A sole proprietorship firm and the person signing the tender is the sole proprietor/constituted attorney of the sole proprietor,

Or

A partnership firm, and the person signing the tender is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement by virtue of general power of attorney.

Or

A Company and the person signing the tender is the constituted attorney.

(NOTE: Delete whatever is not applicable. All corrections /deletions should invariably be duly attested by the person authorized to sign between us.)

We do hereby undertake, that until a contract is prepared and executed, this bid together with your written acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Date:

Signature of vendor representative

Name of

Vendor: Full

Address:

Detail of enclosures:

Telephone No.:

Form – Annexure#2 - General Information of Bidder
(To be submitted in Pre-qualification Bid)

Name of the Bidder:

Name of the Project:

#	Description	Supporting Documents
1	Name of the Company/ Firm	
2	Date of incorporation (Registration Number & Registering Authority)	Copy of certificate of Registration of the Firm / Company. Partnership deed in case of partnership Firm
3	Copies of authorized current documents in connection with registration of the firm under i) VAT ii) CST iii) PAN Card	Certified copies should be submitted
4	Legal Status of the Company in India & Nature of Business in India	Public Ltd / Private / Partnership Firms (copy of partnership deed in case of partnership)
5	Address of the Registered Office in India	
6	Date of Commencement of Business	
7	Name & e-mail id, phone number, fax of the Contact Person	
8	Website	
9	EMD details (Amount, DD No. & Date, Name of the bank, Valid up to)	
10	Certification details, if any	
11	Proof of purchase of bid document (Receipt No. & Date of purchase)	

Place:

Bidder’s signature & seal

Date:

Form - Annexure #3 Financial

(To be submitted in Pre-qualification

Name of the Bidder:

Name of the Project:

Financial Information of Bidder (in Cores)

#	Financia l Year	Turnover of the Firm in		Total Profit after Tax	Net worth of the Firm
		Total Turnove r	Turnover from Similar Business		
	(1)	(2)	(3)	(4)	(5)
1	2021 – 2022				
2	2022– 2023				
3	2023 – 2024				

Note:

1. Turnover in areas other than mentioned above shall not be considered for evaluation.
2. Please attach audited Balance Sheets and IT return statements to confirming the figures mentioned in columns (2).
3. Bidder should submit any of the Audited balance sheet / Profit & Loss statement / Certificates from CFO of the Company duly audited by the Chartered Accountant and certified by the Company Secretary for all the above stated three financial years.

Place:

Bidder’s signature & seal

Date:

Form Annexure #6 Declaration Regarding Clean Track Record

(To be submitted in Pre-qualification)

Name of the Bidder:

Name of the Project:

To

**Rajasthan State Co-operative Marketing Federation Ltd.
4, Bhawani Singh Road, JAIPUR - 302001 (Rajasthan)**

Sir,

I have carefully gone through the Terms & Conditions contained in the TENDER Document [No._____]. I hereby declare that my company has not been debarred/ black listed as on Bid calling date by any Central or State Government/ Quasi Government Departments or Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Form – Annexure #7 Manufacturer Authorization Form

(To be submitted in Pre-qualification Bid)

(TO BE SUBMITTED BY THE BIDDER ON OEM LETTER HEAD)

Date: _____

To

Rajasthan State Co-operative Marketing Federation Ltd.

4, Bhawani Singh Road, JAIPUR - 302001 (Rajasthan)

Sir,

Reference No.: _____ Dated _____ for

We _____, (name and address of the OEM) who are
the original manufacturers of _____
_____ hereby authorize _____ to bid
, negotiate and conclude the contract with you against Tender No

_____ for the following goods are
manufactured by us . As an OEM we assure timely supply and back to back support with
services and spares for the offered product for a period of 5 years as applicable by the
comprehensive warranty terms of this tender.

We also certify that _____ are authorized
by us to provide technical service support, warranty and upgrade support up to the expiry of
warranty period for the goods manufactured by us.

We also certify that _____ is not blacklisted
by any State/Central Government department/agencies, Public/Private Sector Units.

Name In the capacity of

Signed

Seal

Form Annexure #8

CHECKLIST

(To be submitted in Pre-qualification Bid)

Sl. No.	Description	Enclosed (Yes / No)
1	Bid Letter Form	
2	Bidder Profile Form Annexure#1	
3	Financial Turnover Details Form: Annexure#2	
4	Past Project Experience Form: Annexure#3	
5	Declaration Regarding Clean Track Record Form Annexure#3	
6	Manufacturer Authorization	
7	Security Deposit (EMD)	
Any other documents required as per various clauses and terms & conditions		
8	Checklist	
9	TQ Bids	
10	Financial bid	
11	Scope of Work	
12	Terms of Empanelment	

Date:

Signature & seal of the Bidder

APPENDIX - III

Commercial Proposal Submission Forms

Form – C#1 PRICE – SCHEDULE

Name of the Bidder:
Name of the Project:

Name of the Bidder/ Bidding Firm / Company :						
S.No.	Item Description	Quantity	Units	Basic Unit rate	GST Amount	TOTAL AMOUNT With GST
1	2	3	4	5	6	7
1	ePOS terminals AADHAAR enabled-L1- ePOS device with Software solution	700	Nos			
Total Basic Unit Rate in words						
Total Amount with GST in words						

AMC CHARGE Including along with Software /App Development and Maintenance From The Second year – Per ePOS Machine for 3 years	Basic Price Per POS- Rs_____-/-	Total Price with GST per POS Rs_____-/-
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Note – Basic Rate should include Software Charge, 2 years warranty, Installation charges, Delivery charges etc
Department will not pay any extra charge for 2 years and the bidder should calculate the basic price accordingly.

The quantity mentioned above is only indicative/tentative and likely to increase or decrease based on RajFed’s requirement. RajFed will issue specific work order for each of the installation with location details.

Delivery at head office Rajasthan State Cooperative Marketing Federation Ltd Jaipur, Rajasthan

Place :

Date :

Bidder’s signature & seal

Draft Bid Security (EMD) Form

File. No:

..... **Project**

Name:

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

Whereas..... (Here in after called “the Bidder”) has submitted its bid dated(Date). For the execution of.....(Here in after called “the Bid”) KNOW ALL MEN by these presents that WE of having our registered office at..... (Here in after called the “Bank”) are bound unto the (hereinafter called Rajasthan State Co-operative Marketing Federation Ltd. in the sum of for which payment well and truly to be made to the said Rajasthan State Co-operative Marketing Federation Ltd. itself, its successors and assignees by these presents.

The conditions of this obligation are:

- i) If the bidder withdraws its bid during the period of bid validity or
- ii) If the bidder, having been notified of the acceptance of its bid by the Rajasthan State Co-operative Marketing Federation Ltd. during the period of bid validity:
 - fails or refuses to execute the contract form if required; or
 - fails or refuses to furnish the performance security, in accordance with the bid requirement.
- iii) bidder submits fabricated documents

We undertake to pay the above amount upon receipt of its first written demand, without the Rajasthan State Co-operative Marketing Federation Ltd. having to substantiate its demand, provided that in its demand the will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee of Rs. -----will remain in force up to and any demand in respect thereof should reach the Bank not later than the above date.

Place:

Signature of the Bank Official with seal

Date :

ePOS Device Specification:

Sn.	Description	Specifications
1	Processor	High performance Processor with speed of 1.5 GHZ with quad core or above.
2	OS	Android 12 or above
3	RAM	2GB or higher
4	Inbuilt storage (memory)	32 GB or higher In-built Storage (Flash Memory)
5	Expansion Slot	Micro SD slot should be able to support up-to 32 GB.
6	Connectivity/ Communication	Should support 3G,4G, LTE or above, Wi-Fi, Bluetooth and other connectivity modes. Device should support GPS feature.
7	USB Ports & interface	After setting up the entire solution including peripheral devices like IRIS Scanner and weighing Scale, Additional connectivity facility should be there for future requirements. At least one free USB port shall be available.
8	Display	5.5 inch or higher colour TFT Display supporting HD (1280 x720) or better resolution and 64K or higher colors resolution.
9	Keypad	Qwerty keypad with navigation keys, Function key, keys size to be large enough for navigation.
10	Battery	Swappable & Dry/Rechargeable, Li-ion or Li- Polymer battery capable of providing minimum 12 hours of operation while all function of device active i.e. battery capacity of minimum 2600mAH (Minimum18.72 Wh for Linux) and minimum 3250 mAH (Minimum 23.40 Wh for Android & Windows).
11	Power Adapter	Power Adapter with surge protection and operating range 100 to 240V, 50Hz. AC input.
12	SIM & SAM slot	Dual GSM SIM slot support 3G, 4G, LTE or above and minimum one SAM slot for software upgradation in device.

13	Printer	Integrated 2" or higher Thermal Printer
14	Audio	Good quality Speaker with 1W or higher output for announcements.
15	Fingerprint Scanner	STQC and UIDAI Certified L1 biometric Fingerprint scanner. STQC and UIDAI Certificates for Aadhaar enabled fingerprint device with SDK & Aadhaar RD Licenses should be provided.
16	IRIS Scanner (External)	STQC and UIDAI Certificated IRIS Scanner with inbuilt Encryption. IRIS Cameras with SDK & Aadhaar RD Licenses should be provided.
17	Inbuilt Magnetic Payment Card Reader, Smart Card Reader and contactless Smart Card Reader and UPI transaction services for digital payments	The device shall comply with PCI PTS 6.0 with Inbuilt MSR & EMV (L1 & L2) Certified Smart Card Reader to perform cashless PDS and run banking correspondence services as mandated by GoI. Rupay, Master and Visa Card Scheme certifications for contact and contactless payments, shall be in the name of e-POS manufacturer. The device shall generate a unique QR code for the beneficiary to scan and transact.
19	Status Indicators	• Status indicator provides ease of use, Indicators for connectivity (presence/absence), signal strength, battery status etc. • Device Health Monitoring System Indicator may also be included. • Mandatory Logs (System up time, down time etc.)
20	Other Accessories	Durable carry Case, User Manual (in Hindi and English)
21	SDK	Appropriate SDK need to be provided along with the devices with necessary technical support.
22	Terminal management	Device should be remotely manageable in secured mode. OS patches, applications software patches and new software releases shall update into e-POS machines remotely using push method. TMS should be hosted in India & shall have VAPT certification from Cert-in Certified Agencies in accordance with Meity approved guidelines. SI shall, if required host TMS at NIC/SDC of State.

23	Environment, Health & Safety, Durability, Humidity, EMI/EMC Compliance	Dry heat test- Operating (50±2°C for 2 hrs.), Cold test-Operating (0±3°C for 2 hrs.), Dry heat test (55±2°C for 2 hrs.) Damp heat Cyclic (40°C for (12+12 hrs.)), No. of cycles 2, Cold Test (-10±3°C for 2hrs) Drop Free Fall Test, in unpacked, switched off and normal handling conditions (Height: 100 cm, Total no. of falls: 2), Vibration Test should be in packed condition, switched off conditions (10-150 Hz, 0.15 mm/2g, 10 sweep, cycles/axes), Bump test should be in packed condition, switched off condition. (1000 Bumps, 40g, in vertical position) with valid certification from any NABL Accredited Lab in India.
25	Device Formfactor	The device should be portable and handy; Device must be able to hold with one hand and transact with other hand.
26	Certifications and compliances	Device Certification: IP54 or above, BIS, STQC, CE, RoHS, EMV LI & L2, Visa paywave, Master Paypass and Rupay from NPCI. All Certifications should be in the name of OEM of proposed e-POS device & to be submitted.
27	Security	2048-bit, 256bit AES, Base 64, SHA-256 for full compliance with Aadhar Authentication API specification 2.0 or above, 3DES encryption, TMK/TPK support with all keys remote download capability.
28	Camera	5MP or above camera and should be able to perform Aadhaar enabled Facial authentication.

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