Reference UBN No.: RISL/17/EOI/06

Dated: 21/02/2017

Expression of Interest (EOI)

for

Supply, Installation & Maintenance

of

‘Self Service Kiosk Solution’

at

Atal Seva Kendras (GP Level)
Expression of Interest (EOI) for Supply, Installation & Maintenance of ‘Self Service Kiosk Solution’ at Gram Panchayats of Rajasthan State

RISL intends to select a technology partner for “Supply, Installation & Maintenance of ‘Self Service Kiosk Solution’ at Gram Panchayats of Rajasthan State” through two stage bidding process.

Expression of Interest is invited from reputed OEMs/ Authorised Partners / System Integrators having customized ‘Self Service Kiosk solution’. Objective of this EOI is to shortlist technically responsive bidders to participate for the second stage to whom RFP shall be issued.

1. Project Profile & Background Information

Project Profile
Department of Information Technology & Communication (DoIT&C), Government of Rajasthan, as part of extending the eGov services at Gram-Panchayat level, initiated this esteemed Project. Through this EOI, System Integrator (SI) shall be selected who would supply, install & maintain Self Service Kiosk Solution (SSK) at all Gram panchayats (approx 10,000) of the Rajasthan State. These SSKs will be used by Citizens / Govt. officials for accessing/delivering various eGov services.

Project Implementation & Management Agency
RajComp Info Services Limited (RISL), fully owned company under the aegis of Government of Rajasthan is designated as the project management & implementation agency for this project.

Solution would provide the following services:

1. Customised citizen centric touchscreen enabled application to use various Government services like; Apnakhata (to take copy of Khasra), Death & Birth Certificate etc.
2. Centralised Content management facility for pushing/broadcasting contents
3. Centralized kiosk control/ management/monitoring over remote
4. Video Conferencing facility
5. Stationary Printer for printing copy of Certificates (Birth/ Death/ Caste/ Land Records etc.)
6. Currency Collector to deposit the required fee for taking copy of certificate

2. Broad Scope of Work:

1. Supply & Installation of the required Hardware and Software Infrastructure required for the successful execution of this esteemed Project.
2. Supply, Installation and Commissioning of Integrated and Centralized Software Utility, which shall be able to add individual applications as modules to the kiosk application.

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1 The SI is expected to develop a custom application & provide user-interface for already available existing backend application such as eMitra, Raj e-vault, ApnaKhata etc. The required APIs/Plugins shall be provided by Department. Refer Broad “Scope of work” for details.
1) The system should be able to provide new front end for each module to be developed on the fly. Examples of such modules shall be E-Mitra, Information portal, Raj e-vault, Bioscope etc.

2) The system should be fully customizable and integrable to the State video conferencing solution, and necessary camera/audio and peripheral devices on the kiosk.

3) The system should be able to integrate open services and APIs through Raj Sewa Dwaar – The Rajasthan Service Delivery Gateway.

4) The system should be customizable, to add any number of applications as individual modules on kiosks, with a facility to select and implement modules till kiosk level.

5) The system should be perpetual in nature, and should not be dependent on any type of licenses – timebound, modulebound or otherwise.

6) The system should be fully supportive to cash and digital currency integration (payment through Cash/Coin Collector, Credit/Debit Card etc).

7) The system should also have option for reconciliation report in detail, providing information of transaction and respective status. The reports should be customizable as per the requirement of the state.

3. Operations and Maintenance of all the supplied infrastructure for a period of 3 Years.
### 3. QUALIFICATION/ ELIGIBILITY CRITERIA

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<th>S. No.</th>
<th>Basic Requirement</th>
<th>Specific Requirements</th>
<th>Documents Required</th>
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<tr>
<td>1</td>
<td>Legal Entity</td>
<td>The bidder should be a Proprietorship firm duly registered either under the Rajasthan Shops &amp; Commercial Establishments Act, 1958 or any other Act of State/ Union, as applicable for dealing in the subject matter of procurement. (Note: A self-certified declaration regarding the non-applicability of registration to any Act should be submitted by the bidder) OR A company registered under Indian Companies Act, 1956 OR A partnership firm registered under Indian Partnership Act, 1932. OR Limited Liability Partnership firm registered under Limited Liability Partnership Act, 2008. Consortia of Legal Entity (as mentioned above) is also allowed. The consortium shall not consist of more than two companies/ corporations and shall be formed under a duly stamped consortium agreement as per Annexure-2. In a consortium, one of the partners shall be designated as a &quot;Lead Partner&quot;. The bidder or partners of the consortium shall be an Information Technology/ ITeS/ Audio-visual Company. Every member of the consortium shall be equally responsible and jointly and severally liable for the successful completion of the entire project. In case of any issues, Lead Partner shall be responsible for all the pecuniary penalties. However, both the partners are equally liable for any legal issues.</td>
<td>- Copy of valid Registration Certificates&lt;br&gt; In case of Company, Copy of Certificate of incorporation&lt;br&gt; In case of consortium, a Consortium Agreement must be submitted, duly signed by the consortium members. The Consortium Agreement must clearly specify the stake of each member and outline their roles and responsibilities as per Annexure-2 (attach proof)</td>
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<td>2</td>
<td>Financial: Turnover</td>
<td>Average Annual Turnover of the bidder(^2) (combined turnover in case of consortium) from IT/ ITeS for last three years</td>
<td>CA Certificate with CA’s Registration Number/ Seal</td>
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\(^2\) In case of Consortium, the bidder is referred to any/both of the partner(s) throughout the document and the aggregate eligibility would be considered however, Net Worth should be positive for both the partners. Every member of the consortium shall be equally responsible and jointly and severally liable for the successful completion of the entire project.
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<td>financial years i.e. 2013-14 to 2015-16 (as per the published audited balance sheets), should be at least Rs. 75 crores.</td>
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<td>3</td>
<td>Financial: Net Worth</td>
<td>The net worth of the bidder, as on 31/03/2016, should be Positive. Please Note: In case of Consortium Net Worth should be positive for both the partners</td>
<td>CA Certificate with CA’s Registration Number/ Seal</td>
</tr>
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</table>
| 4      | Technical Capability | Bidder should have Supplied & Installed any of the following items in atleast 100 different locations and the cumulative amount of such order(s)/work(s) should be of atleast Rs. 20 Crores:  
- Information/ Transaction kiosks  
- A.T.Ms  
- VSAT/ RF links  
- Smart surveillance/ civic amenities etc  
- Video Wall/ LED display  
The date of Work order(s) / Go-Live / commissioning should be of date after 01.01.2014. | Copies of supply order, its work completion certificate in the name of bidder or OEM/ its authorized partner |
| 5      | Mandatory Undertaking | A Self Certified letter as per Annexure-1: Self-Declaration |                     |
| 6      | Certification | Copy of a valid ISO 9001:2008 certificate of bidder |                     |
4. **RISL/ EOI Fee:**

- RISL Processing Fee: 1000 (Rupees One Thousand only) in DD/BC/Cash Challan in favour of “Managing Director, RISL” payable at “Jaipur”.
- Bid document (EOI) Fee: 1000/- (Rupees One Thousand only) in DD/BC/Cash Challan in favour of “Managing Director, RISL” payable at “Jaipur”.

5. **Contact Details:**

Sh. Ved Prakash Yadav, ACP(DD), DoIT&C | vp-yadav@rajasthan.gov.in | +91.9413387317

The interested OEMs/ Authorised Partners / System Integrators having ‘Self Service Kiosk’ solution may submit their proposals online by 24th March, 2017 03:00 PM through www.eproc.rajasthan.gov.in.

A Pre-bid meeting regarding EOI is scheduled on 02nd March 2017 at 12:00 PM

RISL Processing Fee of Rs 1,000.00 (Rupees One Thousand only) and Bidding Document Fee of Rs. 5,000.00 (Rupees Five Thousand only) in form of Demand Drafts in favour “Managing Director, RISL” payable as “Jaipur”, should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of same should also be uploaded along with the Bid / cover.

All proposals will be subjected to presentation of their solution offered. Accordingly, a detailed scope of the work and technical specifications will be prepared. Based upon that, a detailed RFP will be issued to all participants who had participated & cleared the EOI stage.

Managing Director,
RajCOMP Info Services Ltd.
ANNEXURE-1: SELF-DECLARATION {to be filled by the bidder}

To, {Procuring entity},

__________________________________________________________

In response to the NIB Ref. No. __________________________________ dated _____________ for {Project Title}, as an _________________ of _________________, I/ We hereby declare that presently our Company/ firm ____________________________, at the time of bidding,:

a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;

b) have fulfilled my/our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;

c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.

d) does not have any previous transgressions with any entity in India or any other country during the last three years

e) does not have any debarment by any other procuring entity

f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;

g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;

h) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.

i) will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoR, my/our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder: -
Authorised Signatory: -
Seal of the Organization: -
Date: ______________
Place: ______________
ANNEXURE-2: FORMAT FOR CONSORTIUM AGREEMENT

(On non-judicial stamp paper of appropriate value to be purchased in the name of executants companies or as required by the jurisdiction in which executed)

This Consortium Agreement executed on this ............... day of ................. Two Thousand ................. By:
M/s. ......................................................... a Company incorporated under the laws of ........................................ and having its registered office at ........................................ (hereinafter called the “Lead Member/First Member” which expression shall include its successors); and

M/s. ......................................................... a Company incorporated under the laws of ........................................ and having its registered office at ........................................ (hereinafter called the “Second Member” which expression shall include its successors).

The Lead Member/First Member and the Second Member shall collectively hereinafter be called as the “Consortium Members” for the purpose of submitting a proposal (hereinafter called as “Bid”) for the work of .................. (Name of work)................. for .................. (Name of project) of M/s......................... to Government of Rajasthan (GoR)/ RajCOMP Info Services Limited (herein after called the ‘Purchaser’ or ‘RISL’), RISL being a Company incorporated under the Companies Act, 1956 having its registered office at Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur, India (hereinafter called the “Purchaser/GoR/ RISL”) in response to GoR/ RISL Expression of Interest Document (hereinafter called as “EOI” Document) Dated............. for the purposes of submitting the bid no. .............. (Name of work)................. for .................. (Name of project) of GoR/ RISL.

WHEREAS, the Purchaser invited bids vide its EOI document no. .................. for the work of .................. AND WHEREAS as per document, Consortium bids will also be considered by the Purchaser provided they meet the specific requirements in that regard.

AND WHEREAS the bid is being submitted to the Purchaser vide proposal dated ............ based on the Consortium Agreement being these presents and the bid with its bid forms and submission documents, in accordance with the requirement of EOI document conditions and requirements have been signed by all the partners and submitted to the Purchaser.

AND WHEREAS Clause ........... of EOI document stipulates that a Consortium of maximum two companies, meeting the requirements stipulated in the EOI document may submit a Proposal signed by Lead Member of the Consortium Members so as to legally bind all the Members of the Consortium who will be jointly and severally liable for the performance and all obligations thereunder to GoR/RISL and duly signed Consortium Agreement shall be attached to the Proposal.

NOW THEREFORE, in consideration of the mutual covenants of the members of the Consortium, the sufficiency whereof is hereby acknowledged and other good valuable consideration, we agree as follows:
1. We the members in the Consortium hereby confirm that the name and style of the Consortium shall be.............. Consortium.
2. M/s. ........................................ shall act as Lead Member for self, and for and on behalf of M/s ........................................ (Second Member) and further declare and confirm that we shall jointly and severally be bound unto the Purchaser for the successful performance of the obligations under the EOI and resulting Contact Agreement(s) submitted / executed by the Lead Member in the event of the selection of Consortium. Further, the Lead Partner is authorized to incur liabilities and receive instructions for and on behalf of any or all partners of the CONSORTIUM.

3. It is expressly agreed by the members that all members of the consortium shall be held equally responsible for the obligations under the Project, RFP Document, Contract and subsequent Agreement, irrespective of the specific roles/responsibilities undertaken by them.

4. For the purpose of this Agreement, the EOI Document and the Contract, the Lead Partner shall be the single point of contact for the GoR/ RISL, have the overall responsibility of the management of the Project and shall have single point responsibility for ensuring that all members of the consortium are complying with the terms and conditions set out in the Contract and the EOI/ RFP Document.

5. All instructions/communications from PMC to the Lead Partner shall be deemed to have been duly provided to all the members of the consortium.

6. If GoR/ RISL suffers any loss or damage on account of any breach in the stipulation of the Agreements to be entered into by the Consortium Members, upon its selection pursuant to EOI (the "Agreements") or any shortfall in the performance of the Transaction or in meeting the performances guaranteed as per the EOI/ RFP and the Agreements, the Consortium Members hereby jointly and severally undertake to promptly make good such loss or damages caused to GoR/ RISL on its demand without any demur or contest. The Purchaser shall have the right to proceed against anyone of the partners and it shall neither be necessary nor obligatory on the part of the Purchaser to proceed against the Lead Partner before proceeding against or dealing with the other Member.

7. The financial liability of the Consortium Members to the GoR/ RISL, with respect to any of the claims arising out of the performance or non-performance of obligations under the EOI/ RFP and the resulting Agreement(s) shall not be limited so as to restrict or limit the liabilities of any of the Members and the Members shall be jointly and severally liable to GoR/RISL.

8. It is expressly agreed by the Members that all the due payments shall be made by the Purchaser to Lead Bidder only.

9. This Consortium agreement shall be construed and interpreted in accordance with the laws of India and the Courts of Jaipur (Rajasthan) shall have the exclusive jurisdiction in all matters arising there under.

10. It is hereby agreed that Lead Member shall, on behalf of the Consortium shall submit the Bid and performance Security as specified by purchaser in the EOI/ RFP document.

11. It is further agreed that this Consortium Agreement shall be irrevocable and shall continue to be enforceable till the same is discharged by GoR/RISL.

12. This Agreement shall come into force as of the date of signing and shall continue in full force and effect until the complete discharge of all obligations, concerning the carrying out of the Project, which have been taken on by the Parties under the Contract, EOI/ RFP Document and under this Agreement.

13. Any other terms and conditions not in contradiction to the EOI/ RFP and above mentioned terms and conditions.

IN WITNESS WHEREOF, the Members to the Consortium agreement have through their authorized representatives executed these presents and affixed common seal of their companies, on the day, month and year first mentioned above.
| Common Seal of ............... has been affixed in my/our Lead Member presence pursuant to Board of Director’s resolution dated ......................... |
|---|---|
| 1) Witness | For and on behalf of M/s.................. (Lead Bidder) |
| 2) Witness | (Signature of authorized representative) |
| | Name : |
| | Designation: |

| Common Seal of ............... has been affixed in my/our Lead Member presence pursuant to Board of Director’s resolution dated ......................... |
|---|---|
| 1) Witness | For and on behalf of M/s.................. (Second member) |
| 2) Witness | (Signature of authorized representative) |
| | Name : |
| | Designation:
**ANNEXURE-3: PRE-BID QUERIES FORMAT** (to be filled by the bidder)

Name of the Company/Firm: ____________________________

Bidding Document Fee Receipt No. _______ Dated _________ for Rs. ____________/-

Name of Person(s) Representing the Company/ Firm:

<table>
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<tr>
<th>Name of Person</th>
<th>Designation</th>
<th>Email-ID(s)</th>
<th>Tel. Nos. &amp; Fax Nos.</th>
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Company/Firm Contacts:

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<tr>
<th>Contact Person(s)</th>
<th>Address for Correspondence</th>
<th>Email-ID(s)</th>
<th>Tel. Nos. &amp; Fax Nos.</th>
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Query / Clarification Sought:

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<tr>
<th>S.No.</th>
<th>RFP Page No.</th>
<th>RFP Rule No.</th>
<th>Rule Details</th>
<th>Query/ Suggestion/ Clarification</th>
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**Note:**

1. Queries must be strictly submitted only in the prescribed format (.XLS/.XLSX/.ODF). Queries not submitted in the prescribed format will not be considered/ responded at all by the procuring entity.
2. Kindly submit the bidding/ tender document fee in original prior to the submission of the prebid queries.