

Expression of Interest (EOI) for Providing Digital Payment Service at DTO Office & e-challan with POS (Point of Sale) Machines for Transport Department, Govt of Bihar.

File No.- 02/ ई० परिवहन-01 / 2019

7833

Date: ...23/10/19

1. Introduction

The Transport Department of Bihar (DoT) deals with the subject matter relating primarily to Road Transport. The main activity of the Transport Department is to administer, regulate and control Motor Vehicles by way of registration of vehicles, issuance of Driving Licenses and Conductor Licenses, granting of Road Permits for transport vehicles, collect revenue from Motor Vehicle Tax and in fostering the development and growth of Road Transport Services in the State etc.

DoT invites Expression of Interest (EOI) from Commercial Scheduled Banks (Applicants) for "Providing Digital Payment Service at DTO Office & e-challan with POS (Point of Sale) Machines for DoT". The purpose of the EOI is to select Bank(s) so that their professional services can be utilized for different DTO office & payment solution for e-challan.

The following is EOI tentative schedule and critical dates:

- | | |
|---|--------------|
| a) Issue of EOI notification | : 23/10/2019 |
| b) Pre-proposal conference | : 08/11/2019 |
| c) Submission of proposals | : 15/11/2019 |
| d) Opening of EOI | : 15/11/2019 |
| e) Technical Presentation by Applicants | : 18/11/2019 |

DoT 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 DTO office**

- i. Supply PoS terminals to DoT 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 data dashboard and visual dashboards.
- iv. m-POS should be integrated with NIC software of Vahan 4.0 & Sarathi 4.0 and any other software/upgrades as & when applicable.

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Digital Payment Solution & e-challan for Traffic Violators via Hand Held Terminal

- i. The Applicant will have to supply, install, integrate with NIC e-challan system, maintain and provide operational training for hand held terminal, carry out necessary integration with the application / web services built / developed by NIC for the e-challan system and also digital payment facility by the offender.
- 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 in the area of operations.

Financial Charges, Transaction Settlement, Connectivity, Thermal paper, and Others 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 funds (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 charges.
- 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 in HHD/mPoS devices for generation of transaction receipt.

4. Responsibility of the Department

- i. The successful bidder will be allowed to open 2 bank accounts per DTO to promote the cashless & digital payments at the DTO. All the bank accounts 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 three rolls per month will be provided by the Department.
- iii. Monthly recurring charges for connectivity will be borne by the Department.

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- 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 EOIs
- 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 08/11/2019 to: transecy-bih@nic.in.
 - ii. **Modification in Request for EOI document:** At any time prior to the deadline for submission of EOIs, DoT 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 in DoT's website
 - iii. **Extension of date of submission of EOIs:** Request for extension of date for submission of EOIs will not be entertained. However, the DoT at its discretion may extend the deadline in order to allow prospective applicants a reasonable time to take the amendment/changes, if any into account.
 - iv. **Briefing session:** DoT 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 DoT's website(s).

6. Preparation & Submission of proposal

EOI details documents may be downloaded from www.transport.bih.nic.in and EOI is to be submitted offline: Submission of EOI Proposal containing the following documents:

- a. EOI Proposal
- b. Company Profile of the bidder.
- c. Letter of submission of EOI.
- d. Copy of Certificate of Incorporation or Firms' certificate.
- e. Copy of registration of PAN Number/MOA/AOA/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.

The EOI document duly completed, numbered and signed by the authorized signatory should be submitted.

7. Last Date for submission of EOI:

The last date for submission of EOI is 15/11/2019 to 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. DOT will constitute an EOI Evaluation Committee to evaluate the responses of the applicant.
- ii. The Committee constituted by the DOT shall evaluate the responses to the EOI and all supporting documents / documentary evidence.
- iii. The decision of the Committee in the evaluation of responses to the EOI shall be final.
- iv. The Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations or clarifications provided.

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9. Process after submission of EOIs:

- i. All EOIs received by the designated date and time will be examined by DoT 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. DoT 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 DoT.
- 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. DoT 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 judgment in this regard will be final.
- vi. **DoT may select one or more Bank(s) depending on the requirement.**
- vii. DoT will enter into an agreement with detail terms and conditions with the selected Bank(s).

10. PoS & Handheld Device Requirement:

The total requirement of PoS & HHD is 1110, out of which 199 is PoS machines for digital payment at DTO office and 911 are HHD for digital payment & e-challan for traffic violations. The quantity of items are indicative only and may be increased/ decreased by DOT 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 handheld device to Traffic/ Transport 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
- Proof of Concept

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 DoT for any purchase/work order to the applicant'(s).

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- iii. Applicants shortlisted in the aforesaid EOI shall be required to sign an MOU with DoT 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 DoT and the performance of individual organization.
- iv. The applicant shall bear all costs 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 DoT. DoT 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 Un-necessary or irrelevant information will not give any advantage to the applicant. Only relevant and precise information should be provided. If, any information provided by the bidder 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 DoT 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 on their part.
- viii. DoT reserves the right to cancel this EOI without assigning any reasons. DoT will not be under obligation to give clarifications 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 can be rejected and no correspondence on the same shall be entertained.

Sd/-
Secretary,
Department of Transport,
Government of Bihar

प्रेस विज्ञप्ति

Transport Department, Government of Bihar
(A Government of Bihar Undertaking)
Vishwesaraiya Bhawan, Bailey Road
3rd Floor, Patna-80015
Email ID: transecy-bih@nic.in

Expression of Interest (Eol) Notice

File No.- 02/ई0 परिवहन-01/2019

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Dated ... 23/11/19

Transport Department, Govt. of Bihar invites Expression of Interests from Commercial Scheduled Banks (Applicants) for "Providing Digital Payment Service at all DTO Offices & e-challan with POS (Point of Sale) Machines for DoT" as per details and scope of work of the Eol.

Eol Notice and Documents are available on :<http://transport.bih.nic.in/> for downloading purpose. Any modification / corrigendum etc. in Eol Notice will be available on Transport Department website only.

S/ No	Particulars	Date & Time
1	Opening date of downloading Eol document	23/10/2019 from 17:00 Hrs.
2	Closing date of downloading Eol document	15/11/2019 till 14:00 Hrs.
3	Date of Pre-Clarifications Meeting	08/11/2019
4	Date and Time of submission of Eol	15/11/2019 till 17:00 Hrs.
5	Date and Time of opening of Eol	15/11/2019
6	Technical Presentation Date	18/11/2019

Sd/-

Secretary

Department of Transport

Government of Bihar

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Bailey Road, Patna - 800 015.

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OSD, Transport Department

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