

HARYANA STATE COOPERATIVE APEX BANK LTD
SCO 78-80, BANK SQUARE, SECTOR-17B, CHANDIGARH
Ph. 0172-2714520, 2704349 (FAX)
Email-harcobank@harcobank.org.in

NOTICE INVITING TENDERS

The e-tenders are hereby invited on behalf of Haryana State Cooperative Apex Bank Ltd under Two Bid System (Technical Bid and Financial Bid) for the following works to be carried out from the eligible parties as per details given below:-

Tender Ref. No.	EDP/2020-21/Middleware
Description of Item	Request of Proposal for Middleware for Payment system application for RTGS/NEFT Services of HARCO Bank and 19 DCCBs in State
Earnest Money	Rs. 1,00,000/-
Tender Fee (Non-refundable)	Rs. 1000/-
e-service Fees (Non -refundable)	Rs. 1000/-
Start date and time of Bid preparation & submission on e-procurement portal	13.11.2020
Last date and time for Bid preparation & submission by bidders	11.12.2020 (17:00 hrs)
Date and time of Tender Opening (Technical Bid Part-I)	14.12.2020 (14:00 hrs)
Date and time of Tender Opening (Financial Bid Part-II)	To be decided later on
Last date and time for Earnest Money Deposit (EMD) of Bid submission	11.12.2020 (17:00 hrs)
Pre-bid meeting	24.11.2020 (11:30hrs)

The complete bidding documents, fee details, technical specifications and key dates can be viewed / downloaded from the web sites <https://etenders.hry.nic.in/> and www.harcobank.org.in Bid through any other mode shall not be entertained. Please note that Managing Director, HARCO Bank reserves the right to accept or reject the tendering process at any stage without assigning any reason whatsoever.

Managing Director
Haryana State Cooperative Apex Bank Ltd.

The Haryana StateCo-operative Apex Bank Ltd.

HO: SCO 78-80, Bank Square, Sector 17B,
Chandigarh, 160017, India.

Phone No: **0172-2713293**, Fax No:**0172-2702178**

E-Mail: **harcobank@harcobank.org.in**



REQUEST FOR PROPOSAL [RFP]

For Middleware for Payment system application for RTGS/NEFT Services

This document is the property of the HARCO Bank. It may not be copied, distributed or recorded on any medium, electronic or otherwise, without the written permission. Use of contents given in this document, even by the authorized personnel/agencies for any other purpose other than the purpose specified herein, is strictly prohibited as it shall amount to copyright violation and thus shall be punishable under the Indian law.

TABLE OF CONTENTS

Glossary

Invitation for Bids

Background

Instructions to Bidders

Scope of Work

Bid Evaluation Methodology

Annexures:

Annexure-1

Annexure-2

Annexure-3

Annexure-4

Annexure-5

Annexure-6

Annexure-7

Annexure-8

Annexure-9

Annexure-10

Annexure-11

GLOSSARY

HARCO	The Haryana State Co-op Apex Bank Ltd. Chandigarh,
EMD	Earnest Money Deposit
Bidder/Vendor	An eligible entity or combination of Original Software Developer / Service Provider/ System Integrator submitting a Proposal / Bid in response to this RFP
RFP	Request for Proposal
SLA	Service Level Agreement
LAN	Local Area Network
WAN	Wide Area Network
CBS	Core Banking Software
O&M	Operation and Maintenance
Supplier/ Contractor/ Vendor	Selected Bidder/System Integrator under this RFP
Bank/ Purchaser	Reference to the “the Bank”, “Bank” and “Purchaser” shall bedetermined in context and may mean without limitation “The Haryana State Co-op Apex Bank Ltd”
Proposal/ Bid	The Bidder’s written reply or submission in response to this RFP
RFP	The request for proposal (this document) in its entirety, inclusive of anyaddendum that may be issued by the Bank.
Solution/ Services/ Work/ System	“Solution” or “Services” or “Work” or “System”means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the development of the solution, such as installation, commissioning, integration with existing systems, provision of technical assistance, training, certifications, auditing and other obligation of the Supplier covered under the RFP.
Annual Maintenance Contract (AMC)	It would be the annual cost of maintenanceof Software solution / Service.

INVITATION FOR BIDS

E-Tenders are invited from eligible bidders for supply, implementation and support services of Middleware for Payment system application for RTGS/NEFT Services application/s for the Haryana State Co-operative Bank and sub membership of 19 District Central Co-operative Banks in Haryana.

a. Purpose of this RFP:

The purpose of the RFP is to select a vendor who would provide following services

With recent initiatives of Government of India and Reserve Bank of India towards achieving 100% Financial Inclusion and electronic mode of Payment systems, Indian payment system pose significant changes both in volume and amount. A number of channels have been introduced by different departments. With the rapid adaption of mobile technology and e-Mode of payments by Corporate and General Public, it is also expected to increase enormously in recent future.

To cope with these different types of e-channels / Payment system and seamlessly integrate with CBS and other host system, Bank wishes to implement a Middleware for Payment system application for RTGS/NEFT Services solution which will take care the present requirement and also able to handle all such future requirements as enumerated in Project Scope.

This RFP is intended to invite Techno-Commercial Bids from eligible bidders to provide implementation of Middleware for Centralized Payment Hub for sub membership of RTGS/NEFT Services to 19 DCCBs. The system should be accessible through Bank's existing WAN (MPLS).

b. Information Provided:

The Request for Proposal document contains statements derived from information that is believed to be relevant at the date but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the HARCO Bank. Neither the HARCO Bank nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document. Neither the HARCO Bank nor any of its employees, agents, contractors, or advisers has carried out or will carry out an independent audit or verification exercise in relation to the contents of any part of the document.

c. Costs to be borne by Bidders:

All costs and expenses incurred by Bidders in any way associated with the development, preparation, and submission of responses, including but not limited to; the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by HARCO Bank, will be borne entirely and exclusively by the Bidder.

d. No Legal Relationship: No binding legal relationship will exist between any of the Bidders and HARCO Bank until execution of a contractual agreement/contract.

- e. **Acceptance of Terms:** A Bidder will, by responding to HARCOBank for RFP, be deemed to have accepted the terms of this Introduction and Disclaimer.
- f. HARCOBank shall be free to procure all items/services or selected items/ services as per its requirement or may also decide not to procure any items/services, without giving any reason what so ever.
- g. **Bidder Obligation to Inform:** The Bidder must conduct their own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.
- h. **Evaluation of Offers:** Each Bidder acknowledges and accepts that HARCO Bank may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing/selecting the eligible vendor(s). The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a Bidder.
- i. **Errors and Omissions:** Each Bidder should notify HARCO Bank of any error, omission, or discrepancy found in this RFP document.
- j. **Disclaimer:** Subject to any law to the contrary, and to the maximum extent permitted by law, HARCO Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of HARCO Bank or any of its officers, employees, contractors, agents, or advisers.
- k. **Requests for Proposal:** Bidders are required to direct all communications related to this RFP, through the Nominated Point of Contact person.

Contact Details:-

Position: Manager (Information Technology)

Email: vishal.katiyar@harcobank.org.in

Telephone: +91-8557944616

Fax: 0172- 2707178

Website: www.harcobank.org.in

HARCO Bank may, in its absolute discretion, seek additional information or material from and Bidders after the RFP closes and all such information and material provided must be taken to form part of that Bidder's response. Bidders should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly. If HARCO Bank, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then HARCO Bank reserves the right to communicate such response to all Bidders.

HARCO Bank may, in its absolute discretion, engage in discussion or negotiation with any Bidder (or) simultaneously with more than one Bidder after the RFP closes to improve or clarify any response.

- I. Notification:** HARCObank will notify all short-listed Bidders in writing or by mail as soon as practicable about the outcome of their RFP. HARCObank is not obligated to provide any reasons for any such acceptance or rejection.

INSTRUCTIONS TO BIDDERS

- a. Amendment to the bidding document:** At any time prior to the deadline for submission of Bids, HARCObank for any reason may modify the Bidding Document, by amendment. The amendment will be posted on bank's website i.e. www.harcobank.org.in. All Bidders must ensure that they have considered such clarifications before submitting the bid. HARCObank will not have any responsibility in case any bidder does some omission.

In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, HARCObank, at its discretion, may extend the deadline for the submission of Bids.

- b. Language of Bid:** The bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and HARCObank and supporting documents and printed literature shall be written in English.
- c. Documents Comprising the Bid:** The bid consists of two proposals viz., technical proposal and commercial proposal.
- d. Documents comprising the TECHNICAL PROPOSAL should be:**

1. Documentary evidence establishing that the Bidder is eligible to Bid and is qualified to perform the contract i.e. minimum eligibility criteria as per Annexure –2.
2. Technical Bid as per Annexure –3 and Annexure-4. Any technical Bid containing price information will be rejected.
3. Masked Price Bid listing all the components as listed in Commercial Bid, without indicating the price as per Annexure – 6
4. Authorization certificate/ letter from OEM vendor for being their authorized technical partner for providing support for equipment's as per Annexure – 7.

- e. Documents comprising the COMMERCIAL PROPOSAL should be:**

- i. Complete commercial bid as per Annexure – 6.
- ii. Bid Currency: Bids to be quoted in Indian Rupee (INR) only.

- f. Period of Validity of Bids:** Prices and other terms offered by Bidders must be firm for an acceptance period of six (6) months from date of closure of this RFP. In exceptional circumstances HARCObank may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing. The Bid security provided shall also be extended accordingly.

g. Format and Signing of Bid: Each bid shall be in two parts:

Part 1: consists of **Minimum Eligibility Criteria, Technical BID and Masked Commercial BID** [price bids without any price but all other details of commercial bid]. The above contents will be referred to as “**TECHNICAL PROPOSAL**”

Part 2: Covering only the **COMMERCIAL BID** herein referred to as “**COMMERCIAL PROPOSAL**”

The Original Bid shall be signed along with proper seal by the authorized representative of the Bidder. The person or persons signing the Bids shall initial all pages of the Bids. Any change/ Updation /modification/deletion, in the original bid by the bidder may result in the rejection of the bid.

h. Sealing and Marking of Bids: The Bidder shall submit online/envelopes containing Technical and commercial proposals separately.

i. Deadline for submission of Bids

The bids must be submitted online not later than the due date mentioned in the Schedule of Events column [20.11.2020]. In the event of the specified date for the submission of bids, being declared a holiday for the HARCO, the bids will be received online up to the appointed time on the next working day. The HARCO may, at its discretion, extend the deadline for submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the HARCO and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

j. Late Bids: Any bid submitted online after the deadline for online submission of bids prescribed by the HARCO will not be accepted. All responses received after the due date / time will be considered late and will not be accepted or opened

k. Disqualification

1. Submitted the Bid without tender document fees of Rs. 1000/- (Rupees One Thousand Only).
2. Submitted Bid document, which is not accompanied by required documentation, Earnest Money Deposit (EMD) and is non-responsive.
3. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
4. If found to have a record of poor performance such as abandoning works, not properly completing the Contract, inordinately delaying completion, being involved in litigation or financial failures, etc. at the time of bidding.
5. Failed to provide clarifications Undertaking, OEM Authorization, etc. requested document such related thereto, when sought
6. If the Bidder quoted prices in Technical Bid.

7. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
8. Submitted a conditional Bid.
9. A Bid not valid for at least six months shall be considered as non-responsive and would be disqualified.

l. Rejection Criteria: Bids may be rejected under the following circumstances:

A. Technical Rejection Criteria

1. Technical Bid containing commercial details.
2. Revelation of Prices in any form or by any reason before opening the Financial Bid.
3. Failure to furnish all information required by the RFP Document or submission of a Bid not substantially responsive in every respect.
4. Bidders not quoting for the complete Scope of Work as indicated in the Bid documents,
5. Addendum (if any) and any subsequent information given to the Bidder.
6. Bidders not complying with the Minimum Eligibility, Technical criteria and General Terms and conditions as stated in the RFP Document.
7. The Bidder not conforming to unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Requirements as mentioned in this RFP.
8. If the Bid does not adhere to the timelines indicated in the bid

B. Commercial Rejection Criteria

1. Incomplete Price Bid
2. Price Bids that do not conform to the Commercial Bid format (Refer 'Commercial Bid')
3. Commercial bid does not include all statutory taxes and levies currently applicable.

m. Failure to agree with the Terms & Conditions of the RFP/Contract: Failure of the bidder to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the award of tender, in which event the tender may be awarded to the Bidder as ranked second by the Bid Evaluation Committee constituted for the evaluation of the bids.

n. Modification And / Or Withdrawal of Bids: The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by the HARCO, prior to the deadline prescribed for submission of bids.

The Bidder modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by Fax, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of bids.

No bid may be modified after the deadline for submission of bids.

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder on the bid form. Withdrawal of a bid during this interval may result in the bidder's forfeiture of its EMD and blacklist the vendor.

The HARCO has the right to reject any or all tenders received without assigning any reason whatsoever.

HARCO shall not be responsible for non-receipt / non-delivery of the bid documents due to any reason whatsoever.

o. Opening of BIDs by HARCO

On the scheduled date and time, bids will be opened by the HARCO in presence of Bidders' representatives; maximum of two people from a bidder are allowed to attend the BID Opening event. In case of the absence of the representative(s) of the bidder(s) the bid shall be opened at the scheduled time in their absence.

No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the Bidder. Bids that are not opened at Bid opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

p. Clarification of bids

During evaluation of Bids, HARCO, at its discretion, may ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing (Fax/e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.

q. Preliminary Examinations

The HARCO will examine the Bids to determine whether they are complete, the documents have been properly signed, supporting papers/documents attached and the bids are generally in order. The HARCO may, at its sole discretion, waive any minor infirmity; nonconformity or irregularity in a Bid, which does not constitute a material deviation, provided such a waiver, does not prejudice or affect the relative ranking of any Bidder.

Prior to the detailed evaluation, The HARCO will determine the substantial responsiveness of each Bid to the Bidding document. For purposes of these Clauses, a substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations.

Deviations from or objections or reservations to critical provisions, such as those concerning Bid Security, performance security, qualification criteria, insurance, Force Majeure etc. will be deemed to be a material deviation. The HARCO's determination of a Bid's responsiveness is to be based on the contents of the Bid itself, without recourse to

extrinsic evidence. The HARCO would also evaluate the Bids on technical and functional parameters including possible visit to inspect live site/s of the bidder, witness demos, bidders presentation, verify functionalities / response times etc.

If a Bid is not substantially responsive, it will be rejected by the HARCO and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

The Bidder is expected to examine all instructions, forms, terms and specification in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its Bid.

r. Bid Evaluation

Evaluation criteria proposed to be adopted will be lowest Cost Based System subject to fulfillment of Minimum Eligibility & Technical Bid criteria. However bank does not bind itself to accept the lowest or any tender and reserves the right to accept or reject any or all of the tenders, either in whole or in part without assigning any reasons for doing so.

s. Arithmetic errors correction

Arithmetic errors, if any, in the price breakup format will be rectified on the following basis:

If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower Figure. If the supplier does not accept the correction of errors, its bid will be rejected.

If there is discrepancy in the unit price quoted in figures and words, the Unit price, in figures or in words, as the case may be, which Corresponds to the total bid price for the item shall be taken as correct.

If the bidder has not worked out the total bid price or the total bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.

HARCO may waive off any minor infirmity or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or affect the relative ranking of any bidder.

t. HARCO right to accept or reject any bid or all bids

The HARCO reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the purchaser's action.

The HARCO is not bound to accept lowest or any BID received.

Any alterations/change/modification/addition/deletion in the originally tender document will not be considered and unconditionally rejected.

u. EARNEST MONEY DEPOSIT (EMD)

Bidder has to submit online the Bid Earnest Money of Rs. 1,00,000/- (Rupees One Lakh Only). The Technical Proposals without EMD will be rejected straight away. No interest will be paid on the EMD.

The EMD deposited by the Vendor may be forfeited if the selected vendor fails to comply terms and conditions and obligations of the service contract/tender document/SLA. There is no exemption for payment of EMD on any category.

v. IPR Infringement

As part of this project, Bidder will deliver different hardware/software. If the use of any such hardware/software by the HARCO, infringes the intellectual property rights of any third person, Service provider shall be primarily liable to indemnify Client to the extent of direct damages against all claims, demands, costs, charges, expenses, award, compensations etc. arising out of the proceedings initiated by third party for such infringement, subject to the conditions the claim relates to hardware/software provided/used by Bidder/Service provider under this project.

w. Limitation of liabilities

Save and except the liability under IPR Infringement, in no event shall either party be liable with respect to its obligations under or arising out of this agreement for consequential, exemplary, punitive, special, or incidental damages, including, but not limited to, loss of data / programs or lost profits, loss of goodwill, work stoppage, machine failure, loss of work product or any and all other commercial damages or losses whether directly or indirectly caused, even if such party has been advised of the possibility of such damages. The aggregate liability of Bidder/Service Provider, arising at any time shall not exceed the total contract value.

x. Jurisdiction of courts:

All legal suits, actions or proceedings relating to or arising out of the agreement/contract shall be subject to jurisdiction of the courts in Chandigarh only.

y. Force Majeure

The Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control

of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, and acts of ATW either in fires, floods, earthquake, strikes, and lock-outs.

If a Force Majeure situation arises, the Bidder shall promptly notify the HARCO in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by the HARCO in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Notwithstanding above, the decision of the HARCO shall be final and binding on the Bidder.

In the event HARCO, Chandigarh coming to know at any time that any wrong information in respect of the contract is provided by the bidder in the offer, then HARCO may solely at its discretion, reject the offer and invoke the Bank guarantee or forfeit the earnest money deposit, furnished by the bidder.

z. Arbitration

If any dispute, difference or question shall at any time arise between the parties as to this purchase/supply/services or concerning anything herein contained or arising out of this Agreement or as to the rights, liabilities and duties of the parties associated, the decisions of Chairman/Administrator, HARCO shall be final and binding to all under the Arbitration & Conciliation Act, 1996.

aa. Other terms

- The Vendor shall allocate sufficient resources and be able to quickly mobilize them in order to ensure the objectives of this project are met in accordance with the highest professional standards.
- The vendor must agree not to announce, discuss or disclose to any other party else than the consortium partner; the existence of this RFP or any information regarding HARCO business or requirements.
- The Bank expects the vendor to adhere to the terms of this Request for Proposal (RFP) and would not like or accept any deviations to the same.
- The Bank intends the vendor appointed under the RFP shall have the single point responsibility for fulfilling all obligations and providing all deliverables and services required.
- Unless agreed to specifically by the Bank in writing for any changes to the RFP issued, the vendor responses would not be incorporated automatically in the RFP document.
- Unless expressly overridden by the specific agreement to be entered into between the Bank and the vendor, the RFP shall be the governing document for arrangement between the Bank and the vendor.

- All responses including commercial and technical bids would be deemed to be irrevocable offers/proposals from the vendor and may if accepted by the Bank form part of the final contract between the Bank and the selected vendor. Vendors are requested to attach a letter from an authorized signatory attesting the veracity of information provided in the responses. Unsigned responses would be treated as incomplete and are liable to be rejected.
- Any technical or commercial bid, submitted cannot be withdrawn / modified after the last date for submission of the bids.
- The Bank is not responsible for any assumptions or judgments made by the vendor for arriving at any type of sizing or costing. The Bank at all times will benchmark the performance of the vendor to the RFP documents circulated to the vendor and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the vendor must make good the same at no extra costs to the Bank, in order to achieve the desired service levels as well as meeting the requirements of these documents. The Bank shall not be responsible for any assumptions made by the vendor. The Bank's interpretation will be final.
- The draft of SLA will be made available to the successful vendor.
- The proposal made in respect to this RFP along with all enquiries and correspondence regarding this document should be addressed to:
The Managing Director
The Haryana State Co-op Apex Bank Ltd.,
SCO 78-80, Bank Square, Sector 17B,
Chandigarh, 160017, India.
- The Bank reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone:
 - Delay in rendering Warranty/AMC services beyond the specified period that is agreed in the RFP or Service Level Agreement that will be signed with the successful vendor.
 - Serious discrepancy in the quality of service / software expected during the Warranty/AMC services.
 - Any information, considered sensitive by the HARCO, must be protected, by the vendor, from unauthorized disclosure, modification or access.
 - Types of sensitive information that will be found on Bank systems the vendor may support or have access to include, but are not limited to: Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc.

SCOPE OF WORK

1. The scope of work of the RFP covers:

The successful bidder will be responsible for delivery, implementation / installation of System software, Middleware for Payment system application for RTGS/NEFT Services and development / customization of respective Payment Solution module. The integration of this middleware software with Bank's CBS system and interface with respective Payment Gateway will be the responsibility of the bidder. The bidder also provide requisite maintenance and support services for a period of 5 (Five) years (including warranty period) from the date of Acceptance by the Bank. The delivery and installation should be done at their own DC & DR site.

The bidder should be agreeable to provide any such future requirement and also address the changes as per the requirement of RBI / other Payment originator / regulator. However, the changes to be incorporated after finalization and approval of detail scope document by Bank will be treated as Change Request.

Delivery and Implementation schedule:

- Bank will not provide road permit or any designated forms for whatever purpose they may be, of the State or Central government.
- Bank will not provide any lodging, boarding, additional charges whatsoever to the integration team of successful bidder.
- The Supply, Installation, Testing and Commissioning must be completed within four weeks of the date of purchase order.
- The System Integration work (Integration, commissioning and testing work) for implementation must be completed within six weeks from the date of purchase order.
- HARCOWould carry out user acceptance test (UAT) and will run the entire system for a period of one month.
- Sub Contract in any form is not allowed.
- All future patch Updation issued by IFTAs and RBI will be done free of cost

WARRANTY & AMC:

- **WARRANTY:** Software shall carry free warranty of one year comprehensive onsite which will start from the date of installation. However, all software are to be properly supported by the vendor irrespective of non-claiming / non-renewal of ATS in time. This should include Software Maintenance (technical support and product upgrades & software upgrades). Flexible, easy-to-access, responsive, cross-platform customer support. Access to software technical support for all of a customer's designated IT staff. 24x7 access to support resources for business-critical outages. Including self-help via the Internet.
- **AMC:** The vendor(s) should mention the Cost of AMC after warranty clearly in the Commercial Bid. AMC would cover all components without any exception.

a. Training & Documentation:

The successful bidder shall provide complete documentation and training on operations of hardware, software and all other Components etc., supplied by them, to the bank's officers/ IT team of the bank.

- e. UAT Committee:** A UAT Committee would be formed with representatives of the HARCO to undertake UAT & resolve all the issues during implementation / Commissioning / Acceptance / payments etc. The Committee shall conduct meet till the entire project is completed and UAT is carried out. Subsequent to acceptance, the UAT committee will meet to review the performance of the Payment system application.

Quantity of Purchase:HARCO shall be free to procure all items/services or selected items/ services as per its requirement or may also decide not to procure any items/services, without giving any reason what so ever.

2. Payment Terms:

The payment will be made as under:-
- 10% advance on submission of PBG.
- 40% on successful UAT sign off.
- 50% on Go live

Payment of Hosting & Support will be done quarterly in arrear after submission of Invoice to HO Department.

3. Penalty Clause:

3.1 Penalty for Delivery

The system is to be delivered within stipulated time from the date of order:-

- i. For this purpose, delivery means delivery of all the ordered application software including the set of document/CDs/DVDs on operational use of the application software, one set of cartridge tapes/CD/DVD ROM containing the original system software and all the relevant documentation.
- ii. If the bidder fails to deliver within stipulated time schedule, the purchaser shall, without prejudice to its other remedies under the rate contract, deduct penalty at the rate of 1% of the order value of undelivered application software for per week of delay, as late delivery charges until actual delivery of the application software subject to a maximum of 10% of the order value.
- iii. The Bank is entitled to withhold (deduct) from the purchase price or any other amount, which is due to bidder from the contract.
- iv. The Bank reserves the right to cancel the order in case complete delivery/services are not affected within the stipulated time.

3.2 Penalty for installation

Penalty will be charged @1% per week of order value delay in installation, subject to maximum 10% of total cost (out of total order value), which will be over & above the late delivery charges.

3.3 Penalty for Downtime

Bidder has to guarantee minimum uptime of 99% quarterly during services period (warranty & AMC). For calculation purpose of up time, Bank will consider business hours 10AM to 5PM on all working days. It will be calculated on quarterly basis. Bank will charge penalty in case of not meeting the uptime requirements.

During the contract period (warranty + AMC) for every fall of 1% up-time, charges will be deducted @ 1% of the cost total order value subject to maximum 10%.

3.4 Recovery of Penalty:

- (I) During warranty Period: Amount of penalty will be recovered from vendor, on demand from Bank. The vendor undertakes to pay the penalty amount as prescribed by the Bank. Bank reserves the right to invoke the Bank Guarantee for recovering the penalty amount.
- (II) During AMC Period: Amount of penalty as per above clauses will be recovered/adjusted while making payment of the next renewal of AMC. In case of non-renewal of AMC, vendor will submit an unconditional undertaking to pay the pending penalty amount or damages immediately after demand from AUGB.

The Bank reserves the right to recover the penalty amount by any mode such as adjusting from any payments to be made by the Bank to the Bidder.

4. Forfeiture of Performance Security

The successful bidder has to submit Performance Bank Guarantee (PBG) equivalent to 10% of contract value valid for 36 months. It is to be submitted to Bank within 10 days of execution of agreement with successful bidder. PBG may be forfeited after in full or part in the following cases:

- a) When the terms and conditions of RFP or SLA is breached.
- b) When the bidder fails to make complete delivery of services as per the terms of the RFP and SLA satisfactorily.
- c) Notice of reasonable time will be given in case of forfeiture of security deposit. The decision of the Chairman/Administrator in this regard shall be final.

Failure of the successful bidder to comply with the requirement of the RFP shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the purchaser may make the award to the next lowest evaluated bidder or call for new bids.

5. Audit Observation and Compliance

The HARCO is subjected to various audits [internal / statutory / RBI etc.]. In the event of any observation by the audit regarding security and access control etc., of the system will be intimated to the Bidder. The Bidder to assist the HARCO for compliance of the same.

BID EVALUATION METHODOLOGY

a. Introduction

The objective of evaluation methodology is to facilitate the selection of the technically superior solution at optimal cost. To meet the HARCO's requirements, as spelt out in the RFP, the selected Bidder must have the requisite experience in providing services in the field of IT, the technical know-how, and the financial wherewithal that would be required to successfully set-up the required infrastructure and provide the services sought by the HARCO for the entire period of the contract. The evaluation process of the bids proposed to be adopted by the HARCO is indicated below. The purpose of it is only to provide the Bidder an idea of the evaluation process that the HARCO may adopt. HARCO reserves the right to modify the evaluation process at any time during the Tender process (before submission of technical and commercial responses by the prospective bidder), without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. Any time during the process of evaluation HARCO may seek specific clarifications from any or all the Bidder.

Please be noted that HARCO reserves the right to reject any proposal in case same is found incomplete or not submitted in the specified format given in this RFP document the details of 'Minimum Eligibility and Technical Bid Criteria', provided by the vendor in its response to this RFP, will be evaluated first, based on the criteria described hereunder.

The technical and commercial responses to this RFP will be considered further only for those vendors who meet the Minimum Eligibility & Technical Criteria. Vendors must provide their responses in the format given in this BID.

b. Evaluation Process of Bids

b.1 Technical Evaluation Process

Sr. No	Criteria	Marks
1	Bidder Turnover FY 2019-20	
	Greater than 1Cr	10
	Greater than 50Lakh and equal to 1 Cr	5
	Greater than 25 lakh and equal to 50 Lakh	3
2	Purchase orders of Banks of Middleware for Payment system application for RTGS/NEFT Services.	
	>= 5 Banks	25
	>=3Banks	15

RFP For Middleware for Payment system application for RTGS/NEFT Services

	>=2Banks	10
3	Last financial year 2019-20 Net Profit	
	Greater than 10 Lakhs	10
	Less than equal to 10 Lakhs	5
4	Permanent Office in India	5
5	Experience of implementation of Middleware for Payment system application for RTGS/NEFT Services in Banks.	
	>= 8 Years	15
	>=5 Years	10
	>=3Years	5
6.	Own Data centre available (Certificate required)	10
7	Original developer of the offered solution. If the bidder is not the original developer, a certificate from original developer certifying that the bidder is authorized business partner with an authority to do customization needs to be Attached marking be included in above parameter	
	If original developer	10
	If the bidder is not the original developer, a certificate from original developer certifying that the bidder is authorized business partner with an authority to do customization needs to be Attached marking be included in above parameter	5
7.	Technical Presentation & Approach	15
	Weightage will be given based on Solution design, Integration approach, Project implementation Plan etc	
	Maximum Marks	100

L1 will be decided on the basis commercial evaluation as below:

The proposals will be evaluated on QCBS (Quality Cost Based Selection) basis. Following is the evaluation methodology:

Technical Weightage: 70%

Commercial Weightage: 30%

Formula:

$$S = (ST*70\%) + (SC*30\%)$$

ST = Technical Score of Bidder

SC = Commercial Score, where

$$SC= 100*LC/C$$

LC= Lowest Commercial

C=Commercial Under Consideration

However bank does not bind itself to accept the lowest or any tender and reserves the right to accept or reject any or all of the tenders, either in whole or in part without assigning any reasons for doing so.

The Bank shall obtain reports on past performance of the tenderer from his clients and bankers. The Bank shall evaluate the said reports before opening of the Part – II of the tenders. If any tenderer is found not to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part - I of the tender and his sealed cover containing Part-II of the tender along with EMD shall be returned back to him as it is. The Bank is not bound to assign any reason for doing so. In case the information provided by the bidder for Minimum Eligibility Criteria and Technical Bid Criteria is found wrong, then EMD shall be forfeited.

ANNEXURES**Annexure 1 : Minimum Eligibility Criteria**

This RFP is open to all firms / Companies both from within India, who are eligible to do business in India under relevant Indian laws as in force at the time of bidding should fulfill the eligibility conditions subject to the following requirements:

Sl.	Eligibility Criteria	Supporting Documents Required	Submitted (Yes/No)
1	Bidder should be a registered company in India.	Self declaration by authorized signatory of the bidder, Partnership Deed/ certificate of incorporation	
2	Bidder should be Original developer of the offered solution. If the bidder is not the original developer, a certificate from original developer certifying that the bidder is authorized business partner with an authority to do customization needs to be Attached	In case, bidder is not the original developer, a certificate from the OSD needs to be attached certifying the authority/ capability for customization and enhancement in the solution	
3	Bidder should have Implemented Payment middleware Solution for RTGS/NEFT Services successfully for at least 5 Banks in India. Or Bidder must have expertise in building interface with CBS (Finacle-7x) for at least 5 Banks in India and ability to customize CBS to integrate NEFT/RTGS middleware solution with CBS	Purchase Orders of Client should be attached.	
4	The Bidder should have yearly sales turnover of not less than Rs. 25Lacs during last two financial years	Copy of the Audited Financial Statements for the financial years 2018-19 and 2019-20.	
5	The bidder should be in profit and have positive Net worth in last two years	Copy of the Audited Financial Statements for the financial years 2018-19 and 2019-20.	
6	Bidder/Partner/Director/Promoter should not have been blacklisted by any PSU bank in India/ IBA / RBI during the last five years.	Self-declaration by authorized signatory of the bidder, certifying the Requirement.	

RFP For Middleware for Payment system application for RTGS/NEFT Services

7	The bidder should have permanent office in India with easy access.	Self-declaration by authorized signatory of the bidder, certifying the requirement.	
8	The bidder should have branch/ service centers at any one centre in India and list of branch / service center / franchises with full details of Name, Address / Telephone Number should be attached.	Copy of relevant certification to provide.	
9	The Bank also reserves the right to inspect such installation/s while evaluating the Technical Bid.	Compliance submission by Authorized Signatory	
10	The bidder/Partner/Director/Promoter shall not be under a declaration of ineligibility or corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Self-declaration by authorized Signatory of the bidder.	
11	Power of Attorney / Authorization letter issued by the organization to sign the tender document on behalf of the organization.	As stated	
12	Vendor will Certify their Agreement to sign SLA and Escrow Agreement as per mutually agreed upon format	A self-declaration by authorized signatory of the bidder to be Submitted.	
13	The bidder shall not be under a declaration of ineligibility or corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Self-declaration by authorised signatory of the bidder, certifying the requirement.	
14	Self-declaration letter of unconditional acceptance of all Terms & Conditions of the RFP	As per Annexure 3	
15	Details of Technical Specifications Annexure-1		
16	Details of EMD submitted with this tender		
17	Details of Application Fee submitted with this tender.		
18	Details of Information	As per Annexure -11	

(If Bidders does not annexed requisite documents in above mentioned annexure tags it will not be responsibility of bank to search the entire bid document, rather bank will assume that bidder has not enclosed such documents and bid will be considered incomplete.)**

Annexure 2: Technical Bid Covering Letter

The Managing Director,
The Haryana State Co-op Apex Bank Ltd
SCO 78-80, Bank Square, Sector 17B,
Chandigarh, 160017

Sir,

Reg.: **Our Technical bid for supply, implementation and support services of Middleware for Payment system application/sfor RTGS/NEFT Services for the Haryana StateCo-operative Bank Ltd and all 19 District CentralCo-operative banks in Haryana.**

We submit our Bid Document herewith.

We understand that

- ❖ You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- ❖ If our Bid for the above job is accepted, we undertake to enter into and execute when called upon by the purchaser to do so, a contract/ agreement in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- ❖ If our bid is accepted, we are to be severally responsible for the due performance of the contract. Vendor means the bidder who is decided and declared so after examination of commercial bids.
- ❖ You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.
- ❖ We have online submitted towards EMD for the Amount -----, as per the terms of RFP.

Dated at _____ this _____ day of _____ 2020.

Yours faithfully

For _____

Signature: _____

Name: _____

Annexure 3: Technical Bid

Bidders should specify their functional and technical capability as per below format:

	Functional Requirement	Capability Yes/No	Vendor Comments
1	General Requirement:		
	System will allow Single Signed on Facility with CBS and any other Host application.		
	System should be accessible through Browser		
	Integration with CBS – API/ ISO message / Other mode (Please Specify)		
	Integration with multiple host system		
	System should handle concurrent user		
	System can be accessible from any branch / office over Bank’s existing WAN		
	SMS and EMAIL Adapters with existing mail server / SMS server of the Bank		
	Maker / Checker facility for transaction posting		
	Audit Trail and Log facility for each user		
	Generation of all Reports in Text, Excel and PDF format		
	System should provide Dashboard to monitor the status of multiple Payment systems for monitoring purpose.		
2	CRYPTO TOOL		
	CBS will route all NEFT/RTGS transactions to a new Pre-defined Queue.		
	Crypto Gateway will receive all the messages from new MQ Queues		
	Testimony of transaction records are maintained in respective log files		
	Append digital Certificate (UMAC) from Token and route the message to NEFT/RTGS Queue		
	Rules for signing for specific message types		
	Configurable threshold amount check can be provided to route message as per pre-defined threshold rule for STP		
	Transactions above defined threshold amount limit will be routed for manual		
	authorization and transaction amount below threshold limit will be routed on STP mode		
	CBS will route all NEFT/RTGS transactions to a new Pre-defined Queue.		
3	NEFT		
	- Interface with Bank CBS, Internet Banking, Mobile Banking		

RFP For Middleware for Payment system application for RTGS/NEFT Services

	- MQ Series compliant to send messages as per RBI standard.		
	- Seamless integration with STP along with UTR generation process and return back process		
	- Facility to sign NEFT messages digitally (using class 2 signing certificates from IDRBT) resulting in end-to-end STP.		
	- -System is capable for straight through processing of O/W & I/W payments (N02, N04, N06, N07, N10) from multiple channels without any manual intervention		
	- System should be integrated with EOD & SOD process of NEFT Capable to handle future value dated transaction File upload facility for NEFT transactions Message Segregation & Routing to appropriate host system (Rule based segregation)		
	- Ability		
	- System should be capable to Auto Reconcile (Rule based)		
	- Auto Rejection based on pre-determined rule		
	- Reports are available to identify transactions from and to, each interface systems		
	- Automatic and Semi-Auto process should be able to reprocess/reject etc messages that may not have been processed earlier (Rule based on Originating Channel)		
	- Automatic routing of rejected messages and status against each transaction to the originating system (Rule based)		
	- SMS and Email Notification on receipt of Credit confirmation (N10). System should be able to use that time stamp to notify customers through SMS & EMAIL.		
	- Duplicate check in CBS transaction. Each inward NEFT message contains a unique UTR number and system should be put in place to check duplicity		
	- Amount based authorization with Maker-Checker		
	- Checker may be based at Central Location		
	- 2nd Authorization may be required above a threshold limit		
	- Old to New Account Number mapping, where required, for Inward messages		
	- RBI Holiday Calendar Management Name		

RFP For Middleware for Payment system application for RTGS/NEFT Services

	Check for Inward messages		
	- Two –step accounting		
	- NEFT Inward Account -->Pool Account -->Customer		
	- Out of any account lock/non posting of transactions as this feature will include two step accounting process.		
	- Broadcast and receive message to/from Bank’s branches/Host System like		
	a) Extension of time window		
	b) Issue in settlement of messages etc.		
	- Dashboard to monitor Daily transaction – Number pending etc.		
	- MIS for NEFT transaction – Success rate, Failure rate, Average volume etc.		
	- Monthly		
	- Monthly Aggregate Report		
	- For reconciliation all debit and credit transactions happening in the day should be tallied with mirror of RTGS account maintained by the Bank with RBI.		
4	RTGS		
	<ul style="list-style-type: none"> - Interface with Bank CBS, Internet Banking system, Mobile Banking etc. - MQ Series compliant to send messages as per RBI standard. - Seamless integration with STP along with UTR generation process and return back process - System is capable for straight through processing of O/W & I/W payments from multiple channels without any manual intervention - System should be integrated with EOD & SOD process of RTGS - Capable to handle future value dated transaction - File upload facility for RTGS transactions Reconciliation & Retransmission - System should be capable to Auto Reconcile (Rule based) - Auto Rejection based on pre determined rule - Reports are available to identify transactions from and to, each interface systems 		

	<ul style="list-style-type: none"> - Automatic and Semi-Auto process should be able to reprocess/reject etc messages that may not have been processed earlier (Rule based on Originating Channel)Automatic routing of rejected messages and status against each transaction to the originating system (Rule based) - SMS and Email Notification on receipt of Credit confirmation. RBI provides camt.054 that includes credit time stamp. System should be able to use that time stamp to notify customers through SMS & EMAIL . - Duplicate check in CBS transaction. Each inward RTGS message contains a unique UTR number and system should be put in place to check duplicity - Amount based authorization with Maker-Checker - Checker may be based at Central Location - 2nd Authorization may be required above a threshold limit - Old to New Account Number mapping, where required, for Inward messages. - RBI Holiday Calendar Management <ul style="list-style-type: none"> o Dashboard to monitor Daily transaction – Number pending etc o MIS for RTGS transaction – Success rate, Failure rate, Average o volume etc 		
--	---	--	--

Annexure 4: Commercial Bid Covering Letter

Date:

The Managing Director,
The Haryana State Co-op Apex Bank Ltd.
SCO 78-80, Bank Square, Sector 17B,
Chandigarh, 160017,
India.

Dear Sir

**Commercial Bid:-Commercial bid for supply, implementation and support services of
Middleware for Payment system application/sfor RTGS/NEFT
Services for the Haryana State Co-operative Bank Ltd and all 19
District Central Co-operative banks in Haryana.**

We offer to provide services for the above-mentioned Annual Maintenance Contract, in accordance with your Request for Proposal [RFP#.....] dated [.....], and our Proposal (Technical and Commercial Proposals). The Total fee is inclusive of all taxes, duties, charges and levies (as applicable and payable under the local laws) which are clearly mentioned as per currently applicable taxes and out of pocket expenses that we might incur and there will be no additional charges.

Our commercial proposal shall be binding upon us, subject to the modifications resulting from contract discussions, up to expiration of the validity period of the Proposal, i.e., [Insert date].

We remain,

Yours sincerely,

Date Signature of Authorized Signatory ...

Place Name of the Authorized Signatory ...

Designation ...

Name of the Organization...

Seal

Annexure 5: Commercial Bid

The structure of the Bidder’s commercial response to this tender must be as per following order. Any extra information may be provided as separate section. Commercial Bid Response must be submitted with Commercial Bid covering letter, format of which is given in this document.

Supply, implementation and support services of Middleware for Payment system application/s for RTGS/NEFT Services for the Haryana State Co-operative Bank Ltd and all 19 District Central Co-operative banks in Haryana

S. No.	Description of Items	QTY	Rate* (Rs) Per Item	Total Amount (Rs)	Remarks
1	Middleware for Payment system application/s for RTGS & NEFT for the Haryana State Co-operative Apex Bank Ltd and all 19 District Central Co-operative banks in Chandigarh				
2	Application Hosting & Support per month.				
3	IBM Websphere MQ				

- *Change Request would be charged on mutually agreed terms.
- * Connectivity charges would be as per actuals.
- * Rates quoted shall be exclusive of all, whatsoever applicable Taxes.

Bidders are requested to note the following:

- All the details must be provided as per this format only. Incomplete Bids will result in rejection of the proposal.
- Masked commercial bids must be given with Technical Bid.
- All the pages of commercial bids must be sealed and signed by authorized signatory.
- All the quoted costs must exclude all applicable taxes and other levies. The total cost to the bank must be arrived after adding currently applicable taxes.
- Bidder must submit online meant for ‘Commercial Proposal’.
- All the rates must be quoted in INR (Rs).

Annexure 6: Original Equipment Manufacturer Authorization Form

[To be submitted along with Technical Bid]

Ref. No:

Date:

The Managing Director

The Haryana State Co-op Apex Bank Ltd.
SCO 78-80, Bank Square, Sector 17B,
Chandigarh, 160017,
India.

Dear **Sir**

Sub: **RFP No.....Dated.....for <<>>.**

Dear **Sir,**

We..... Who are established and reputed manufacturers /
Developers ofhaving factory / Development Centre at
..... and do hereby authorize M/s
..... [Name and address of vendor] to submit a
bid and sign the contract with you for the goods manufactured / Products developed by us against
the above RFP No..... dated We hereby extend our full
guarantee and warranty as per the clauses of contract based on the terms and conditions of the RFP
for the goods and services offered for supply by the above organization in response to your RFP.

Yours faithfully

Name of the manufacturer / Developer

Authorized Signatory

Note: This letter of authority should be on the letterhead of the manufacturer and should be sealed & signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

Annexure 7: Letter of Competence

[To be executed on a non-judicial stamp paper of Rs 100/-]

Letter of Competence for Quoting in response to HARCO's RFP No. /.....

This is to certify that we [Name of Bidder.....], Address.....are fully competent to undertake and successfully deliver the scope of services mentioned in the above RFP. This recommendation is being made after fully understanding the objectives of the project and requirements like experience etc.

We certify that the quality and number of resources to be deployed by us for implementation will be adequate to implement the connectivity expeditiously and correctly and provide the services professionally and competently.

We also certify that all the information given by in response to this RFP is true and correct.

Seal & Authorized Signatory of the Bidder

Date:

Annexure 8: Statement of Deviations

Bidders are requested to provide details of all deviations, comments and observations or suggestions in the following format with seal and signature. You are also requested to provide a reference of the page number, state the clarification point and the comment/ suggestion/ deviation that you propose as shown below.

HARCO may at its sole discretion accept or reject all or any of the deviations, however it may be noted that the acceptance or rejection of any deviation by the HARCO will not entitle the bidder to submit a revised commercial bid.

List of Deviations Clarification point as stated in the tender document

Page Number	Comment / Suggestion	Deviation
1		
2		
3		
4		
5		

Annexure 9: Vendors Details

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S. No	Item	Details
1.	Name of Company / Leader of the Consortium	
2.	Postal Address	
3.	Telephone and Fax numbers	Telephone: FAX:
4.	Constitution of the Company. Mark as Annexure-X<<>>	
5.	Name and designation of the person authorized to make commitments to the HARCO [An authorization letter is required from the company]	
6.	Email Address	
7.	Year of commencement of Business	
8.	Sales Tax Number	
9.	Income Tax Number/TAN	
10.	Location of Development / Manufacturing facility/ Services	
11.	Last three years audited balanced sheet with profit and loss account statement. Copies of Memorandum & Article of Association and Certificate of Incorporation of all the vendors/ Consortium. Mark as Annexure-<<>>	

DETAILS OF SERVICE CENTERS IN CHANDIGARH

S. No	Place	Postal Address	Contact numbers
1			
2			
3			
4			
5			

Annexure 10: Checklist of the mandatory documents to be attached with the Tender Document

S.No.	Description	Document Attached Yes/No
1	Tender Document fees of Rs 1000/- .	
2	Earnest Money deposit of Rs 100000/- .	
3	Original Technical Bid Document signed and sealed	
4	Technical & Masked Commercial Bid in separate envelope	
5	Documentary proofs of Minimum Eligibility Criteria (As per the Tender document)	
6	Commercial Bid in a separate sealed envelope (as per the Tender Document)	
7	Technical Bid covering Letter in specified format	
8	Commercial Bid covering Letter in specified format	
9	Original Equipment Manufacturer Authorization form as per the specified format from respective venders	
10	Letter of competence on non-judicial stamp paper of `100/- only.	
11	Vender details along with requisite support documents for ISO, Last three years audited balance sheet, MoA, AoA, and Certification of Incorporation of all venders of consortium. Mark as below: <ol style="list-style-type: none"> 1. Annexure-X<<>> for 3years Balance Sheets 2. Annexure-X<<>> for MoA, AoAor Certification of Incorporation etc. 	
12	Declaration against being debarred/ blacklisted by any Govt./Semi Govt. organization for quality of service, product and any major complaint against the Bidder at the time of submission of bid. Mark as Annexure-X<<>>	