

Request for Proposal (RfP)

Appointment of Service Provider to implement Electronic Voucher Card System for the provision of agricultural inputs to farmers and beneficiaries



**SIKKIM ORGANIC MISSION
FS & AD and H & CCD DEPARTMENTS
GOVERNMENT OF SIKKIM**

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CHAPTER 1: INVITATION OF BIDS

The Sikkim Organic Mission (SOM) is implementing the Scheme “Mission Organic Value Chain Development for the North Eastern Region (MOVCD-NER)” in the State aimed at development of certified Organic production in a value chain mode to link growers with consumers and to support the development of entire value chain spiting from inputs, seeds, certification to creation of facilities for collection, aggregation processing, marketing and brand building initiative.

Under the scheme, all funds for assistance for some of the components e.g., for on-farm input and assistance for off-farm inputs are to be provided to farmers on Direct Benefit Transfer (DBT) mode.

SOM, therefore, plans to use the electronic voucher cards for the provision of agricultural inputs to farmers. The electronic cards and associated transaction system will be procured from a technical provider. The electronic cards and associated transaction system will have to be provided by Scheduled Bank having technical competence.



CHAPTER 2: INTRODUCTION

2.1 Introduction

The Ministry of Agriculture and Farmers Welfare, Government of India has launched a Central Sector Scheme. “Mission Organic Value Chain Development for the North Eastern Region (MOVCD-NER)” in the North Eastern States during the 12th Plan period aimed at development of certified Organic production in a value chain mode to link growers with consumers and to support the development of entire value chain starting from inputs, seeds, certification to creation of facilities for collection, aggregation processing, marketing and brand building initiative.

In Sikkim, the Scheme is being implemented covering an area of 14,000 ha covering as many beneficiaries. The Sikkim Organic Mission (SOM) has been designated as the ‘State Lead Agency’ to implement the Scheme in Sikkim.

Under the scheme, all funds for assistance for some of the components e.g., for on-farm input and assistance for off-farm inputs are to be provided to farmers on Direct Benefit Transfer (DBT) mode.

Experiences from many parts of the world have reported that compared to paper based vouchers, electronic vouchers have an increased potential to improve efficiency in input distribution. SOM, therefore, plans to use the electronic voucher cards/swipe cards for the provision of agricultural inputs to farmers. The electronic cards and associated transaction system will be procured from a Scheduled Bank having technical competence.

The System is not restricted to this Project but would cover other benefit transfers to be made in other Projects particularly of Food Security & Agriculture Development and Horticulture & Cash Crops Development Departments as well.

2.2 Eligibility of Bidders

To be eligible for pre-qualification and short-listing, an applicant shall fulfill the following conditions of eligibility:



1. The bidder should be a Scheduled Bank having its operations in Sikkim.
2. Should be registered to do mobile transactions.
3. Should have experience with electronic cards.
4. The bidder should have carried out and executed contracts of similar nature in other State Governments and the same be authenticated with purchase order/Contract Agreement.
5. Should have the ability to maintain an interest bearing single 'client account' that would be drawn on only when a farmer/beneficiary redeems inputs through use of the card.No amounts will be placed on hold on the farmer/beneficiary's account and no farmer account will be opened. To minimize risk only a single account will exist.
6. Should have the ability to manage a system that can produce management reports with the required information (i.e., input type, quantity, unit price, amount per farmer, name of manufacturer/agrodealeretc)
7. Ability to provide training to SOM staff, manufacturer/agrodealer and other partners on
 - a. The mobile transaction system
 - b. Agricultural inputs to be redeemed
8. The system should have an option of accepting financial transactions from the Public Financial Management System (PFMS) (earlier CPSMS) module.If mandated, may be integrated with PFMS in future.
9. Ability to restrict inputs on the card to the category of agricultural inputs specified.
10. Ability to set up the system in the shortest possible time in order to ensure quick implementation.
11. The specifications of the requirements are to be as per Appendix 3.

2.3 Place of opening of bids:

Office of the Executive Director,
Sikkim Organic Mission,
KrishiBhawan, Tadong,
Gangtok, Sikkim 737102



2.4 Address for communication:

Additional Executive Director (III),
Sikkim Organic Mission,
KrishiBhawan, Tadong,
Gangtok, Sikkim 737102
Email: sikkimorganicmission@gmail.com

2.5 Schedule of Bidding Process

The following schedule will be adhered to:

- | | | |
|---|---|---|
| 1 | Hosting of Bid document on FS&ADD and H&CCD website or obtaining copy of bid document | : 07.10.2016 from 10.00 a.m. |
| 2 | Last date for receiving queries | : 17.10.2016 upto 4.00 p.m. |
| 3 | Procurer response to queries | : 19.10.2016 upto 4.00 p.m. |
| 4 | Last date for submission of Bids | : 24.10.2016 by 1.00 p.m. |
| 5 | Bid opening date | : 24.10.2016 at 3.00 p.m. |
| 6 | Letter of Award (LoA) | : Within 30 days of bid submission date |
| 7 | Validity of bids | : 90 days of bid submission |
| 8 | Signing of contract agreement | : Within 30 days of award of LoA |

2.6 Evaluation of proposals

2.6.1 Technical evaluation

Technical Proposals received will be opened in the presence of authorized representatives of the Agency who have submitted proposals on a date /time to be specified by SOM.

The Technical Proposals will be evaluated by a Committee constituted for this purpose and, in the first instance, be examined to ascertain fulfillment of eligibility criteria and submission of required documents.

The technical proposal will be evaluated on the basis of the following:



1. Profile and track record of the agency including experience of the agency in similar works (20 marks)
2. Registration to do mobile transactions and experience with electronic cards (10 marks)
3. CV of the professional/technical team (10 marks)
4. Accepting financial transactions from the Public Financial Management System (PFMS) (earlier CPSMS) module and compatible to PFMS requirements (5marks)
5. Shortest possible implementation time (5 marks)
6. Specification requirement (75 marks)
 - i. Product needs (10 marks)
 - ii. Programme set up requirements (18 marks)
 - iii. Communication requirements (6 marks)
 - iv. Digital prepaid card requirements (10 marks)
 - v. General transaction requirements (10 marks)
 - vi. Reporting requirements (16 marks)
 - vii. Programme requirements to be handled outside the system (5 marks)

Agencies scoring 60% marks or more in the Technical Evaluation will be shortlisted for opening of financial bids.

2.6.2 Financial evaluation

Financial proposals of shortlisted agencies will be opened in the presence of authorized representatives of the agencies on a date/time to be specified by SOM. Financial evaluation, based on the cost quoted as per the format by an agency, will be considered and will carry a weightage of 60%.

The lowest evaluated Financial Proposal (Charging lowest commission per transaction) will receive the maximum score of 100 marks. The score for each other Financial Proposal is inversely proportional to its Evaluated Total Price (ETP) and will be computed as follows:

$$S_f = 100 \times F_m / F \quad \text{where:}$$

S_f is the financial score of the Financial Proposal being evaluated,



F_m is the ETP of the lowest priced Financial Proposal,

F is the ETP of the Financial Proposal under consideration.

2.6.3 Final selection

After completion of evaluation of Technical and Financial Proposals, final ranking of the Proposals will be determined. This will be done by applying the following weightage; Quality (Technical) -40% and Cost (Financial) - 60 % (i.e., Quality-Cost ratio: 40:60) respectively to the technical and financial score of each evaluated qualifying Technical and Financial Proposal and then computing the relevant combined total score for each creative agency. After such final ranking, the first-ranked Respondent will be selected.

Selection of the agency will be based on the aggregate of the Technical and Financial Evaluation. The proposal having highest combined total score will be declared as successful bidder and eligible for award.

From the time the Technical Proposals are opened to the time the contract is awarded, if any agency wishes to contact SOM on any matter related to its proposal, it should do so only in writing. Any effort by an agency to influence SOM in the proposal evaluation or contract award decisions may result in rejection of the proposal of the agency.



CHAPTER 3: INSTRUCTIONS TO APPLICANTS

3.1 Scope of the Assignment:

The Scope of the assignment is as follows:

1. Production of the electronic cards.
2. Management of the technical system that supports the electronic card system and of transactions through an electronic payment system.
3. Development, operation and maintenance of a front- and back-end electronic system that secures the completion of transactions between SOM and the manufacturers/agrodealers/vendors (herein after called 'vendor').
4. Provision and installation of Point of Sale (POS) devices at outlets.
5. Training of vendors, implementing partners and SOM and Monitoring and Evaluation Teams on the electronic card system.
6. Provision and management of an online data monitoring system that allows for on-the-spot viewing of transactions against the "client account" and available balance.

3.2 Summary of General e-Voucher Requirements

The agencies should fulfill the following requirements:

3.2.1 Summary of Product Needs

The electronic voucher platform shall deliver functionality in a number of key areas, and will specifically:

- a. Enable voucher and card distribution to program participants.
- b. Enable transactions between participants and approved vendors, permitting the exchange of electronic vouchers for organic agricultural inputs, according to programme rules.
- c. Provide access to a centralized management platform that supports SOM administration of voucher programs.



- d. SOM is willing to accept the most suitable hardware and transaction process used by participants and vendors for input distribution. This could include cards with magnetic strips or chips redeemed at Point of Sale devices, voucher codes redeemed through SMS messages, or smart phone applications that scan barcodes or accept voucher codes.
- e. Proposals must include a centralized management platform that is accessible online and provides easy and quick access to voucher transaction data.

3.3 Minimum Specifications of the Voucher/electronic Card System

3.3.1 Program Set-up Requirements

- a. The system must support registration of individual participants and vendors.
- b. The system will accept uploads of spreadsheets containing participant and SOM vendor profile data.
- c. The system will allow SOM to add or remove additional participant or vendor profiles throughout the program cycle.
- d. The system must allow changes and edits to participant and vendor profiles (*e.g.*, add missing data, correct incorrectly entered data, etc.).
- e. The system must support definition of voucher content (the value and validity period of each voucher).
- f. The system must support batch distribution of vouchers to participants, including the ability to assign different types of vouchers to participants based upon attributes.
- g. The system should allow entry and view of agricultural inputs and costs on the POS machines.
- h. All funds will be recorded and tracked in the Commonly Transactional Currency i.e., INR (Indian Rupees).
- i. The management platform is available in English.

3.3.2 Communication Requirements

- a. Error messaging will be provided when transactions fail to process. Error messaging should be visible to the participant and vendor and should include reasons for failure and suggested remedy. Errors should also be logged in the management platform. Specific handling of transaction errors and error messaging should be described in the proposal.



- b. Successful transaction messaging should also be provided, which will notify vendors and participants about successful transactions and remaining account balances.
- c. System is capable of providing transaction and account total updates to vendors and participants upon their request (for participants account total = currency amount or quantity of goods left, for vendors this account total = total amount sold in established billing cycle).

3.3.3 Digital Prepaid Card requirements:

- a. A co-branded digital card with the visibility of SOM initiative.
- b. Allow only Government subsidy/credits.
- c. Card to be only with specified vendors/participants.
- d. 24X7 IVR support
- e. Card should be NFC enabled to work when internet connectivity is not available.

3.3.4 General Transaction Requirements

- a. Vendors must be provided with a means to authenticate the identity of a participant attempting a transaction.
- b. The system must deduct value from participant accounts following a transaction.
- c. Transactions will be identified by a unique transaction number.
- d. Failed transactions should also be assigned a transaction number.
- e. The system should be able to track transactions by the following attributes: unique transaction number, vendor, participant, date, time, amount/quantity spent and voucher number.

3.3.5 Reporting Requirements

- a. System can provide both raw, unanalyzed data, and structured reports.
- b. All reporting should be downloadable in an excel data format that can be sorted and analyzed by SOM.
- c. Reporting can be provided through pre-defined scheduled reports and on-demand reports.
- d. Scheduled reports will have defined formats and will be sent to SOM according to a defined timetable. On demand reports will have defined formats and will be available on request.
- e. Should indicate the specific types of reports that are available.



3.3.6 Program Management Requirements

- a. The administrative voucher management system must be accessible by a wide range of SOM staff members. Staff members granted access will be assigned a user ID, password and access level based upon their seniority and approval authority. Ideally, the system should track and capture SOM's User Profile information (including user ID) for all system interactions. This information must be able to show which user completed actions within the system (including both file uploading and direct interaction with the system to upload and edit specific records).
- b. Differing levels of access and permissions is desired.

3.4 Requirement of the Bidder:

1. The Bidders should be a Scheduled Bank having its operations in Sikkim.
2. Should be registered to do mobile transactions
3. Should have experience with electronic cards
4. The bidder should have carried out and executed contracts of similar nature in other State Governments and the same be authenticated with purchase order/Contract Agreement.
5. Should have the ability to maintain an interest bearing single 'client account' that would be drawn on only when a farmer/beneficiary redeems inputs through use of the card. No amounts will be placed on hold on the farmer/beneficiary's account and no farmer account will be opened. To minimize risk only a single account will exist.
6. Should have the ability to manage a system that can produce management reports with the required information (i.e., input type, quantity, unit price, amount per farmer, name of vendor etc)
7. Ability to provide training to SOM staff, vendor and other partners on
 - a) The mobile transaction system
 - b) Agricultural inputs to be redeemed
8. The system should have an option of accepting financial transactions from the Public Financial Management System (PFMS) (earlier CPSMS) module.
9. Ability to restrict inputs on the card to the category of agricultural inputs specified.



10. Ability to set up the system in the shortest possible time in order to ensure quick implementation.
11. The specifications of the requirements are to be as per Appendix 3.

3.5 Application fee

The Tender Document can be downloaded free of cost from website of Sikkim Organic Mission, H&CCD and F&SSD (www.sikkimorganicmission.org). The soft copy of document can be obtained from the office of SOM during office hours till a working day before the last date of submission of bids.

3.6 Bid Security

The Bidder shall furnish Bid Security of a sum of Rs. 50,000/- (Rupees fifty thousand only).

The bid security is required to protect the Procurer against the risk of Bidder's conduct which would warrant the security's forfeiture.

The bid security shall be in Indian Rupees and shall be in favour of the **Procurer (Sikkim Organic Mission)** and in one of the following forms:

- a) A bank guarantee or an irrevocable letter of credit issued by a nationalized/scheduled bank located in India in the form provided in the bidding documents or another form acceptable to the Procurer and valid for **90** days beyond the validity of the bid; (i.e. Total 90 days + 90 days = **180** days from deadline of submission of bids) or
- b) A cashier's cheque, certified cheque or demand draft in favour of Procurer payable at Gangtok.

Any bid not secured in accordance with Clauses as stated above will be rejected by the Procurer as non-responsive.

Unsuccessful bidder's bid securities will be discharged/ returned as promptly as soon as possible but not later than 30 days after the expiration of the period of bid validity.

The successful Bidder's bid security will be discharged upon the Bidder signing the Contract.



The bid security may be forfeited:

- a) If a Bidder
 - (i) withdraws its bid during the period of bid validity specified by the Bidder on the Bid form; or
 - (ii) does not accept the correction of errors;
- b) In case of a successful Bidder, if the Bidder fails:
 - (i) to sign the contract
 - (ii) to furnish performance security.

3.7 Period of Validity of Bids

Bids shall remain valid for 90 (Ninety) days after the deadline for submission of bids. A bid valid for a shorter period shall be rejected as non-responsive.

3.8 Submission of Bids

The Bidders shall seal the Bids in two envelopes and mark them as “Technical Bid” and “Financial Bid”. This must be clearly mentioned in bold letters on top of the envelopes.

Both the sealed envelopes should be put into an outer envelope and sealed. The outer envelope shall be super-scribed “**Appointment of Service Provider for implementation of Electronic Voucher Card System for the provision of agricultural inputs to farmers and beneficiaries**” with the due date for submission. The Bottom Left corner of the outer cover should carry the full name, address, telephone nos., e-mail ID etc. of the agency submitting the Proposal.

3.8.1 Technical Bid

The technical bid must contain the following documents

- a) Technical proposal submission letter in the prescribed format (Appendix - 1)
- b) Technical Bid in the prescribed format (Appendix-2) along with enclosures
- c) E-voucher requirement details (Appendix 3)
- d) Power of Attorney for signing the Application as per the format (Appendix4);



The Financial Bids of Bidders who meet the minimum technical qualification only shall be opened.

3.8.2 Financial Bid

The financial bid should contain the following documents:

- a) Financial proposal submission letter be submitted in prescribed format (Appendix – 5).
- b) Financial proposal in prescribed format (Appendix 6)

The outer envelope containing the sealed Technical and Financial Proposals should be addressed to::

Additional Executive Director (III),
Sikkim Organic Mission,
KrishiBhawan, Tadong,
Gangtok, Sikkim 737102

If the envelopes are not sealed and marked as instructed above, the Authority assumes no responsibility for the misplacement or premature opening of the contents of the Application and consequent losses, if any, suffered by the Applicant.

3.9 Deadline for Submission of Bids

Bids must be received by no later than the time and date specified in the Bid document. In the event of the specified date for the submission of Bids being declared a holiday for Sikkim, the Bids will be received upto the appointed time on the next working day.

The Procurer may at its discretion, extend this deadline for submission of bids by amending the bid documents.

3.10 Late Bids

Any bid received after the deadline for submission of bids prescribed by the Procurer will be rejected and/or returned unopened to the Bidder.



3.11 Right to Accept or reject any or all Applications/Bids

Notwithstanding anything contained in this RfP, the Procurer reserves the right to accept or reject any Application and to annul the Bidding Process and reject all Applications/ Bids, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons therefore. In the event that the Procurer rejects or annuls all the Bids, it may, in its discretion, invite all eligible Bidders to submit fresh Bids hereunder.

The Procurer reserves the right to reject any Application and/ or Bid if:

- a. At any time, a material misrepresentation is made or uncovered, or
- b. The Applicant does not provide, within the time specified by the Procurer, the supplemental information sought by the Procurer for evaluation of the Application.

3.12 Signing of Contract

At the same time as the Procurer notifies the successful bidder that its bid has been accepted, the Procurer will send the bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties.

Within 21 days of the receipt of the contract form, the successful bidder shall sign and date the contract and return it to the Procurer.

3.13 Performance Security

Within 21 days of the receipt of notification of award from the Procurer, the successful Bidder shall furnish the performance security in accordance with the Conditions of Contract.

Performance Security shall be for 5 (five) lakh rupees and valid till at least 1 year from successful completion of the project. It has to be renewed for period as mentioned here in cycles of 6 months.

The Performance Security shall be in Indian Rupees and shall be in favour of the Procurer (Sikkim Organic Mission) and in one of the following forms:



- a) A bank guarantee or an irrevocable letter of credit issued by a nationalized/scheduled bank located in India in the form provided in the bidding documents or another form acceptable to the Procureror
- b) A cashier's cheque, certified cheque or demand draft.

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

3.14 Ownership of information:

The ownership of all the information generated will at all time rest with SOM and the service provider will have no proprietary or other rights in respect of the same.

3.15 Termination:

'SOM' can terminate the Contract of the agency at any time by giving one month notice. In such an occurrence 'SOM' shall give a written advance notice before terminating the Contract of Agency.

3.16 Force Majeure:

Neither party will be liable in respect of failure to fulfill its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities or catastrophe, epidemics or disturbances in the country. *Force Majeure* shall not include (i) any event which is caused by the negligence or intentional action of a Party or by or of such Party's agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of being assigned the work, and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.

A Party affected by an event of *Force Majeure* shall immediately notify the other Party of such event, providing sufficient and satisfactory evidence of the nature and cause of



such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

3.17 Arbitration:

Venue of arbitration will be Gangtok, Sikkim and will be governed by provisions of the Indian Arbitration & Reconciliation Act. Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties.



TECHNICAL PROPOSAL SUBMISSION LETTER

[Location, Date]

To

The Executive Director,
Sikkim Organic Mission,
FS & ADD and H & CCD Departments,
KrishiBhawan, Tadong,
Gangtok, Sikkim 737102

Subject: Appointment of Service Provider to implement Electronic Voucher Card System for the provision of agricultural inputs to farmers and beneficiaries

Sir,

We, the undersigned, offer to undertake the assignment of, **Service Provider to implement Electronic Voucher Card System for the provision of agricultural inputs to farmers and beneficiaries**, in accordance with your RfP Document dated [--- ----]. We hereby submit our Technical Proposal for the same.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We understand you are not bound to accept any Proposal you receive.

Yours Sincerely,

Signature:

Name & Designation of the authorized Signatory:

Name of Firm:

Address:



FORMAT FOR SUBMISSION OF TECHNICAL PROPOSAL

A. General Information

1. Name of agency
2. Nature of agency
3. Full Address
4. Contact details (Tel no/Fax/E-mail)
5. Name of contact person

B. Eligibility criteria

1. Details of the firm being a Scheduled Bank and having its operations in Sikkim.
2. Details on being registered to do mobile transactions
3. Experience with electronic cards
4. Details of contracts of similar nature executed in other State Governments and the same should be authenticated with purchase order/Contract Agreement.
5. Details of ability to maintain a single 'client account' that would be drawn on only when a farmer/beneficiary redeems inputs through use of the card.
6. Details of the ability to manage a system that can produce management reports with the required information (i.e., input type, quantity, unit price, amount per farmer, name of vendor etc).
7. Details of the ability to provide training to SOM staff, vendor and other partners on
 - (i) The mobile transaction system.
 - (ii) Agricultural inputs to be redeemed.
8. Details on the system having an option of accepting financial transactions from the Public Fund Management System (PFMS) module.
9. Details on the ability to restrict inputs on the card to the category of agricultural inputs specified.
10. Details on the ability to set up the system in the shortest possible time in order to ensure quick implementation.
11. The specifications of the requirements are to be as per Appendix 3.

C. Details of documents submitted as enclosures

1. Profile of the firm/agency
2. CV's of Professional/Technical staff
3. Document explaining the managerial capabilities to handle project smoothly.
4. Copy of PAN Card & Latest I.T. Return.
5. Financial ability to support and successful outcome of the project.
6. Audited balance sheet of last three years
7. Bid security
8. Others (Please specify)

Dated:_____ (Signature of the firm with designation and Official Seal)

FORMAT FOR SUBMISSION OF E-VOUCHER REQUIREMENT DETAILS

The electronic cards and associated mobile transaction system need to conform to the various requirements mentioned below. Pl mention if the proposal meets the requirements by filling up the compliance column to each of the requirements

Sl. No.	Particulars	Compliance (YES/NO)
Summary of General e-Voucher Requirements:		
Summary of Product Needs:		
The electronic voucher platform shall deliver functionality in a number of key areas, and will specifically:		
1	Enable card distribution to program participants.	
2	Enable transactions between participants and approved vendors, permitting the exchange of electronic vouchers for locally available goods, according to program rules.	
3	Provide access to a centralized management platform that supports SOM administration of voucher programs.	
4	Address suitable hardware and transaction process used by participants and local vendors for voucher redemption.	
5	Include a centralized management platform that is accessible online and provides easy and quick access to voucher transaction data.	
Minimum Specifications of the Voucher Card System:		
Program Set-up Requirements:		
1	The system must support registration of individual participants and vendors.	
2	The system will accept uploads of spreadsheets containing participant and SOM vendor profile data.	
3	The system will allow SOM to add or remove additional participant or vendor profiles throughout the program cycle.	
4	The system will allow changes and edits to participant and vendor profiles (<i>e.g.</i> , add missing data, correct incorrectly entered data, etc.).	
5	The system will support definition of voucher content (the value and validity period of each voucher).	
6	The system must support batch distribution of vouchers to participants, including the ability to assign different types of vouchers to participants based upon attributes.	

7	The system will allow entry and view of agricultural inputs and costs on the POS machines.	
8	All funds will be recorded and tracked in the Commonly Transactional Currency i.e, INR (Indian rupees).	
9	The management platform is available in English.	
Communication Requirements:		
1	Error messaging will be provided when transactions fail to process. Error messaging should be visible to the participant and vendor and should include reasons for failure and suggested remedy. Errors should also be logged in the management platform. Specific handling of transaction errors and error messaging should be described in the proposal.	
2	Successful transaction messaging should also be provided, which will notify vendors and participants about successful transactions and remaining account balances.	
3	System is capable of providing transaction and account total updates to vendors and participants upon their request (for participants account total = currency amount or quantity of goods left, for vendors this account total = total amount sold in established billing cycle).	
Digital Prepaid Card requirements:		
1	A co-branded digital card with the visibility of SOM initiative.	
2	Allow only Government subsidy/credits	
3	Card to be only with specified vendors.	
4	24X7 IVR support	
5	Card should be NFC enabled to work when internet connectivity is not available	
General Transaction Requirements:		
1	Vendors must be provided with a means to authenticate the identity of a participant attempting a transaction.	
2	The system must deduct value from participant accounts following a transaction.	
3	Transactions will be identified by a unique transaction number.	
4	Failed transactions should also be assigned a transaction number.	
5	The system should be able to track transactions by the following attributes: unique transaction number, vendor, participant, date, time, amount/quantity spent and	

	voucher number.	
Reporting Requirements:		
1	System can provide both raw, unanalyzed data, and structured reports.	
2	All reporting should be downloadable in an excel data format that can be sorted and analyzed by SOM.	
3	Reporting can be provided through pre-defined scheduled reports and on-demand reports.	
4	Scheduled reports will have defined formats and will be sent to SOM according to a defined timetable. On demand reports will have defined formats and will be available on request.	
5	Should indicate the specific types of reports that are available.	
Program Management Requirements:		
1	The administrative voucher management system must be accessible by a wide range of SOM staff members. Staff members granted access will be assigned a user ID, password and access level based upon their seniority and approval authority. Ideally, the system should track and capture SOM's User Profile information (including user ID) for all system interactions. This information must be able to show which user completed actions within the system (including both file uploading and direct interaction with the system to upload and edit specific records).	
2	Differing levels of access and permissions is desired.	

Power of Attorney for signing of Application (in the official letter head)

Know all men by these presents, We..... (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr/Ms(name),.....son/daughter/wife of and presently residing at, who is presently employed with us/ the Lead Member of our Consortium and holding the position of , as our true and lawful attorney (hereinafter referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for pre-qualification and submission of our bid for the,“**Appointment of Service Provider to implement Electronic Voucher Card System for the provision of agricultural inputs to farmers and beneficiaries**”proposed including but not limited to signing and submission of all applications, bids and other documents and writings, participate in Pre-Applications and other conferences and providing information/ responses to the Procurer, representing us in all matters before the Procurer, signing and execution of all contracts and undertakings consequent to acceptance of our bid, and generally dealing with the Procurer in all matters in connection with or relating to or arising out of our bid for the said Project and/ or upon award thereof to us.

AND we hereby agree to ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF 2.....

For

(Signature, name, designation and address)

Witnesses:

Financial proposal submission letter

[Location, Date]

To

The Executive Director,
Sikkim Organic Mission,
FS & AD and H & CCD Departments,
KrishiBhawan, Tadong,
Gangtok, Sikkim 737102

Subject: Appointment of Service Provider to implement Electronic Voucher Card System for the provision of agricultural inputs to farmers and beneficiaries

Sir,

We, the undersigned, offer to undertake the assignment of, “**Service Provider to implement Electronic Voucher Card System for the provision of agricultural inputs to farmers and beneficiaries**”, in accordance with your RfP Document dated [-----] and our Technical Proposal.

Our Financial Bid shall be binding upon us, up to completion of the period of the contract as specified in the RfP Document.

We understand you are not bound to accept any Proposal you receive.

Yours Sincerely,

Signature:

Name & title of the authorised signatory:

Name of Firm:

Address:

FINANCIAL BID FORMS

Sl. No.	Particulars	Cost in percentage
1	Transaction Cost in percentage	

In words (.....percent)

The cost should include cost of the electronic cards, card re-placement cost, Annual charges of the card, Software Development Cost, Training of Vendors and Stakeholders and other incidental expenses. The Cost should also include all applicable Taxes and Service Charges. No additional charges would be applicable.

This cost is to be recovered from the Vendor from their profit margins.

Cost should be provided separately for the following only, the cost of which would be borne by the Vendor/SOM.

However, for the purpose of qualifying the bidder for the Financial Bid, only the Transaction cost as above will be considered.

Sl. No.	Particulars	Cost in INR per one unit
1	Cost of POS machine	
2	Cost of Bar code Reader	

The cost of the POS Machine and the Bar Code reader should not be higher than that provided by the bank to any other customer anywhere in India in the current financial year.

Yours Sincerely,

Signature:

Name & title of the authorised signatory:

Name of Firm:

Address