

**TENDER DOCUMENT FOR PROCUREMENT OF ALL-IN-ONE
INTEGRATED ANDROID HANDHELD DEVICE WITH PRINTER**

**Rashtriya e Market Services Pvt. Ltd., Bangalore
No.16, II Floor, Karnataka State Agricultural Marketing Board,
2nd Rajbhavan Road,
Bengaluru-560001**

Date: 01 September 2017

Tender Notification

No.REMSL/ADM 03-05/2017-18

Date: 01.09.2017

Rashtriya e Market Services Pvt. Ltd. invites tenders for supply of ANDRIOD HANDHELD DEVICE WITH THERMAL PRINTER for implementation of UMP in APMC markets across Karnataka state. Bid documents can be downloaded from the website <https://www.eproc.karnataka.gov.in>. The bids shall be submitted only through e-Procurement portal of Government of Karnataka.

Contents

1. Background to the invitation.....	4
2. Tender Schedule.....	5
3. Qualification criterion for tenderers.....	5
4. Tender documents	6
5. Clarification regarding tender documents	6
6. Amendments to tender documents	6
7. Pre-bid meeting of Tenderers.....	7
8. Period of validity of tenders.....	7
9. Earnest money deposit.....	7
10. Documents establishing conformity of the goods.....	8
11. Technical Bid.....	8
12. Price Bid.....	9
13. Submission of tenders	9
14. Withdrawal of tenders.....	9
15. Opening of technical and price bids.....	9
16. Evaluation parameters of tenders.....	10
17. Seeking clarification on received bids.....	10
18. Preliminary examination of Price Bids.....	10
19. Evaluation of Price Bids	10
20. Right to accept any tender or to reject any or all tenders.....	10
21. Commencement of supply.....	11
22. Contacting the Company	11
23. Corrupt or Fraudulent Practices	11
24. Dispute resolution and litigations	12
25. Warranty:.....	12
26. Delivery:	13
27. Penalty for late delivery:.....	13
28. Payment Terms:.....	13
29. Annual Maintenance Contract (AMC):.....	13
30. Technical Specifications:	14
31. APMC Location List:.....	14

1. Background to the invitation

Rashtriya e Market Services Private Limited (ReMS) has been established for creating necessary institutional structure for bringing in efficiency and transparency in the agricultural marketing system in the state for efficient price discovery to benefit farmers and other market participants.

ReMS currently provides an electronic platform for e-tendering / auctioning of farmer produce in the regulated markets of the state. This platform, known as Unified Market Platform (UMP) handles all operations of the regulated market including, e-tendering / auctioning of the produce for efficient price discovery, material accounting, trade fulfillment and online funds settlement.

A critical feature of the reform process is to ensure seamless operations of the entire activity and in pursuit of establishing transparency in the market operations the company has contemplated to minimize the human intervention in the weighing of commodities by recording measurements through an electronic unit customized for the purpose of linking to UMP/Kiosks/TV, etc.

The tender document comprises Instructions to Tenderers (ITT) along with its Annexures. Bidders are requested to go through the Instructions and submit their tenders along with all supporting documents and enclosures as called for in the tender.

Tender documents may be downloaded from the website of the Company or <http://www.eproc.karnataka.gov.in> Requests for tender documents through post/courier will not be entertained.

Any communication in this regard may be addressed to:

Senior Manager (Technology)
Rashtriya e Marketing Services Pvt. Ltd.
No.16, II Floor, Karnataka State Agricultural Marketing Board,
2nd Rajbhavan Road,
Bengaluru-560001 Phone No. +91-80-22862156
Email: raghavendra.handral@remsl.in

2. Tender Schedule

Sl. No.	Description	Date	Time
1	Commencement of issue of Tender document through company website	01-09-2017	16.00 hours
2	Last date for downloading Tender document through e-procurement portal	15-09-2017	16.00 hours
3	Last date and time for seeking clarifications	18-09-2017	16.00 hours
4	Pre-bid meeting of Tenderers at ReMS office	21-09-2017	15.00 hours
5	Last date and time for uploading completed tender documents	03-10-2017	16.00 hours
6	Opening of Technical tender forms	04-10-2017	16.00 hours
7	Announcement of Technically qualified tenderers	07-10-2017	11.00 hours
8	Opening of price bids	09-10-2017	15.00 hours
9	Announcement of the Lowest Tenderer	11-10-2017	11.00 hours
10	Communication by the successful Tenderer of acceptance of award of work	13-10-2017	16.00 hours

3. Qualification criterion for tenderers

3.1. Tenderers shall be a single entity:

The tenderer shall be a single entity and any consortium between the tenderer and any other entity is not allowed to participate in this tender.

3.2. Tenderers not to be ineligible

Tenderers shall not be under a declaration of ineligibility for any reason whatsoever as issued by the Government of India or any state government or any public sector undertaking of the Government of India and any other state government.

3.3. Experience

The tenderer shall have past experience in supply and maintenance of Android handheld device with thermal printer for a minimum period of 1 year. Documentary evidence in support of this experience by way of certificate of successful installation of similar equipment and maintenance, issued by companies of repute shall be furnished.

3.4 The tenderer must have an average annual turnover of at least Rs. 3 crores during the last three years (FY 2014-15, FY 2015-16 & FY 2016-17). In case of a joint venture or a consortium, the lead member alone will have to meet this condition.

3.5 Income Tax Returns of the last three years duly certified by a Chartered Accountant with the confirmation that the average turnover of Rs. 3 crores in the last three years in this business, shall be furnished as per Annexure-V.

4. Tender documents

4.1. This tender document includes

- (a) Background to the invitation
- (b) Instructions to Tenderers

5. Clarification regarding tender documents

5.1. Tenderers requiring any clarification regarding tender document may notify ReMS through e-mail address indicated in this document before the pre-bid meeting. The Company will respond to all such queries through e-mail.

6. Amendments to tender documents

6.1. At any time prior to the deadline for submission of tenders, ReMS may, for any reason, whether at its own initiative or in response to a clarification requested by a Tenderer or as a result of the outcome of the pre-bid meeting, modify this tender document through an amendment/corrigendum.

6.2. All amendments to the tender document shall be uploaded to website and shall be binding on the tenderers.

7. Pre-bid meeting of Tenderers

- 7.1. A pre-bid meeting of Tenderers would be held at the notified venue, date and time as indicated in the tender schedule.
- 7.2. Tenderers may seek clarifications on the tender documents and other relevant matters. They may also suggest amendments to the tender documents. However, the Company has absolute discretion to accept or reject the suggestions made.

8. Period of validity of tenders

- 8.1. Unless declared to the contrary, tender shall remain valid for a period of 30 days after the last date for submission of tender. Any tender valid for a shorter period shall be treated as non-responsive and rejected.
- 8.2. Under exceptional circumstances, ReMS may solicit the consent of the Tenderer for an extension of the bid validity. The request and the responses there to shall be made in writing.
- 8.3. A Tenderer may, by a communication through writing or email accept the request for extension of period of validity. In such a case, the earnest money deposit provided shall also be suitably extended.
- 8.4. A Tenderer accepting the request for extension of period of validity would not be permitted to modify the tender.
- 8.5. A Tenderer may decline to extend the validity of the tender and in such case, its tender would not be evaluated.
- 8.6. The earnest money deposit of a tenderer declining to extend the validity of the tender would not be liable for forfeiture.

9. Earnest money deposit

- 9.1. The Tenderers shall furnish, as part of the tender earnest money deposit of Rs 1,50,000/-
- 9.2. The EMD shall be paid through e-procurement portal only.

- 9.3. The earnest money deposit of unsuccessful Tenderers will be returned as soon as possible but not later than 30 days after the Selected Tenderer has signed the Contract.
- 9.4. The earnest money deposit may be forfeited, if the Tenderer,
- (a) withdraws the tender before 30 days after opening the price bid or
 - (b) does not accept the correction of errors proposed during preliminary examination of Price Bids.
- 9.5. The earnest money deposit may be forfeited in case the selected tenderer fails to convey acceptance of award of work before the time limit prescribed in the letter of intent.

10. Documents establishing conformity of the goods.

- 10.1. To establish the conformity of the goods and related services, the tenderer shall furnish as part of the tender the documentary evidence that the goods conform to the technical specifications and standard specified.
- 10.2. This documentary evidence may be in the form of literature, drawings or data and shall consist of a detailed item by item description of the essential technical and performance characteristics of the goods and related services, demonstrating substantial responsiveness of the goods and related services to the technical specification.

11. Technical Bid

- 11.1. Except the Price Bid, all other particulars / documents submitted by the Tenderer shall form a part of the Technical Bid. Technical specifications of the tendered items are attached to this tender. The tenderers are advised to carefully go through the specifications before furnishing compliance.
- 11.2. Without prejudice to the generality of the above, the following shall form a part of the Technical Bid to be submitted by the Tenderer.
- a) Letter of affirmation in a format as in Annexure-I.
 - b) General information of the Tenderer in a format as in Annexure-II.
 - c) Compliance to Technical parameters as in Annexure-IV.
 - d) Turnover details for the financial years 2014-15, 2015-16 and 2016-17 in Annexure-V.
 - e) PAN / GST Registration Numbers in Annexure-VI.
 - f) Any other document that the Tenderer desires to submit.

12. Price Bid

- 12.1. Prices for supply and maintenance of the device shall be quoted in the e-procurement portal of Government of Karnataka.
- 12.2. Tenderers shall quote an all-inclusive price for supply, testing and maintenance of device, with breakup of all tax/duties/levies components in the e-procurement portal of Government of Karnataka.
- 12.3. Under no circumstances the request of the successful tenderer for price variation during the delivery schedule will be entertained.

13. Submission of tenders

- 13.1. The tenders shall be submitted in the e-procurement portal only.
- 13.2. The Company may, at its discretion, extend the deadline for submission of tenders by amending due date for submission of the tender document, in which case all rights and obligations of ReMS and Tenderers previously subject to the deadline will thereafter be subject to the deadline as extended.

14. Withdrawal of tenders

- 14.1. No tender shall be withdrawn in the intervening period between the deadline for submission of tenders and the expiration of the period of validity of the tender specified by the Tenderer in its tender. Withdrawal of a tender during this interval shall result in the forfeiture of the earnest money deposit of the Tenderer.

15. Opening of technical and price bids

- 15.1. Representatives of Tenderers may be present at the time of opening of tenders. They shall sign in the register kept for the purpose of evidencing their attendance.
- 15.2. The Company shall thereafter evaluate the Technical Bids and announce the list of Tenderers which are in conformity with all the technical parameters having been accepted; on the date and time specified in the tender schedule.
- 15.3. After completion of opening and evaluation of technical bids, the price bids will be opened and the names of tenderers, prices offered by them will be announced.

16. Evaluation parameters of tenders

- 16.1. A tender shall be deemed to be substantially responsive if the Technical Bid and the Price Bid have been submitted as per the tender clauses.
- 16.2. The Company shall have absolute discretion to either consider any tender that is not substantially responsive or reject the same.

17. Seeking clarification on received bids

- 17.1. During evaluation of tenders, ReMS may, at its discretion, seek the Tenderer for any clarifications of its tender. The request for clarification and the response shall be in writing and no change in prices or substance of the tender shall be sought, offered are permitted.
- 17.2. To assist in the examination, evaluation, comparison and post-qualification of the tenders, the tenderer may be called for clarification of his tender. In case any clarification submitted by a tenderer in respect his tender changes the substance of the tender, no change in the price shall be considered.

18. Preliminary examination of Price Bids

- 18.1. Conditional tenders or tenders containing conditions not stipulated in this tender document shall be rejected.
- 18.2. ReMS may at its discretion, waive any minor infirmity or non-conformity or irregularity in a tender which does not constitute a material deviation, provided that such a waiver does not prejudice or affect the relative ranking of any other Tenderer.

19. Evaluation of Price Bids

- 19.1. After opening of the price bid, the prices quoted by each tenderer inclusive of all taxes & duties and charges for delivery, testing and maintenance are tabulated and evaluated.
- 19.2. Tenderers shall then be ranked on the basis of the evaluated prices.

20. Right to accept any tender or to reject any or all tenders

- 20.1. ReMS reserves the right to accept or reject any tender or to annul the tendering process at any stage.

20.2. ReMS reserves the right to procure the items from more than one tenderer.

20.3. In the event of annulment of the first selected tenderer, the Company may,

- (a) notify the next lowest Tenderer that it has been declared as the Selected Tenderer
- (b) invite new tenders.

21. Commencement of supply

21.1. The successful tenderer upon receipt of the supply order, shall commence the process of delivery and complete all the activities to the satisfaction of the Company within the delivery schedule.

22. Contacting the Company

22.1. No Tenderer shall contact the Company on any matter relating to its tender, from the last date for receipt of completed tender form till the notification of the award.

22.2. Any effort by a Tenderer to influence the Company in its decisions on tender evaluation, tender comparison or notification of the award may result in rejection of the tender of such Tenderer.

23. Corrupt or Fraudulent Practices

23.1. The Company requires that Tenderers observe the highest standard of ethics at the time of bidding and while providing services to the Company. In pursuance of this policy, for the purposes of this clause,

- (i) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the procurement process or in contract execution and
- (ii) "Fraudulent practice" means a misrepresentation of facts in order to influence the procurement process or the execution of a contract to the detriment of ReMS, and includes collusive practice among Tenderers (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive ReMS of the benefits of free and open competition.

- 23.2. The Company may reject the tender of the Lowest Tenderer/any other Tender, if it determines that the Tenderer has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 23.3. The Company may withdraw the notification of award if it determines that the Selected Tenderer has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 23.4. The Company may declare a Tenderer ineligible, either indefinitely or for a stated period of time, to be awarded a contract, if it at any time it determines that the Tenderer has engaged in corrupt or fraudulent practices in competing for the contract in question.

24. Dispute resolution and litigations

- 24.1. Any dispute during the execution of the contract shall be resolved mutually between ReMS and the supplier.
- 24.2. In the event that any dispute is not settled through mutual discussion/consultation as above, such dispute shall be referred to arbitration under the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification/amendment thereof to a sole arbitrator to be appointed by the Parties through mutual consent or by an order of the High Court. The decision or award given by the sole arbitrator shall be final and binding on the Parties hereto. Such arbitration shall be conducted in English language. The venue of arbitration shall be Bangalore and all matters arising out of such arbitration shall be subject to the exclusive jurisdiction of courts in Bangalore only.

25. Warranty:

- 25.1 Post supply warranty is an important aspect of the tender. Tender with competitive prices and warranty of more than 15 (fifteen) months period will be preferred.
- 25.2 During the period of warranty the device shall function smoothly without any defect. In case of any defect, the supplier shall replace the defective device with a new one immediately after receiving the communication from REMS about the non-performance. The replacement shall take place within five (5) days from the date of receipt of communication about the defective device.

25.3 The replacement of the defective device shall be free of cost and the warranty period of 15 months for the replaced new device would commence from the date of replacement.

26. Delivery:

26.1 All the items shall be delivered and tested satisfactorily free of cost at the respective locations indicated in the Annexure-VII within 10 weeks from the date of issue of supply order.

27. Penalty for late delivery:

27.1 Time is the essence of the tender. The tenderers shall strictly adhere to the delivery schedule. Any delay in the supply and satisfactory test beyond the stipulated delivery schedule will attract penalty at the rate of 1% of the contract value for every week of delay or part thereof.

27.2 During the warranty period, the successful tenderer shall replace the defective device within five days from the date of communication. Delay in replacement of defective device with a new device within the stipulated period mentioned herein would also attract penalty at the rate of 3% of the cost of the device per week or part thereof.

28. Payment Terms:

28.1 Payment for the supply to the extent of 80% value of invoice will be made within 15 days after receipt of devices in good condition and tested successfully.

28.2 The balance 20% value of invoice will be retained as performance security. Security deposit 10% (of invoice value) will be released after expiry of agreed warranty period. The remaining security deposit 10% (of invoice value) will be released after successful completion of first AMC.

29. Annual Maintenance Contract (AMC):

29.1 AMC for two years will commence after expiry of the agreed warranty period.

29.2 AMC charges will be paid once in every quarter on satisfactory completion of maintenance of the devices.

29.3 During the AMC period, the supplier shall, immediately on receipt of communication about the defective device, provide a functional spare device within five days from the

date of communication. without waiting for repair of the defective device. In case of delay providing a functional spare device with in the stipulated period of five days, penalty at the rate of 3% of the cost of AMC per device per week or part thereof will be levied.

29.4 The defective device shall be taken back, rectified and returned to respective APMC location at the suppliers cost. No charges will be paid for the repair work.

30. Technical Specifications:

30.1 Technical specifications and compliance parameters are detailed in the Annexure-IV. The device offered should strictly conform to the specifications prescribed in the Annexure.

31. APMC Location List:

31.1. The devices shall be delivered and tested at the registered office of the company and APMCs located in various places in Karnataka State as indicated in Annexure-VII or at any other location/s as directed by the company

31.2 The devices supplied to one location may be transferred to new locations depending on the circumstances and in such cases the successful tenderer shall provide services to these devices at the new locations without any additional charges to the company.

31.3 All the charges involved in collection and delivery and testing of the devices at the respective locations in the Karnataka State for maintenance shall be borne by the successful tenderer.

ANNEXURE-I**Letter of affirmation**

(To be given in the letterhead of the Tenderer)

To

M/s. Rashtriya e Market Services Private Limited,
No.16, Karnataka State Agricultural Marketing Board,
2nd, Rajbhavan Road,
Bengaluru-560001.

Sir,

It is hereby affirmed that we, M/s. (name of the Tenderer to be filled in) have not been declared ineligible by Government of India or any state government or any public sector undertaking of the Government of India or any state government and are not ineligible to participate in the tender for supply, delivery and satisfactory tested android handheld device invited by you vide No.REMSL/ADM 03-05/2017-18 dated 31.08.2017

Yours sincerely,

Authorized signatory

ANNEXURE-II**Format for furnishing general information about the Tenderer**

(To be given in the letterhead of the Tenderer)

To

M/s. Rashtriya e Market Services Private Limited,
No.16, Karnataka State Agricultural Marketing Board Building,
2nd, Rajbhavan Road,
Bengaluru-560001.

Sir,

We are herewith furnishing the following general information.

1	Name of the Tenderer	
2	Address for correspondence	
3	Name, address, telephone number and email of the contact person to who is authorized to sign the tender document and correspond with the company, in respect of this tender.	

Certified that, the above information furnished is true and correct to the best of our knowledge and belief.

Place:

Date:

Authorized signatory

ANNEXURE-III**Price Bid Guidelines**

The Bidder shall quote the prices in e-procurement portal of Government of Karnataka in accordance with the instructions indicated in the portal.

Sl. No.	Items	Qty. in Units#
1	All-in-one integrated android handheld device with printer with 15 months period warranty	1060
2	First AMC	1060
3	Second AMC	1060

Quantity mentioned is approx. and may vary \pm 10%.

Note:

Bidders shall quote all-inclusive price i.e. price inclusive of taxes, transportation and delivery to respective locations handling, testing, insurance and all other expenses till delivery at the locations notified in Annexure-VII.

The all-inclusive price including the taxes / duties shall be quoted by the bidders in the e-procurement portal of Government of Karnataka, duly specifying the name of taxes/ duties and percentages included in the price.

ANNEXURE-IV
Compliance to Technical Parameters: All-in-one integrated android handheld device with printer

Sl. No.	Features	Specifications	Compliance Yes/No	Actual Specification
1	CPU	Quad core and above		
2	CPU Frequency	1.2GHZ Quad Core and above		
3	Operating System	ANDROID 4.4 and above		
4	RAM	1 GB and above		
5	FLASH	4GB and above. Expandable up to 32 GB		
6	LCD Screen	5.5" and above		
7	Touch Panel	Capacitive Panel		
8	Network	3G: WCDMA 850/900/1900/2100MHZ		
		GSM:850/900/1900/2100MHZ		
		4G(LTE):TD-LTE /FDD-LTE		
9	WIFI	WIFI 802.11b/g/n(2.4G)		
10	Bluetooth	Bluetooth 3.0/4.0 IBEACON Supported		
11	Camera	5MP and above		
12	GPS	Yes		
13	A-GPS	Yes		
14	Battery	3.7V 3500mAh and above		
15	Printer	Thermal printer 58MM		
16	Interface	1xMicro USB Debug Port, 1xSIM Card Slot, 1x4 Section Headphone Hole,1x Charging Thimble		
17	Paper Width	58mm		
18	Print Speed	75mm/s		
19	Life of Print Head	50KM and above		
20	Diameter of Paper Roll	30mm		
21	Power Adapter	Input 100-240v; Output:5.5V/2A		
22	Button	1x Power Button,1x Scan Button, 1x Volume Button		
23	Regional language	Should support language like Kannada, English, & Hindi		

24	SDK	SDK should be provided by the vendor as and when required to our development team, to accommodate the change request for the smooth running of the application. SDK updates required shall be supplied by the vendor free of cost till the end of AMC period.		
----	-----	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

Optional

Sl. No.	Features	Specifications	Compliance Yes/No	Actual Specification
1	NFC	13.56Mhz, ISO/IEC14443,18092 or equivalent		
2	Chip cards	1.8V/3V/5V, ISO7816 or equivalent		
3	Magnetic stripe card	1 / 2 / 3 track, two-way card		
4	Barcode	1D/2D Barcode		

ANNEXURE-V

The tenderer shall furnish turnover details of their company / firm during the financial years 2014-15, 2015-16 and 2016-17 by enclosing copies of financials certified by chartered accountant.

Enclose the proof of certified financial statement.

Year	Turnover (Rs. In Lakhs)	Profit (Rs. in lakh)	Net worth (Rs. in lakh)
2014-15			
2015-16			
2016-17			

ANNEXURE – VI

Document	Number
PAN	
GST Registration	

Enclose the attested scan copies of the above documents.

ANNEXURE – VII

Sl. No.	APMC	Device Qty.
1	ARASIKERE	15
2	BAGALKOTE	10
3	BAILAHONGALA	10
4	BANGALORE - F&V	20
5	BANGALORE -YESHWANTHPUR	20
6	BASAVAKALYANA	10
7	BELGUAM	10
8	BELLARY	15
9	BHADRAVATHI	10
10	BHALKI	10
11	BHANGARPET	10
12	BHIMASAMUDRA	10
13	BIDAR	15
14	BIJAPUR	15
15	BIRUR	10
16	BYADAGI	25
17	CHALLKERE	10
18	CHAMARAJNAGAR	10
19	CHANNAGIRI	10
20	CHENNARAYANAPATNA	10
21	CHITRADURGA	15
22	DAVANGERE	15
23	DHARWAD	15
24	GADAG	20
25	GANGAVATHI	10
26	GUBBI	10
27	HASSAN	10
28	HAVERI	15
29	HOSADURGA	10
30	HOSANAGARA	10
31	HUBLI	25
32	JAGALUR	10
33	KOPPAL DIST	10
34	KOTTUR	10
35	LAKSHMESHWAR	10

36	MADHUGIRI	10
37	MAHALINGAPURA-AUC	10
38	MANDYA	10
39	MYSORE	10
40	MUNDARGI	10
41	NARGUND	10
42	PIRIYAPATTNA	10
43	RAICHUR	25
44	RAMADURGA	10
45	RANIBENNUR	15
46	RONA	10
47	SAGARA	10
48	SAVANUR	10
49	SHAHAPURA	10
50	SHIGOV	10
51	SHIKARIPURA	10
52	SHIMOGA	20
53	SHORAPUR	10
54	SIDDAPURA	10
55	SIRA	10
56	SIRSI	10
57	SAUNDATTI	10
58	THALIKOTE	10
59	THARIKERE	10
60	THEERTHAHALLI	10
61	THURUVEKERE	10
62	TIPTUR	20
63	TUMKUR	15
64	YADGIR	15
65	YELLAPURA	10
66	BADAMI	10
67	LINGASUGUR	10
68	KADUR	10
69	HUMNABADA	10
70	HOSPET	10
71	HARIARI	10
72	HEAD OFFICE	200
	Total	1060