

**TENDER FOR EMPANELMENT OF VENDORS & TO ASCERTAIN
THE RATE CONTRACT FOR PREPARATION OF SWASTHYA
SATHI SMART CARD, ACROSS WEST BENGAL.**

Tender No. : SPL -202101-0020 Date 04-01-2021

Last Date of Submission: 11-01-2021

**SARASWATY PRESS LIMITED
(A Govt. of West Bengal Enterprise)
11 B.T. Road, Kolkata-700056**

TENDER FOR EMPANELMENT OF VENDORS & TO ASCERTAIN THE RATE
CONTRACT FOR PREPARATION OF SWASTHYA SATHI SMART CARD, ACROSS
WEST BENGAL.

Instruction to bidders:-**Date & Time Schedule:-**

Publish date	04-01-2021
Last Date For Sending Queries	08-01-2021, 4:00 PM
Last date and time of Tender submission	11-01-2021, 12:00 PM
Date of opening of Tender	11-01-2021, 2:00 PM
Earnest Money Deposit(EMD) [Refundable]	Rs 10,000.00 (Rupees Ten Thousand only) In the form of a DD (Demand Draft)/Cheque/Through RTGS/ECS Drawn in favor of Saraswaty Press Limited, payable at Kolkata.
Bid Submission & Opening Venue	Saraswaty Press Limited (A Govt. of West Bengal Enterprise) 11 B.T. Road, Kolkata-700056

For queries regarding this tender please mail purchase@saraswatypress.com on or before 08-01-2021, 4:00 PM. If tender committee feels, suitable corrigendum will be hosted in our web site by 09-01-2021, 12:00 PM for the information of all prospective bidders.

Canvassing by Bidder in any form shall be liable for disqualification.

Saraswaty Press Limited reserves the right to accept or reject any or all the bids without assigning any reason thereof.

Bid Documents should contain the following:

a. Necessary EMD (Earnest Money Deposit) (refundable) shall be submitted along with the bid by Demand Draft/ Cheque drawn in favour of “Saraswaty Press Limited” from any Schedule Bank payable at Kolkata or through RTGS or ECS in the Account No. 57500000165124,IFSC Code HDFC0001130

b. Interested Bidders are required to submit their proposal in a sealed envelope as per instructions given below: - The firm shall seal & mark various parts of the proposal as follows: The Tender document in one envelope super-scribed “Technical Bid” Tender No. : SARASWATY PRESS LIMITED -202101-0020 DATE 04-01-2021.This envelope will also contain the EMD. A separate envelope super-scribed “Price Bid” Tender No SARASWATY PRESS LIMITED -202101-0020 DATE 04-01-2021.Both technical bid & price bid should be on letterhead of the company stamped and signed by the Authorized Signatory, name, designation, contact no & email id. The sealed envelope containing the sealed Technical Bid & price bid should be addressed to the Purchase Committee, Saraswaty Press Limited, 11 B.T. Road, Kolkata-700056, through post / speed post / Courier or dropped personally within the stipulated time in the tender box kept with SARASWATY PRESS LIMITED. No other mode of delivery shall be accepted. Saraswaty Press Limited will not be responsible for any postal delay. Late submission of Bid will not be accepted.

Scope and Deliverables of the project: - Scope and Deliverables of the project will be ***“Guidelines for Smart Card and other IT Infrastructure under SWASTHYA SATHI”*** attached as Annexure-A along with the Tender document.

**ELIGIBILITY CRITERIA FOR PARTICIPATION IN THE
TENDER**

1. The bidder should have experience in executing Digital Smart Card project.
2. Must have average minimum annual turnover of at least Rs. 10 Lakh for last three financial years as on 31st March 2020 (i.e. FY 2017-18, 2018-19 & 2019-20). Submit the Audited Balance sheet with the details as per format provided in Appendix-2, self-attested by bidder.
3. Bidder should be in similar business for minimum 3 years and must be profit making for last 3 years with positive Net worth. Submit Profit & Loss statement for last 3 years along with statement on Net worth.
4. Bidder should be registered company or partnership firm or Limited Liability Partnership or proprietorship firm registered under appropriate Laws in India, Kindly attach the following documents :-
 - Latest IT return (last 3 Years ,i.e. FY 2017-18, 2018-19 & 2019-20).
 - GST registration Certificate
 - Valid PAN.
5. Bidder should have their presence in West Bengal and have minimum infrastructure to support run Smart Card Project. Kindly attach documents with address for the same.
6. Bidder should have capability to handle the Project effectively, efficiently and in a time bound manner.
7. Bidder should have experience to execute similar type of Projects as detailed in Annexure-A in the Tender document. Work order copy along with completion certificate to be submitted with the bid as per format in Appendix-3.
8. Bidder should not be Blacklisted or involved in any Corrupt & Fraudulent Practices by any Central/ State Government ministry/affiliate or Public sector undertaking. Undertaking need to be submitted by the bidder in their official letter head.
9. Kindly provide company profile with contact detail of the person concerned as per Appendix-5.

GENERAL TERMS AND CONDITIONS

1. **Schedule of the Tender:** -The **Tender** document shall be submitted on or before 11-01-2021 , 12:00 PM in sealed envelope addressed to Purchase Committee), Saraswaty Press Limited,11 B.T. Road, Kolkata-700056
2. **Amendment of Invitation:-**At any time 2 days prior to the deadline for submission of proposals, Saraswaty Press Limited reserves the right to add / modify / delete any portion of this document by issuance of a Corrigendum, which would be published on the website. The Corrigendum shall be binding on all bidders and will form part of the bid documents.
3. **Clarification Regarding Tender Document:** - A prospective Bidder requiring any clarification about the **Tender** document and scope of work may contact the person through e-mail / letter as mentioned above in **Tender**.
4. **Amendment of Proposals:** - In order to afford prospective Bidder reasonable time to make amendment in their proposals, Saraswaty Press Limited may, at its discretion, extend the deadline for the submission of proposals. However, no such request in this regard shall be binding on Saraswaty Press Limited.
5. **Disputes and Arbitrations:** - In case of any dispute or differences, breach and violation relating to the terms of this agreement, the said dispute or difference shall be referred to the sole arbitration of Managing Director, Saraswaty Press Limited or any other person appointed by him. The award of the arbitrator shall be final and binding on both the parties. In the event of such arbitrator to whom the matter is originally referred to vacates his office on resignation or otherwise or refuses to do works or neglecting his work or being unable to act as arbitrator for any reason whatsoever, the Managing Director shall appoint another person to act as arbitrator in the place of outgoing arbitrator and the person so appointed shall be entitled to proceed further with the reference from the stage at which it was left by the predecessor. The Contractor will have no objection in any such appointment that arbitrator so appointed is employee of Saraswaty Press Limited. The adjudication of such arbitrator shall be governed by the provision of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof or any rules made thereof. The arbitration ~~shd~~ be held in Kolkata only.
6. **Governing Laws:-**This Tender Document and the contract shall be governed by and interpreted in accordance with Laws in force in India. The courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract.
7. **Force Majeure Condition:-**If the execution of the contract/supply order is delayed beyond the period stipulated in the supply order as result of outbreak of hostilities, declaration of an embargo or blockade of road, fire, flood or any such act of nature, then Saraswaty Press Limited may allow such additional time by extending the project execution time frame as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the Saraswaty Press Limited, the supply order shall be read and understood as if it had contained from its inception the execution date as extended. During evaluation of the bids, Saraswaty Press Limited will have the right to ask ~~the~~ bidders to submit the original certificates, if any bidder fails to submit the requirements, its bid to be treated as cancelled. If any information submitted by the bidder proves false, penal action to be taken against them and EMD submitted by them will be forfeited.

8. Intending Bidders should submit the technical bid & price bid on letterhead of the company, stamped and signed by the Authorized Signatory, name, designation, contact no & email id
9. After submission of all necessary documents as mentioned, Saraswaty Press Limited will carry out an evaluation process in order to shortlist the eligible applicants.
10. The bidder will be evaluated based on the past experience, readiness of the solution which will be decided by Saraswaty Press Limited, which will be considered to be final.
11. After the evaluation of the bids, the Empaneled members will be informed by Saraswaty Press Limited via a Letter of Empanelment/ Letter of Award through official mail.
12. Empanelment will be valid for a period of six (6) months from the date of empanelment. This may be subjected to extension for future period.
13. The validity period of the D.D shall not be less than 90 days from the Bid due date. The EMD amount shall be returned to the unsuccessful bidders without any interest in the form of account payee cheque only.
14. Team deployment should be done within 3 days of receiving the order.
15. Tender committee reserves the right to cancel the Tender process without assigning any reason to any respondent.
16. Tender committee reserves the right to ask for any document found deficient or additional as mentioned in this Tender.

Appendix -1

Standard form of tender for Empanelment of vendors for preparation of Swasthya Sathi Smart Card across West Bengal.

1. Application (*Sample below*) for Technical Bid
2. Application (*Sample below*) for Price Bid

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Date:

To

Purchase Committee
Saraswati Press Limited
11 B.T. Road
Kolkata – 700056.

Sub: Technical Bid for Empanelment of vendors for preparation of Swasthya Sathi Smart Card across West Bengal.

Sir,

This is in response to your Tender No SPL-202101-0020 Dated 04-01-2021 inviting tender for empanelment of vendors for preparation of Swasthya Sathi Smart Card across West Bengal. We hereby submit our technical bid for the Tender. We have attached necessary information. We understand that if at a later date it is revealed that any declaration made by us is false/ incorrect, our tender bid would automatically stand cancelled.

On behalf of the firm:

Signature:

Name of signatory:

Designation:

Mobile No:

Email ID:

Company Seal:

Date:

To

Purchase Committee
Saraswaty Press Limited
11 B.T. Road
Kolkata – 700056.

Sub: Price Bid for Tender No SPL-202101-0020 Dated 04-01-2021 for preparation of
Swasthya Sathi Smart Card across West Bengal.

Sir,

This is in response to your Tender No SPL-202101-0020, Dated 04-01-2021 The
preprinted chip embedded plastic cards will be supplied by SPL. We are submitting our
rate for encoding Biometrics & on field personalization of Swasthya Sathi Smart Card
@ Rs, per card, Plus GST as applicable.

On behalf of the firm:

Signature:

Name of signatory:

Designation:

Mobile No:

Email ID:

Company Seal:

Date:

To

Purchase Committee
Saraswaty Press Limited
11 B.T. Road
Kolkata – 700056.

Sub: Price Bid for Tender No SPL-202101-0020 Dated 04-01-2021 for preparation of Swasthya Sathi Smart Card across West Bengal.

Sir,

This is in response to your Tender No SPL-202101-0020, Dated 04-01-2021 The preprinted chip embedded plastic cards will be supplied by the vendor. We are submitting our rate for encoding Biometrics & on field personalization of Swasthya Sathi Smart Card @ Rs, per card, Plus GST as applicable.

On behalf of the firm:

Signature:

Name of signatory:

Designation:

Mobile No:

Email ID:

Company Seal:

Appendix -2

TO WHOM IT MAY CONCERN

1. Turnover

Year(F.Y)	Turnover (Rs. In Lakhs)
2017-18	
2018-19	
2019-20	

2.Net worth

<u>Year(F.Y)</u>	<u>Net Worth</u> (Rs. In Lakhs)
2017-18	
2018-19	
2019-20	

Appendix -3

Relevant experience

[illegible]

* If completed, please submit completion certificate from relevant authorities.

Annexure-A

Guidelines for Smart Card and other IT Infrastructure Under “SWASTHYA SATHI”

1. Introduction:

These guidelines provide in brief the technical specifications of the smart card, devices & infrastructure to be used under “Swasthya Sathi”. The standardization is intended to serve as a reference, providing state government agencies with guidance for implementing an interoperable smart card based cashless health insurance programme.

While the services are envisaged by various agencies, the ownership of the project and thereby that of complete data – whether captured or generated as well as that of smart cards lies with the Government of West Bengal, Department of Health and Family Welfare.

In creating a common health insurance card across the State, the goals of the smart health insurance card program are to:

- Allow verifiable & non reputable identification of the health insurance beneficiary at point of transaction.
- Validation of available insurance cover at point of transaction without any document
- Support multi-vendor scenario for the scheme
- Allow usage of the health insurance card across states and insurance providers

This document pertains to the stakeholders, tasks and specifications related to the Smart Card system only. It does not cover any aspect of other parts of the scheme. The stakeholders need to determine any other requirements for completion of the specified tasks on their own even if they may not be defined in this document.

2. Enrolment station

2.1. Components

Though three separate kinds of stations have been mentioned below, it is possible to club all these functionalities into a single workstation or have a combination of workstations perform these functionalities (2 or more enrolment stations, 1 printing station and 1 issuance station). The number of stations will be purely dependent on the load expected at the location.

The minimum requirements from each station are mentioned below:

The team should carry additional power back up in the event that electricity is not available for some time at site.

a. Common components

- I. Windows 7 or higher (all service packs) or above
- II. MS Sql Server
- III. Certified enrolment, personalisation & issuance software
- IV. Data backup facility

b. Enrolment station components

- I. Computer with power backup for at least 8 hours
- II. 1 Optical biometric scanner for fingerprint capture
- III. 1 VGA camera for photograph capture

c. Personalization station components

- I. Computer with power backup for at least 8 hours
- II. 1 PCSC compliant smart card readers (for FKO card & Saraswaty Press Limited it card)
- III. Smart card printer with smart card encoder

d. Issuance station components

- i. Computer with power backup for at least 8 hours
- ii. 1 PCSC compliant smart card readers (1 for FKO dongle, 1 for Beneficiary card,)
- iii. 1 Optical Fingerprint scanner (for verification of FKO & beneficiary)

2.2. Specifications for hardware

a. Computer

Windows 7 or higher (all service packs) or above [32 bit] and Capable of supporting all devices as mentioned above

b. Fingerprint Scanner

The Fingerprint capture device at enrolment as well as verification should be single finger type. Kindly refer to the document “fingerprint_image_data_standard_ver.1.0 (2)” through the website www.egovstandards.gov.in. All specifications confirming to “Setting level 31” would be applicable for “SWASTHYA SATHI” related enrolment and verification. The images should be stored in png format. It is advisable that the best practices suggested in the document should be followed.

c. Camera

- Sensor: High quality VGA
- Still Image Capture: min 1.3 megapixels (software enhanced). Native resolution is 640 x 480
- Automatic adjustment for low light conditions

d. Smart Card Reader

- PCSC compliant
- Read and write all microprocessor cards with T=0 and T=1 protocols

e. Smart card printer

- Supports colour dye sublimation and monochrome thermal transfer
- Edge to edge printing standard
- Prints at least 150 cards/ hour in full colour and up to 750 cards an hour in monochrome
- Minimum printing resolution of 300 dpi
- Automatic and manual feeder for card loading
- USB Connectivity
- Printer Should have hardware/software protection to disallow unauthorized usage of Printer
- Inbuilt encoding unit to personalize Contact cards in a single pass
- Compatible to microprocessor chip personalization
- Smart card printing ribbon as required

Note: The enrolment stations due to the nature of work involved need to be mobile and work under rural & rugged terrain. This should be of prime consideration while selecting the hardware matching the specifications given above.

3. Smart Cards (to be supplied by Saraswati Press Ltd)

3.1. Specifications for Smart Cards

Card Operating System shall comply with SCOSTA standards ver.1.2b with latest addendum and errata (refer web site <http://scosta.gov.in>). The Smart Cards to be used must have the valid SCOSTA Compliance Certificate from National Informatics Center, New Delhi (refer <http://scosta.gov.in>). The exact smart card specifications are listed as below:

- **SCOSTA Card**

- a) Microprocessor based Integrated Circuit(s) card with Contacts, with minimum **64 Kbytes** non-volatile re-writable memory capacity as available.
- b) Compliant with **ISO/IEC 7816-1,2,3** for SCOSTA/SCOSTA-CL for contact base interface and compliant to ISO 14443 part 1, 2,3 and SCOSTA-CL for contactless interface.
- c) Compliant to **SCOSTA v1.2b Dt. 15 March 2002** with latest addendum and errata including the latest of dated 1st July, 2006, and for SCOSTA-CL IT SHOULD BE COMPLIANT TO scosta-cl Ver. 1.2 dated 06th July, 2007, including all addenda and errata.
- d) Supply Voltage 3V nominal.
- e) T=0 or T=1 transport protocol for contact interface and ISO-14443 type A or B for contactless interface.
- f) Data Retention minimum 10 years.
- g) Min 300,000 E2PROM / Rewritable Flash write cycles.
- h) Operating ambient temperature range -25°C to +55°C.
- i) The card must be Non-initialized SCOSTA/SCOSTA-CL card.
- j) Plastic Construction PVC or Composite with ABS with PVC overlay.
- k) Surface – Glossy.

3.2. Card layout

The detailed visual & machine readable card layout including the background image to be used is available on the website www.wbhealth.gov.in. It is mandatory to follow these guidelines for physical personalization of the “Swasthya Sathi” beneficiary card.

For the chip personalization, detailed specification has been provided in the “Swasthya Sathi” KMS document available on the website www.wbhealth.gov.in. Along with these SNA has issued specific component for personalization. It is mandatory to follow these specifications and use the prescribed component provided by SNA.

3.3. Cardholder authentication

- The cardholder would be authenticated based on their finger impression at the time of verification at the time of transaction
- The authentication is 1:1 i.e. the fingerprint captured live of the member is compared with the one stored in the smart card.
- In case of new born child, if mother is enrolled under “SWASTHYA SATHI”, the child shall be authenticated through fingerprint of any of the enrolled members on the card.
- In case of fingerprint verification failure, verification by any other authentic document or the photograph in the card may be done at the time of admission. By the time of discharge, the hospital/ smart card service provider should ensure verification using the smart card.

4. Software

The insurer must use only the SNA approved & certified enrolment software and Card. Software for conducting transactions at hospitals and managing any changes to the cards at the District kiosk will be the one provided/authorised by SNA, WB. In addition, the Insurer would have to provide all the hardware and licensed software (database, operating system, etc) required to carry out the operations as per requirement at the agreed points for enrolment and card issuance. For the transaction points at hospitals and District kiosk, the cost would be borne as per terms of the tender.

Any software required by the Insurer apart from the ones being provided by SNA, WB would have to be developed or procured by the Insurer at their own cost.

5. Mobile Handheld Smart Card Device

These devices are standalone devices capable of reading & updating smart cards based on the programmed business logic and verifying live fingerprints against those stored on a smart card. These devices do not require a computer or a permanent power source for transacting.

These devices could be used for

- Renewal of policy when no modification is required to the card
- Offline verification and transacting at hospitals or mobile camps in case computer is not available.

The main features of these devices are:

- Reading and updating microprocessor smart cards
- Fingerprint verification
- They should be programmable with inbuilt security features to secure against tampering.
- Memory for data storage
- Capable of printing receipts without any external interface
- Capable of data transfer to personal computers and over GPRS, phoneline
- Secure Application loading – Application loading to be secure using Public KEYS
- Rechargeable batteries

Specifications

- At least 2 Full size smart card reader and one SAM slot
- DiSaraswaty Press Limited day
- Keypad for functioning the application
- Integrated Printer
- Optical biometric verification capability with similar specifications as mentioned for Fingerprint scanners above in the hardware section
 - Allowing 1:1 search in the biometric module
 - Capability to connect to PC, telephone, modem, GPRS or any other mode of data transfer
 - PCI Compliance

6. PC based Smart Card Device

Where Computers are being used for transactions, additional devices would be attached to these computers. The computer would be loaded with the certified transaction software. The devices required for the system would be

6.1. Optical biometric scanner for fingerprint verification (specifications as mentioned for fingerprint devices in hardware section)

6.2. Smart card readers

2 Smart card readers would be required for each device, one each for hospital authority and beneficiary card which should be

- PCSC compliant
- Read and write all microprocessor cards with T=0 and T=1 protocols

Other devices like printer, modem, etc may be required as per software. The same would be specified by the insurance company at the time of empanelling the hospital.

Appendix-5

STRUCTURE AND ORGANISATION

1) Name of Applicant	:	
2) Office Address	:	
	:	
	:	
	:	
	:	
Telephone No.	:	
Fax No.	:	
3) Name and Address of Bankers	:	
	:	
	:	
	:	
	:	
4) Attach an organization chart showing the structure of the company with names of Key personnel and technical staff with Bio-data.	:	

Note: Application covers Proprietary Firm, Partnership, Limited Company or Corporation.

Signature of applicant including title
and capacity in which application is made.