Government of Bihar
Mines & Geology Department

Expression of Interest (EOI) for Providing Digital Payment Service at District Mining Office & e-challan with POS (Point of Sale) Machines for Mines & Geology Department, Bihar.

1. Introduction:

The Mines and Geology Department, Bihar (will be called "Department" hereafter) cater to activities related to mining based on availability of minerals across the state. Department deals with the subject matter relating primarily to revenue collection and monitoring of mining, transportation & storage of minerals & prevention of illegal mining, transportation & storage of minerals.

Department invites Expression of interest (EOI) from Commercial Scheduled Banks (Applicants) for “Providing Digital Payment Service at District Mining Office & e-challan with POS (Point of Sale) Machines for Department”. The purpose of the EOI is to select Banks (s) that their professional services can be utilized for different District Mining office (will be called "DMO" hereafter) & payment solution for e-challan.

The following is EOI tentative schedule and critical date:

a) Issue of EOI notification : 04/02/2020
b) Submission of proposals : 12/02/2020 till 17:00 Hrs
c) Opening of proposals : 14/02/2020, 11:30 A.M. at Chamber of Director, Mines
d) Technical Presentation by Applicants : 18/02/2020, 12:00 PM
Department reserves the right to amend the EOI tentative schedule and critical dates.

2. Applicant’s Eligibility Criteria:
   The scheduled commercial banks which are included in the second schedule of RBI Act 1934 and should have an average annual turnover of Rs 5000 Crores (Five Thousand Crores only) in the last three financial years.

3. Responsibility of the Applicant:
   Digital Payment Solution at DMO-
   i. Supply PoS terminals to Department for digital payment solution and it should process all form factors of cards such viz., Mag-stripe, Chip, Contactless etc. and also support all types of credit, Debit, Pre-paid cards, etc.
   ii. The terminals offered should be certified by MasterCard, Visa, Amex, NPCI, DFS/Diners etc. and meet the standards prescribed from time to time by such agencies on applicant’s cost.
   iii. Should be able to provide Digital Charge slips – Paperless “Go Green” charge slips sent via SMS and email to citizens, should be able to provide web portal/integrate with existing portal to monitor real time transactions, real time date dashboard and visual dashboards.
   iv. M-POS should be integrated with departmental software and any other software/upgrades as & when applicable.

Digital Payment Solution & e-challan for illegal Transporter/Violators via Hand Held Terminal:
   i. The Applicant will have to supply, install, integrate with e-challan system, maintain and provide operational training for hand held terminal, carry out necessary integration with the application/web
services built/developed by PMU of Department for the e-challan system and also digital payment facility by the officers.

ii. The Applicant should ensure that all the components of HHD & mPOS devices offered are as per the approved specification. The devices being supplied by the Applicant should be tested and certified prior to delivery of the device to the Department.

iii. HHD/POS devices shall be preloaded with the developed client application. Client application upgrades (if any) and its implementation shall be provisioned.

iv. The Applicant shall provide onsite comprehensive Guarantee/Warranty of all goods/equipment for a period of 03 (three) years from the date of final acceptance of the equipment and also provide comprehensive Annual Maintenance of the entire equipment for a period of 03 years.

v. The Applicant shall deploy sufficient resources to plan and manage the installation and regular maintenance, health check-up of HHD/mPoS devices at all service points in the area of operations.

Financial Charges, Transaction Settlement, Connectivity, Thermal paper, and Other Services:

i. There would be no cap on the number and amounts involved in such transactions.

ii. A 24*7 helpline should be made available to settle the functional queries and grievances of the depositors

iii. All refund of fund (if any) received with respect to failed transactions need to be settled within 48 hrs.

iv. The Service Provider should be responsible for and settlement of any double deduction/ reporting or erroneous deduction and reporting of funds.
v. All funds collected in a day till 12 at midnight should be settled with the Govt. Treasury on T+1 day where T is the date of successful transaction by the depositor.

vi. No charge should be levied on the Government for any of the financial transaction.

vii. No charge should be levied on the depositors for any of the financial transaction.

viii. Service provider will provide free of all charges and conditions the development, integration and O&M services for integration of Payment gateway services with mobile-app as required by Department.

ix. Service provider will be accepting all debit & credit card payments at zero processing fees. There will be no terminal processing and installation charge.

x. The Applicant must provision for reliable internet connectivity not less than 4G for all HHD & mPoS devices. Ensuring reliable connectivity will be the sole responsibility of applicant.

xi. The Applicant shall provide 3 (three) thermal paper rolls per HHD/mPoS per month for use is HHD/mPoS devices for generation of transaction receipt.

4. **Responsibility of the Department** :

i. The successful bidder will be allowed to open 1 (One) bank account per DMO(District Mining Officer) to promote the cashless & digital payments at the District Mining Office. All the bank account will be linked to online payment services and payment to card (Debit card/Credit card etc) for the e-challan issued through HHD.

ii. Consumables-thermal paper rolls used more than 3 rolls per month will be provided by the Department.
iii. Monthly recurring charges for connectivity will be borne by the Department.

iv. To provide details of the PoS/HHD requirement and coordination with all the concerned DTO office.

v. To provide necessary advisory to DTO and public beneficiaries.

5. **Process before submission of EOI documents**:
   
   i. **Raising of queries/clarifications on Request for EOI document**: The applicants requiring any clarification on this document should submit their written queries on or before 06/02/2020 to: secymine-bih@nic.in.

   ii. **Modification in Request for EOI document**: At any time prior to the deadline for submission of EOI, the Department may modify any part of this document. Such change(s) if any may be in the form of an addendum/corrigendum and will be uploaded on the Department's website.

   iii. **Extension of date of submission of EOI**: Request of extension of date for submission of EOI will not be entertained. However, the Department at its discretion may extend the deadline in order to allow prospective applicants and reasonable time to take the amendment/changes, if any into account.

   iv. **Briefing session**: Department may, at its sole discretion, organize a briefing session to respond to the queries received by the scheduled date and time from the applicants. The exact date, time and location of such session will be communicated through the Department’s website(s).

6. **Preparation & Submission of proposal**:

   EOI details documents may be downloaded from www.mines.bih.nic.in and EOI is to be submitted off-line through Registered Post or by hand only to:

   | Project Manager(PMU), |
   | Mines & Geology Department, |
   | Vikas Bhawan, Bailey Road, Patna, Mob. No.-9973669680. |
Submission of EOI Proposal containing the following documents:-

a. EOI Proposal
b. Company Profile of EOI.
c. Letter of submission of EOI.
d. Copy of Certificate of Incorporation Firms Certificate.
e. Copy of registration of PAN Number/MOA/GOA/Net worth certificate/GST Certificate.
f. Copies of audited Balance Sheets (last three financial years ending March, 2019)
g. Technical Specification and data sheets of the product offered.

7. Last Date for submission of EOI:
The last date for submission of EOI is 12/02/2020 till 17:00 Hrs. In case the designated day happens to be a holiday; the next working day will be deemed as the last date for submission of EOI.

8. EOI Evaluation Committee:
i. Department will constitute an EOI Evaluation Committee to evaluate the responses of the applicant.

   The Committee constituted by the Department shall evaluate the responses to the EOI and all supporting documents/documentary evidence.

   The decision of the Committee in the valuation of responses to the EOI shall be final.

   The Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations or clarifications provided.

9. Process after submission of EOIs:
i. All EOIIs received by the designated date and time will be examined by Department to determine, if they meet
criteria/terms and conditions mentioned in this document including its subsequent amendment(s), if any and whether EOIs are complete in all respects.

ii. On scrutiny, the EOIs found NOT in desired format/illegible/incomplete/not containing clear information, or failing to fulfill the relevant requirement will be rejected for further evaluation process.

iii. Department reserves the right, at any time, to waive any of the requirements of this Request for EOI document if it is deemed in the interest of Department.

iv. After examining the EOI, some or all of the applicants may be asked to make technical presentation of the solution and demonstrate proof of concept.

v. Department may shortlist the applicants, who fulfill the eligibility criteria, have solution as per the requirement of the Department and are agreeing to abide by the terms and conditions of the Department. Department's judgment in this regard will be final.

vi. Department may select one or more Bank(s) depending on the requirement.

vii. Department will enter into a agreement with detail terms and conditions with selected Bank(s).

10. **PoS & Handheld Device Requirement**:

The total requirement of PoS & HHD is 100, out of which 50 is PoS machines for digital at DMO and 50 are HHD for digital payment & e-challan for traffic violations. The quantity of items are indicative only and may be increased/decreased by Department based on the actual requirement.
11. **Evaluation Parameter**:

Agency will be evaluated based on the following parameter:-

- Prior experience of providing digital payment solution through POS to the Government department
- Prior experience of providing e-challan facility via hand held device to Department of any State Govt.
- Understanding of the project and need requirements of digital payment Eco System
- Project Management Plan, Work Plan
- Project Timelines
- Project Risk Identification and Mitigation Strategies

12. **General Terms & Conditions**:

   i. This EOI should not be treated as a commercial tender document and applicant are advised not to offer any price or include any financial aspect with their response.

   ii. This EOI does not constitute and will not be deemed to constitute any commitment or confirmation on part of Department for any purchase/work order to the applicant' (s)

   iii. Applicants shortlisted in the aforesaid EOI shall be required to sign an MOU with Department on mutually accepted terms and conditions. The maximum validity of such MOU shall be 3 years, which may be extended or curtailed at the sole discretion of Department and the performance of individual organization.

   iv. The applicant shall bear all cost associated with the preparation and submission of its response to this EOI, including cost of Demo/Presentation for the purpose of clarification of the offer, if so
desired by Department. Department will in no case be responsible for these costs.

v. The EOI document duly completed, numbered and signed by the authorized signatory.

vi. Due diligence should be exercised while providing information against the EOI. Unnecessary or irrelevant information will not give any advantage to the applicant. Only relevant and precise information should be provided. If, and information provided by the applicant is found to be incorrect at any stage, it would render his or her EOI liable for rejection.

vii. While this EOI has been prepared in good faith, neither Department nor its employees make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute; rules or regulations as to the accuracy, reliability or completeness of this EOI, even if any loss or damage is caused by any act or omission or their part.

viii. Department reserves the right to cancel this EOI without assigning any reason. Department will not be under obligation to give clarification for doing the aforementioned.

ix. Upon verification, evaluation/assessment, if in case any information furnished by the Applicant is found to be false/incorrect, their bid (EOI) can be rejected and no correspondence on the same shall be entertained.

(Arun Prakash)
Special Secretary Cum Director
PRESS RELEASE/प्रेस विज्ञप्ति

Government of Bihar
Mines & Geology Department

Expression of Interest (EoI) Notice

Ref. No.-...27.4.41........ Dated.....27.1.2020...

Mines & Geology Department, Bihar invites Expression of Interests from Commercial Scheduled Banks (Applicants) for "Providing Digital Payment Service at all District Mining Office & e-challan with POS (Point of Sale) Machines for Mines & Geology Department" as per details and scope of work of the EoI.

EoI Notice and Documents are available on www.mines.bih.nic.in for downloading purpose. Any modification/corrigendum etc. in EoI Notice will be available on Mines & Geology Department website only.

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Contact Person-Shri Baidya Nath Pandey, Project Manager (PMU), Vikas Bhawan, Bailey Road, Patna-15, Mob.-9973669680, Email-baidyanath.pandey@csm.co.in

(Arun Prakash)
Special Secretary Cum Director