

Corrigendum-2 to GeM Bid ref no. GEM/2024/B/4478719 dated 12/01/2024 for Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of Bill Payment Kiosk Under OPEX Model:

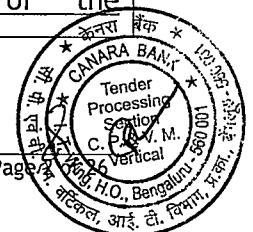
It is decided to amend the following in respect of the above GeM bid:

a.

Sl No.	Section/Annexure/Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1	SECTION B - INTRODUCTION	5. Requirement Details	Detailed technical & functional specification for Account Opening Kiosk cum Debit Card Issuance facility is furnished in Annexure-10	<u>Detailed technical & functional specification for Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of Bill Payment Kiosk Under OPEX Model is furnished in Annexure-10</u>
2	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines:	Existing Project Timelines:	Modified Project Timelines
3	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Penalties & Liquidated damages	Existing Penalties & Liquidated damages	Modified Penalties & Liquidated damages
4	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Pre-Dispatch Inspection (PDI)	Existing Pre-Dispatch Inspection (PDI) Clause	<u>Existing Clause stands deleted.</u>



5	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Uptime	Existing Uptime	Modified Uptime
6	SECTION D - BID PROCESS	13. Bid Opening	13.2. The Technical cum Eligibility Proposal submitted by the bidder will be evaluated based on the documents submitted as per Appendix-A. The Commercial Proposal of only those bidders who qualified in Technical cum Eligibility Proposal will be opened with due communication by the bank.	13.2. The Technical cum Eligibility Proposal submitted by the bidder will be evaluated based on the documents submitted as per Appendix-A. The Commercial Proposal of only those bidders who qualified in Technical cum Eligibility Proposal will be opened.
7	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	10. Performance Security	10.1. The successful bidder should submit a Security Deposit / Performance Bank Guarantee equivalent to 10% of the Total Cost of Ownership (TCO) value as specified in Bid Schedule within 15 days from the date of acceptance of the Purchase Order with the validity period of 60 months from the date of acceptance of order and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of 2 months from the last date of validity.	10.1. The successful bidder should submit a Security Deposit / Performance Bank Guarantee equivalent to <u>5%</u> of the Total Cost of Ownership (TCO) value as specified in Bid Schedule within 15 days from the date of acceptance of the Purchase Order with the validity period of <u>62 months</u> from the date of acceptance of order and shall be retained till the completion of Contract period.
8	Annexure-2	Pre-Qualification Criteria	Existing Annexure-2 Pre-Qualification Criteria	Modified Annexure-2 Pre-Qualification Criteria
9	Annexure-7	List of Major Customers of the Bidder in Last 3 Years and References	Existing Annexure-7 List of Major Customers of the Bidder in Last 3 Years and References	Amended Annexure-7 <u>List of Major Customers of the</u>



				<u>Bidder in Last 3 Years and References</u>
10	Annexure-9	Scope of Work	Existing Annexure-9 Scope of Work	Modified Annexure-9 Scope of Work
11	Annexure-10	Technical & Functional Specifications	Existing Technical & Functional Specifications	Modified Technical & Functional Specifications
12	Annexure-15	Bill of Material	Existing Annexure-15 Bill of Material	Modified Annexure-15 Bill of Material
13	Appendix - E	Proforma of Bank Guarantee for Contract Performance	Existing Appendix-E Proforma of Bank Guarantee for Contract Performance	Modified Appendix-E Proforma of Bank Guarantee for Contract Performance

All the other instructions and terms & conditions of the above GeM Bid shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject GeM bid.

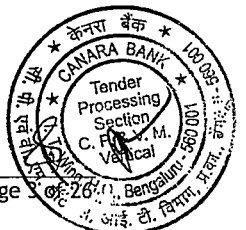
Date: 05/02/2024

Place: Bengaluru



Deputy General Manager

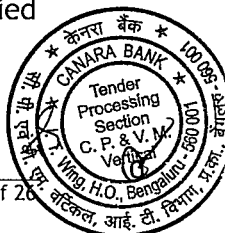




SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS

1. Project Timelines

- 1.1. The Selected Bidder should accept the Purchase Order within seven (7) days from the date of issuance of Purchase Order. In case of non-receipt of acceptance by the due date, the Purchase Order shall deem to have been accepted by the vendor.
- 1.2. Bank shall provide the address and contact details for delivery of Bill Payment Kiosk under OPEX Model while placing the Purchase Order.
- 1.3. The selected Bidder should meet the deadlines for completion of the Scope of Work as per RFP terms and conditions.
- 1.4. Bidder has to complete End to End starting from Delivery, Installation and Commissioning of Bill Payment Kiosk under OPEX Model within **Nine(9) weeks from the date of acceptance of the Purchase Order or Ten(10) Weeks from the date of issue of Purchase Order, whichever is earlier.**
- 1.5. Delivery of Bill Payment Kiosk under OPEX Model should be within **Seven (7) weeks from the date of acceptance of the Purchase Order or Eight (8) Weeks from the date of issue of Purchase Order, whichever is earlier.**
- 1.6. The successful bidder should ensure installation, configuration and commissioning of the delivered Hardware, Software and complete all the works specified in the Scope of Work along with Go-live at the bank identified locations of M/s BWSSB within **2 weeks from the date of delivery of all the materials for each ordered location.**
- 1.7. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware.
- 1.8. Commissioning of Bill Payment Kiosk under OPEX Model will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this RFP and on receipt of satisfactory letter from the concerned Bank Official.
- 1.9. If undue delay happens for delivery and / or installation of the ordered hardware/s by the bidder, the same shall be treated as a breach of contract. In such case, the Bank may invoke the Bank Guarantee/Forfeit the Security Deposit without any notice to the bidder.
- 1.10. Please note that no extra charges will be paid for those locations where road permit is required. The successful bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the successful bidder to submit any form required for release of shipment from the check post.
- 1.11. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified



locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty should be applicable to the altered locations also.

- 1.12. The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of hardware to different locations and the selected bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the selected bidder, if required.

Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.

3. Penalties & Liquidated damages

- 3.1. Penalties/Liquidated damages for delay in Delivery and Installation of Bill payment Kiosks in all identified Locations is as under:

3.1.1. Non-compliance of the delivery clauses (1.5) will result in the Bank imposing penalty 0.50% on delay in delivery per Kiosk, per week or part thereof, on the Cost of the respective Bill payment Kiosk mentioned in BOM (Annexure-15).

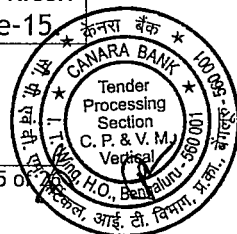
3.1.2. Non-compliance of the installation clauses (1.6) will result in the Bank imposing penalty 0.50% on delay in installation per Kiosk, per week or part thereof, on the Cost of the respective Bill payment Kiosk mentioned in BOM (Annexure-15).

3.1.3. However, the total Penalty/LD to be recovered under above clauses 3.1.1 & 3.1.2 shall be restricted to 10% of the TCO.

3.2. Penalties/Liquidated damages for not maintaining uptime:

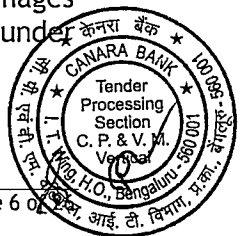
- 3.2.1. If the selected bidder fails to maintain the guaranteed monthly uptime of 95.00% for the Bill Payment KIOSK as specified in Annexure-9 (Scope of Work) and Annexure-10 (Technical and Functional requirements) during the contract period, the penalty for monthly Uptime will be deducted as under:

Level of availability calculated on monthly basis	Penalty Amount
95.00% and above	No penalty
Above 94.00% and below 95.00%	1% on monthly rental cost per kiosk mentioned in the BOM as Annexure-15.
Above 93.00% and upto 94.00%	2% on monthly rental cost per kiosk mentioned in the BOM as Annexure-15.
Above 92.00% and upto 93.00%	3% on monthly rental cost per kiosk mentioned in the BOM as Annexure-15.



Above 91.00% and upto 92.00%	4% on monthly rental cost per kiosk mentioned in the BOM as Annexure-15.
Less than 90.00%	5% on monthly rental cost per kiosk mentioned in the BOM as Annexure-15.

- 3.2.2. The maximum penalty levied for the above shall not be more than 10% of monthly rental cost as per the BOM as Annexure-15 during the contract period.
- 3.2.3. If monthly uptime is less than 90%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this GeM bid and invoke PBG. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected bidder during contract period.
- 3.2.4. If monthly uptime is less than 90% in three consecutive months, bank may at its sole discretion blacklist the bidder in addition to imposing penalty and invoking the bank guarantee.
- 3.3. **Penalties/Liquidated Damages for non-performance:** If the selected bidder does not meet the specifications of Kiosks as per the GeM bid during various tests, the selected bidder shall rectify the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee.
- 3.4. The selected bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- 3.5. If any act or failure by the selected bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- 3.6. If the selected bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.
- 3.7. Any financial loss to the Bank on account of fraud taking place due to selected bidder, its employee or their services provider's negligence shall be recoverable from the selected bidder along with damages if any with regard to the Bank's reputation and goodwill.
- 3.8. Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the selected bidder.
- 3.9. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the selected bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from selected bidder or from any other amount payable to the selected bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty provided for under the contract.



3.10. All the above LDs are independent of each other and are applicable separately and concurrently.

3.11. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

8. Uptime

8.1. The selected bidder shall guarantee a 24*7*365 availability with monthly uptime of 95% for the Bill Payment kiosks as specified in Annexure-9 (Scope of Work) and Annexure-10 (Technical requirements), during contract period, which shall be calculated on monthly basis.

8.2. The "Uptime" is, for calculation purposes, equals to the total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Kiosks. "Restoration" is the condition when the selected bidder demonstrates that the kiosk is in working order and the Bank acknowledges the same.

8.3. The Downtime calculated shall not include any failure due to bank/ Non-availability of Network and down time during the time of preventive maintenance activity and Force Majeure. The bidder shall inform the Bank 7 days in advance before doing preventive maintenance or pre-planned activity.

8.4. The selected bidder should consider high-availability (active-passive) at DC & DR with RTO of 120 minutes.

8.5. Provide a robust, fault tolerant infrastructure with enterprise grade SLAs with an assured uptime of 95.00%.

8.6. If the selected bidder is not able to attend the troubleshooting calls on solution/product working due to closure of the office/non-availability of access to the solution/product, the response time/uptime will be taken from the opening of the office for the purpose of uptime calculation. The selected bidder shall provide the monthly uptime reports during contract period.

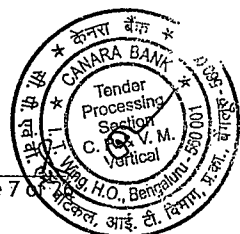
8.7. The downtime calculated shall not include any failure due to bank, third party and Force Majeure.

8.8. The percentage uptime is calculated on monthly basis as follows:

$$\frac{(\text{Total contracted hours in a month} - \text{Downtime hours within contracted hours})}{\text{Total contracted hours in a month}} * 100$$

8.9. Contracted hours of a month = No. of days in that month X 24.

8.10. The Downtime calculated shall not include any failure due to Bank and Force Majeure.



Annexure-2
Pre-Qualification Criteria

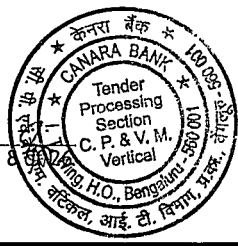
[On Firm's / Company's letter head]

SUB: Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of Bill Payment Kiosk Under OPEX Model.

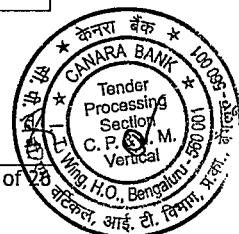
Ref: GEM/2024/B/4478719 DATED 12/01/2024.

We have carefully gone through the contents of the above referred RFP along with replies to Prebid queries & amendment, if any and furnish the following information relating to Qualification Criteria.

Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
1.	Signing of Pre-Contract Integrity Pact	The Bidder should submit signed Pre-Contract Integrity Pact on Non-Judicial Stamp Paper of Rs.200/- or more (as per respective state Stamp Act) whichever is higher, as per Appendix-F.	
2.	The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Certificate of local content to be submitted as per Annexure-5 as applicable.	
3.	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for a period of at least three years as on RFP date.	Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
4.	The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to bidder directly or indirectly has	The bidder should submit letter of confirmation on the Company's letter head to this effect.	

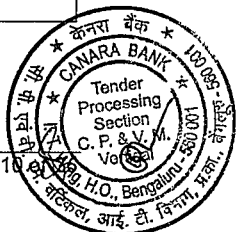


	not participated in the bid process.		
5.	<p>Bidder shall be the Original Equipment Manufacturer (OEM)/ Original Software Owner (OSO)/ Original Software Developer (OSD) of the offered Product.</p> <p>(OR)</p> <p>An authorized partner/dealer/distributor of the offered Product.</p>	<p>If the applicant is OEM, an Undertaking Letter has to submit in this effect.</p> <p>(OR)</p> <p>If the bidder is an authorized partner/ dealer/ distributor, an authorization letter from their OEM/ OSO/ OSD to deal/market their product in India and it should be valid for entire contract period from the date of submission of the bid.</p>	
6.	<p>The Bidder should have successfully supplied at least 10 nos. of offered Model or Immediate Previous Model or equivalent model of offered model in line with Bank's requirement during the last 5 years from the date of RFP in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks.</p>	<p>The bidder should submit Satisfactory performance certificate from clients/ copies of purchase order/work order/ reference letter from the clients to this effect.</p>	
7.	<p>The Bidder should have average annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies.</p>	<p>Bidder has to submit audited Balance Sheet copies for last 3 Years i.e., 2020-21, 2021-22 and 2022-23 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.</p>	
8.	<p>The net worth of the Bidder firm should not be negative as on 31/03/2023 and also should have not eroded by more than 30% in the last three financial years.</p>	<p>The Bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.</p>	
9.	<p>The Bidder should have arrangement to provide 24 * 7 support and also arrangements to provide toll free/ contact number for lodging the</p>	<p>Proof of having complaint monitoring system with toll free number is to be furnished</p>	





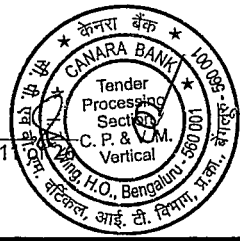
	complaints and escalations thereof.		
10.	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this RFP.	The Bidder should submit self-declaration on the Company's letter head to this effect.	
11.	Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. A natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	A declaration stating "We have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfills all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]	
12.	Authorization Certificate - Whether the Bid is authenticated by authorized person.	Bidder to submit a copy of the Power of Attorney or the Board Resolution and KYC documents evidencing the authority delegated to the authorized signatory	



We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Qualification Criteria should be part of the RFP.

Date:
Place:

Signature with seal
Name:
Designation:



Annexure-7

List of Major Customers of the Bidder in Last 3 Years and References

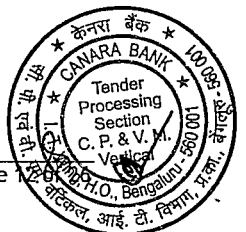
SUB: Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of Bill Payment Kiosk Under OPEX Model.

Ref: GEM/2024/B/4478719 DATED 12/01/2024.

Sl. No.	Name and complete Address of the Customer	Postal Address of the Customer	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Nature and Description of the business during last 3 years	Satisfactory Letter from customer to be Enclosed or Purchase Orders to be enclosed
1	2	3	4	5	

Place:
Date:

[Signature of Authorized Signatory of Bidder]
Name:
Designation:
Seal



Annexure-9
Scope of Work

SUB: Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of Bill Payment Kiosk Under OPEX Model.

Ref: GEM/2024/B/4478719 DATED 12/01/2024.

Objectives

- a. To provide a secure and convenient method for BWSSB customers to pay their water bills through Kiosks.
- b. To increase the efficiency and transparency of BWSSB's revenue collection process.
- c. To reduce manual intervention and improve collection rates.
- d. To provide real-time data on transactions to BWSSB.

Scope of Services:

Kiosk Design, Supply, and Installation

- Successful Bidder / Vendor shall design, supply, and install 40 Kiosks at designated locations within BWSSB's revenue-generating sub-division offices and service stations.
- The Kiosks shall be equipped with the following features / functionality:
 1. Barcode (Printed on the water bill) and QR code scanning capabilities.
 2. Capable of accepting cash, cheques, demand drafts, and QR code option.
 3. Receipt printing
 4. Network connectivity
 5. Uninterruptible power supply (UPS)
 6. Security camera and alarm system
 7. Cheque and demand draft information (number, date, and amount) shall be recorded during payment processing.
 8. Upon successful payment, the Kiosks shall issue receipts with details such as bill number, amount paid, date, and payment mode and kiosk shall automatically update the BWSSB server.

Kiosk Operation and Maintenance

Successful Bidder / Vendor shall be responsible for the operation and maintenance of the Kiosks, including:

- Cash collection from the Kiosks daily between 11:00 AM and 12:00 PM.
- Crediting collected funds to designated Kiosk bank accounts on the same day for cash transactions and depositing cheques/demand drafts to designated Bank Branch.
- When money is collected on each working day, the vendor is responsible for physical counting till credited to concerned account.
- Arranging collection of cash, cheques/DDs from the Kiosks and submitting daily summary report to the Bank and BWSSB so that any corrections to money collected



through cheques and demand drafts in relation to payments posted can be reported to the respective sub division office of BWSSB.

- The KIOSK machine must be user friendly like a Bank ATM, and proper usage instruction must be displayed at the location.
- Integrating the Kiosks with BWSSB's server for real-time transaction updates.
- The successful Bidder shall be liable for the maintenance of the KIOSK and any necessary stationery required for KIOSK.
- Providing training on Kiosk operation and maintenance procedures to BWSSB personnel for proper usage of the KIOSK machine.
- For Delay in deposit of collected amount OR data beyond specified time limit, LO @ 5% of the non-deposited amount OR involved amount related to non-transferred data, whichever is higher, shall be levied per day or part thereof for the total days of default without any ceiling limit on amount.
- Successful Bidder shall provide and install at least 25% of the KIOSKs within one month of the Letter of Commencement's issue date and the remaining 75% within two months of the Letter of Commencement's issue date.
- Successful Bidder is required to keep collecting and maintaining the KIOSKs until tenure of the agreement. The period of contract for the work is for 05 (Five) years from the commencement date of project which can be extended for another period of maximum 02 (Two) years depending on the performance of Vendor / need of the BWSSB and mutual understanding at the same rates of contract in the event of no finalization of next tender process.
- Ensuring the Kiosks are constantly operational and in good working condition.
- Implementing security measures to prevent fraud and theft.
- Complying with all applicable laws and regulations.

Kiosk Security:

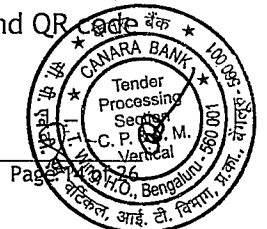
- Successful Bidder / Vendor shall be responsible for the security of the Kiosks and the cash and cheques stored within. The KIOSK should be updated with latest patches as and when required.
- The Kiosks shall be securely locked when not in use.
- All Kiosk keys shall be in dual custody of the said persons so authorized. Storage of the cash, as collected shall be at the sole risk and responsibility of the Vendor.
- Vendor shall be responsible for any loss or damage due to defective or torn notes collected through the Kiosks.
- Vendor shall obtain adequate insurance coverage for the Kiosks and the cash and cheques contained therein.

Other Requirements:

1. Collection methods for Water Revenue Offline Kiosk (Manual execution):

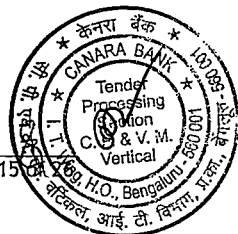
Machine has to collect through Cash, Cheques, Demand Draft, QR Code etc.

2. For the duration of the agreement, the selected bidder must provide 40 new KIOSK machines with UPS capable of accepting cash, cheques, demand drafts, and QR Code



option. The KIOSK should be made available online. The KIOSK should be updated with latest patches as and when required.

3. The Kiosks to be delivered at M/s BWSSB locations. The address and contact details will be shared with the selected bidder.
4. For each successful payment, the selected bidder must provide technology that automatically updates the BWSSB server.
5. Selected bidder is responsible for collecting money from each KIOSK on each working day at its own cost and risk from its allotted KIOSK machines.
6. The selected bidder shall open a Savings bank account for each KIOSK separately.
7. The KIOSK keys and passwords are accessible by the selected bidder only.
8. When money is collected on each working day, the selected bidder shall have complete control and is responsible for physical counting till credited to concerned account.
9. Any corrections to money collected through cheques and demand drafts in relation to payments posted must be reported to the respective sub division office by the selected bidder.
10. The selected bidder shall be liable for the maintenance of the KIOSK and any necessary stationery required for KIOSK.
11. BWSSB will provide appropriate facilities with power connections (free of cost).
12. The KIOSK machine must be user friendly like a bank ATM, and proper usage instructions must be displayed at the location.
13. The selected bidder must train BWSSB personnel who have been deployed about the complete usage of the KIOSK machine.
14. While depositing cash in branches, if any fake or non-compliant currency note(s) is/are detected, the liability of such non-compliant of fake currency note(s) will be solely on the vendor who have supplied the machines.
15. The bidder/ service provider shall ensure that the Kiosk Machine will accept all legal tender currency notes from the denomination Rs.10 and above. The bidder/ service provider shall also undertake to provide necessary updation/ changes/ modifications to the kiosk machines due to change/ modification/ introduction by the regulators in the specifications of the currency notes.
16. Settlement Time for KIOSK Collection.
 - a. In case of cash transactions, the money collected shall be credited to the respective KIOSK bank account on the same day of collection itself.
 - b. In case of Cheque or demand drafts transactions, the money collected shall be credited to the respective KIOSK bank account only upon the realization of such DDs/Cheques.



- c. Bounced/un-encashed/ time bared cheques/ Incomplete Cheques/DDs must be returned to the concerned sub division/service station where they were collected immediately to complete the reconciliation work.

Bidder has to mandatorily comply with each individual point of the Scope of Work without any deviation. Non-compliance to any of the individual point leads to rejection of Bidder under Technical cum Eligibility Proposal evaluation.

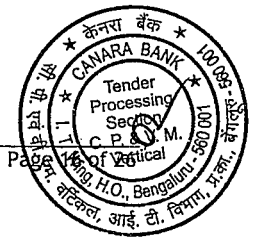
We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Scope of Work should be part of Technical cum Eligibility.

Date

Signature with seal

Name:

Designation:

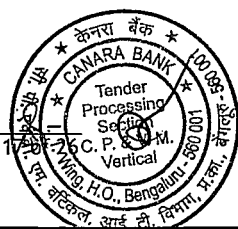


Annexure-10
Technical & Functional Specifications

SUB: Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of Bill Payment Kiosk Under OPEX Model.

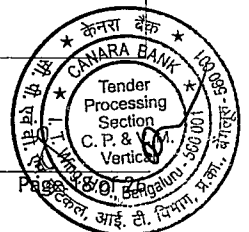
Ref: GEM/2024/B/4478719 DATED 12/01/2024.

<u>DETAILED TECHNICAL SPECIFICATION OF THE BILL PAYMENT KIOSKS</u>	
Technical Parameters	Specifications
Cabinet	The cabinet must house all the components of the kiosk and must be ergonomically designed.
	Cash box: 12mm thickness or higher
	Cheque box: 2mm thickness or higher
	Must have separate access to collections and maintenance functions
	All devices must be optimally located and secured, with easy serviceability.
	The collection area should have separate compartments for Cheque and cash. The collection box must be made secure with password operated lock.
	The compartments for cash and Cheque shall open from the front/rear of the kiosk during evacuation.
	Cabinet should have provision for stocking spare cash stacker.
	Fans aeration to control temperature.
	1 kva UPS; UPS box with door and lock
	Provision for manual locks
	Powder coating dual colour
	Cabinet should have provision for power connector, lan cable and USB port
	Provision for LED light



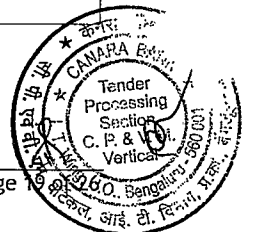


PC	Intel / AMD Processor system running on Windows 11 or higher version and down gradable to Windows 10
	Main mother board + fan
	Integrated graphics card, sound card and network card
	1x serial port plus serial port card (8x serial port, 1 parallel port, 8 USB port)
	Intel Core i7 or above
	2 nos hard disk. Each 500 GB 7200 rpm SATA (1 primary hard disk + 1 secondary disk for mirror)
	16 GB DDR3 RAM more than 4MB Cache
	104 keyboard (Normal standard size) and Mouse optical
	Multimedia speakers with amplifier
	iball ATX power supply
Should be able to function in non-air-conditioned environment	
Touch Screen	Size: 19" TFT monitor or higher
	Type: amm capacitive / IR touch screen
	interface: USB
	Material : Pure Glass
	Touch-Screen Resolution : 4096 touch points per axis or higher within the calibrated area
	Antiglare surface, good touch screen resolution, accurate, Scratch resistant
OReceipt Printer	Printer 40 Column Thermal Printer
	Printing width 72 mm
	Roll Diameter 80 mm or higher
	Capable of printing graphics
	Auto cutter
Barcode	Barcode Scanner for automatic capture of data from the barcode in the bill presented by the consumer





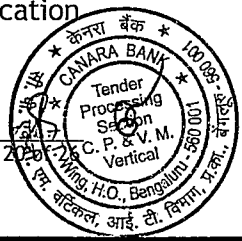
Cheque Scanner	Must be capable of reading cheques/DD/bankers cheques
	It must be programmable for accepting/rejecting documents based on specified payment parameters.
	Linear path scanner
	It has to have integrated track printer for printing transaction details and tracking information on the reverse of the accepted cheques.
	Endorser should be programmable
	It has to have cheque pull in facility with programmable reverse for bad MICR read/outstation cheques/unacceptable instruments.
	The scanner must be programmable for full MICR line validation as per RBI guidelines.
	Must have features capable of providing images as per RBI CTS requirement for future needs
Cash Acceptor	The cash Acceptor should be of MEI make
	Design must be modular
	Serial stacker should be attached with acceptor with hardware and software lock mechanism
	Must accept all RBI mandated currency
	Must detect counterfeit notes as per RBI guidelines.
	The acceptor must indicate note denomination and acceptor status.
	Acceptance rate > 95% on 1st insertion
	The Currency acceptor cabinet should be compliant with electronic dual combination lock and key
	Interface: RS232, 12/24 VDC
	Multimedia system
Frequency range 100H2 to 20KH2	
Electronic Numerical Lock and Manual lock for Cash and Cheque chest	The Cash and Cheque chest has to be protected by Electronic lock with password and two manual keys.



Web Camera	Provision to fix it.
Kiosk Power Supply	input. AC 220V & Output: DC + 5V 2A +12V 2A & DC +24V 2A
Remote Door Access controller with hardware lock	Door sensor for Top door and Middle external door, hardware lock for cash chest (S/W control) and Hooter.R5232 controlled.
Manual magnetic card reader Di	The latest available should be provided and programmed to accept payments
Networking	Online updation of payments to be made through Secured Private Network.
Operating System	Windows 11 Key only & licensed Antivirus with 3yrs warranty
	Windows 11 Key with Sticker & licensed Antivirus with 3yrs warranty
	Windows 11 Key with CD & licensed Antivirus with 3yrs warranty
Packing	Bubble Sheet & Brown packing sheet wrapped
Assembly Accessories	Mounting screws
UPS	IKVA UPS
Application software	The application software must be developed with RDBMS in the back end
	Application Software should be touch-Screen based menu-driven and available in English and Kannada.
	Relevant consumer information would be made available to the consumers
	The application software must be developed to handle payments as per detailed functionality provided by BWSSB.
Service	3 Year warranty for components
	Stand by Components to be provided to ensure full time during working hours

Note:

1. The Bidder shall specifically mention the make and model of the items offered for all the requirements in terms of RFP without fail, failing which the Bid is liable for rejection.
2. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification



required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.

3. The Bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.
5. The warranty and AMC/ATS for the Kiosks machines to be taken care by the selected bidder during the Contact period.

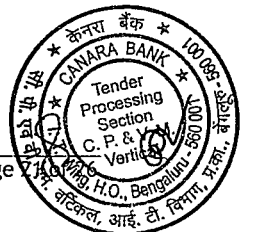
We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Scope of Work should be part of Technical cum Eligibility.

Date

Signature with seal

Name:

Designation:



Annexure-15
Bill of Material

SUB: Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of Bill Payment Kiosk Under OPEX Model.

Ref: GEM/2024/B/4478719 DATED 12/01/2024.

<u>Notes</u>	
1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.	
2. The base location for the project execution would be Bangalore.	
3. The service provider will have to work as per the timings of the Bank.	
4. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.	
5. Do not change the structure of the format nor add any extra items.	
6. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.	

Table A

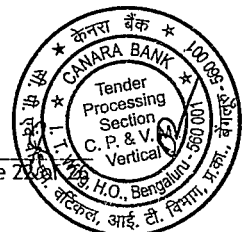
Total Cost of Bill Payment Kiosk under OPEX Model in M/S BWSSB

[Amount in Rupees]

Sl. No.	Particulars	Monthly Cost per kiosk (Excl. of taxes)	Qty.	No. of Months	Total Cost for 5 Years (Excl. of taxes)	Tax for column 'c'		Total Cost for 5 Years
						Tax %	Tax amt.	
						a	b	
1	Cost of Bill Payment Kiosk under OPEX Model at M/s BWSSB Locations.		40	60				
Total Cost of Ownership								

Undertaking

- Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- We confirm that we have gone through GeM bid clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.



- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the GeM bid.
- vi. The bidder has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations.

Date

Signature with seal
Name:
Designation :



Appendix-E

Proforma of Bank Guarantee for Contract Performance

(To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

To
The General Manager,
Canara Bank,
IT Wing, Head Office,
Naveen Complex, 14 M G Road
BENGALURU

WHEREAS (Name and address of M/s XXXX Ltd (hereinafter referred to as "the CONTRACTOR") has undertaken to supply, transportation, transit insurance, local delivery and installation insurance up to Acceptance by the bank, Acceptance testing and also includes documentation, warranty, annual maintenance, if contracted, and training or demo of your personnel related to (Description of RFP) as per their Contract dated _____ with you (hereinafter referred to as "the CONTRACT")

AND WHEREAS in terms of the Conditions as stipulated in the Contract, the CONTRACTOR is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Bank in India, in your favour, as per Clause _____ of the CONTRACT, to secure due and satisfactory compliance of the obligations by the CONTRACTOR on their part, in accordance with the CONTRACT, (which guarantee is hereinafter called as "the PERFORMANCE GUARANTEE")

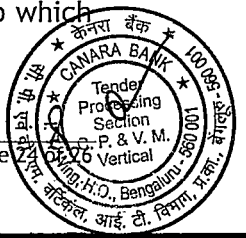
AND WHEREAS the CONTRACTOR has approached us, (Name of the issuing Bank) for providing the PERFORMANCE GUARANTEE,

AND WHEREAS in consideration of the fact that the CONTRACTOR is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at, _____ and local office at _____, India have agreed to issue the PERFORMANCE GUARANTEE,

THEREFORE, WE (Name of the issuing Bank) through our local office at _____ India furnish you the PERFORMANCE GUARANTEE in manner hereinafter contained and agree with you as follows:

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs _____ (Rupees _____) an amount equivalent to 5% of the Contract Price plus GST against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs _____ (Rupees _____) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.

Notwithstanding anything to the contrary we agree that your decision as to whether the CONTRACTOR has made any such default or defaults and the amount or amounts to which



you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the CONTRACTOR after expiry of the relative guarantee period of the Contract and after the CONTRACTOR had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a "No Demand Certificate" provided always that the guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.

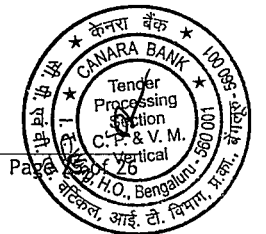
You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Contract or extend the time of performance of the Contract or to postpone any time or from time to time any of your rights or powers against the CONTRACTOR and either to enforce or forbear to enforce any of the terms and conditions of the Contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the CONTRACTOR or any other forbearance, act, or omission on your part or any indulgence by you to the CONTRACTOR or by any variation or modification of the Contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs _____ (Rupees _____) as aforesaid or extend the period of the guarantee beyond the said day of _____ unless expressly agreed to by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the CONTRACTOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the CONTRACTOR.

In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the CONTRACTOR hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Performance Guarantee.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the CONTRACTOR from time to time arising out of or in relation to the Contract and in respect of which your claim in writing is lodged on us before expiry of three months from the date of expiry of Performance Guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post it shall be deemed to have been given when the same has been posted.



The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing uncancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the CONTRACTOR or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern. The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the CONTRACTOR.

Notwithstanding anything contained herein

- i. Our liability under this guarantee shall not exceed Rs. _____ (Rupees _____ only)
- ii. This guarantee shall be valid upto _____ and ;
- iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Bengaluru on or before _____ (mention period of the guarantee as found under clause ii. above plus claim period).

We have the power to issue Performance Guarantee in your favour by statute and the undersigned has full power to execute Performance Guarantee under the Power of Attorney given to him by the Bank.

Dated this _____ day of _____ 2023.

For and on behalf of _____ BRANCH MANAGER SEAL ADDRESS PLACE

This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows

Name of the Bank: Canara Bank

Name of the Branch: IT Wing

IFSC Code: CNRB0000007

