



REQUEST FOR PROPOSAL (RfP) 2024

FOR

E-solution for Collection of Fees.

Date of Issue: 16th January, 2024

Last date: 30th January, 2024

Proposal should be super scribed as

“Confidential - E-solution for Collection of Fees”

To be submitted in a sealed envelope and addressed to:
Joint Commissioner (Finance), Room No. 001

Kendriya Vidyalaya Sangathan (HQ)
18, Institutional Area, Shaheed Jeet Singh Marg,
New Delhi- 110016

REQUEST FOR PROPOSAL

TABLE OF CONTENTS

1. INTRODUCTION.....5

2. OBJECTIVES OF RFP.....5

3. SERVICES TO BE OUTSOURCED.....5

4. RFP PROCESS.....6

 SYSTEM OF SELECTION OF PROSPECTIVE SERVICE PROVIDER.....6

5. (A) PARAMETER OF TECHNICAL BID.....6

 (B) FINANCIAL PARAMETER.....8

6. COMPLETENESS OF BID DOCUMENTS.....8

7. PRE-BID CONFERENCE / PRESENTATION.....9

8. EVALUATION OF TECHNICAL AND FINANCIAL BID.....9

9. FINALIZATION SERVICE PROVIDER.....9

 (A) PROPOSAL PREPARATION COST.....9

 (B) EARNEST MONEY DEPOST.....9

10. KVS RIGHT TO ACCEPT OR REJECT ANY OR ALL PROPOSALS.....10

11. VENUE AND DEADLINE FOR SUBMISSION OF PROPOSAL.....10

12. LATE BIDS.....10

13. BID OPENING.....10

14. SUBMISSION OF BID.....10

15. AMENDMENT OF RFP.....11

16. VALIDITY AND CURRENCY OF PROPOSAL AND PAYMENT.....11

17. CORRECTION OF ERRORS.....11

18. MODIFICATION, SUBSTITUTION AND WITHDRAWAL OF BID.....11

19. PROPOSAL FORMAT11

20. (A) CONTRACT FINALIZATION AND AWARD11

 (B) PERFORMANCE SECURITY.....12

21. NOTIFICATION OF APPOINTMENT12

22. SIGNING OF CONTRACT.....	12
23. CURRENCY AND RENEWAL OF CONTRACT.....	12
24. KEY ACTIVITIES AND DATES.....	12
25. TERMINATION OF CONTRACT.....	13
26. GOVERNING LAWS/JURISDICTION ARBITRATION.....	13
27. ANNEXURE 1 (Technical Bid Format)	
28. ANNEXURE 2 (Financial Bid Format)	
29. ANNEXURE 3 (State-wise list of KV)	

REQUEST FOR PROPOSAL

DISCLAIMER

1. This document does not constitute an Agreement nor should it be interpreted as an offer from KVS to provide e-solution for collection of fees.
2. This document is meant to provide information only and upon the express understanding that the recipients will use it only for the purpose set out herein.
3. It shall not be assumed that there shall be no deviation or change in this document.
4. While this document has been prepared in good faith, neither the KVS nor any of their offices or employees make any representation or warranty or shall have any responsibility whatsoever in respect of this document. Any liability is accordingly and expressly disclaimed.
5. This document constitutes no form of commitment on the part of KVS.
6. By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient by or on behalf of KVS. KVS and any of their respective officers or subscribers undertake no obligation, among others, to provide the recipient with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent, and they reserve the right, at any time and without advance notice, to change the procedure for the selection of service provider for E-solution for Collection of Fees or terminate negotiations or the due diligence process prior to the signing of any binding agreement.
7. Accordingly, interested recipients should carry out an independent assessment and analysis of the requirements of e-solution for collection of fees, of the information, facts and observations contained herein.
8. This document has not been filed, registered or approved in any jurisdiction. Recipients of this document should inform themselves of and observe any applicable legal requirements.
9. The KVS may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information or assumption contained in Expression of Interest (EOI) and further Request for Proposal (RfP) if any.
10. The issue of EOI and this RfP does not imply that KVS is bound to select a bidder or to appoint the selected bidder for the Project and the KVS reserves the right to reject all or any of the bidder or bids without assigning any reason whatsoever.

REQUEST FOR PROPOSAL

1. INTRODUCTION

The Kendriya Vidyalaya Sangathan (hereinafter referred as KVS) is an autonomous organization under Ministry of Education, GoI. KVS is a leading name in Education having Pan-India presence. It has presence all over India with 25 Regional Offices (RO), 5 Zonal Institutes of Education and Training (ZIETs) and 1254 Vidyalaya imparting education to almost 14 lakh students. Kendriya Vidyalaya Sangathan presently has a robust e-system for collection of fees which was built and maintained by a Nationalized bank starting from FY 2014-15. The same is being operated at various levels i.e. Kendriya Vidyalayas, ROs and KVS Hqrs level

2. OBJECTIVE OF RfP:

Kendriya Vidyalaya Sangathan, invites sealed Request for Proposal (RfP) from the Nationalized Banks (on the basis of EoI responses received, a detailed RfP is being issued to the shortlisted service providers to submit their Technical & Financial proposals in sealed envelopes) with strong presence all across India. KVS through this document intends to hire the services of Bank for collection of fees from its 14 lakh (as on date) students which are enrolled in KVs spread across India. As on date, the quantum of fee is around Rs.900cr. to 1000cr. per annum which is to be collected on quarterly (Rs.200cr. to 250cr.) basis. The following features in this regard are worth mentioning.

The detailed RfP is invited from Nationalized Banks who have submitted their response to the EOI issued by KVS in the month of December- 2023.

3. SERVICES TO BE OUTSOURCED:

- To design a complete software comprising of requirement of collection of fee and remittance of funds for the KVS as whole.
- The Prospective bidders / bank will be responsible for providing comprehensive e-solutions for collection of fees and its remittance as per specified mandate.
- The prospective bank will be responsible for collection of quarterly fee from students and remit the amount to KVS Hqrs, RO and KV (as per scheme to provided by KVS). Further to this, bank will design the complete software and have to submit requisite MIS at different levels i.e School, RO and Hqrs.
- At KV level the prospective bank will be required to design and develop an automated solution providing access to respective class teacher (approximately 33200) of individual Vidyalaya (approximate 1254 Vidyalayas)
- The prospective bidder should also provide an online platform for deposit of fees through all e-modes presently available i.e. Debit Card/Credit Card/ UPI, Net Banking, Bharat Bill Payment System (BBPS) and other e-modes available, in addition to Physical mode of challan in the concerned bank branch.
- Bank should be able to provide the software at school level to capture the basic data of all students to be submitted by the respective schools as per requirement.
- The bank will be able to guide the school staff to make updation/deletion of records happened during quarter to finalize quarterly list of fee to be submitted by school online to bank for collection of fee.
- Bank will provide unique identity number to each student enrolled in Kendriya Vidyalayas located in Pan-India as per KVS Mandate.

- The configuration of fee structure should be as per the mandate of KVS along with all exemptions. The fee structure along with exemptions will be provided by KVS.
- All Vidyalayas are classified under two specific categories, which will also have an impact on their fee structure (KVS will hold a pre-bid meeting to explain any issue and answer the relevant questions).

4. RfP PROCESS

(i) SYSTEM OF SELECTION OF PROSPECTIVE SERVICE PROVIDER:

The Kendriya Vidyalaya Sangathan has adopted two stage processes for selection of service provider. In the first stage an expression of interest was issued. On the basis of responses received, a detailed RfP is being issued to the shortlisted service providers to submit their Technical & Financial proposals in sealed envelopes. Evaluation of Technical bids will be carried out by the committee constituted for the purpose. KVS shall open financial bid of those bidders only who have been declared technically qualified by the committee.

5. (a) PARAMETER OF TECHNICAL BID:-

Technical Parameters (Answers to be given in Yes or No) Proof/Necessary documents will be required wherever applicable		Required Qualifying criteria for Technical Parameters
1	<p>Whether prospective bidder/bank has provided similar service i.e. 'e-solution for school fee collection' during last 05 years (2018-19 to 2022-23) either of the following which should have been continued/completed as on 31.3.2023.</p> <p>i) 03 similar service contracts where in fee collection was made for 500 Schools having pan India presence and providing such e-solution to 5.6 Lakh students under each contract.</p> <p>ii) 02 similar service contracts where in fee collection was made for 625 Schools having pan India presence and providing such e-solution to 7.00 Lakh students under each contract.</p> <p>iii) 01 similar service contract where in fee collection was made for 1000 Schools having pan India presence and providing such e-solution to 11.20 Lakh students under contract.</p> <p>(If yes, attach the copy of work order/service contract or other documentary evidence(s) viz completion certificate/MoU etc. issued by service recipient.</p>	<p>Yes/No</p> <p>Yes</p>

2	Availability of a software/IT interface for services/similar services sought for by KVS. (If yes, attach Proof/Necessary supporting documents)	Yes/No	Yes
3	Whether a dedicated officer will be provided for the users of the Kendriya Vidyalaya Sangathan	Yes/No	Yes
4	Whether service provider has adequate infrastructure (IT and other) for collection of fees pan India (1254 KVs) – Number of units/users may increase with time.	Yes/No	Yes
5	Whether service provider has adequate infrastructure to maintain and update IT interface/Software	Yes/No	Yes
6	Whether bank has License number, if yes, mention the License number. (If yes, attach Proof/Necessary supporting documents)	Yes/No	Yes
7	Whether bank is able to collect quarterly fees from all the students (approx 14 lakh) enrolled in Kendriya Vidyalayas throughout India as per the fees structure to be provided by KVS.	Yes/No	Yes
8	Whether the prospective bidder/bank is able to collect the fees through all e-modes i.e. Debit Card/Credit Card/ UPI, Net Banking, Bharat Bill Payment System (BBPS).	Yes/No	Yes
9	Whether the prospective bidder/bank is able to collect the fees through both of the following offline modes: A) System generated challan, and B) POS machines.	Yes/No	Yes
10	Whether the system designed by the prospective bank is able to generate various required MIS at following levels: - a) Kendriya Vidyalaya b) Regional Office c) KVS (HQ)	Yes/No	Yes
11	Whether the prospective bidder/bank's system will be able to provide the login id and password at all levels i.e. Kendriya Vidyalaya, Regional Office, KVS(HQ) which comprise more than 35000 maker/checker IDs for such e-solution for 14 Lakh or more students.	Yes/No	Yes
12	Whether the prospective bidder/bank's system will provide the facilities of remittance of collected fees to various units of KVS i.e Kendriya Vidyalayas, Regional Offices and KVS, HQ. as per the mandate and time limit decided by KVS. (please elaborate details)	Yes/No	Yes

13	Whether prospective bidder/bank is able to redress the grievances relating to online/offline fees payment within 05 days. An online redressal mechanism is essential.	Yes/No	Yes
14	Whether the prospective bidder/bank is able to intimate the students about the date of deposit of fees, due fee amounts etc. through SMS before start of fees collection months.	Yes/No	Yes
15	Whether the proposal submitted by the prospective bidder/bank would be valid for 90 days from the date of opening of the proposals/bids.	Yes/No	Yes
16	Whether the prospective bidder/bank is able to complete the entire task of IT interface within a period of 30 days from the date of award of contract.	Yes/No	Yes

Note :1 The potential service providers may attend the pre-bid conference at KVS, HQ as per the date and time given in this RfP to understand the requirement of KVS for fee collection and generation of MIS etc.

2. It is mandatory for the service provider to fulfill all the Technical parameters to qualify for evaluation of financial bids.

5 (B) FINANCIAL PARAMETERS:

S. No	FINANCIAL PARAMETERS	03-year cost in Rs. including all taxes.
1.	One-time initial cost of IT interface.	
2.	Annual Recurring Maintenance Cost for 03 years	
	Total (for 03-years)	

Note: -Evaluation will be done on the basis of total Least Cost System. If the financial bid is ambiguous and the rates quoted in other format(s)/forms etc. shall be treated as nonresponsive and rejected accordingly.

6. COMPLETENESS OF BID DOCUMENTS

The prospective service provider is required to fill technical and financial bid separately in sealed envelopes along with all documents in the format and manner as specified in the RfP. The prospective service provider is required to submit one sealed envelope consisting of both sealed envelopes of Technical and Financial bid. The financial bid **will be opened only if all the Technical parameters are met by the prospective service provider.** The technical bid should specify the mode of payment of Earnest Money Deposit (EMD). KVS at its option may seek additional information/Clarification from the Bidder within a reasonable time. The Bidder has to respond within the stipulated time frame.

7. PRE-BID CONFERENCE/ PRESENTATION.

The prospective bank/bidders 'banks will be provided an opportunity to get clarification on any points mentioned in the RfP and also to give a demo/presentation (15 Minutes) as per schedule date, time and place mentioned under Para 24 of the RfP.

8. EVALUATION OF TECHNICAL AND FINANCIAL BID

KVS will evaluate the Technical Bid submitted by the Bidders and financial bid will be opened only if all technical parameter are met by the prospective service provider. The conditional bids will be treated as non responsive and liable to be rejected. The evaluation will be as per Least Cost System (LCS) and L1 will be decided accordingly. KVS may seek additional information/clarification from the Bidders/banks within a reasonable time. The Bidders have to respond within the stipulated time frame. The failure to provide the information may lead to disqualification of the Bidder.

9. FINALISATION OF SERVICE PROVIDER

KVS will finalize the service provider after due approval of competent authority.

(A) PROPOSAL PREPARATION COST

The Bidder is responsible for all cost incurred in connection with participation in this process, including cost incurred in the conduct of informative and other diligence activities/participation in meetings, presentation and preparation of proposal and in providing additional information required by KVS. This RfP does not commit the KVS to award a contract or to engage in negotiation. The KVS will not be liable to reimburse any cost incurred by prospective service provider in the aforesaid process/activities.

(B) EARNEST MONEY DEPOSIT

The prospective service provider is required to furnish a bid security amounting to Rs. 1,00,000/- (One Lakh only) along with technical bids in Demand Draft in favour of **"KENDRIYA VIDYALAYA SANGATHAN (MAIN ACCOUNT)"** payable at New Delhi OR the same can be transferred through online modes in the following account. The bid security may be accepted in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's cheque or Bank Guarantee (Including e-Bank Guarantee) from any of the Commercial Banks or payment online in an acceptable form.

Nomenclature of Account: "KENDRIYA VIDYALAYA SANGATHAN (MAIN ACCOUNT)"

Account No. – **349902010040326**

IFS Code – **UBIN0554588**

In case of online transfer, UTR No. will be required to be furnished in the technical bid.

10. KVS RIGHT TO ACCEPT OR REJECT ANY OR ALL PROPOSALS

- i. KVS may terminate the RfP process at any time without assigning any reasons. KVS will make no commitment express or implied that this process will result in a business transaction with anyone.
- ii. The KVS reserves the right to accept or reject any proposal, and to annul the RfP process and reject all proposals at any time prior to award of contract, without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for KVS's action.

11. VENUE AND DEADLINE FOR SUBMISSION OF PROPOSAL

Proposal should reach KVS at the following address within the prescribed time limit,

Joint Commissioner (Finance), Room No. 001, Kendriya Vidyalaya Sangathan (HQ), 18, Institutional Area, Shaheed Jeet Singh Marg, New Delhi- 110016
Date and time of submission of Bid: 30.01.2024 upto 05.00 PM.

In case, the proposal is submitted by hand, bidder's representative(s) shall sign a register maintained in this regard.

12. LATE BIDS

Any proposal received by the KVS after the deadline for the submission of proposal prescribed in this RfP shall be summarily rejected and returned unopened to the bidder.

13. BID OPENING

Total transparency will be observed while opening of proposals. Sealed envelopes of the bids will be opened in the presence of authorized representatives of the bidders who, wish to attend the event. KVS reserves the right at all times to postpone or cancel a scheduled RfP opening. The venue for the opening of proposals is as mentioned in the Para 24 of this RfP.

14. SUBMISSION OF BID

- i. The bidder shall submit in a sealed cover/envelope the bid documents superscribed as "**E-solution for Collection of Fees**". The name and address of the service provider along with name of primary and secondary contact person should be provided on the right-hand side of the proposal.
- ii. The proposal should be complete in all respects in the specified format and all the columns/rows should be duly filled up.
- iii. KVS will not accept the delivery of proposal by fax or email. Proposal received in such manner should be treated as defective, unresponsive, invalid and hence will be rejected without assigning any reason (s).

15. AMENDMENT OF RfP

At any time prior to the deadline for submission of proposal KVS may modify for any reason deemed necessary the RfP. The amendments in RfP/Amended RfP will be notified through email to all the bidders who have received the original RfP. All such amendments shall be binding on the prospective bidders.

16. VALIDITY AND CURRENCY OF PROPOSAL AND PAYMENT

- i. The proposal should be valid for a period of 90 days from the date of opening of the proposal. A proposal valid for a shorter period may be treated as non-responsive and hence will be rejected.
- ii. In exceptional circumstances KVS may solicit the bidder's consent for the extension of validity period. The request and responses shall be made in writing.
- iii. The currency of the proposal and the payment shall be in Indian Rupees only.
- iv. The payments will be made on quarterly basis after receipt of proper bill from the service provider and after obtaining due approval of the Competent Authority of the KVS.

17. CORRECTION OF ERRORS

- i. The bidders are advised to exercise adequate care in quoting the information required under Technical and Financial parameters. No modification/correction in quotations will be entertained once the bids are submitted. Even before the submission of the proposal care should be taken to ensure that any corrections/overwriting in the proposal are initialed by the person signing the proposal form. In case of discrepancy between the amount mentioned in figure and in words, the amount in words shall prevail.

18. MODIFICATION, SUBSTITUTION AND WITHDRAWAL OF BID

No proposal can be withdrawal in the interval between the deadline for submission of proposal and the expiry of the validity period as specified in this RfP. However, bidder is allowed to withdraw his proposal till deadline for submission of proposal. Once the bid documents are submitted, modification and substitution in the bid documents shall not be allowed. If bidder want to submit different quotes within the validity period of bid submission, he can do so by submitting fresh quotes in supersession of earlier quotes only. Latest bid submitted in suppression of earlier bid will only be treated as responsive bid.

19. PROPOSAL FORMAT

The Technical and Financial proposal shall be submitted in the format specified under Annexure 1&2 respectively.

20. (A) CONTRACT FINALIZATION AND AWARD

Contract will be awarded to the responsive bidder based on Least Cost System (LCS)

and whose proposal is found in conformity with the RfP and is, in the opinion of KVS, the most advantageous and represents the best value to the project, price and other factors considered. KVS reserves the rights to call for a re-bid if, in its opinion, the bids received are not reasonable.

(B) PERFORMANCE SECURITY

The successful bidder has to submit performance security to the extent of Rs.20,00,000/- (Twenty Lakh only).The performance security may be accepted in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's cheque or Bank Guarantee (Including e-Bank Guarantee) from any of the Commercial Banks or payment online in an acceptable form. The performance security may be valid for the period of contract.

21. NOTIFICATION OF APPOINTMENT

Prior to expiry of the validity period (or extended validity period), KVS will notify the selected bidder in writing if the proposal has been accepted. Upon successful acceptance by the bidder KVS will enter into contract for the services to be provided. In case the successful bidder refuses to accept the proposal, KVS may invite the L2 bidder. The successful bidder will be required to complete the entire task of IT interface within a period of 30 days from the date of award of contract by Kendriya Vidyalaya Sangathan.

22. SIGNING OF CONTRACT

Once KVS notifies the successful bidder to the effect that his proposal has been accepted, KVS shall enter into a separate contract, incorporating all agreements (to be discussed and agreed upon separately) between KVS and successful bidder. The service provider thus selected will also be required to enter into a formal agreement with KVS before commencement of operations along with Integrity Pact.

23. CURRENCY AND RENEWAL OF CONTRACT

The contract will be awarded initially for a period of Three (03) years. On satisfactory performance of the service provider and by following due procedure as approved by the competent authority, the contract may be extended for a further period of Three (03) years based on Annual Recurring Maintenance Cost for 3 years only as mentioned in Financial bid at para 5 (b) of this RfP.

24. KEY ACTIVITIES AND DATES

(i) The schedule of key activities for the purpose of this RfP is as under:-

S.NO	KEY ACTIVITES	DATE*
1	Pre-Bid Conference/ Presentation	23.01.2024, 10:30 A.M. (Duration 15 Minutes)
2	Last date of receiving bid	30.01.2024 by 05.00 PM
3	Date of opening of Bid (Technical)	31.01.2024 at 11.00 AM
4	Venue of Opening of Bid	As per Sr.No. ii of 24
*KVS reserves the right to change any date/time scheduled above under intimation to all concerned.		

(ii) The venue of pre-bid conference is mentioned below: -

**Joint Commissioner (Finance),
Room No. 001,
Kendriya Vidyalaya Sangathan (HQ),
18, Institutional Area,
Shaheed Jeet Singh Marg,
New Delhi- 110016**

25. TERMINATION OF CONTRACT

- i. In case KVS finds that the service provider is not complying with the roles and duties assigned to service provider or contravene any conditions/clauses specified in the contract/letter of appointment. KVS reserves the right to terminate the contract by issuing a prior notice of Three (03) months besides other action such as forfeiture of security etc.
- ii. In case the contract of the service provider is terminated before the currency of the contract, the successful service provider shall be required to handover the students data and other data to Kendriya Vidyalaya Sangathan without any cost to KVS.

26. GOVERNING LAWS/ JURISDICTION ARBITRATION

- i. It shall be the duty of the 'Service Provider' to comply with the directions/guidelines/regulations issued by KVS/Ministry of Education/RBI and mentioned in other related statutes.
- ii. The 'Service Provider' shall also be responsible to comply with the, terms and conditions of appointment issued by KVS from time to time.
- iii. Any matter relating to the appointing of 'Service Provider' shall be governed by the Laws of Union of India. Only Courts at New Delhi (with exclusion of all other Courts) shall have the jurisdiction to decide or adjudicate on any matter or dispute which may arise.

TECHNICAL PROPOSAL COVERING LETTER

[TO BE PRINTED ON THE LETTERHEAD OF THE NATIONALIZED BANK]

Date:

The Joint Commissioner (Fin)
— Kendriya Vidyalaya Sangathan,
18, Institutional Area, Shaheed Jeet Singh Marg,
Delhi – 110016

Sub:- E-solution for Collection of Fees

Dear Sir/Madam,

Having examined the RFP documents, the receipt of which is hereby duly acknowledged, we, the undersigned; offer to provide the services as required and outlined in the RFP for 'E-solution for collection of fees.

To meet such requirements and provide such services as set out in the RFP documents. We attach hereto our response to the RFP document, which constitutes our proposal for being considered for selections service provider for "E-solution for collection of fees'.

We undertake, if our proposal is accepted, to adhere to the stipulations put forward in the RFP or such adjusted plan as may subsequently be mutually agreed to between us and KVS or its appointed representatives.

We agree to unconditional acceptance of all the terms and conditions set out in the RFP documents.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the KVS is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead KVS as to any material fact.

The amount of Rs. 1,00,000/-(One lakh only) is enclosed vide DD no. dated in favour of "**KENDRIYA VIDYALAYA SANGATHAN (MAIN ACCOUNT)**" payable at New Delhi or it has been electronically transferred vide UTR No. Dated

The information required under Technical Parameter in the format specified is/are mentioned below:

TECHNICAL BID:-
(Refer Para 5 (a) of RfP)

Technical Parameters (Answers to be given in Yes or No) Proof/Necessary documents will be required wherever applicable		To be filled up by the prospective service provider	
1	<p>Whether prospective bidder/bank has provided similar service i.e. 'e-solution for school fee collection' during last 05 years (2018-19 to 2022-23) either of the following which should have been continued/completed as on 31.3.2023.</p> <p>i) 03 similar service contracts where in fee collection was made for 500 Schools having pan India presence and providing such e-solution to 5.6 Lakh students under each contract.</p> <p>ii) 02 similar service contracts where in fee collection was made for 625 Schools having pan India presence and providing such e-solution to 7.00 Lakh students under each contract.</p> <p>iii) 01 similar service contract where in fee collection was made for 1000 Schools having pan India presence and providing such e-solution to 11.20 Lakh students under contract.</p> <p>(If yes, attach the copy of work order/service contract or other documentary evidence(s) viz completion certificate/MoU etc. issued by service recipient.</p>	Yes/No	
2	<p>Availability of a software/ IT interface for services/similar services sought for by KVS. (If yes, attach Proof/Necessary supporting documents)</p>	Yes/No	
3	<p>Whether a dedicated officer will be provided for the users of the Kendriya Vidyalaya Sangathan</p>	Yes/No	
4	<p>Whether service provider has adequate infrastructure (IT and other) for collection of fees pan India (1254 KVs) – Number of units/users may increase with time.</p>	Yes/No	
5	<p>Whether service provider has adequate infrastructure to maintain and update IT interface/Software</p>	Yes/No	
6	<p>Whether bank has License number, if yes, mention the License number. (If yes, attach Proof/Necessary supporting documents)</p>	Yes/No	
7	<p>Whether bank is able to collect quarterly fees from all the students (approx 14 lakh) enrolled in Kendriya Vidyalayas throughout India as per the fees structure to be provided by KVS.</p>	Yes/No	

8	Whether the prospective bidder/bank is able to collect the fees through all e-modes i.e. Debit Card/Credit Card/ UPI, Net Banking, Bharat Bill Payment System (BBPS).	Yes/No	
9	Whether the prospective bidder/bank is able to collect the fees through both of the following offline modes: A) System generated challan, and B) POS machines.	Yes/No	
10	Whether the system designed by the prospective bank is able to generate various required MIS at following levels: - a) Kendriya Vidyalaya b) Regional Office c) KVS (HQ)	Yes/No	
11	Whether the prospective bidder/bank's system will be able to provide the login id and password at all levels i.e. Kendriya Vidyalaya, Regional Office, KVS(HQ) which comprise more than 35000 maker/checker IDs for such e-solution for 14 Lakh or more students.	Yes/No	
12	Whether the prospective bidder/bank's system will provide the facilities of remittance of collected fees to various units of KVS i.e Kendriya Vidyalayas, Regional Offices and KVS, HQ. as per the mandate and time limit decided by KVS. (Please elaborate details)	Yes/No	
13	Whether prospective bidder/bank is able to redress the grievances relating to online/offline fees payment within 05 days. An online redressal mechanism is essential.	Yes/No	
14	Whether the prospective bidder/bank is able to intimate the students about the date of deposit of fees, due fee amounts etc. through SMS before start of fees collection months.	Yes/No	
15	Whether the proposal submitted by the prospective bidder/bank would be valid for 90 days from the date of opening of the proposals/bids.	Yes/No	
16	Whether the prospective bidder/bank is able to complete the entire task of IT interface within a period of 30 days from the date of award of contract.	Yes/No	

Note :1 The potential service providers may attend the pre-bid conference at KVS, HQ as per the date and time given in this RfP to understand the requirement of KVS for fee collection and generation of MIS etc.

2. It is mandatory for the service provider to fulfill all the Technical parameters to qualify for evaluation of financial bids.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Date:

Place:

Signature of the Authorized Official/Officials
(Seal with Name and Designation)

Witness Signature:

Witness Name:

(Designation and Seal)

Witness Address:

CERTIFICATE AS TO AUTHORIZED SIGNATORIES

I/We, being the competent authority of..... (*Name of the Service Provider*)and certify that the officials who signed the above bid are authorized to bind (*Name of the Service Provider*)by the authority of its Governing body.

Date:

Place:

Signature of the Competent Authority
(Seal with Name and Designation)

-----XXXXXXXX-----XXXXXXXX-----XXXXXXXX-----

FINANCIAL PROPOSAL COVERING LETTER

[TO BE PRINTED ON THE LETTERHEAD OF THE NATIONALIZED BANK]

[Date]

The Joint Commissioner (Fin)
Kendriya Vidyalaya Sangathan,
18, Institutional Area, Shaheed Jeet Singh Marg,
Delhi – 110016

Dear Sir/Madam,
Ref: Request for Proposal (RfP): . **E-solution for Collection of Fees**

Having examined the RFP documents, the receipt of which is hereby duly acknowledged, we, the undersigned; offer to provide the services as required and outlined in the RFP for ‘E-solution for Collection of Fees

To meet such requirements and provide such services as set out in the RFP documents. We attach hereto our response to the RFP document, which constitutes our proposal for being considered for selection as service provider for ‘E-solution for Collection of Fees’.

We undertake, if our proposal is accepted, to adhere to the stipulations put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and KVS or its appointed representatives.

We agree to unconditional acceptance of all the terms and conditions set out in the RFP documents.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the KVS is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead KVS as to any material fact.

The information required under Financial Parameter in the format specified is/are mentioned below

FINANCIAL BID:-
(Refer Para 5 (b) of RfP)

S. No	FINANCIAL PARAMETERS	03 years cost in Rs. including all taxes.
1.	One-time initial cost of IT interface.	
2.	Annual Recurring Maintenance Cost for 03 years	
	Total (for 03-years)	

Note: -Evaluation will be done on the basis of total Least Cost System. If the financial bid is ambiguous and the rates quoted in other format(s)/forms etc. shall be treated as nonresponsive and rejected accordingly.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Date:

Place:

Signature of the Authorized Official/Officials
 (Seal with Name and Designation)

Witness Signature:

Witness Name:

(Designation and Seal)

Witness Address:

----- CERTIFICATE AS TO AUTHORIZED SIGNATORIES

I/We, being the competent authority of..... (*Name of the Service Provider*)and certify that the officials who signed the above bid are authorized to bind (*Name of the Service Provider*)by the authority of its Governing body.

Date:

Place:

Signature of the Competent Authority
 (Seal with Name and Designation)

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