

No.10(02)/2025-NICSI

**NATIONAL INFORMATICS CENTRE SERVICES INCORPORATED
(NICSI)**

(A Government of India Enterprise under NIC)

Ministry of Electronics & Information Technology (MeitY)

1st Floor, NBCC Tower 15, Bhikaji Cama Place, New Delhi: - 110066

Request for Empanelment For Solution for Generation of
Generation of encoded Quick Response Code
Through Empanelment of Vendor

RFE NO. NICSI/e-Governance QR Code Services/2025/11

**NATIONAL INFORMATICS CENTRE SERVICES INCORPORATED (NICSI)
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1. DISCLAIMER

- 1.1. The sole objective of this document (the Request for Proposal or the RFP) is to solicit Techno commercial offers from interested parties for taking part in the empanelment process leading to empanelment of vendor(s) for the scope of work as mentioned in this document. While this document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by NICSI or any of their employees, advisors or agents as to or in relation to the accuracy or completeness of this document and any liability thereof is hereby expressly disclaimed.
- 1.2. Each Bidder/Interested Parties may carry out their own study/analysis/investigation as required and should check the accuracy, reliability and completeness of the information in this RFE Document and wherever necessary, obtain independent advice from appropriate sources, before submitting their Techno commercial proposals.
- 1.3. This document does not constitute an offer or invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any agreement or commitment whatsoever.
- 1.4. NICSI Representatives, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFE Document.
- 1.5. Some of the activities listed to be carried out by NICSI subsequent to the receipt of the responses are indicative only. NICSI has the right to continue with these activities, modify the sequence of

activities, add new activities or remove some of the activities, as dictated by the best interests of NICSI.

- 1.6. It is advised through this RFE that materialistic misrepresentation of facts shall be dealt with seriously and may lead to barring of the bidder from all NICSI tender/RFE for a period of 2 (two) years. Bidders are requested to share information which is true and based on some tangible proofs.
- 1.7. The information contained in this RFE is subject to update, expansion, revision and amendment prior to the last day of submission of the Bids at the sole discretion of NICSI. In case any major revisions to this RFE are made by NICSI within seven days preceding the last date of submission of the Bids, NICSI may, at its discretion, provide reasonable additional time to the Bidders to respond to this RFE. Neither NICSI nor any of its officers, employees, advisors nor consultants undertake to provide any Bidder with access to any additional information or to update the information in this RFE.
- 1.8. The Bidders shall bear all 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 NICSI or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and NICSI shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

2. FACTSHEET

RFE No.	NICSI/e-Governance QR Code Services/2025/11
Name of Organization	National Informatics Centre Services Inc. (NICSI)
RFE Type	Open RFE
RFE Category	Services
Type of Contract	Empanelment
Service Category	e-Governance QR Code Services
Selection Method	As per RFE
Availability of Bid Document	At e-procurement portal URL : https://etenders.gov.in/eprocure/app
Cost of the Bid Document (RFE Fee)	Nil
Contract (Empanelment) Period	Total contract period is for Four + One years from the effective date as mentioned in the empanelment. The contract may be extended on mutual agreement.
Vendor Panel Category & Size	One
Bid Security Deposit/Earnest Money Deposit (EMD)	Bidders (MSE or Start-up only) shall submit, along with their Proposals, a signed 'Bid Securing Declaration' as per Annexure (To be submitted on Non-Judicial Stamp paper of minimum Rs. 100)

	<p>Bidders (Other than MSE or Start-up only) EMD – BG/eBG from any scheduled commercial bank</p> <p>INR 30,00,000/- (Thirty Lacs) valid for 180 days from the last date of bid submission. Will need to be extended, if bid validity is extended.</p>
Bid Validity	Proposals shall remain valid for 180 days from the last date of bid submission
Proposal Language	English
Proposal Currency	INR (Indian Rupees)
Date of Publication	07-08-2025 at e-procurement portal site
Sub-contracting/Consortium	Not allowed
Last Date for Pre-Bid Queries submission	18-08-2025
Pre-Bid Meeting Date & Venue	19-08-2025 at 11:30 Hrs at NICSI-HQ, New Delhi (Through VC)
Last Date & Time for Bid Submission	01-09-2025 at 15:00 Hrs
Opening of Technical Bids	02-09-2025 at 15:30 Hrs
Opening of Financial Bids	Technically qualified bidders to be notified later
Number of Packets	Two Packets Online bid submission as under:

	1. Packet-1 : Technical Bid (Bid Security Declaration/Eligibility & Technical Bid) 2. Packet-2 : Financial Bids (Abridged & Detailed Financial)
Re-Bid Submission	Yes (Before last date of bid submission)
Bid Withdrawal	Yes (Before last date of bid submission)
Address for Communication	Tender Division NICSI National Informatics Centre Services Inc. 1 st Floor, 15 NBCC Tower, Bhikaji Cama Place, New Delhi-110066 Email: tender-nicsi@nic.in

Note:

The above dates, time and venue may be altered by the Purchaser at its sole discretion after giving prior notice to the Bidders. Some of the information provided in the above FACTSHEET is further elaborated in the subsequent sections of this RFE and the information provided in the Fact Sheet and subsequent sections of this RFE are to be read in conjunction and are to be interpreted harmoniously.

DEFINITIONS

In this document, the following terms shall have respective meanings as indicated:

"**NICSI**" shall mean National Informatics Centre Services Incorporated, New Delhi. The term NICSI includes successors and assigns of NICSI.

"**NIC**" shall mean National Informatics Centre, New Delhi.

"**Client**" shall mean the department/organisation for which the order is being placed.

"**e-Governance**" ICT (Information and Communication Technology) based projects in government sector

"**RFE**" shall mean Request for Empanelment, RFE Document or Bidding Document including the written clarifications issued by NICSI in respect of the RFE.

"**Authorized Representative/Agency**" shall mean any person/agency authorized by NICSI.

"**Contract**" shall mean the Work Order placed by NICSI on successful Bidder and all attached exhibits and documents referred to therein and all terms and conditions thereof together with any subsequent modifications thereto.

"**Financial Year**" (**FY**) period from 1st of April till 31st of March of subsequent year.

"**Specifications**" shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Bidding Documents.

"**Bidder/Agency/Service Provider**" shall mean the firm offering the solution(s), services and/or materials required in the RFE. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after intimation of Successful Bidder shall mean the Successful Bidder, also called "Agency", on whom NICSI places Work Order for Delivery of services.

"Party" shall mean NICSI or Bidder individually and "Parties" shall mean NICSI and Bidder collectively.

"Services" means requirements defined in this document including all additional services associated thereto to be delivered by the Bidder.

"SME" means Subject Matter Expert is an individual with a deep understanding of a particular job, process, department, function, technology, machine, material or type of equipment.

"Proposal/Bid" means the Bidder's reply or submission in response to this RFE.

"user" means the NIC or NICSI or User Department or Ministry, who soever is availing services from the agency.

NICSI

1. INTRODUCTION

- 1.1 National Informatics Centre Services Incorporated (NICSi) was setup in 1995 as a Section 8 company and is the corporate extension of National Informatics Centre (NIC), Ministry of Electronics & Information Technology (MeitY), Government of India.
- 1.2 NICSi specializes in procurement, installation, commissioning and maintenance of the state-of-the-art ICT services; Video conferencing systems and services, Computer Hardware & software along with extensive consultancy services and other ICT related services like system Integration, Application Software Development, Data Centre and Network Installations, Operations Management Service etc. at most competitive prices.
- 1.3 To discharge the social obligations of the Government in Information Technology domain, NICSi in association with NIC has designed and developed major software and technology infrastructures for various Government departments both at the Centre and in the States.
- 1.4 NICSi plays the role of a facilitator and actual requirements usually come from the end user. NICSi floats the tenders through various advertisements based on anticipated requirements (as per past practice) and finalizes the rates.

2. OBJECTIVE/SCOPE OF WORK

2.1 Objective:

The objective of this procurement is to empanel agency for the Generation of encoded offline Quick Response Code containing text (variable data) and/or colour photograph (image) to protect documents against forgery and impersonation.

While core technology requirement is for static data containing text (variable data) and/or colour photograph (image), finger print template (upto 2) storage within an encoded offline Quick Response Code for offline verification, technology capability to service multiple variations in user requirements as listed below must be available within solution offering.

Offline / Online / Hybrid verification use cases:

Use case 1: Generated for verification in hybrid mode; while reading it will match static data offline against dynamic (updated) data online.

Use case 2: Generated for verification in hybrid mode; and read in offline, online or hybrid mode, depending on the end user requirement.

Use case 3: Generated for verification in offline, online or hybrid mode as decided by user requirement. However, it should be read by only authorized verifiers (not even OEM/ Bidder can read using the Application).

Use case 4: Encoded offline Quick Response Code should store colour photo in quality to perform successful offline 1*:1#:1@ Biometric Face Recognition authentication with live photo taken (1*), against photo stored in encoded offline Quick Response Code(1#) and photo in database (1@).

Use case 5: Encoded offline Quick Response Code should store finger print template (2 nos.) in quality to perform successful 1*:1#:1@ Biometric Fingerprint authentication with live finger print scan taken (1*), against fingerprint template/s stored in encoded offline Quick Response Code(1#)and fingerprint template/s in database (1@).

The offered solution shall include Machine Readable and Verifiable encoded offline Quick Response Code containing text (variable data) and colour photograph (image) generation solution along with integration with the end-user issuance application. The solution should also include the supply of the verification mechanism on Mobile Apps / authorised document Scanners etc so that the Quick Response Code can be read and verified by multiple users with multiple methods of reading.

The service provider shall also provide the training for its integration and use along with the maintenance and support for the complete duration of the contract. The geographical locations for deployment of the solution for issuance, verification and reading may spread across the country.

The vendor should provide required support round the clock 24*7 for any issues being faced by the end user.

Payment for the service shall be made only for personalization on per document basis on successful personalization of the document.

2.2. Functional Requirements: The encoded offline Quick Response Code containing text (variable data) and/or colour photograph (image) must:

- Read and capture data from the document with the encoded offline Quick Response Code and show it on the verification device.
- Integrate seamlessly with existing document issuing systems and applications.

2.3. Scope of Supply and Services:

- Delivery, installation, integration of the encoded offline Quick Response Code and associated software as per tender specifications has to be done using remote access or onsite or on premise as per security needs.
- Remote and onsite (if required) warranty and support for a period of 5 years during validity of empanelment or validity of the project, whichever is later.
- At termination or expiry of empanelment or validity of the project, whichever is later, empanelled vendor is responsible to provide NICSI and its clients the Verification Application Library and APK on “as is” and perpetual basis.

Generation support / Verification support

2.4. Validity of Empanelment:

- The Empanelment will be valid for a period of 4 years from the date of first supply order and maybe extended for a further period of 1 year on mutual consent of the buyer and seller. NICSI / Government of India has the right to use the Empanelment for similar other projects on the same basis which may come up during the validity of the Empanelment.
- Each project under the Empanelment will be valid upto 5 years from the date of issuance of the purchase order for individual projects. If a new project is awarded to the vendor under this Empanelment, then the validity of the new project will be for 5 years from the date of issue of the purchase order of such new project. To clarify any PO issued against the Project, needs to be honoured even on the last day of validity of empanelment. Validity of PO shall not be co-terminus with validity of empanelment.
- NICSI may use this tender for executing any projects anywhere in India or abroad during the validity of this tender. However, for projects outside India, the onsite / on premise clause will not be applicable.
- Hardware for storage of Private Key, to meet SLA, shall be provided by service provider.

3. EMPANELMENT TERMS

- 3.1 NICSI will form a panel of vendors for the period of empanelment as per "**FACT SHEET**".
- 3.2 As per CVC Circular No. 03/01/12 dated 13.1.2012 :
 - 3.2.1 In a tender either the Indian Agent on behalf of the OEM or the OEM itself can bid but both can not bid simultaneously for the same item/product in the same RFE.
 - 3.2.2 If an agent submits bid on behalf of any OEM, the same agent shall not submit bid on behalf of another OEM.
 - 3.2.3 It is to be clarified that services of the agency selected through this tender can be availed by both National Informatics Center [NIC] and National Informatics Center Services Incorporated [NICSI], as

the case may be depending on the project, and the selected agency shall be obliged to render services to both or any of these organizations as per the indent placed by the respective organization. In other words, the selection procedure adopted in this RFE remains applicable for NIC as well, and in the event of rendering services to NIC, the selected vendor shall discharge all its obligations under this tender vis-a-vis NIC. Any default or breach in discharging obligations under this tender by the selected vendor while rendering services to NIC, shall invite all or any actions /sanctions, as the case may be, including forfeiture of security deposit.

- 3.2.4 All terms and conditions governing prices and supply given above, as applicable to NICSI, will be made equally applicable to NIC.
- 3.2.5 In the event of an empanelled company or the concerned division of the company being taken over /bought over by another company, all the obligations and execution responsibilities under the agreement with the NIC/NICSI, should be passed on for compliance by the new company in the negotiation for their transfer.
- 3.2.6 Empanelment can be used by NIC, NICSI for any other Ministry/Department of Government of India.
- 3.2.7 All bidders/empanelled agencies agree with NICSI for honouring all aspects of fair trade practices in executing the work orders placed by NICSI.
- 3.2.8 If the name of the product is changed for describing substantially the same in a renamed form; then all techno-fiscal benefits agreed with respect to the original product, shall be passed onto NICSI and the obligations with NICSI taken by the Vendor with respect to the product with the old name shall be passed on along with the product so renamed.
- 3.2.9 The empanelment under this tender is not assignable by the selected agency. The selected agency shall not assign its

contractual authority to any other third party. The vendor should not assign nor sublet the empanelment or any part of it to any other agency in any other form than defined in this empanelment. If found doing so, shall result in termination of empanelment and forfeiture of Security Deposit.

3.2.10 In case the empanelled vendor is found in breach of any condition(s) of empanelment or supply order, at any stage during the course of supply/ installation or warranty period of (five years from the date of installation), the legal action as per rules/laws, shall be initiated against the vendor and EMD/Security Deposits shall be forfeited, besides being liable to be debarred and blacklisted as per law, for further dealings with NICS.

3.2.11 No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by NICS. Any notification of preferred Bidder status by NICS shall not give rise to any enforceable rights by the Bidder. NICS may cancel this tender/empanelment at any time prior or after the empanelment being executed by NICS.

3.2.12 NICS may use this empanelment for executing any projects anywhere in India during the validity of this tender.

3.2.13 NICS, without assigning any reason can reject any tender(s), in which any prescribed condition(s) is/are found incomplete in any respect and at any processing stage.

3.2.14 If any empanelled vendor intends to engage directly with any Government Department(s), Ministry(ies), Public Sector Undertaking (PSUs), Public Sector Bank (PSB) or other Government entity(ies) (hereinafter referred to as "User Department") using this empanelment (for execution of projects or issuance of work orders/purchase orders), the empanelled vendor must obtain explicit prior written permission from NICS. Upon granting such permission, NICS shall levy a usage fee amounting to 5% of the

total value of the order(s) placed by User Department to the empanelled vendor under this empanelment (rate contract). The empanelled vendor shall also be required to submit quarterly returns/reports detailing the work orders or sanction letters received by them directly from the User Department. Any empanelled vendor engaging directly with User Department under this empanelment without obtaining prior written permission from NICS, shall be liable for penal action, including debarment from future empanelment(s) for a period as determined by NICS. Such unauthorized engagement may also result in invocation of the exit clause, forfeiture of Security Deposit and/or Performance Bank Guarantee (PBG), and immediate termination of the empanelment agreement.

3.2.15 The decision of NICS arrived during the various stages of the evaluation of the bids is final & binding on all bidders.

3.2.16 Printed/written conditions mentioned in the tender bids submitted by vendors will not be binding on NICS.

3.2.17 Upon verification, evaluation / assessment, if in case any information furnished by the bidder is found to be false/incorrect, their total bid shall be summarily rejected.

3.2.18 NICS will not be responsible for any misinterpretation or wrong assumption by the bidder, while responding to this tender.

3.2.19 NICS may, by written notice sent to the empanelled bidder, terminate the work order and/or the empanelment, in whole or in part at any time of its convenience. The notice of termination will specify that termination is for NICS's convenience, the extent to which performance of work under the work order and /or the empanelment is terminated, and the date upon which such termination becomes effective. NICS reserves the right to cancel the remaining part and pay to the selected vendor the amount for partially completed Services.

3.2.20 Vendor needs to provide all times security audited upgrades which includes support for OS versions during the empanelment as well as project execution period. The Due to any unavoidable circumstances, if the vendor is not in a position to execute future orders, NICS I should be intimated the same with convincing justifications, at least three months in advance. NICS I will conduct independent enquiry about such claims and the availability of equivalent/better product. The decision arrived at by NICS I in such matters will be final. If the inability shown by the vendor is only due to some financial/technical reasons, such requests will not be considered. However for all cases in which the User Department has transferred fund to NICS I for procurement, the vendor must supply equivalent or better product to fulfil NICS I's obligation to the User Department. Any failure to adhere to this will result in forfeiting the Security Deposit and debarring the vendor from participating in NICS I tenders for minimum three years.

3.2.21 In case of empanelled vendor is found in breach of any condition(s) of tender or work order, at any stage during the course of service, appropriate action as per rules/laws, may be initiated against the vendor and Security Deposit shall be forfeited, besides debarring and blacklisting the bidder concerned, for further dealings with NICS I.

3.2.22 The bidder shall be solely responsible for discharge of all the legal obligations/ statutory requirements under various labour legislations as may be in force from time to time so far as the workmen engaged by him for this work are concerned. Such engaged manpower or the bidder will have no right or claim of any kind from NICS I or its clients.

3.2.23 Vendor shall deploy their trained manpower/expertise required for configuration/installation/integration etc at no extra cost. Such staff of the agency must carry Identity card issued by the agency while on duty at NICS I or client site. Be it private or public areas,

the employees are to be frisked/ checked by the security personnel, both while entering and leaving the premises

3.2.24 NICS I or its clients shall remain indemnified of any conflict of arising between the agency and its employees. NICS I may ask the empanelled agency to submit documentary proofs of such nature as and when need arises.

3.2.25 Outsourcing/Consortiums/Sub-contracting is not allowed for the purpose of participating in this RFP.

4. CRITERIA FOR EVALUATION

Evaluation of this RFE shall be a three stage process. Only successful bidders of a stage shall be evaluated in the next stage. Details of evaluation process are in the following sections :

4.1 Pre-qualification evaluation

4.1.1 Eligibility Criteria for Bidder

NOTE:

- 1. If OEM is not Bidding directly, then the Authorized bidder and OEM (both) must meet the eligibility criteria.**
- 2. If OEM is the direct bidder, then OEM must meet the Eligibility Criteria specified for the OEM.**

ELIGIBILITY CRITERIA FOR BIDDER (if OEM is not bidding directly)

SN O.	Eligibility Criteria	Documentary Evidence	Compliance	Remarks, if any
1	The bidder should be a direct manufacturer or authorized representatives of the encoded offline Quick Response Code containing text (variable data) and colour photograph (image).	Certificate from CA or CEO with UDIN No.		

2	The bidder should have an average turnover of Rs. 5 (Five) Cr in the last three audited financial years that is 2021-22(if 2024-25 not audited), 2022-23,2023-24 and 2024-25(if audited).	Copy of the certificate from CA with registration number, UDIN No. and seal		
3	The bidder should have an established network for installation, service and Maintenance of the solution in major cities in India–Delhi, Mumbai, Kolkata, Chennai, Bangalore and Hyderabad	Self-Declaration along with Contact Persons in the concerned city		
4	Bidder must have at least 05 years of prior experience in the field of supply of IT/ITeS Related systems, including installation, support and servicing. (Documents to be enclosed).	Work Order Copies, Completion Certificate / Statutory Auditor Certificate		
5	The bidders should enclose a copy of certificate from Manufacturer / OEM confirming the capability of bidder to supply, install and service the solution.	Certificate from Manufacturer on Letter Head and MAF		
6	Latest receipt issued by I.T. authority in support of Agency having submitted the I.T. Return for the previous three (3) years.	Copy of IT Returns		
7	The bidder must be a Company registered in India under the relevant Indian Acts (Company/Partnership/LLP/Proprietary etc). The company	Certificate of Incorporation, GST Certificate, PAN Card &		

	holding majority stake (minimum 51%) should be an Indian registered company.	Start-up / DIPP Certificate		
8	Bidder should not have been black listed in any Central / State / public undertaking Government Ministry/Department/Orgn	Self-Undertaking		

ELIGIBILITY CRITERIA FOR OEM (if OEM is bidding directly)

SNO.	Eligibility Criteria	Documentary Evidence	Compliance	Remarks, if any
1	Company : Legal existence for last 10 Years.	Auditor Certificate or any document issued by any Government Authority.		
2	The OEM must be a Company registered in India under the relevant Indian Acts (Company/Partnership/LLP/ Proprietary etc). The company holding majority stake (minimum 51%) should be an Indian registered company.			
3	<u>Experience:</u> Must have 5 Years experience in the field of Encoded offline Quick Response Code containing text (variable data) and colour photograph (image)	Auditor Certificate or any document issued by any Government Authority.		

	development and generation			
4	<p>Financial Standing Must have annual turnover of Rs. 5 (Five) Cr in the last three audited financial years that is 2021-22(if 2024-25 not audited), 2022-23,2023-24 and 2024-25(if audited). This turnover must be from generation of Encoded offline Quick Response Code containing text (variable data) and colour photograph (image).</p>	Copy of the certificate from CA with registration number and seal		
5	<p><u>Secure Offline Enhanced QR Code:</u> OEM must have: - implemented at least 1 Government(Centre/ State/ PSUs) project in the last 5 years, for the supply of Encoded offline Quick Response Code containing text (variable data) and colour photograph (image). - The OEM should have generated at least 50 Lakhs Encoded offline Quick Response Codes carrying text (variable data) and colour photograph (image) for 1 customer in any 1 year in the last 5 years.</p>	<p>The solution must have been supplied to Government of India or any State Government body or any Government PSU'.</p> <p>Bidder needs to submit one of the following set of documents from the Customers:- - Copy of Work order or PO, or - Copy of Invoice and Self declaration about</p>		

		completion, or - Satisfactory completion certificate from the customer with number of QR codes issued, year of issuance and complete reference address.		
6	Support Centre: - OEM should have an established network for installation, service and Maintenance of the solution in major cities in India i.e. Delhi, Mumbai, Kolkata, Chennai, Bangalore and Hyderabad. - OEM must have at least 05 years of prior experience in the field of supply of IT/ITeS Related systems, including installation, support and servicing	Self-Declaration along with the details of the Service Centre and Service Engineer details		
7	Other Requirements / Documents: If OEM is not bidding, then OEM must provide a Document authorizing the bidder to participate in the tender. One OEM can authorize only one bidder to participate in this tender.	Authority Letter signed by Authority in OEM as per the format attached		

	OEM should be ISO 9001:2015 certified or CMM3 compliance	Copy of valid Certificate		
	Either the OEM or its authorized agent can participate. Both OEM and Authorized agent cannot participate in the tender	Self-declaration to be given by OEM		
	Certificate guaranteeing all technical support to NICSI (or to any Government Authority) as well as bidder	Certificate by OEM		
8	Bidder should not have been black listed in any Central / State / public undertaking Government department/organization	Certificate from CEO / Partner of the company		
9	Latest receipt issued by I.T. authority in support of Agency having submitted the I.T. Return for the previous three (3) years.	Copy of IT returns		
10	Other Requirements/Documents	Bidder will provide support within 12 hours of a reported problem. This will include sending Engineer to troubled site within 24 hours to resolve the problem.	Submit Legal Affidavit signed by CEO of Company	

Note:

1. Bidder is to fill the above Format and indicate the page numbers of the supporting document in the proof while submitting response to the eligibility criteria.
2. Bidders must ensure that all required documents have been uploaded/submitted along with the bid to justify his/her eligibility. Bidders may be asked to show all required documents from the bid to justify his/her eligibility on the day of opening the bid itself.

OEMs/Bidders which falls under the category of Start Ups as defined under "Startup Standup India" initiative of Government of India (www.startupindia.gov.in) would be eligible and evaluated as per the stipulated guidelines.

Also, MSME Bidders will be evaluated as per stipulated guidelines published under Ministry of Micro, Small and Medium Enterprise.

4.2 Technical Evaluation

- 4.2.1 Details of Solution and Technical Specifications/Requirement to be empaneled/procured are given in ANNEXURE-4 – Technical Requirements.
- 4.2.2 A nominated Committee will open and evaluate technical bids to determine the technical suitability and competence of the bidders to perform the contract. Bidders who meet the technical criteria will be invited to give a detailed presentation and demonstration of their solution focusing specifically on tender requirements.
- 4.2.3 The demonstration shall be held either at NICSI/User's site within 15 days of receipt of invitation from NICSI. On the day of demonstration, the bidders will bring the complete setup of equipment and software necessary for this purpose of demonstrating the solution at their own cost.

- 4.2.4 At this stage, user/division shall evaluate the required solution and integrated setup as per specifications.
- 4.2.5 Bidders shall be allowed time of 15 days for organizing the technical demonstration. If a bidder fails to organize the demo within the stipulated time of 3 working days or the demo is not successful, no second chance will be given and the bid shall be rejected.
- 4.2.6 Any expenditure incurred on account of samples / demonstration will be entirely borne by the bidder.
- 4.2.7 For Technical evaluation, bidders have to ensure the availability of appropriate specialist, along with every type of documentation required, from their organization for interacting with TEC & evaluation team. In case a bidder does not make the required specialist along with proper documentation available, then such defaulting bidder shall be taken off the tender evaluation process and the bid will stand rejected.
- 4.2.8 During the technical evaluation, if any part of the solution or entire solution FAIL to meet the specification requirement, no subsequent opportunity will be given to the bidder(s). However, a standby system of already quoted specification, if available instantly on the spot, could be considered by the TEC for evaluation only once.
- 4.2.9 Bidders are advised to ensure that, if asked to bring the system for evaluation the same should conform to all technical parameters and is a tested system.
- 4.2.10 Following is a List of Enclosures which are to be submitted and shall be properly numbered, indexed along with signatures of the authorized representative of quoting bidder:
- 4.2.10.1 Necessary detailed technical write up highlighting the

features of the quoted items along with details of sub-assemblies (if any)

4.2.10.2 Information on planned future upgrades and compatible products along with the anticipated time frame.

4.2.10.3 Bidder shall furnish a compliance statement (Point-wise) of specifications & features of offered solution with the Technical Bid. No deviations in terms & conditions of the tender document as well as technical specifications (on the lower side) will not be accepted in any case.

4.2.11 The bidder should have a back-to-back support agreement with OEM for support of offered solution. A Letter from OEM needs to be furnished as per the format provided in ANNEXURE13-MANUFACTURER'S AUTHORIZATION FORM.

4.2.12 Any other document which the bidder may consider necessary to support the product /bid.

4.2.13 All documents should be submitted electronically in PDF format.

4.2.14 Conditional tenders shall NOT be accepted on any ground and shall be rejected straight way.

4.2.15 Further, Technical Evaluation Committee (TEC) may ask the bidder to provide demo/Proof of Concept of the selected solution offered by bidder, as per specifications set out in the ANNEXURE4 - TECHNICAL for technical performance evaluation at NICSI or any other location decided by TEC in specified time limit to be intimated to them. In case, bidder fails to bring their quoted solution within the stipulated time, for whatever reasons, their bid will not be considered for further evaluation.

4.2.16 The commercial bids of the technically short listed vendors only will be opened in the presence of their representatives on

specified date and time at NIC. THERE WILL BE NO NEGOTIATIONS REGARDING THE FINANCIAL /COMMERCIAL BIDS. Before opening the commercial bids, if NICS considers necessary, it may ask for revised commercial bids from the short listed vendors which should be submitted within two days of intimation to this effect in sealed envelopes which shall be opened on specified date and time. The revised bids should not be more than the one quoted earlier by the respective vendor. Any vendor quoting higher rates in their revised commercial bid will be disqualified for further consideration and EMD will be forfeited. The lowest quoting vendor(LQ-1) shall be chosen on the basis of the lowest commercial bid of the system/ solution.

4.3 Financial Annexure

4.3.1 Details for submitting Financial Bids are given in FINANCIAL BID PROFORMA.

4.3.2 The bid rates offered will be inclusive of all costs of equipment/HSM or USB token containing security Keys/software/integration/ reading & verification mechanism/onsite delivery/installation or any other system that may be necessary including Duties (Customs &Excise) but excluding local Taxes on the bid rate. No license fee would be payable for any driver/ software/firmware/hardware etc. The nominated Committee will then evaluate the Financial Bids of all technically qualified bidders and select the lowest valid bid. In case L1 is not able to execute the contract, detailed financial bids of L2 shall be opened.

4.3.3 Hardware such as Camera / Document reader & scanner / Finger

print scanner etc will be provided by the user / NICSI.

5. INSTRUCTIONS TO BIDDERS

5.1 Availability of Tender Documents

5.1.1 The Tender Document is available at e-procurement site <https://etenders.gov.in/eprocure/app>

5.1.2 Prospective bidders desirous of participating in this tender may view and download the tender documents free of cost from the above mentioned website.

5.1.3 At any time prior to the last date for receipt of bids, NICSI may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFE documents by an amendment/corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP.

5.1.4 The amendment/corrigendum will be notified at the above mentioned websites, which will be binding on the prospective bidders to consider for quoting.

5.1.5 NICSI reserves the right to cancel this tender or modify the requirement at any stage of empanelment process cycle without assigning any reasons. NICSI will not be under obligation to give clarifications for doing the aforementioned.

5.2 Compliant Proposals/Completeness of Response

5.2.1 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 and forfeiture of the bid security.

5.2.2 Failure to comply with the requirements of this paragraph may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:

5.2.2.1 Include all documentation specified in this RFP .

5.2.2.2 Follow the format of this RFP and respond to each element in the order as set out in this RFP

5.2.2.3 Comply with all requirements as setout within this RFP.

5.2.3 Undertaking for subsequent submission of any of the required documents will not be entertained under any circumstances.

5.3 Pre-Bid Meeting

5.3.1 NICSI shall hold a pre-bid meeting with the prospective bidders as per the schedule mentioned in "**FACT SHEET**".

5.3.2 The queries should be sent to NICSI in the following format (preferably in an excel file) through email at **tender-nicsi@nic.in**.

Company Name		M/S.....		
SNo.	RFP Page No.	Relevant Section/Annexure of RFP	Relevant Content from RFP	Vendor's Query/Comment

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5.3.3 NICSI 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 NICSI.

5.3.4 NICSI will endeavour to provide a complete, accurate, and timely response to all queries raised by the bidders. However, NICSI makes no representation or warranty as to the completeness or accuracy of any response, nor does NICSI undertake to answer all the queries that have been posed by the bidders and bidders shall not assume that their unanswered queries have been accepted by NICSI.

5.4 Time Schedule

As per "**FACTSHEET**".

No Bid will be accepted after the expiry of the above mentioned time schedule.

In order to allow bidders a reasonable time to take the amendment/corrigendum(s) into account in preparing their bids, NICSI, at its discretion, may extend the deadline for the submission of bids.

5.5 Bidding Cost

The bidder shall bear all costs associated with the preparation and submission of their bids. NICSI will, in no case, be responsible or liable for those costs, regardless of the outcome of the tendering process.

5.6 Right to Terminate the Process

NICSI reserves the right to accept or reject any proposal, and to annul

the bidding process and reject all proposals at any time prior to award of empanelment, 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 actions taken by NICS I.

NICS I makes no commitments, express or implied, that this process will result in a business transaction with anyone.

5.7 Language of the Bid

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and NICS I shall be written in English. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.

5.8 Rights to the content of the Bid

All bids and accompanying documentation of the proposal will become the property of NICS I and will not be returned after bid opening. The Commercial proposals that are not opened will be returned to the bidders. NICS I is not restricted in its rights to use or disclose any or all of the information contained in the proposal to experts/ consultants engaged in the evaluation of bid responses and can do so without compensation to the bidders. NICS I shall not be bound by any language used by the bidder in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

5.9 Validity of Bids

5.9.1 The bids shall be valid for a period as per "FACT SHEET". A proposal valid for a shorter period shall be rejected as nonresponsive.

5.9.2 On completion of the validity period, NICS I may (if required) request the Bidder(s) for an extension of the period of validity.

The validity of the EMD as requested should also be suitably extended if called upon to do so by NICSI. The request and the responses thereto shall be made in writing.

5.10 Earnest Money Deposit(EMD) /Bid Security

- 5.10.1 The bidder shall furnish as part of its bid, an EMD/bid security, of amount INR 30,00,000/- (One Thirty Lakhs Only) in the form of Bank Guarantee as per the format specified in Annexure-8 : Format for Bank Guarantee for Submission of Earnest Money Deposit(EMD) from any of the Commercial Banks in India in favour of National Informatics Centre Services Incorporated, payable at New Delhi, and should be valid for twelve months from the date of publication of RFP document.
- 5.10.2 Earnest Money Deposit must be submitted by all the bidders, except those who are registered with the Central Purchase Organization, National Small Industries Corporation (NSIC), Start-ups, Micro/ Small companies or the concerned Ministry or Department only (if they are registered for relevant schedules /products under this tender). The bidder must submit the certification of registration with one of the given authorities.
- 5.10.3 The bid security of all unsuccessful bidders will be refunded by NICSI at the earliest post signing of agreement and submission of the Security Deposits by the successfully empanelled bidders. The EMD, for the amount mentioned above, of successful Bidder would be returned upon submission of Security Deposit and Performance Bank Guarantee (if applicable).
- 5.10.4 In the case of those Bidders who are not empanelled, the Earnest Money Deposit (EMD) will be refunded without any interest accrued within one month of the acceptance of FEC (Financial Evaluation Committee)'s recommendations. The EMD of successful Bidder would be returned upon submission of security deposit.
- 5.10.5 The **EMD may be forfeited in the event of:**
- 5.10.5.1 A Bidder withdrawing its bid during the period of bid validity.

5.10.5.2 A successful Bidder failing to sign/accept the subsequent contract/empanelment in accordance with this RFP.

5.10.5.3 The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP.

5.10.5.4 A Proposal containing deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

5.10.6 Mailing address for EMD is as provided in FACTSHEET.

5.11 Bid Submission Process

Submission of bids has to be in accordance with the instructions given in ANNEXURE3- **"BID SUBMISSION PROCEDURE"**

6. BID OPENING AND EVALUATION

6.1 Bid Opening Process

6.1.1 NICSI reserves the rights at all times to postpone or cancel a scheduled bid opening.

6.1.2 Online bids (complete in all respect) received along with BG/Demand Draft of EMD (Physically) will be opened as mentioned at "FACT SHEET" in the presence of bidders representative, if available. Bid received without EMD will be rejected straight way.

6.1.3 One authorized representative of each of the bidders would be permitted to be present at the time of aforementioned opening of bids.

6.1.4 The bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for NICSI, the Bids shall be opened at the same time and location on the next working day. However if there is no representative of the bidder, NICSI shall go ahead and open the bid of the bidders.

6.2 Evaluation Process

6.2.1 NICSI will constitute Technical and Financial Proposal Evaluation Committees to evaluate the responses of the Bidders. The Proposal Evaluation Committees constituted by NICSI 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.

6.2.2 Eligibility/Technical evaluation will be done by a Technical Evaluation Committee of Officers (TEC) and Financial Proposal will be evaluated by a Financial Evaluation Committee (FEC).

6.2.3 Bidders who meet the eligibility requirements as on the last date of bid submission would be considered as qualified to move to the next stage of evaluations. Financial bids of only those bidders, whose bids found technically qualified, by the Technical Evaluation Committee, will be opened in the presence of the bidder's representatives subsequently for further evaluation.

6.2.4 The decision of the 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.

6.2.5 NICS I may seek clarifications from the Bidder on the Eligibility, Technical, & Commercial Proposals.

6.2.5.1 NICS I may seek any specific clarifications in the form of document or reasoning against tender requirements during the eligibility/technical and commercial evaluation stage. Irrespective of date of issuance of such document, the document submitted under clarification should be complying with the empanelment conditions before last date of submission of bid. If there is any Lack of clarity in the submitted documents, TEC may ask concerned bidder representative to be present physically to prove their eligibility.

6.2.5.2 If there are conditions attached to any financial proposal/bid, which shall have bearing on the total cost, the Financial Evaluation Committee shall reject any such proposal(s) as non-responsive. However, if the Committee feels it as necessary to seek clarification on any financial proposal(s) regarding taxes, duties or any such matter, NICS I may invite response(s) in writing.

6.2.5.3 NICS I may call for clarifications and give them reasonable time period i.e. not exceeding more than 15 days. The bidder has the option to respond or not to respond to these queries.

6.2.5.4 If the bidder fails to respond, within the stipulated time period or the clarification(s) submitted is non-conforming to requirement of tender conditions, no further time will be given for submitting the clarification(s)/document(s) and the bid will be summarily rejected.

6.2.5.5 The request for clarification/missing document(s) shall be in writing and no change in quoted prices or substance of the bid shall be sought, offered or permitted. No post bid clarification at the initiative of the bidder shall be entertained.

6.2.5.6 All such clarifications will be sent to the contact person of the bidder indicated in their proposal by email. All the bidders shall share the additionally asked documents/clarifications via email on or before the particular date and time (as per NIC server email time) as mentioned in the email seeking additional documents/clarification. All documents/clarifications received upto particular date & time shall be considered as a part of the offer and evaluated along with the tender. No document/ clarification shall be accepted after the particular date and time as mentioned in the email.

6.2.6 TEC will shortlist Technical Bids on the basis of technical parameters and features offered. The short listed Bidders may be asked for a detailed technical presentation/discussion on the solution and products offered in the bid. Further, Technical

Evaluation Committee (TEC) may ask the bidder to provide demo/Proof of Concept of the selected items/service offered by bidder, as per specifications under ANNEXURE 4 -TECHNICAL REQUIREMENTS of the tender for technical performance evaluation at NICS I or any other location decided by TEC in specified time limit to be intimated to them. In case, bidder fails to bring their quoted products within the stipulated time, for whatever reasons, their bid will not be considered for further evaluation.

6.2.7 TEC may visit the bidder's premises for technical demonstration/evaluation if required. NICS I will bear the expenditure towards travelling, boarding & lodging of its technical officials visiting for technical demonstration/evaluation.

6.2.8 For Technical evaluation, bidders have to ensure the availability of appropriate specialist, along with every type of documentation required, from their organization for interacting with TEC & evaluation team. In case a bidder does not make the required specialist along with proper documentation available, then such defaulting bidder shall be taken off the tender evaluation process and the bid will stand rejected.

6.2.9 During Technical Evaluation, no change in the specification of the solution will be allowed. Only solution with the quoted specifications will be evaluated.

6.2.10 Specifications given in this tender are minimum specifications that are to be met. However if bidder desires to quote higher

specifications, is free to do so.

6.2.11 Bidders will be technically short listed based on the presentation/Technical discussions and Demonstration/performance evaluation of their solution as per the required specifications. The names of technically shortlisted bidders will be announced to only those bidders whose bids will qualify for opening the financial bids.

6.2.12 No enquiry shall be made by the bidder(s) during the course of 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 office of NICSI can make any enquiry/seek clarification from the bidders. In such a situation, the bidder shall extend full co-operation.

6.2.13 In their own interest the bidders are advised to ensure that the equipment/service offered by them should conform to all tendered technical parameters/specifications and are available with them in advance for Technical evaluation. Equipment/service quoted and not meeting complete tender specifications or lower in specification will not be considered for evaluation.

6.3 Evaluation of Financial Bids

6.3.1 The Financial Bids of the technically qualified Bidders will be opened on a prescribed date in the presence of Bidder representatives, should they chose to attend the financial bid opening at the date and time as notified by NICSI.

6.3.2 If NICS considers necessary, Revised Financial Bids could be called for from the technically short-listed Bidders manually, before opening the original financial bids for recommending the final empanelment.

6.3.3 In the event of revised financial bids being called the revised bids should NOT be higher than the original bids except in case of change in Government levies and Exchange Rate Variation(ERV); otherwise the bid shall be rejected.

6.3.4 There will be NO NEGOTIATION regarding the financial bid.

6.4 Inclusion of MSME

6.4.1 If a bidder falls under the Micro, Small & Medium Enterprises Development Act, 2006, then a copy of the registration certificate must be provided to NICS. Further, the bidder must keep NICS informed of any change in the status of the company.

6.4.2 Following facilities have been extended to the SSI units registered with NSIC:

6.4.2.1 Issue of tender sets free of cost

6.4.2.2 Exemption from payment of Earnest Money Deposit(EMD).

6.4.2.3 Waiver of security deposit upto the monetary limit for which the unit is registered.

7. SECURITY DEPOSIT AND PERFORMANCE BANK GUARANTEE

All incidental charges whatsoever such as premium; commission etc. with respect to the Security Deposit/Performance Bank Guarantee shall be borne by the bidder. The security deposit/Performance Bank Guarantee may be discharged/ returned by NICS upon being satisfied that there has been due

performance of the obligations of the bidder under the empanelment/work orders. However, no interest shall be payable on the security deposit or the performance bank guarantee.

7.1 Security Deposit

7.1.1 The successful vendor empanelled against this tender, irrespective of the registration status etc., have to furnish a Security Deposit in the form of a Bank Guarantee from a Nationalized/Scheduled Commercial Bank for the amount equivalent to the EMD amount. Further, please note that MSME are not exempted from this clause and required to furnish security deposit as applicable.

7.1.2 The Security Deposit should be furnished within 15 days from the issuance of Letter of Empanelment and should be valid till the entire term of the empanelment and for an additional period of 90 days after the completion of term of empanelment. In case the duration of the empanelment is extended by NICS then the successful bidder will have to extend the Bank Guarantee by that period.

7.2 Performance Bank Guarantee

7.2.1 Vendors shall be required to submit Performance Bank Guarantee of amount equal to 5 % of Purchase/Work order within 15 days from the issue of the purchase/work order.

7.2.2 Performance Bank Guarantee should remain **valid for a period of project duration plus 3 months from the date of purchase order/Job order of all** contractual obligations of the supplier including warranty obligations.

7.2.3 The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected vendor 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 and Warranty period. In case the selected vendor fails to submit performance guarantee within the time stipulated, NICS I at its discretion may cancel the order placed on the selected vendor without giving any notice. NICS I shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or NICS I incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

8. TERMINATION OF CONTRACT

8.1 NICS I may, terminate this Empanelment/Work Order by giving the Selected Agency a 30 (Thirty) days prior and written notice indicating its intention to terminate the Contract under the following circumstances:

8.1.1 NICS I is of the opinion that there has been such event of default on the part of the Selected Agency, which would make it proper and necessary to terminate this Contract and may include failure on the part of the Selected Agency to respect any of its commitments with regard to any part of its obligations under this Contract.

8.1.2 The Selected Agency has failed to commence the provision of Services, or has without any lawful excuse under these conditions suspended the work for 30 consecutive days.

8.1.3 Where it comes to NICS I's attention that the Selected Agency is in a position of actual conflict of interest with the interests of

the Purchaser in relation to any of Terms and Conditions of the Contractor has without authority committed breach of Terms of the Contract in best judgment of NICSI.

8.1.4 In the event of the quality of Temporary Staffing Personnel and/or services as per the Scope of Work under the Contract with NICSI not found acceptable by NICSI/User Department.

8.1.5 The Selected Agency has neglected or failed to observe and perform all or any of the terms acts, matters or things under this Contract to be observed and performed by it.

8.1.6 The Selected Agency has acted in any manner to the detrimental interest, reputation, dignity, name or prestige of NICSI.

8.1.7 The Selected Agency has been declared in solvent/bankrupt.

8.2 Consequences of Termination

8.2.1 NICSI shall have the right to carry out the unexecuted portion of work either by itself or through selecting other Empanelled Agency.

8.2.2 In the event of termination of this Contract, NICSI shall be entitled to impose any such obligations and conditions and issue any clarifications as maybe necessary to ensure an efficient transition and effective business continuity, which the Selected Agency shall be obliged to comply with.

8.2.3 In the event that the termination of this Contract is due to the expiry of the Term of this Contract, a decision not to grant any(further) extension by NICSI, or where the termination is prior to the expiry of the stipulated term due to the occurrence of any event of default on the part of the Selected Agency, the Selected Agency herein shall be obliged to provide all such assistance to the successor or any other person as may be required by NICSI.

8.2.4 Where the termination of the Contract is prior to its stipulated term on account of a default on the part of the Selected Agency or due to the fact that the survival of the Selected Agency as an independent corporate entity is threatened/ has ceased, NICSI shall pay the Selected Agency for that part of the Services which have been authorized by NICSI and satisfactorily performed by the

Selected Agency upto the date of termination. Without prejudice any other rights, NICSI may retain such amounts from the payment due and payable by NICSI to the Selected Agency as may be required to offset any losses caused to NICSI as a result of any act/omissions of the Selected Agency.

8.2.5 NICSI may take possession of the works and all deliverables of the Selected Agency and use or employ the same for completion of the work or employ any other selected Agency or other person or persons to complete the works. The Selected Agency shall not in any way object or interrupt or do any act, matter or thing to prevent or hinder such actions, other Empanelled Agencies or other persons employed for completing and finishing or using such deliverables.

8.2.6 When the Contract is terminated by NICSI for all or any of the reasons mentioned above, the Selected Agency shall not have any right to claim compensation on account of such termination.

9. PRICE VARIATION/REVISION

9.1 During the validity of the empanelment including the extended period, if any, if the vendor quotes, sells or exhibits written intention to sell any empanelled item of the same or equivalent configuration/specification to any other Department/Organization at a price lower than the price fixed for NICSI under same terms and conditions as defined in this tender, the vendor shall voluntarily pass on the price difference to NICSI. The effective date will be date of signing new agreement/selling/ intent to sell at lower rate.

9.2 In the event of lowering of government levies subsequent to the finalization of the panel, the bidder shall automatically pass on the benefits to NICSI, and in the event of increasing of government levies subsequent to the finalization of the panel; NICSI shall consider the case on merit and the pro-rata benefits to the vendor may be considered if full reference with documentary evidence is

submitted.

- 9.3 During the validity of the empanelment including the extended period, if any, in case NICS I notices **that the market rates have come down** from the time the rates were finalized or selection of new system configuration based on market trends or for the reasons of technological changes, NICS I may ask the **technically qualified** bidders to re-quote the prices and the vendor(s) will be selected on the basis of financial evaluation procedure given earlier. All those technically qualified bidders, whose EMD have been returned by NICS I during/after the evaluation of the tender, will have to submit the EMD of the same amount along with the revised price quotations. The time gap between such re-quotes/revision of rates will be as per "FACT SHEET".

10.AWARD OF WORK

- 10.1 NICS I has the right to choose any subset of the empanelled items for the placement of purchase/work orders.
- 10.2 NICS I will be free to allocate the work to any of the empanelled vendors or to an agency of User Department's choice.
- 10.3 In case Work Orders are placed on more than one agency, the distribution of work orders will be at the sole discretion of NICS I or the User Department.
- 10.4 Work/Purchase order will be placed as per NICS I's SOP to the empanelled vendor (or partner) in hard copy format or in softcopy mode either through e-mail containing the scanned copy of the Purchase Order or an alert through e-mail for downloading the Purchase Order.

10.5 Objection, if any, to the Purchase Order must be reported to NICS by the supplier within Seven(7) working days counted from the Date of Purchase Order for modifications, otherwise it is assumed that the supplier has accepted the Purchase Order in totality. This is applicable in case of electronic publishing/delivery of Purchase Order also.

10.6 After receiving the Purchase Order, amendment if any, is requested by the supplier or done by NICS, the timelines of the work/purchase order shall be from the amendment date and not from the original Purchase Order date.

10.7 **Validity of Empanelment:** The Empanelment will be valid for a period of 4 years from the date of first supply order and maybe extended for a further period of 1 year on mutual consent of the buyer and seller. NIC/NICS has the right to use the Empanelment for similar other projects on the same basis which may come up during the validity of the Empanelment.

11.PRE-DELIVERY INSPECTION AND ACCEPTANCE TESTING PROCESS

11.1 User shall test the Generation of QR Codes and Verifiable Secure information etc. Demonstration for testing in terms of quality and quantity as per the requirements of the empanelment shall take place as part of technical evaluation.

11.2 The Solution/Systems must be supplied in full as per ordered configuration for acceptance testing.

- 11.3 No Solution/system with short supply or alternate solution with different technical specifications shall be taken up for acceptance testing under any circumstances.
- 11.4 The offered solution, in addition to meeting the evaluation tests, should also contain the same sub systems(specifications) or higher, as were given at the time of initial evaluation tests.
- 11.5 No acceptance testing will be undertaken by User unless the Technical Verification Data Sheet (TVDS) concerned with offered solution, is provided to NIC/NICSI.
- 11.6 The tentative schedule for conducting of acceptance testing at installation site, shall be provided along with comprehensive specification details by vendor within 60 days from the date of purchase order to User, so that all the related documentation work by NICSI could be completed and tested solution can be delivered and installed/integrated within the stipulated time frame as per purchase order.
- 11.7 The testing of solution must be completed as specified before the delivery date as per purchase order.
- 11.8 NIC/NICSI/User reserves the right to reject any part of solution or complete solution, if found unsuitable and /or not conforming to the approved specifications.
- 11.9 Since technological trends in IT industry are changing very rapidly, NICSI may examine/re-assess the technical specifications of the solution and have consultation with the empanelled vendor for technological upgradation. If considered necessary the system configuration may be considered for upgraded on higher side after

consultation with empanelled vendors. If the empanelled vendors agree for upgradation and same is accepted by NICS I competent authority, the finalized upgradation will be applicable. Besides this upgradation, NICS I will not entertain any request of empanelled vendor for any midterm upgradation.

12. DELIVERY/INSTALLATION AND INTEGRATION

12.1 All aspects of safe delivery/installation/integration of the solution on the user sites along with the generation of the secure QR Code shall be the exclusive responsibility of the vendor.

12.2 Satisfactory work certificate to be obtained from user signed and stamped on completion of the work. In case of any discrepancy with regard to sign, stamp or date etc on the certificate, a mail from concern NIC/NICS I/User Coordinator may be accepted.

12.3 The vendor should install/integrate the solution at specified locations without any additional charge.

12.4 Failure in maintaining on time delivery/integration of the solution and maintaining the uptime of the system, for reasons accountable to the vendor, shall render the vendor liable for penalty at the rates as mentioned in ANNEXURE1-PAYMENT TERMS AND PENALTY.

12.5 Proof of Generating Secure QR Code duly signed by the User, NIC, NICS I Project Coordinator, should be submitted along with bills.

12.6 Vendor should make the system operational within 45 days of placing the work order by NICS I. Beyond which penalty shall be

imposed as per Penalty section of this tender.

12.7 Vendor, after receiving the Purchase Order will consult/visit the user department for ascertaining the compatibility of the ordered solution within the existing setup. If there is any additional requirement of components for the installation/integration, the same need to be communicated to the user department and NICS I well advance in time. No such requests, resulting to unnecessary delay in the implementation, will be considered. Even after the vendor's notification the necessary requirements are not fulfilled by the department, the vendor shall submit a Site Not Ready Certificate as per the format provided in ANNEXURE9-SITE NOT READY CERTIFICATE.

13. ONSITE WARRANTY MAINTENANCE

Vendor shall ensure that the uptime of the system is always maintained and Generation of Secure QR Code as done as and when required by user. Also refer to Penalty clause of this document.

14. SERVICE LEVEL AGREEMENT

14.1 The empanelled agency automatically agrees with NIC/NICS I for honouring all aspects of fair trade practices in executing the work orders placed by NIC/NICS I. This may be read in conjunction with ANNEXURE1- PAYMENT TERMS AND PENALTY.

14.2 Only the character verified manpower should be deployed to work for this project. The agency will keep with them, their present and permanent address(with proof),qualification details,

specimen signature, and two passport size photographs and furnish this details/information to NIC/NICSI/User, as and when required.

- 14.3 The staff deployed by the agency will maintain office decorum. They will be courteous, polite and cooperative In case any personnel of the Agency are found engaged in doing any work other than the task assigned to him/her the agency will arrange the replacement.
- 14.4 The agency will be responsible for any damage to equipment's, property and third party liabilities caused by acts on part of its deployed manpower at NIC/NICSI/User's premises. All facilities extended by NICSI/Client will be used only for the purpose of carrying out legitimate business of the client organization and will not be put into any other use. For any established damage, the extent of damage as decided by NIC/NICSI will be final and binding on the agency.
- 14.5 NIC/NICSI/User shall provide access to the internal setup for integration with the system and generation of QR Codes.
- 14.6 Application/software before deployment must be security audited from cert-in empanelled agency with validity as on date.
- 14.7 NIC/NICSI/User may also audit all the software's/solutions used by bidder. The bidder shall not load/ alter any software without written permission from the NIC/NICSI/User.
- 14.8 The selected agency or its deployed manpower will not, without NICSI's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample of information furnished by or on behalf of NICSI in connection therewith, to any person

other than a person employed by the agency in the Performance of the Contract. Disclosure to any such employed person will be made in confidence and will extend only as far as may be necessary for warranty purposes of such performance.

- 14.9 The selected agency will not outsource the work to any other associate/franchisee/third party under any circumstances. If it so happens then NICS will impose sanctions which will include forfeiture of the security deposit, revocation of bank guarantees (including the ones submitted for other work orders) and termination of the Contract for default.

15. CONFIDENTIALITY AND SECURITY

- 15.1 The selected agency and their personnel will not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or business or operations of NIC/NICS or its clients without the prior written consent of NIC/NICS/User Department.
- 15.2 The agency will ensure that no information about the software, hardware, and database, the policies of NIC/NICS/User Department is taken out in any form including electronic form or otherwise, from the client site by the manpower posted by them.

16. INDEMNITY

- 16.1 The Selected Agency shall indemnify NICSI from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind whosoever suffered, arising or incurred inter alia during and after the Contract period out of:
- 16.1.1. Any negligence or wrongful act or omission by the Selected Agency or any third party associated with Selected Agency in connection with or incidental to this Contract or;
 - 16.1.2. Any breach of any of the terms of this Contract by the Selected Agency, the Selected Agency's Team or any third party
 - 16.1.3. Any infringement of patent, trademark/copyright arising from the use of the supplied goods and related services or any party thereof
- 16.2 The Selected Agency shall also indemnify the Purchaser against any privilege, claim or assertion made by a third party with respect to right or interest in, service provided as mentioned in any Intellectual Property Rights and licenses.
- 16.3 NICSI/User department stand indemnified from any employment claims that the hired manpower/ agency's manpower may opt to have towards the discharge of their duties in the fulfilment of the work orders.
- 16.4 Each party also stands indemnified from any compensation arising out of accidental loss of life or injury sustained by such party's manpower while discharging their duty towards fulfilment of the purchase orders caused by the negligence or wilful misconduct of the other Party or its agents and representatives.

17. LIMITATION OF LIABILITY

The limitation of liability of the empanelled agency for the services rendered under the RFP will be governed by the applicable laws.

18. FORCEMAJEURE

If at any time, during the continuance of the empanelment, the performance in whole or in part by either party of any obligation under the empanelment is prevented or delayed by reasons beyond the control of a party such as war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, natural calamities, lockouts, acts of state or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof, neither party shall, by reason of such event, be entitled to terminate the empanelment/contract, nor shall either party have any claim for damages against the other in respect of such non performance or delay in performance, and deliveries under the empanelment/contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, provided further, that if the performance in whole or in part or any obligation under the empanelment is prevented or delayed by reason of any such event for a period exceeding 60days, NICS may at its option, terminate the empanelment. Neither Party shall be liable for any failure or delay in the performance of its obligations under the contract or Work Orders hereunder to the extent such failure or delay or both is

caused, directly, without fault by such Party, by reason of such event. NICSI shall however, be responsible to pay the empanelled vendor for the services successfully rendered to the satisfaction of NICSI/user department under the work orders/ purchase orders issued pursuant to the contract.

19. DISPUTE RESOLUTION

The Bidder and NICSI shall endeavour their best to amicably settle, by direct negotiation, all disputes arising out of or in connection with the empanelment.

In case any dispute between the Parties, does not settle by negotiation, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration. Arbitration shall be held in New Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the third to be appointed by the Department of Information Technology, Government of India.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the

Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement/Empanelment notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

20. **APPLICABLE LAW**

- i. The empanelment/work-order(s) will be governed by the laws and procedures established by the Govt. of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing. All disputes in this connection shall be settled in Delhi jurisdiction only.
- ii. Bidder needs to provide and undertaking in the form of Non-disclosure agreement as per Annexure 14.

ANNEXURES

ANNEXURE-1

PAYMENT TERMS AND PENALTY

1. The agency will submit Pre-receipted bills in triplicate every quarter (having details of concerned work-order number, Date and Project-Number of NICSI) in the name of National Informatics Centre Services Incorporated, New Delhi along with relevant supporting documents i.e duly certified from NIC Coordinator/USER about satisfactory performance of the service. Payment will be made only upon submission of the Bill along with all the completed documents.
2. Payments shall be subject to deductions of any amount for which the vendor is liable under the empanelment or tender conditions. Further, all payments to agency will be made subject to deduction of applicable penalty and TDS (Tax deduction at Source) as per the income Tax Act, 1961, and other taxes, if any, as per Government of India rules.
3. Any delay beyond the delivery/installation/integration as well as any system down time will render the vendor liable for penalty at the rate as mentioned in this Annexure.
4. In case the submission of bills to NICSI, along with the necessary documents, is delayed by the agency beyond 60 days from the date of issue of bill, the entire liability towards payment of interest/penalty to the tax authorities would be on the cost of respective agencies. The entire amount

will be deducted from the payment due to respective vendor.

5. All payments will be made through RTGS only.
6. The empanelled bidder will integrate the delivered solution with the NIC/NICSI/User application which was demonstrated during the technical demonstration or higher and provide adequate manpower for 24X7 support to User Department or Ministry that decides to use the solution. Vendor should complete the integration with NICSI/ User application within 60 days of placing the work order by NICSI. Beyond which penalty of INR. 10,000/- (Ten thousand) per day will be levied for a period of 15 days and after that the work order will be cancelled. The work order cancellation charges of 10% of the value of work order cost (example 2000 QR Code generation X price quoted by vendor in empanelment) will be applicable.
7. To maintain 99.5% uptime of the solution on daily basis, the cumulative downtime per quarter should not exceed 648 Minutes. Beyond which penalty will be charged at the rate of 10% of the per setup output (installation) per hour or part thereof, If X is the value in INR of the output of the setup/installation and T is the downtime in hours beyond the permissible limit), then Penalty R = $[X \times 10 / 100] \times T$.
8. If the empanelled vendors solution's remains non-operational for more than 8 hours in day or more than 24 hours in a quarter (attributable to this solution, even after making setup accessible), NICSI shall have the option to withdraw the job, get the job done through 'Standby Vendor' at the cost and risk of the defaulting bidder. NICSI may also consider termination of empanelment and forfeiting the security deposit.

9. Vendor will provide the service desk for reporting the downtime instance by the user. In addition e-mail and phone facility will also be provided. The downtime will be calculated on the basis of the system logs. Solution will be considered to be up, after rectification of the fault in the setup.
10. Penalty will be calculated on quarterly basis. While releasing the quarterly payment, in case penalty calculated is more than the quarter payment (asper Annexure1 : Payment), the Purchaser reserves the right to deduct the penalty from next payment/Performance Bank Guarantee/Empanelment Fee. If penalty is subtracted from the PBG/empanelment fee, the service provider must top-up the same to maintain initial agreed amount.
11. Actions in case of default will be as per clause- Termination for Default.
12. On the expiry of the initial/extended period of empanelment or in case the empanelment has to be revoked on account of non-performance, or breach of secrecy, which is of paramount importance for this project, the bidder shall return all the documents provided to him in good condition, failing which NICS I shall impose forfeiture of Security Deposit. NICS I may also initiate action for blacklisting the bidder. NICS I/User may initiate legal action as per law.
13. Bidder will not take data outside user's premises and not share such data with anyone.

14. Following clauses are also to be ensured in order to ensure timely actions:

a) Delay in start of production system:

Bidder to “Go Live” (Code generation) within T+60 days from readiness of user infrastructure and providing access to the environment. For any delay post T+60 days, SLA compliance charge @ INR 10, 000.00 (Ten Thousand) per day will be applicable.

b) Delay in generation of QR code on hourly basis/daily basis:

Services should be available at 99.5% uptime basis. In the event of any failure by bidder to generate the enhanced QR Code over and above 24-Hours, SLA compliance charge @ INR 10, 000.00 (Ten Thousand) per day will be applicable.

c) Delay in providing verification App:

Bidder to “Go Live” (Code reading Application delivery) within T+60 days from readiness of user infrastructure and providing access to the environment. For any delay post T+60 days, SLA compliance charge @ INR 10, 000.00 (Ten Thousand) per day will be applicable.

d) Delay in submission of PBG:

As per NICS RFP guidelines.

Additional Points:

- i) User shall plan and place order well in advance to enable empanelled agency to make provision of this facility.
- ii) During the process of verification, log data with date and time stamp and any other information(e.g. application and device specific

information etc.) as required by the user organization is required to be captured. This will help User Organization in investigation and audit where modification or updation of data in QR Code is suspected.

- iii) Verification software or app should be allowed to be downloaded and installed in devices authorized by user only.
- iv) User may specify a date and time on or after which verification software should be disabled so that it stops working in the designated devices also.
- v) User can decide to store generated QR Code/text/photo/finger print biometric data as per their requirement on their server.
- vi) Offered solution should comply to IT Act, upcoming DPDP Act both in generation/ verification and storage on infrastructure.
- vii) Infrastructure used for generation of keys etc, shall become property of user / NICSI, provided the contract meets the minimum code generation volume commitment threshold of 50 lakh codes per annum for minimum 2 years contract duration.

ANNEXURE-2

COVERING LETTER FOR BID

(To be submitted on the letter head of the bidder)

To

**The Managing Director,
National Informatics Centre Services Incorporated(NICSI)
Hall No. 2-3, 6th Floor, NBCC Tower,
Bhikaji Cama Place, New Delhi-110066**

Subject : **Submission of Bid for** Tender No.

Dear Sir,

This is to notify that our company is submitting bid in response to Tender No NICSI/..... for Empanelment of Vendors for<<<>>>. Primary& Secondary contact for our company are as follows:

	Primary Contact	Secondary Contact
Company Name		
Name		
Title		
Address		
Phone		
Mobile		
Fax		
E-mail		

Whether availing benefits under MSME notification dated 23.03.2012?	YES/NO
If response to item above is "Yes", then is the MSME owned By SC/ST?	YES/NO
Whether availing preference under Preferential Market Access Policy?	YES/NO
Whether availing benefits under "Startup Standup India" Policy?	YES/NO

We are responsible for communicating to the NICSI in case of any change in the Primary or/and Secondary contact information mentioned above. We shall not hold NICSI responsible for any non-receipt of bid process communication incase such change of information is not communicated and confirmed with NICSI on time.

By submitting the proposal, we acknowledge that we have carefully read all the sections of this tender document including all forms, schedules and appendices hereto. and are fully informed to all existing conditions and limitations. We also acknowledge that the company is in agreement with terms and conditions of the tender and the procedure for bidding, evaluation and selection.

We have enclosed the earnest money deposit as per the tender Conditions and we understand that it is liable to be forfeited in accordance with the provisions of tender documents.

We confirm that information contained in this response or any part thereof, including documents and instruments delivered or to be delivered to NICSI are true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part misled NICSI in its evaluation process.

We fully understand and agree that on verification, if any of the information provided here is found to be misleading the evaluation process or result in unduly favours to our company in evaluation process, we are liable to be dismissed from the selection processor termination of the contract during the empanelment with NICSI.

We understand that you are not bound to accept the lowest or any bid you may receive

.

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

Yours sincerely,

On behalf of [bidder's name]

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

Place :

Date :

ANNEXURE-3

BID SUBMISSION PROCEDURE

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

Registration:

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge
2. As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate(Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode / eMudra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the

bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

6. Bidder then logs in to the site through the secured log-in by entering their user ID/Password and the password of the DSC/e-Token.

Preparation of Bids:

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents -including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" are available to them to upload such documents and keep it as a repository.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

Submission of Bids:

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/ couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents however any loss of courier or post occurred by postal department will be considered as vendor liability. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
4. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the file name. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
5. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
6. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data

entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further, this key is subjected to asymmetric encryption using buyers/ bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

7. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date& time of submission of the bid with all other relevant details.
9. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

Bid Submission Procedure for this Tender

The bids for this tender have to be submitted in accordance with the instructions given below:

Online Bid Submission:

The Online bids (complete in all respect) must be uploaded online in two packets as explained below:-

<p>Packet 1 – Technical Bid</p>	<p>The files should be saved in a PDF version as <i>“packet1<BidderName>”.pdf</i></p> <ol style="list-style-type: none"> 1. Scanned copy of Covering Letter in Company Letter Head as per ANNEXURE-2: COVERING LETTER FOR BID duly sealed & signed. 2. Scanned copy of Bid Securing Declaration Form duly sealed and signed as per the format mentioned in ANNEXURE-15: FORMAT FOR BID SECURING DECLARATION FORM 3. Scanned copy of Original Power of Attorney letter in a Non-Judicial Stamp Paper of at-least Rs.100/- or Board Resolution in Letter Head in original in case of Registered Limited Companies <p style="text-align: center;">Or</p> <p>Original Authorization in Letter Head in case of Partnership Firm</p> <p style="text-align: center;">Or</p> <p>Original Self Certificate in Letter Head in case of Proprietorship naming/indicating the person authorized to sign the bid.</p> <ol style="list-style-type: none"> 4. Scanned copy of Bidder’s profile as per ANNEXURE-16: Bidder’s profile duly filled in, signed and stamped along with all supporting documents. 5. Scan copy of duly filled signed and stamped Eligibility Compliance Sheets as per ANNEXURE-17: and all the supporting/mandated documents and Annexures required for eligibility criteria. 6. Scan copy of duly filled signed and stamped Technical Compliance sheets as per ANNEXURE-18: and all the supporting/mandated documents and Annexures required for Technical evaluation of the bid as per the evaluation criteria.
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	Note: The PDF file not containing the above documents or containing the financial bid in the explicit/implicit form will lead to rejection of the bid.
Packet 2 – Financial Bid	<p>Financial Bids to be uploaded as: -</p> <ol style="list-style-type: none"> 1. As per BoQ: GTV Financial Bid as per Annexure-19 : ABRIDGED FINANCIAL BID (in .xls format) <p>And</p> <ol style="list-style-type: none"> 2. Detailed financial bid as per Annexure-5. The Detailed Financial Bid scanned pdf files, then should be saved in a RAR '<i>Detailed Fin <Bidder's Name></i>'.RAR <p><i>Note: All the bids documents duly signed by the authorized signatory of the company and stamped with company seal.</i></p>

As the bid submission must be completed online, it is strongly advised that the bidder takes all necessary precautions to ensure a smooth process. This includes submitting the bid well in advance to avoid any last-minute issues, ensuring that file names and formats comply with the requirements for uploading the documents. The Purchaser will not consider any bids that are unable to be uploaded or are uploaded incorrectly on the portal, regardless of the reason.

Instructions for Packet 1

- a. All the bid documents must be duly signed by the authorized signatory of the company and stamped with company seal.
- b. The document should have a Table of Contents indicating page no. where bid and its supporting document are placed.
- c. It shall be the sole responsibility of the bidder to check (and double-check) the page number referencing made for supporting documents in the checklist indicated under Eligibility Compliance Sheet and Technical Compliance Sheet. No relevant information/document should be left, whether listed above or not.
- d. Bidder must provide all documents mandated for bidder's profile, prequalification criteria and for technical evaluation criteria.

- e. All pages of the bid being submitted must be sequentially numbered, stamped and signed by the authorized signatory.
- f. Relevant referencing shall be done by the bidder, clearly indicating all page numbers where supporting documents are provided.
- g. The document should have a Table of Contents indicating page no. where supporting document are placed.

Instructions for Packet 2

- a. The Bidder must upload the BoQ as per the format provided on CPP portal. The bidder must adhere to terms and conditions and fill in the required details as required in BoQ.
- b. The bidder must strictly follow the prescribed format as mentioned in the detailed Financial Bids.
- c. The bidder shall quote only the GTV value in Abridged Financial Bid as derived from in Detailed Financial Bid, for which bid is being quoted.
- d. During financial opening, only the Abridged Financial Bid shall be opened for determining the L1 bidder based on the GTV value.
- e. Any other itemized financial details mentioned in the Abridged Financial Bid may lead to rejection of the bid.
- f. All the bid documents should be duly signed by the authorized signatory of the company and stamped with company seal.
- g. The rates quoted should be in line with the market trends and reasonable.

Hard Copy Submission :

The bidder is required to submit the envelopes as required in the table below to the address mentioned in the "**FACTSHEET**" on or before the last date & time of submission of bid.

Envelope-1	<p>The envelope should be superscripted as "EMD<Bidder Name><Tender No.>" and should comprise of the following:</p> <ul style="list-style-type: none"> • Original Covering Letter as per ANNEXURE-2COVERING LETTER FOR BID • EMD/copy of Relevant Registration Certificate in case claiming exemption from EMD • Original Power of Attorney/ Copy of Board Resolution in the name of person signing the bid
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1. NICS I will not accept delivery of proposal in any manner other than that specified in this section. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.
2. Bid submission (online or hardcopy as required above) must be uploaded/submitted on latest by the time as mentioned in the "**FACT SHEET**".
3. Eligibility/Technical proposal should not contain any commercial information.
4. If any bidder does not qualify in technical evaluation, the Commercial proposal of that bidder shall not be considered for evaluation.
5. All pages of the bid being submitted must be sequentially numbered by the bidder.
6. NICS I will not be responsible for any delay on the part of the bidder in obtaining the terms and conditions of the tender notice or online/hardcopy submission of the bids.

ANNEXURE-4

TECHNICAL REQUIREMENT

Technical Specifications of QR Code Solution

Specifications expected from the solution

Sr. No.	Features
1.	The encoded offline Quick Response Code generated should contain: <ul style="list-style-type: none">• Static & variable demographic details of the document holder as prescribed by client• Colour Photograph of document holder• Support for storing of data in English & Indian regional languages (as long as Regional language are available in Unicode format)
2.	All the encoded offline Quick Response Code data (text, image etc.) should be in the encoded offline Quick Response Code for “offline verification” through Quick Response Code reader without connecting to a backend server.
3.	In certain use cases, as per customer requirement, encoded Quick Response Code should have verification capability: <ul style="list-style-type: none">a. entirely offline, orb. entirely online, orc. hybrid; offline and online
4.	The data stored in the Quick Response Code should be protected using digital cryptogram.
5.	The encoded offline Quick Response Code should contain variable data, digital signature, Digital signature Key ID, Digital signature algorithm used to validate the Quick Response Code issued to customer.
6.	The encoded offline Quick Response Code generated is read with authorized Document scanners/Mobile App (Android & iOS) only. These Quick Response Codes cannot be read by open-source Quick Response Code scanners.
7.	Display of information on reading the encoded offline Quick Response Code should contain all intended and stored information without compromising on quality and clarity. Tendering authority to set quality and clarity guidelines.

8.	Key Management System & data compression system should be part of the integrated solution.
9.	Easy integration with existing document issuance system – the Bidder needs to provide the integration mechanism and solution on how to integrate.
10.	Encoded offline Quick Response Code should be protected using higher cryptographic atleast 256-bit or higher encoding and the size (dimensions) of the encoded offline Quick Response Code generated should not exceed 5.00 cm x 5.00 cm with an extra 1mm for white border to be printed on prescribed document.
11.	The visual reference field in output photo should be same as input source photo. No area of input source photo must be cropped or edited.
12.	The security key used for generating the encoded offline Quick Response Code should be different from Key used for validating the encoded offline Quick Response Code and key management system must only use FIPS certified Hardware Security Module.
13.	Face recognition (1:1:1) Encoded offline Quick Response Code should store colour photo in quality to perform successful offline 1*:1#:1@ Biometric Face Recognition authentication with live photo taken (1*), against photo stored in encoded offline Quick Response Code(1#) and photo in database (1@).
14.	Fingerprint match (2 fingers) (1:1:1) Encoded offline Quick Response Code should store finger print template (2 nos.) in quality to perform successful 1*:1#:1@ Biometric Fingerprint authentication with live finger print scan taken (1*), against fingerprint template/s stored in encoded offline Quick Response Code(1#)and fingerprint template/s in database (1@).
15.	The keys for generating the encoded offline Quick Response Code will be stored inside the Hardware Security Module and the encoded offline Quick Response Code generation engine should use the Key stored inside the HSM for generation of encoded offline Quick Response Code. Such HSM hardware shall remain with the User for duration of the project.
16.	Verification modules to work in offline mode using Application developed for authorized Document scanners/Android & iOS Mobiles. The encoded offline Quick Response Code deciphered should be displayed in English & Indian regional languages (as long as Regional language are available in Unicode format)

17.	The generated encoded offline Quick Response Code should contain static data, variable data along with formatting information. The verification system should perform the following: <ul style="list-style-type: none"> • Read the Quick Response Code • Validate the Quick Response Code for non-repudiation • Read the contents and data formatting information • Render the data with the formatting details stored in the Quick Response Code
18.	Key Management System capable managing keys with cryptographic strength of 256-bit or higher.
19.	Software for Data Encoding, Compression and conversion to encoded offline Quick Response Code
19.	Integration & Customization with the present backend.
20.	Verification Software Application ensuring security using Mobile Phone/Device.
21.	Installation and configuration of software on server.
22.	The encoded offline Quick Response Code should be generated on bulk mode or on real-time basis.
23.	The encoded offline Quick Response Code generated should be embeddable in a PDF document and printable through any authorized Laser / Inkjet printer using minimum 1200 DPI.
24.	On scanning/reading the encoded offline Quick Response Code, visual representation of colour photograph stored in the encoded offline Quick Response Code in exact same visual reference field of input source photo should be visible for manual “on-sight” verification.
25.	Bidder Key Management system should allow the customer to create new Keys for generating code as and when required.
26.	Backup copy of of Security Keys are to be stored outside HSM within FIPS boundary thus enabling unlimited key storage without utilising HSM compute resulting in better performance.
27.	To ensure optimum data centre space and manageability, HSM must be capable of multiple virtual partitions & key storage management.
28.	Application Keys should be securely backed up at minimum three different locations other than Data Center without any extra hardware required for the same.
29.	HSM must have all latest certifications to meet Indian compliances mandates and updated all the time for security.
30.	HSM must support containerised environment like Docker etc.
31.	HSM should support multiple authentication methods including 2FA.

32.	HSM should support APIs in OpenSSL, Java, Microsoft and Web Services
33.	Bidder will have to provide a technical demonstration of the product (including generation, printing and reading of the encoded offline Quick Response Code as per the tender conditions) within 15 days from the date of opening of technical bids. Bidder will be required to bring all the necessary hardware, software, Mobile App, HSM, Document reader etc to demonstrate their end-to-end capability (i.e. from generating, printing to reading of the QR code)

All the above deliverable features will have to be demonstrated by the Seller during technical evaluation of the Solution.

ANNEXURE-5

DETAILED FINANCIAL BID

Guidelines for filling the Financial Bid:

1. The rates are inclusive of onsite delivery, installation, onsite service anywhere in India.
2. NICS user can use any or all-above rates in any combination to get different services.
3. Prices should be quoted in Indian Rupees inclusive of Duties, if any (Customs, Excise etc) but excluding local taxes (GSTetc). Such local taxes(GSTetc) will be paid extra as applicable.
4. Bidders quoting incredibly low value of items with a view to subverting the tender process shall be rejected straight away and EMD of such bidder will be forfeited.
5. For consideration of the financial bid, the rates of taxes and other components must be quoted as per the given proforma. It is mandatory to provide all the required information, otherwise bid will be rejected.
6. Entry Tax/Octroi will be reimbursed as per actual wherever applicable.
7. Ambiguous bids will be out rightly rejected.
8. Prices should be quoted in Indian Rupees and indicated both in figures and words. Figures in words will prevail.
9. Services can be provided using remote access or onsite or on premise as per security needs.
10. All prices should be quoted valid for Five years.

FINANCIAL BID Proforma

Quantity per Project	Unit Cost of Standard QR Code (IN INR)	Multiplication Factor	Cost = B * C
A	B	C	D1
0 – 2,00,000		50	
2 Lakhs – 20 Lakhs		40	
20 Lakhs – 50 Lakhs		30	
50 Lakhs – 200 Lakhs		20	
1000 Lakhs – 2000 Lakhs		10	
2000 Lakhs – 4000 Lakhs		5	
Above 4000 Lakhs		5	

Additional Unit Cost for Finger Print

Quantity per Project	Unit Cost of Standard QR Code (IN INR)	Multiplication Factor	Cost = B * C
A	B	C	D2
0 – 2,00,000		5	
2 Lakhs – 20 Lakhs		5	
20 Lakhs – 50 Lakhs		5	
50 Lakhs – 200 Lakhs		5	
1000 Lakhs – 2000 Lakhs		5	
2000 Lakhs – 4000 Lakhs		5	
Above 4000 Lakhs		5	

Additional Unit Cost for Facial Recognition

Quantity per Project	Unit Cost of Standard QR Code (IN INR)	Multiplication Factor	Cost = B * C
A	B	C	D3
0 – 2,00,000		2	
2 Lakhs – 20 Lakhs		2	
20 Lakhs – 50 Lakhs		2	
50 Lakhs – 200 Lakhs		2	
1000 Lakhs – 2000 Lakhs		2	
2000 Lakhs – 4000 Lakhs		2	
Above 4000 Lakhs		2	

NOTE :-

- a) Grand Total value will be SUM of all costs i.e. $D1+D2+d3$.
- b) L1 Rate shall be decided on the basis of Grand Total Value.
- c) Bidder can use USB based cryptography device for projects where volume is between 1-50 Lakhs QR Codes.
- d) Bidders are to provide HSM for all projects where QR Code volume is above 50 Lakhs.

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ANNEXURE-6

SELECTION OF L1 BIDDER AND PANEL FORMATION

1. L1 bidder will be the bidder quoting the least "Grand Total Cost"(Please refer Financial Bid Proforma). No representation of any kind in this regard shall be entertained.
2. In case more than one bidder quotes the same value of "Grand Total Cost" then the bidder having maximum total turnover as per the CA certificate submitted for eligibility will be reckoned as L1.
3. If L1 bidder as decided on the basis of "Grand Total Cost" quotes zero or incredibly low rates, failed to quote in any of the constituent items in the detailed cost breakup, its bid will be rejected and EMD will be forfeited. The next successive lowest quoting bidder will be declared as L1, if found in order as per tender terms and conditions and soon.
4. Rates quoted by the L1 bidder shall be accepted as tender rates.
5. In case the selected L1 bidder refuses to sign empanelment within the time frame given by NICSI, the offer would be treated as withdrawn and the bidder's EMD will be forfeited and L2 bidder shall be reckoned as L1 for further empanelment process. If other bidders refuse to sign the empanelment after matching L1 rates, their EMD will be forfeited and offer will be extended to other qualified bidders to make a panel. The defaulting bidder may also be debarred from participating in NICSI tenders for a period of three years.
6. The empanelment will be valid for a period of 4 years in the first instance from the date of first order. It may be extended for another one year on mutual consent depending upon the need of NIC / NICSI's project requirements.
7. All empanelled Vendors must honour all tender conditions and adherence to all aspects of fair trade practices in executing the purchase orders placed by NICSI on behalf of its clients. Failing this, NICSI may

forfeit their EMD.

8. Empanelled Vendor cannot sub contract any part of scope of work under any category of the tender to any other company.
9. In case an empanelled Vendor is found in breach of any condition(s) of tender at any stage during empanelment, legal action as per rules/laws, shall be initiated against the bidder and EMD/Security Deposits shall be forfeited.
10. In case vendor empanelled through this tender is not providing services as per SLA's defined or fails to provide services as per agreed timelines or SLA's or Terms and conditions defined in Work order/ Purchase order/ RFP document, NICSI has right to call revised financial bids from all technically qualified bidders.
11. Tender process will be over after the issue of empanelment letter to the selected bidder. Thereafter, information submitted by the participating bidders before and during the bidding process may be put by NICSI in the public domain. Competent Authority in NICSI may not exercise the privilege given under Right to Information Act Section 8(1) (d) which says "there shall be no obligation to give any citizen information including commercial confidence, trade secrets or intellectual property, the disclosure of which would harm the competitive position of a third party, unless competent authority is satisfied that larger public interest warrants the disclosure of such information".
12. Correction of Error :
 - a. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the proposals are submitted to NICSI.
 - b. Arithmetic errors in proposals will be corrected as follows:
 - c. In case of discrepancy between the Gross Total Value and the total cost provided for the component in the detailed cost breakup sheet, the

following methodology shall be adopted

13. If there is a discrepancy between words and figures, the amount in words will prevail. If L1 bidder fails to accept the individual unit rates rationalized as per above procedure, their bid will be treated as cancelled and EMD will be forfeited.

NCS

ANNEXURE-7

DOMESTIC VALUE ADDITION – SELF CERTIFICATE

Form - I

Format for Affidavit of Self Certification regarding Domestic Value Addition to be provided on Rs.100/- Stamp Paper.

Date:

I.....S/o,D/o,W/o.....Resident of..... do here by solemnly affirm and declare as under:

That I will agree to abide by the terms and conditions of the policy of Government of India issued vide Notification No. 33(3)/20 13-IPHW dated 23.12.2013.

That the information furnished hereinafter is correct to best of my knowledge and belief and I undertake to produce relevant records before the procuring authority or any authority so nominated by the Ministry of Electronics and Information Technology, Government of India for the purpose of assessing the domestic value-addition.

That the domestic value addition for all inputs, which constitute the said electronic product, has been verified by me and I am responsible for the correctness of the claims made therein.

That in the event of the domestic value addition of the product mentioned herein is found to be incorrect and not meeting the prescribed value-addition norms, based on the assessment of an authority so nominated by the Department of Electronics and Information Technology, Government of India for the purpose of assessing the domestic value-addition, I will be disqualified from any Government tender for a period of 36 months. In addition, I will bear all costs of such an assessment.

That I have complied with all conditions referred to in the Notification No. where in preference to domestically manufactured electronic products in Government procurement is provided and that the procuring authority is hereby authorized to forfeit and adjust my EMD and other security amount towards such assessment cost and I undertake to pay the balance, if any, forthwith.

I agree to maintain the following information in the Company's record for a period of 8 years and shall make this available for verification to any statutory

authorities.

1. Name and details of the Domestic Manufacturer (Registered Office, Manufacturing unit location, nature of legal entity)
2. Date on which this Certificate is issued.
3. Electronic product for which the Certificate is produced.
4. Procuring agency to whom the certificate is furnished.
5. Percentage of domestic value addition claimed.
6. Name and contact details of the unit of the manufacturer.
7. Sale Price of the product.
8. Ex-Factory Price of the product.
9. Freight, insurance and handling.
10. Total Bill of Material.
11. List and total cost value of inputs used for manufacture of the electronic product.
12. List and total cost of inputs, which are domestically sourced. Please attach certificates from suppliers, if the input is not in-house.
13. List and cost of inputs, which are imported, directly or indirectly.

For and on behalf of. (Name of firm/entity)

Authorized signatory (To be duly authorized by the Board of Directors) Insert Name, Designation and Contact No.

ANNEXURE-8

FORMAT FOR BANK GUARANTEE FOR SUBMISSION OF EARNEST MONEY DEPOSIT (EMD) AND SECURITY DEPOSIT

To,

Managing Director
National Informatics Centre Services Corporated(NICSI)
Hall No. 2-3, 6th Floor, NBCC Tower,
Bhikaji Cama Place, New Delhi-110066

Whereas <<Name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for submission of RFP# <<RFP Number for <<Name of the assignment>> (hereinafter called " the Bid") to National Informatics Centre Services Incorporated (hereinafter called 'the Purchaser').

Know all by these presents that we <<>>having our office at<<Address>>(hereinafter called" the Bank") are bound unto 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:

If the Bidder having its bid withdrawn during the period of bid validity specified by the Purchaser in the RFP; or

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 upto <<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:

- a) Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)
- b) This Bank Guarantee shall be valid upto (<<insert date>>)
- c) 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:

ANNEXURE-9

SITE NOT READY CERTIFICATE(SNR)

In case of a site being not ready to start work as per the empanelment terms & conditions or short supply of equipment's etc following certificate will need to be obtained by the vendor from the location.

Site Not Ready(SNR)		
1.	Name of Site	
2.	Location/Place	
3.	Purchase/Work Order No. & Date	
4.	Name of Vendor	
5.	Date of First Visit	
6.	Site not ready	
7.	Tentative Date of Site being ready for installation	
8.	Certificate	There is no delay on the part of vendor to start the work
	Name of User : Signature : Designation : Date :	

ANNEXURE-10

BANK DETAILS

Information to be given in company's letter head and attach the Cross Copy of the Cheque. This is required for crediting the amount in the bank.

SNo.	PARTY DETAILS :-	
1.	Party Name(as per Bank)	
2.	Address	
3.	City	
4.	State	
5.	Pin Code	
6.	Telephone No. with FAX	
7.	E-mail Address (for Payment Alerts)	
8.	PAN No.	
9.	Mobile No. (for Payment Alerts)	
	PARTY BANK DETAILS :-	
10.	Bank Name	
11.	Bank Type (RBI/SBI/PSB/PVT.)	
12.	Branch Name, Address with Pin Code and Telephone Numbers	
13.	Branch Code	
14.	Bank Account No. (as appearing on the Cheque Book)	
15.	Account Type (SB Account/Current Account/Cash Credit etc.)	
16.	Ledger No.	
17.	7-Digits Bank BSR Code No. *	
18.	9-Digits MICR Code No.	
19.	12-Digits IFSC Code No.	

- **BSR Code is mandatory.**

**Signature of the Investor/
Customer**

Date:

Certified that particulars furnished above are correct as per our records.

Signature of the Authorized Official from the Bank

Seal of the Bank

NCS

ANNEXURE-11

ENCLOSURE CHECK LIST

Enclosure Check-list (To be submitted properly numbered and indexed along with signatures of the authorized representative of quoting vendors)

SNO.	DESCRIPTION	REFER PAGE NO. IN THE BID
1.	Information as per Pre-Qualification Criteria	
2.	Information as per SERVICE LEVEL AGREEMENT	
3.	Authorization letter for submission of quotation by the authorized signatory (with signature duly attested by the Company's HR/ Finance Head /Partner /CEO) on a stamp paper. Proof of the Authorised Signatory in the form of Power of Attorney/ Board Resolution	
4.	Information as per Bank Details	
5.	List of important installation site having same system as quoted in the technical bid.	
6.	Compliance to the technical specifications of the product as per ANNEXURE4-TECHNICAL	
7.	Any other document which the vendor may feel necessary to support the product/bid as per TECHNICAL EVALUATION CRITERIA	
8.	Declaration by the bidder that no foreign National shall be called in the facility without prior permission.	
9.	Non-disclosure agreement ANNEXURE14	
10.	Domestic value addition certificate	
11.	Manufacturers/Producers Authorisation Form (MAF)	
12.	Covering letter for BID duly sealed and signed	
13.	Technical Bid should contain the following :	

	<p>i) Pre-Qualification (Eligibility): including self-evaluated Eligibility Compliance Sheet as per Annexure-17.</p> <p>ii) Technical Evaluation: including self-evaluated Technical Compliance Sheet as per Annexure-18.</p> <p>Supporting Documents for section (i) and (ii).</p>	
14.	<p>As applicable : Scanned copy of Bid Securing Declaration Form duly sealed and signed as per the format mentioned in Annexure-15: 'Format For Bid Securing Declaration Form'</p> <p>Or</p> <p>Copy of EMD</p>	
15.	<p>Copy of original Power of Attorney letter/Board Resolution/</p> <p>Or</p> <p>Original Authorization/ Original Self Certificate</p> <p>Or</p> <p>Original Self Certificate in Letter Head in case of Proprietorship naming/indicating the person authorized to sign the bid</p>	
16.	copy of Bidder's Profile as per 'Annexure-16: Bidder's profile' duly filled in, signed and stamped along with all supporting documents.	
17.	copy of duly filled signed and stamped Eligibility Compliance sheets as per Annexure-17 and all the supporting/mandated documents and Annexures required for eligibility criteria.	
18.	copy of duly filled signed and stamped Technical Compliance sheets as per Annexure-18 and all the	

	supporting/mandated documents and Annexures required for Technical evaluation of the bid	
19.	Necessary detailed technical writeup highlighting the features of the quoted items	
20.	Information on planned future upgrades and compatible Products along with the anticipated timeframe.	
21.	Any other document which the bidder may consider Necessary to support the product/bid.	
22.	As per BoQ: GTV Financial Bid as per Annexure-19: Abridged Financial Bid(in .xls format)	
23.	Detailed financial bid as per Annexure-5: Detailed Financial Bid (in .pdf format). The Detailed Financial Bid scanned pdf files, then should be saved in a RAR format.	
Total No.of Pages in the bid, all sequentially numbered		

ANNEXURE-12

SUPPORT REQUIRED

- 1) The vendor should provide required support round the clock 24*7 for any issues being faced by User Government Ministry/Departments/Organization. A resource should be made available in the 24*7 by the service provider.
- 2) Maintain SLA as per tender.

ANNEXURE-13

MANUFACTURERS'/PRODUCERS' AUTHORIZATION FORM (MAF)

To,

The Managing Director.

National Informatics Centre Services Inc.,

NBCC Tower, Bhikaji Cama Place, New delhi-110066

Sir,

Ref: **Your RFP Ref:[*]dated[*]**

We who are established and reputable manufacturers/producers of _____

Having factories/development facilities at (address of factory/facility) do hereby authorize M/s

_____ (Name and address of Agent) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty of our proposed Secure Offline Enhanced QR Code offered by the above firm against this Bid Invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

- a) Such Products as the Purchaser may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b) In the event of termination of production of such Products: advance notification to the Purchaser of the pending termination, in sufficient time to permit the NICS / User to procure needed requirements; and

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,
(Name)
(Name of Producers)

Note: This letter of authority should be on the letter head of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

ANNEXURE-14

NON-DISCLOSURE AGREEMENT

We hereby undertake that we will not disclose any information about the project, person associated with the project to anybody. We will sign detailed NON-DISCLOSURE AGREEMENT as and when desired by user.

Authorized Signatory

M/s _____

Printed Name _____

Title _____

Stamp _____

ANNEXURE-15

FORMAT FOR BID SECURING DECLARATION FORM

< On Company's Letter Head >

Date: _____

RFE No. NICS/ QR Code Generation Services /2025/xx

To *(insert complete name and address of the purchaser)*

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration/EMD.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a. have withdrawn/modified/amended, impairs or derogates from the RFE, my/our Bid during the period of bid validity specified in the form of Bid; or

b. having been notified of the acceptance of our Bid by the purchaser during the period of bid validity

(i) fail or refuse to execute the contract, if required, or

(ii) fail or refuse to furnish the Performance Security, in accordance with the instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of

(i) the receipt of your notification of the name of the successful Bidder; or

(ii) thirty days after the expiration of the validity of my/our Bid.

Signed : *(insert signature of person whose name and capacity are shown)*

in the capacity of *(insert legal capacity of person signing the Bid Securing Declaration)*

Name : *(insert complete name of person signing the Bid Securing Declaration)*

Duly authorized to sign the bid for an on behalf of : *(insert complete name of Bidder)*

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

ANNEXURE-16
BIDDER'S PROFILE

< On Company's Letter Head >

Name of the Bidder (in CAPITAL letters only) : _____

Date of Incorporation in India as : _____

Registration No : _____

Complete Address with PIN : _____

Contact Person Name:				
Designation:				
Telephone:				
Fax:				
E-mail:				
Goods & Service Tax No. (GSTN)				
Whether Bidder is Micro/Small Enterprise: (Yes/No)	If YES, Type of Enterprise :			
PAN No.:				
ISO Certification(s):				
CMMI Certification:				
Total Number of employees				
Annual Turnover (in INR Crores)	2021-22	2022-23	2023-24	Average Turnover
• Total Turnover				
• From Consulting				
• From eGovernance/IT consulting				
Whether Bidder is blacklisted: (Yes/No)				
Whether any Litigation Arbitration/ proceeding: (Yes/No)				

Note: Copies of the supporting documents should be attached along with the proposal.

Signature (Bidder Seal)

In the capacity of

Duly authorized to sign proposals for and on behalf of:

ANNEXURE-17

ELIGIBILITY COMPLIANCE SHEET

SNo.	Eligibility Criteria	Proof/Documents to be submitted	Compliance (YES/NO)	Reference/Page enclosed in the Bid
	The bidder shall submit a covering letter indicating the Category for which the bid has been submitted. The covering letter shall indicate that all terms and conditions mentioned in the RFE document have been assessed carefully and shall be adhered to throughout the course of empanelment.	Scanned copy of Original Covering letter as per Annexure-2: Covering Letter, duly signed by authorized signatory and on company's stamp and letter head.		
	The bidder should be a company registered in India under the relevant act such as Companies Act 1956/ 2013 or a partnership registered under the India Partnership Act 1932 or Partnership firm registered under Limited Liability Partnership Act 2008 or Proprietary firm with their registered office in India for the last three years.	<ul style="list-style-type: none"> • Certificate of Registration attested by Signing Authority/Certificate of Incorporation - The registration being during the year operation or earlier (i.e. not later than 2020-21). • Copies of Articles of Association (in case of registered firms) • Bye laws and certificate of registration (in case of registered co-operative societies) • Partnership deed (in case of partnership firm) /summary for 		

		<p>partnership should be submitted.</p> <ul style="list-style-type: none"> Self-Certificate in Letter Head in case of Proprietorship naming/ indicating the person authorized to sign the bid with GSTIN certificate 		
	To confirm in Yes or No, whether it falls under MSE as per the Micro, Small and Medium Enterprises Development Act, 2006. Further, keep informed to NICSI whether there is any change of the status of the company.	If Yes, duly signed & stamped copy of valid Certificate for similar service line as mentioned in the RFE must be furnished. Mere registration as SSI Unit will not be acceptable.		
	The bidder must have a registration number for GST (Goods and Services Tax) and hold a valid PAN.	<p>Bidder must provide a copy of the following in the name of the bidding company:</p> <p>a) PAN card</p> <p>b) GSTN</p>		
	The bidder, as on the date of bid submission, has not been blacklisted or debarred in the last three years and is not under blacklisting period /active debarred list by NICSI or any of the Central or State Government Organization / Public Sector Undertaking / Autonomous Body etc.	An undertaking (self-certification in company's letterhead) is to be submitted.		
	The bidder's average annual turnover from e-Governance/IT	CA Certificate for Turnover'		

	projects consultancy services in India should be Rs. 5 Crores or more in the last three financial years (2021-22, FY 2022-23 & FY2023-24)			
	During the last Financial Years (FY 2020-21, FY 2021-22, FY 2022-23 , FY 2023-24, FY 2024-25), The bidder should have completed at least 1(One) Project in QR Code development and generation for Central Government/State Govt. organization or PSU and generated 50 Lakhs QR Codes and verified.	Details of such assignment and copies of work orders.		

On behalf of [bidder's name]

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

Place:

Date:

NOTE:

- a) All bid documents must be clearly signed and stamped by the Authorized Signatory of the bidder.
- b) Only those bidders, who satisfy the eligibility requirements and accept the terms and conditions of this RFE document without any pre-condition shall be short-listed for further Technical Evaluation.

Purchase order / Work order value will be considered inclusive of all taxes for evaluation/eligibility under this RFE.

NOTES

ANNEXURE-18

TECHNICAL COMPLIANCE SHEET

SNo.	Technical Criteria	Details	Proof/ Documents to be submitted	Marks	Reference/ Page enclosed in the Bid
	Number of years of Bidder's firm	Incorporated as : In Year : No. of years of Consulting firm:		Max 5	
	Average Turnover from Consulting Services in India in last three Financial years	FY Turnover 2021-22 2022-23 2023-24 Average		Max 5	
	Geographical Presence of Consulting organization in India.	No. of Units extending IT related technical support		Max 5	
	Average Turnover from eGovernance/ IT Projects Consulting Services in India in last three financial years	FY Turnover 2021-22 2022-23 2023-24 Average		Max 5	
	QR Code Development & Generation in Project of Central/State Govt. or PSU	No. of QR Code generated and verified		Max 5	

ANNEXURE-19

ABRIDGED FINANCIAL BID

Name of the Bidder : _____

Gross Total Value (GTV) :

GROSS TOTAL VALUE	Rs.	Rs.
	(In Figures)	(In Words)

Note:

- i. Prices should be quoted in Indian Rupee only and indicated both in figures and words. The amount mentioned in words will prevail.
- ii. The bidder at first should calculate the value of GTV(X) in detailed financial bid.
- iii. In this proforma, the GROSS TOTAL VALUE (X) as calculated in Detailed Financial Bid must be reproduced as above.
- iv. This proforma shouldn't contain any detailed rates otherwise the bid will be rejected.