Request for Proposal

For

Fair Price Shop Automation under PDS

RFP Document No- 06-FSCW/23.04.2016

CORRIGENDUM

General Information:

The following general changes have been made to the RFP referred to above:

1. **EMD** (*Clause No-6.4.3 at page76 of RFP*): The provision remains unchanged. Prospective Bidder has to submit Demand Draft for EMD. This Demand Draft shall be returned immediately after selection and the selected vendor shall submit the performance Security in shape of PBG from a Nationalized Bank only.
2. **Liquidated Damage (***Cl-8.1 at page - 101 of RFP*): The Penalty is capped to a maximum of @10% of the work order.
   Additional penalty @1% shall be levied for failure of STQC certification of Devices.
3. **Training (***Clause No-8.1 at page-101 of RFP*): The approximate number of people to be trained is 9500. (or 19,000 if repeat order is given)
4. **Timeline(**Page No-07 of RFP): the Revised timeline is given below :

Sl No	Information	Details
1	Last date (deadline) for submission of bids	**25 May 2016 by 1400 hrs** To be submitted at - OSCSC Ltd. through Speed Post/ Courier only.
2	Opening of Pre-Qualification	25 May 2016, 1600 hrs At OSCSC Ltd
3	Opening of Technical Bids- Presentation, demonstration, etc.	26 and 27 May 2016, 1130 hrs
4	Opening of Financial proposals	31 May 2016 by 1130 hrs

5. Other changes in the RFP with respect to Hardware requirements, pre-qualification, technical criteria and payment schedule are given in Annexure.
6. Agency-wise responses to their queries are also given separately.

7.05.16

Managing Director, OSCSC Ltd

Annexure

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1. Hardware Requirements (At FPS)

Hardware specifications as mentioned in ***Section 5.2 Hardware Requirements (AT FPS)*** *at page 71 and* ***Section 8.6.12 Hardware compliance format*** *at page 124 of RFP are updated as in the table below. The corresponding tables in the RFP are treated replaced. Any further reference to hardware specification shall be done as per the table below*

PoS

Specification	Minimum Requirement	Compliance (Complete/Partial)	Remarks
Processor	Secure Processor capable of performing at least 10 transactions per minute in laboratory environment (Each Transaction consists of 1. Perform Biometric Authentication of the PDS beneficiary with UIDAI server 2. Generate Encrypted pay load for maximal Sales data. 3. Store Encrypted transaction data in the local storage 4. Transmit the Encrypted transaction sales data to PDS server 5. Remove the locally stored sales data only after getting acknowledgement from the server)		
OS	Operating system should be Linux (Latest Stable Kernel)/Android 4.0 or higher/. Device operating system which supports HTML5 based web browser and CSS 3		
Memory	256MB or Higher RAM and 1GB or higher Flash memory		
Expansion slot	Micro SD Slot to support SD card with minimum 8 GB high speed SD Card.		
Communication	Should support GSM Network with GPRS, 3G,Wi-Fi, Ethernet (optional), PSTN (Integrated ports) (optional)		
Interface	USB 2.0 or higher (full speed), the USB port should support device battery charging through any other USB charging source. Additional RS-		

Specification	Minimum Requirement	Compliance (Complete/Partial)	Remarks
	232port may be optional. At least one free USB port shall be available after setting up the entire solution including peripheral devices		
Display	2.75 inch or higher color TFT Display supporting QVGA (320 x240) or better resolution or scratch resistant multi point capacitive touch screen with minimum WSVGA resolution (1024 X 600)		
Key Pad	Hard (Optional) QWERTY keypad		
Battery	Swappable &Dry/Rechargeable 2600mAH or higher, Li-ion or Li Polymer battery capable of providing minimum 6 hours of operation while all function of device active		
Power Adaptor	Power Adaptor with surge protection and operating range 100 to 240V, 50Hz. AC input.		
SIM & SAM slot	One or more GSM SIM slot and Minimum one SAM slot for software up-gradation in device.		
Printer	2" or higher Integrated or external wireless printer (Preferably Thermal Printer)		
Audio	Good quality Speaker with 1W or higher output for announcements. (Optional)		
Finger Print Scanner	Integrated wireless Finger Print module shall be STQC certified		
IRIS Scanner (Optional)	STQC certified IRIS scanner with possibility of USB plug and Play		
Bar Code Reader	Integrated Camera barcode reader with minimum 5Mp auto focus camera or External bar code reader capable of reading 1D line barcode and QR codes		
Status Indications	Status indicator provides ease of use, Indicators for connectivity (presence/absence), signal strength, battery status etc.,		
Other Accessories	Durable Carry Case and user manual etc.		
SDK	Appropriate SDK need to be provided along with the devices		
Terminal Management	Device should be remotely manageable in secured mode		

Specification	Minimum Requirement	Compliance (Complete/Partial)	Remarks
Environment, Health& Safety Durability, Humidity, EMI/EMC Compliance	Dry heat test- Operating (50 ±2˚C for 2 hrs.) Cold test – Operating (0 ±3˚C for 2 hrs.) Dry heat test (55 ±2˚C for 2 hrs.) Damp heat Cyclic (40˚C for (12+12 hrs.)), No. of cycles : 2 Cold Test (-10 ±3˚C for 2 hrs.) Drop/Free Fall Test, in unpacked, switched off and normal handling conditions (Height : 100mm, Total no. of falls : 2) Vibration Test should be in packed condition, switched off conditions (10-150Hz, 0.15mm/2g, 10 sweep, cycles/axes) Bump test should be in packed condition, switched off condition.(1000Bumps, 40g, in vertical position)		
Add-On Antenna	May be provisioned for the PoS which will be used in remote locations and hilly areas for better signal reception and seamless transactions		
Warranty	2 year comprehensive OEM replacement Warranty support		

2. Prequalification Evaluation

Section 6.10 Prequalification Evaluation *from RFP is updated as per information in this section, all future reference to Prequalification Evaluation shall be done as per information provided in this document*

The evaluation committee will carry out a detailed evaluation of only those bids which satisfy the pre-qualification criteria.

Sr. No.	Qualification Criteria	Details	Documents/Information to be provided in the submitted proposal
1	**Legal Entity**	a. Company should be registered under the Companies Act 1956 and must have been in operation for a period of at least 3 (three) years as of March 31, 2016. b. Registered with the Service Tax Authorities	a) Certificate of Incorporation/Registration Certificate b) Service Tax Registration certificate c) PAN Card d) IT return for the previous three financial year, EPF, up to date VAT In case of Consortium, each such documents as detailed for each consortium partner shall be attached with the bid.
2	**Average Net Worth**	The average Net Worth for the past three years of the responding firm must be not less than Rs. 50 crore	Chartered Accountant Certificate for Net worth
3	**Consortiums**	Companies are allowed to bid as a consortium. Outsourcing and sub-contracting will not be allowed without prior permission of the FS&CW department, Government of Odisha. The pre-bid qualification criteria would be applicable to the prime bidder of the consortium; the consortium partners of the prime bidder would need to satisfy criteria 1,5,8 and 9 (as mentioned in this table)	Notarized agreement on an Rs 500 stamp paper. *(All details as mentioned in this section should be provided for the individual partners in the consortium as well.)*

Sr. No.	Qualification Criteria	Details	Documents/Information to be provided in the submitted proposal
4	**Annual Turnover in Software development and deployment/IT hardware deployment and maintenance (Including implementation)**	The firm/ company must have minimum average annual turnover of Rs. 60 (Sixty) crores over the preceding three financial years as revealed by audited accounts, as on March 31, 2016.	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor
5	**Tax clearance**	The bidder must have cleared up-to-date VAT, Service Tax & EPF	Documents declaring VAT, Service Tax & EPF payments
6	**Technical Capability**	The bidder must have successfully completed (including end-to-end execution) at least the following numbers of Software Systems Development, hardware deployment, Implementation and maintenance (Government/Non-government) (preferably e-Governance Projects) engagement(s) or of value specified herein : • One project not less than the amount equal to Rs. 10 crores (Rupees ten crores); OR • Two projects, each not less than the amount equal to Rs. 5 crores (Rupees five crores); OR	Work Order & Work Completion certificate from client for completed projects And/or Work order & performance certificates from client for ongoing project (for Project Citation Format refer to Annexure 8.6.4)

Sr. No.	Qualification Criteria	Details	Documents/Information to be provided in the submitted proposal
		• Three projects, each not less than the amount equal to Rs. 3.5 crore (Rupees three and half crore); In last three (3) financial years ending March 31, 2016. 'E-Governance projects' is defined as design, development, implementation and maintenance support (completed) of IT system for Government Dept. /Govt. Agency in India.	
7	**Manpower strength**	The responding firm must have at least 100 member IT Staff of technically qualified personnel in the domain of software development and implementation on its roll with mminimum qualification of B.E/ MCA or higher having 3 or more years of IT experience as on March 31, 2016 on its payroll.	a) Self-Certification by the authorized signatory with clear declaration of staff. (year wise, level/designation wise, qualification, experience, IT skills) b) PF Register/challan showing the number of subscribers along with the deposit of challan as proof. OR From Consortium member
8	**Blacklisting**	The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	Court affidavit by the designated official as per the format of the responding firm or Annexure 8.6.10
9	**Performance**	The bidder must not have any record of poor performance or abandoned work and should not have been blacklisted by any State government or Government of India. The applicants should be required to submit an affidavit certifying this. If this is later found to be false, the application fees and any performance guarantees would be forfeited.	Affidavit of declaration

Sr. No.	Qualification Criteria	Details	Documents/Information to be provided in the submitted proposal
10	**Fees**	The responding firm / agency a. Should have made a payment of Rs. 10000 (Rupees Ten Thousand only) for the RFP document b. Should have submitted a EMD of Rs. 40,00,000 (Rupees forty lakh only) in shape of Demand Draft from any scheduled commercial Bank	a) Demand Draft for Rs. 10000 b) Demand Draft for Rs.40,00,000
11	**Certification**	The bidder must possess SEI -CMMi Level – 3 or higher, or ISO 20000 or higher Certification by the date of publication of this RFP.	Copy of Relevant Certificate which is valid on date of submission.
12	**Device certification**	The biometric finger print scanner should be STQC certified before submission	Copy of relevant certification which is valid on date of submission
13	**Local presence in Odisha/Bhubaneswar**	The bidder company should have local presence at Bhubaneswar. In case, not, an undertaking need to be given for setting up a lisioning office within 15 days of service of LoI	

3. Technical Evaluation

Section 6.11 Technical Evaluation *from RFP is updated as per information in this section, all future reference to Technical Evaluation shall be done as per information provided in this document*

The proposals submitted by the bidders will be evaluated on the broad parameters as described in the table below. All the bidders who achieve at least 80 % in the technical evaluation would be eligible for Financial Bid opening and comparison. In case number of bidders scoring 80% or above are less than 3, then top 3 scoring bidders with score not less than 60% would be considered for Financial Bid opening and comparison.

The requirements of all the modules as described in the RFP should be met by the solution submitted by the vendor. The solution must also address all the possible complications that may arise during implementation.

Sl. No.	Criteria	Description	Weightage
1	**Relevant Experience (for Project Citation Format refer to** Annexure 8.6.4)	The bidder must provide details on past projects he has undertaken in a similar space. Different weights will be assigned to different levels of experience based on number of projects, scale of project, status of project and also the type of project	**15%**
2	**Proposed Solution Design and Implementation Plan**	The bidder must invest effort in the solution design to ensure that there are no problems with the design once it is rolled out. The bidder must also create an implementation plan that is feasible and meets the timelines set by GoO for PDS transformation project implementation.	**30%**
3	**Proposed Implementation Team**	Bid will be evaluated on the strength of the implementation team that is proposed by the bidder	**15%**
4	**Demo of Solution as per RFP requirements and display of H/W capabilities**	Bidders will be evaluated on ability to show demonstration of their existing solutions and mapping with the requirements as per the RFP	**40%**
	Total		**100%**

Detailed breakups of each of the criteria on essential components of the technical bid are provided below:

Criteria	Sl. No.	Sub-Criteria	Description	Maximum Marks
Relevant Experience	1	**No. of projects in developing/ Handling/ installing biometric enabled devices/Smart Card solutions/PoS device installation.**	No. of projects in developing/ Handling/ installing biometric enabled devices/ PoS device installation in last 3 financial years as on March 31st 2016. a) 3 projects (each of contract value greater than Rs.20 crore above) or b) 2 Projects (each of contract value greater than Rs.25 crore above) or c) 1 Project (contract value above Rs.50 Crore) All bidders complying with any of the conditions above shall be awarded full marks, no marks to bidders not complying with any of the conditions above.	**15**
	2	**Average annual turnover from Software System Development /IT hardware deployment and maintenance (Including implementation)**	Average annual turnover from Software System Development or IT Hardware deployment and maintenance (Including implementation) in last 3 financial years, as on March 31, 2016. (Turnover in Rs. Crores) 60 Cores : 10 Marks Greater than Rs. 60 crores and less than 100 Crore : 15 marks Greater than Rs. 100 crores : 25 marks	**25**
	3	**Status of projects**	Evaluators will evaluate information on the status of the project and the client's report to get the previous client's perspective on the bidder's performance. A completion certificate from the client will be required to be provided for each completed project and a letter from the client on their official letterhead will required to be provided with details on the current status of implementation for ongoing projects. Client references will also be required and checked if the committee feels the need to confirm the details of letters from the bidder's clients	**20**

Criteria	Sl. No.	Sub-Criteria	Description	Maximum Marks
	4	**Project relevance and specificity**	Experience in e-governance projects in PDS or other social sector projects as a whole would be given preference over other e-governance projects. The work order should have been issued within the last 5 years, as on 31st March 2016. - All bidders who have done PDS reform projects or other social sector projects (either 2 of 5 crore each or 1 of 10 crore) will be awarded 20 marks - All bidders who have done e-governance projects (either 2 of 5 crore each or 1 of 10 crore) will be awarded 15 marks -All bidders who have done PDS project/projects between 1 Crore to 2 crore will be awarded 10 marks for each project (maximum 20 marks). -All bidders who have done e-governance project/projects 1 Crore to 2 crore will be awarded 5 marks for each project (maximum 20 marks).	**20**
	5	**Geographical scale of the project**	Number of Districts of a state of India covered in one project which is successfully completed or ongoing. The work order should have been issued within the last 5 years, as on 31st March 2016. When the No. is: less than 2 Districts:0 marks 2 Districts: 5 marks 4Districts: 10 marks 6Districts: 15 marks equal to or more than 10districts: 20 marks OR All the districts of 1 state of India: 20 marks	**20**
Total				**100**
Proposed Solution Design and Implementation Plan	1	**Innovation in solution design**	The evaluators will provide marks for innovative solutions that will result in appreciable improvement in one or more of the following - cost for implementation, time taken for completion of the project, effectiveness of the solution pre-empting and	**50**

Criteria	Sl. No.	Sub-Criteria	Description	Maximum Marks
(Quantitative Analysis)			addressing complications during scaling up, sustainability of the implemented solution. The solution should be able to support flexibility and innovations based on substantial understanding of the PDS domain through learnings from deployments, Field trails and pilots.	
	2	**System design and implementation plan**	• Timeline for phased implementation • Contingency measures proposed • Training plan and schedule • Hardware and software support structure • Understanding of the challenges in PDS If a bidder's estimated time for completion of activities is less than 75% of internally estimated timelines, in the absence of significant innovation, it will be penalized during the scoring for this component.	**50**
Total				**100**
Proposed Implementation Team	**1**	**Number of members in the team**	In the absence of any significant innovations, the bidder must provide at least the internal manpower estimate for each position.	**15**
	2	**Qualifications of key personnel**	The project manager and the technical expert are key personnel of the team. The qualifications of the people proposed for these positions and the percentage of their time that they will commit to the project will be closely evaluated. The basis of evaluation will include past experience in similar projects – both software development and large scale implementations, past experience in a similar position, past experience of working with the government, track record and educational qualifications.	**60**

Criteria	Sl. No.	Sub-Criteria	Description	Maximum Marks
	3	**Team structure**	The bidder will also be evaluated on the team structure. It is recommended that the project manager and technical expert are assisted by functional managers in overseeing the implementation. Each manager should control a team which is overlooking the on-ground activities on a daily basis. In case a consortium of solution providers has filed an application together, the consortium dynamics outlining roles and responsibilities for each bidder should be clearly described. Any change in Project Manager and the Technical Expert will have to be approved by the FS&CW department. The marks would be awarded on their competence for the assignment with respect to the education, experience of the candidate in the specific sector, field and subject directly relevant to the assignment and the proposed solution.	**25**
				100
Demo of Solution as Per RFP requirements (Quantitative Analysis)	1	POS Functionality, Backend Application (server side)	The bidder shall demonstrate the POS front end and backend application as per the RFP requirements, marks would be allocated based on available functionality as per RFP on Technical evaluation day. Demo of the existing POS solution to be provided during technical evaluation	**35**
	2	Proposed PoS device solution	Evaluation would be done based on the proposed integrated form factor for deployment: • Compliance with Hardware specifications: 10 Marks (Max) • Single compact solution with inbuilt/external Barcode scanner, inbuilt Biometric scanner, inbuilt/external thermal printer in single casing: 10 Marks, no marks for any other combination • Screen size greater than 5 Inch : 10 Marks, no marks for lower screen size	**30**
	3	MIS Support and reports available	MIS requirements as per RFP, marks would allocated based on available reports matching to RFP requirements on Technical evaluation day. Demo of MIS/Dashboard to be provided during technical evaluation	**30**

Criteria	Sl. No.	Sub-Criteria	Description	Maximum Marks
	4	Innovation	Vendor is expected to come up with innovative solution to improve functionalities and mitigate the foreseen risks	5
				100

4. Payment Schedule

Section 7 Payment Schedule *from RFP is updated as per information in this section, all future reference to payment schedules shall be done as per the information provided in this document*

Payment will be made to the primary bidder only as per the schedule given below subject to acceptance certificates of respective service by the FS&CW Department, payments would also take into account the imposed penalties as per SLA defined in section 8.1. Payment shall be made on quarterly basis with reference to the number of devices deployed and operationalized against target. It is expected to have 1000 FPS automated during July-Sept 2016 and remaining 7850 between October 2016 and March 2017.

Category	Item	% of Cost	Payment schedule
Solution development/ Deployment	Final Approved of Project plan	60%	Will be paid after the Project Plan has been approved by the evaluation committee of the GoO
	UAT of the complete solution		Will be paid on the successful completion of the UAT
	CERT-IN certification		Will be paid once the Copy of CERT-IN and STQC certification has been obtained and submitted to the GoO
	Solution deployment including device and software		Cost of solution along with applicable taxes will be paid after three month of successful and error free functioning of devices and solution in completed phase; Completion of phase would be understood as 100% deployment in all FPS and minimum 80% shops running error free for continuous duration of 3 Months in completed phase. Refer section 3.13 Implementation Plan, for phase details.
	Solution deployment including device and software	30%	Will be paid on quarterly basis in 8 instalments. As per agreed upon rates and adherence to SLA/conditions included in the proposal. These will be subject to the receipt and approval of monthly reports by the FS&CW Department.
	Successful Exit Management	10%	Remaining 10% of the cost of solution along with applicable taxes will be paid after Successful Exit Management

Category	Item	% of Cost	Payment schedule
	Total	100%	
Training & operations cost	Completion of all project related activities like user manuals, technical trainings, performance tuning etc.	30%	30% of the cost will be paid all the necessary activities like creating user manuals, performance tuning etc. have been completed.
	Completion of training (handholding) to users of each FPS on handling PoS device	70%	70% of project training will be as per number of FPS covered through training program, including handholding
	Services	Actuals	Cost of services would be paid on quarterly basis from the date of Go-live as per agreed upon rates and adherence to SLA/Conditions included in proposal. These will be subject to the receipt and approval of monthly reports by the FS&CW Department
	Operation and Maintenance	Actuals	Cost of maintenance and support will be paid for period of 3 years at 12 equal instalments after 2 years of warranty from the date of Go-Live. Payment would be done On actuals as per agreed upon rates and adherence to SLA/conditions included in the proposal. These will be subject to the receipt and approval of monthly reports by the FS&CW Department
	Total	100%	

5. Commercial Bid Checklist

Section 8.6.7 Commercial bid checklist *from RFP is updated as per information in this section, all future reference to commercial bid checklist shall be done as per the information provided in this document*

Detailed costs to be provided in the formats mentioned below. These costs are exclusive of manpower. The manpower cost should be added only in the manpower section. The bidders should give details of the type of applicable taxes with appropriate percentages separately.

The following tables should be used to submit the detailed costs breakup of the above mentioned cost heads:

Hardware

Sr. No	Item	Unit Price (Rs.)	Quantity	Total Cost
1	POS device			
2	Bar-coded scanner			
4	Modem or other accessories required for data connectivity (if any)			
5	Any other			
	Total			

Software procurement, development/ connectivity

Sr. No	Item	Unit Price (Rs.)	Total One Time Cost
1	Connectivity survey (if any)		
2	Software license (if Any)		
3	Software application development cost with certification		
4	System integration		
5	Miscellaneous (accessories, domains etc.)		
6	Deployment, Project Planning and Implementation support		
7	Anti-virus		
8	Any Other		
	Total		

Training/Workshop/ Awareness

Sr. No	Item	Unit Price (Rs.)	No. of Days of training/No. of Manuals	Total Cost
1	Onsite training of FPS owner			
2	Training of government officials			
2	Materials/ manuals for training			
3	Materials/ manuals for awareness			
4	Printed pamphlets			
5	Onsite awareness campaign			
6	Any other			
	Total			

Operation and Maintenance Cost: AMC for a Period of 3 years at 12 equal installments after 2 years of warranty from the date of Go-Live

Sr. No	Item	Unit Price (Rs.)	No. of Devices	Total cost
1	Installation, maintenance and servicing of POS device			
2	Installation, maintenance and servicing of other equipment			
3	Preparing requirement, maintenance and servicing of centralized servers and other infrastructure at SDC			
4	Application maintenance			
5	Handholding cost			
6	Any other			
	Total			

Services: From the date of Go-Live

Sr. No	Item	Unit Price (Rs.)	No. of Units	Total cost
1	Setting up of helpdesk/Call center			
2	Field level support			
3	Any other			
	Total			

Manpower: Vendor shall update the below table as per the proposed team structure with defined roles and responsibilities.

Sr. No	Role and activity	Unit Price (Rs.)	Total Manpower required	Months of Deployment	Total T&M Cost
1					

NOTES

- Fees mentioned above shall be exclusive of all taxes and is subject to deduction of Income Tax and other taxes if any in India.
- The quoted fee shall be exclusive of Service Tax as applicable which shall be reimbursed as per actual on production of original deposit and as per notified rate.
- Fees quoted will be firm and no escalation will be applicable.
- The bidder shall pay all other taxes, duty and like Government impositions arising from this Contract and indemnifies Director Odisha State Civil Supplies Corporation Ltd. (OSCSC).

Date 7.05.16

Place: BBSR

Name and Designation with Seal

Signature

Managing Director
OSCSC Ltd., BBSR

CONSOLIDATED SHEET FOR PRE-BID QUERY COMPLIANCE OF THE PROSPECTIVE BIDDERS

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
1	Page 8, 6.4.3	Bidders shall submit, along with their Bids, EMD of Rs. 40,00,000 (40 lakhs only), in the form of a Demand Draft issued by any nationalized bank in favour Odisha State Civil Supplies Corporation Ltd. (OSCSC), payable at Bhubaneswar, and should be valid for 90 days from the last date for submission of the RFP	Request to accept EMD in the form of Bank Guarantee from any nationalized / scheduled bank..	The provision in RFP remain unchanged. The Bidder has to submit Demand Draft for EMD. This Demand Draft shall be returned after selection and the selected vendor shall submit the PBG from a Nationalized Bank only.
2	Page 59, 3.16 Capacity Building / Training	Such trainings and skills will be imparted to all levels of government employees and FPS owners involved in the processes pertaining to the selected services.	Please provide approximately total Number of people to be trained.	It is approximate of 9500 Nos. Refer General Instruction.
3	Page 77	The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal (As mentioned in previous paragraph) should be covered in separate sealed envelopes super-scribing "Pre-Qualification Proposal", "Technical Proposal" and "Commercial Proposal" respectively. Each copy of each bid should also be marked as "Original" OR "Copy" as the case may be.	Please clarify Original and copy of proposal should be in one envelop or two different envelopes.	Yes.Original and copy of proposal should be in one envelop only.
4	Page 79, 6.7.3 Venue & Deadline for Submission of Proposals	Proposals, in its complete form in all respects as specified in the RFP, must be submitted to FS&CW/OSCSC department at the address specified below. All submissions must be through speed-post or courier. GoO would not be responsible for delays caused by the speed-post/ courier agency.	Request you to accept tender submission by hand at Odisha State Civil Supplies Corporation Ltd. (OSCSC) office.	The provision in RFP remain unchanged.
		The bidder must have successfully completed (including end-to-end execution) at least the following numbers of Software Systems Development, hardware deployment, Implementation and maintenance (Government/Non-government) (preferably e-Governance Projects) engagement(s) or of value specified herein :	e-Governance and system Integration projects have contract period of 3 to 5 years , We request you to consider the ongoing projects with a certificate from client.	See Annexure
		· One e-Governance project not less than the amount equal to Rs. 10 crores (Rupees ten crores);	Request to amend the clause as:	

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
5	Page 83, 6.10 Prequalificatio n Evaluation, S.No. 6	OR · Two e-Governance projects, each not less than the amount equal to Rs. 5 crores (Rupees five crores);	The bidder must have experience of (including end-to-end execution) at least the following numbers of Software Systems Development, hardware deployment, Implementation and maintenance (Government/Non-government) (preferably e-Governance Projects) engagement(s) or of value specified herein	See Annexure
		OR · Three e-Governance projects, each not less than the amount equal to Rs. 3.5 crore (Rupees three and half crore); In last three (3) financial years ending March 31, 2016	One e-Governance project not less than the amount equal to Rs. 7.5 crores (Rupees ten crores);	
		'E-Governance projects' is defined as design, development, implementation and maintenance support (completed) of IT system for Government Dept. /Govt. Agency in India.	OR Two e-Governance projects, each not less than the amount equal to Rs. 5 crores (Rupees five crores);	
			OR Three e-Governance projects, each not less than the amount equal to Rs. 3.5 crore (Rupees three and half crore); In last three (3) financial years ending March 31, 2016.	
			'E-Governance projects' is defined as design, development, implementation and maintenance support of IT system for Government Dept. /Govt. Agency in India	
6	Page 83, 6.10 Prequalificatio n Evaluation,	Work Order & Work Completion Certificates from the clients	Request to amend the clause as: Work Order & Performance Certificates from the clients.	See Annexure
7	Page 85, 6.10 Prequalificatio n Evaluation, S.No. 10	The responding firm / agency a. Should have made a payment of Rs. 10000 (Rupees Ten Thousand only) for the RFP document b. Should have submitted a EMD of Rs. 40,00,000 (Rupees forty lakh only) in shape of Demand Draft from any scheduled commercial Bank	Request to accept EMD in the form of Bank Guarantee from any nationalized / scheduled bank.	The provision in RFP remain unchanged
8	Page 85, 6.10 Prequalificatio n Evaluation, S.No. 11	The bidder must possess SEI -CMMi Level – 3 and ISO 20000 Certification by the date of publication of this RFP.	As the crux of the project is to supply installation of hardware and subsequent maintenance we request you to remove these certification requirement.Request to amend the clause as:he Bidder must Possess IS) 9001 and ISO 27001 Certification.	See Annexure

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
9	Page 85, 6.10 Prequalificatio n Evaluation, S.No. 12	The devices should be STQC certified before submission	Our understanding is Fingerprint scanner of POS should be STQC certified, please confirm.	Only fingerprint STQC certified
10	Page 88, 6.11 Technical Evaluation Relevant Experience,Sl. No.1	No. of projects in developing/ Handling/ installing biometric enabled devices/ PoS device installation in last 3 financial years as on March 31st 2016.	Request to amend the clause as:	See Annexure
		a) 3 projects (each of contract value greater than Rs.20 crore above) or b) 2 Projects (each of contract value greater than Rs.25 crore above) or c) 1 Project (contract value above Rs.50 Crore)	No. of projects in developing/ Handling/ installing biometric enabled devices/ PoS device installation / System Integration/ IT Hardware Installation in last 3 financial years as on March 31st 2016. a) 3 projects (each of contract value greater than Rs.20 crore above) or b) 2 Projects (each of contract value greater than Rs.25 crore above) or c) 1 Project (contract value above Rs.50 Crore)	See Annexure
		All bidders complying with any of the conditions above shall be awarded full marks, no marks to bidders not complying with any of the conditions above.	All bidders complying with any of the conditions above shall be awarded full marks, no marks to bidders not complying with any of the conditions above.	See Annexure
11	Page 99, Payment Schedule	Solution deployment including device and software: 50% Cost of solution along with applicable taxes will be paid after three month of successful and error free functioning of devices and solution in completed phase; Evaluation duration of 3 months would start after complete implementation of each phase, i.e. all FPS under the phase should have functional error free POS devices running for 3 months. Refer section 3.13 Implementation Plan, for phase details.	As first instalment of Payment is released after complete delivery and successful run for 3 months, vendor will out of funds for _____Months, Request you to increase first instalment of payment from 50% to at least 70 %.	See Annexure
		40%-will be paid on quarterly basis in 20 instalments.	Balance 30% payment in quarterly instalment.	See Annexure
		Remaining 10% of the cost of solution along with applicable taxes will be paid after Successful Exit Management	Exit Period will be after 3 years or 5 Years.	See Annexure
12	Page 105/ Clause 8.2	8.2 Expected timelines for activities to be performed by the Solution Provider	Our understanding is timelines mentioned here is in months.	Yes
			1. Please clarify department is looking for SIM cards with GPRS connectivity which can be used with POS or Separate Internet Modem	SIM Cards

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
13	Page 116, Hardware,8.6.7 Commercial Bid Checklist	Modem or other accessories required for data connectivity	2. Please clarify cost of connectivity is bidder responsibility or department will bear it.	Not to be borne by the bidder
			3. If Connectivity is vendors responsibility how Payment will done.	Payment will be done by the FPS Owner
			4. Request you to provide details on data required to be transferred from POS to server at each FPS.	All transaction details, the Aadhaar/Mobile no. seeding details
14	Page 116, 8.6.7 Commercial Bid Checklist, Hardware	Sr.No.5-Any other	Please clarify consumables required like thermal paper roll for receipt printing is vendor responsibility?	GoO's responsibility
			If yes how payment will be done for this.	GoO's responsibility
15	Page 118, Notes, 8.6.7 Commercial Bid Checklist	Fees mentioned above shall be exclusive of all taxes in India and Country of Consultants but excluding Service Tax if any applicable in India and subject to deduction of Income Tax and other taxes if any in India.	Please clarify for hardware like POS, Barcode Scanner, price quoted should be inclusive of VAT or Exclusive of VAT.	It may be exclusive of VAT.
16	General	POS Device	As mobile terminals spec is also listed by NIC in the PDS portal, NIC portal has mentioned that Mobile tablet devices should be preferred devices over POS devices for reasons of its cost, interoperability and easy maintenance. We request you to include POS definition as: An Electronic Device used for enabling online FPS or non-FPS Transactions. He Form factor that may be supplied include : a) Hand-Held/ POS device such as MicroATMs etc. b) Mobile Terminals. Justification: 1. Mobile tablet devices should be preferred devices over POS devices for reasons of its cost, interoperability and easy maintenance.	See Annexure
			http://pdsportal.nic.in/files/POS-MobileTab%20Specifications-2015-05-12-Approved.pdf	See Annexure
			2. Mobile terminal is cost effective while comparing with POS device by 30% – 40 %	See Annexure
			3. Service and Repairing of Mobile Terminals is easily available in most of towns and cities in Orissa as most of the tablet manufacturers have 200 to 300 service stations across Odisha	See Annexure

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
			4. Pos devices are proprietary devices and only manufacturer can repair or service done. Most of the Pos manufacturer have only 5 to 10 new service center which need to be established	See Annexure
			5. It is easy to update or maintain application in Mobile terminal. Incase of Pos terminal only the manufacturer can be able to do it.	See Annexure
			6. Tablet can be replaced or repaired easily but incase of Pos devices terminal itself need to be replaced	See Annexure
1	Page No- 13	4. To ensure the integration of solution with AUA, SMS gateway as per the specifications of GoO.	POS specification referred in this RFP corresponds to FPS automation guidelines referred in the PDS portal. The standards released by IDRBT,RBI etc. are related to micro atm standards Micro ATM is meant for banking sector using payment cards Please clarify if the GoO specifications are same as NIC	The GoO specifications are per the requirement. See Annexure
2	Page No- 13	7. To ensure that POS device is compatible with any operating system with Graphic User Interface (GUI), Java Virtual Machine or equivalent support and should be accompanied by software development kit for third party application development.	The PoS GUI and SDK will be compatible with OS on the PoS.Any application on the PoS will be supported.SDK for Linux will be given for third party application development The bidder is responsible for all application development as per RFP hence this clause is not required	The provision in RFP remains unchanged.

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
3	Page No-13	9.To ensure that the PoS devices, application software functionalities and any other components, equipment, peripherals involved in implementation of solution meet the guidelines brought out jointly by UIDAI, Indian Banks' Association, National Payments Corporation of India and Institute for Development and Research in Banking Technology & available at http://uidai.gov.in/financial-inclusion/microatm-standards.html & or standards issued by IDRBT, UIDAI, RBI, IBA, Government authorities (if any) and should continue to comply with any amendments / changes made to these standards by the above referred authorities, without any additional cost to the Purchaser.	POS specification refered in this RFP corresponds to FPS automation guidelines refered in the PDS portal. The standards released by IDRBT,RBI etc are related micro atm standards. Micro ATM is meant fo banking sector using payment cards Please clarify if the RFP requires MATM or POS for FPS automation.	See harware specifications as per Annexure
4	Page- 13	12.Bidder will be responsible for engaging a 3rd party Quality certifying agency (STQC or cert-in certified agencies) to conduct the assessment / review for the application software (both client and server end)before "Go Live" without any extra cost.	Server hardware and software are provided by NIC-delhi, The PoS software is designed based on the web services provided by Server, how can the bidder ensure certification of NIC-Server ? Further the Application on the POS responds to the NIC Server based on the protocol defined by NIC(CAS). If any deviation from Common Application Software protocols , the response is rejected by NIC server.There is no scope for STQC certification of POS	NIC CAS is not being used in Odisha. The reports as per the prescribed formats of GoI shall be generated by the backend application of the FPS automation.
5	13	12.Bidder has to ensure that the POS device – is certified by STQC	So far STQC has not started certification of POS, as and when they start certification PoS will be submitted for Certifiction BEL PoS Meets all the specifiction mentioned in pdsportal.nic.in	STQC only of fingerprint scanner. It would be the responsibility of the bidder to get the device and application STQC certified at a later date.
6	Page No-14	15. Bar code Scanner	AT the FPS the RC number variation will be in only last three digits, the GUI will automatically show all the common characters and the dealer has to enter last 3 unique digits. It is easy to enter on the keyboard than a barcode scanner. Hence Requirement of Barcode scanner may be deleted.(Printed barcodes on card will deteriorate within few months)	The provision in RFP remains unchanged.

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
7	Page-28	3.2.3 Weighing of grain mechanism to detect and report the status of weigh machine is attachment with PoS, and status should be available on MIS/Dashboard	Weighing machine is not supplied by the bidder, the weighing machine supplier shall provide the USB driver compatible with the POS for integrating the detection mechanism. The driver for weighing machine and protocols to be provided by weigh machine supplier.	Device should have the capability of integrating weighing machine using USB or wireless .
8	Page- 32	3.2.6 Transaction Cancellation	once a transaction is completed, it is uploaded to the NIC server. So the completed transaction cannot be cancelled from the PoS Side.It is a security measure implimented by NIC. However before the transaction is commited can introduced cancellation of transactions.	No NIC server. Cancellation should be possible even after transaction has been completed. The same shall be updated at the backend server.
9	Page-32	Stock Management at PoS	Please confirm if SCMS is hosted on the same Central NIC server or on State server. Webservices for the stock management of PoS	GoO has its own SCMS
10	Page-33	The PoS should be able to generate and store the stock reports in PDF/Excel/Word format and allow the user to retrieve them from the PoS. Refer section 3.4 for MIS/Dashboard details	Reports can be displayed on the PoS screen. Please inlcude reports to be xml format which can be readly be imported to any of the application	The vendor may create a copy of reports in xml format
11	Page-61	3. The proposed solution should ensure that data, especially those to pertaining to registration process, transaction process as well as the data that is stored at various points is appropriately secured as per minimum standard 128 Bit AES/3DES encryption.	3DES is normally used for PIN encryption, why is this required	128 Bit/256 bit encrytion is recommended by GoI.
12	Page-61	8. The proposed solution should store User IDs and passwords in an encrypted format. Passwords must be encrypted using MD5 hash algorithm or equivalent.	MD5 hash algorithm is valunerable to attacks, Best Algorithm is SHA 256.	The bidder may use SHA 256.

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
13	Page-69	The turnaround time for each card holder should be less than 50 seconds	The online operations depends on the speed of server and network conditions. Normally with NIC server for adhar authentication takes 20 seconds and updation of transaction takes another 20 seconds. Apart from this there is offline requirement of entering RC Number. selection of grains, weighinng of grains receiving cash and printing recepts so turn around time of 50 seconds may not be feasible. Nornmal turnaround time for card holder time will be minimum 3 minutes.	Not accepted
14	Page-71	bar code reader	AT the FPS the RC number variation will be in only last three digits, the GUI will automatically show all the common characters and the dealer has to enter last 3 unique digits. It is easy to enter on the keyboard than a barcode scanner. Hence Requirement of Barcode scanner may be deleted.(Printed barcodes on card will deteriorate within few months)	The provision in RFP remains unchanged.
15	Page-72	Server minimum server specifications required for meeting the performance requirements of the solution	Server is not supplied by bidder.The PoS should work with NIC server. Why bidder has to give server.	There is no NIC server. The bidder will provide specifications as per the requirement of the apploication and the same shall be provided by GoO
16	Page-76	Earnest Money Deposit (EMD)	Request you to accept EMD in the fom of Bank Guranty also	The provision in RFP remains unchanged. Refer to general Instruction.
17	Page-87	Technical evaluation	BEL is a public sector undertaking and the PoS offered under this RFP is our own design and manufacture(OEM) For PSU OEM bidder relaxation under Relevant Experience should be given by giving full marks.	See Annexure
18	Page-103	Hardware functionality	The penalties mentioned are very high compared to the device cost, there should be some limit of penalty and total penalty for any single device should not exceed 5% of the total device cost over the entire period of the contract.	The Penalities capped at 10%.

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
19	Page-103	Software functionality	if software disfunction happens in one device there should not be any penality and should be treated as on par with hardware failure. If software functionality fails in all the devices. Then it is should be treated a software disfunction. Server side software disfunction should not be taken for penalty Software disfunction corrections will need more time than hardware disfunction.	Not accepted
20	Page-104	Security Management	Virus and other attacks are basically for genaral purpose devices like tablets, android and windows system. For secured linux devices, this is not required	The provion in RFP remains unchanged.
21	Page-103 & 104	Penalties	Request to rationalise the penality clauses	Not accepted
22	Page-105	Expected timelines for activities to be performed by the Solution Provider	Minimum 16 weeks for delivery of PoS devices is required from the date of plament of order.	It is the Perogative of solution provider.
23	Page-107	Bidder should have SEI -CMMi Level – 3 and ISO 20000 Certification by the date of publication of this RFP.	Request you to exempt from iso 20000	See Annexure
24	Page-124	Communication	The data sent to server will be less than 50KB per transaction.GPRS is sufficient for this. 3G is only for multimedia data transfers which not required for FPS automation hence 3G may removed. PSTN is a more reliable and stable connection for FPS automation, hence this may be made mandate transaction response with communication may be specified irrespective of communication	Not accepted
25	Page-125	Interface at least one free USB port shall be available after setting up the entire solution including peripheral devices	The original specification does not call for barcode scanner hence only one USB port is provide for connecting for external pheripherals. This may be treated as sufficient	See Annexure
26	Page-6	Last date(deadline)for submission of bids	After the pre-bid clarification we will have only 10 days for bid submission. It may be extended till 31st may so that bidders will have sufficient time to provide accurate bids	Refere revised Time schedule.
1	Clasuse- 3.1, Point 5 : information exchange	Local language voice interface	Voice interface with English language is only available, Odiya is not available in the market	Not Mandatory

S. No	Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
2	Clasue-3.1,Solution 3: incase POS not functional	FPS owner will contact the technical helpline	The operation hours for technical helpline	8 am to 6 pm every day . Including saturdays
3	Clasue-3.1,Situation 5: OTPmechanism also fails	The beneficiary should be allowed to take the fixed percentage of the entitlements	What is the fixed percentage	Configurable via backend application
4	Clause-3.2,Point 2	Daily automatic synchronization	Automatic sync happens when the application is launched and whenever the status changes from offline to online. manual sync facility is given for daily sync	Vendor to decide the best time and option for sync.
5	Clause-3.2.1, Login	Select level of login	Role of social audit what functionalities should be given for social audit?	The role would be to obtain certain reports and corroborate them with the official figures.
6	Clause-3.2.1, FPS owner Home screen-FPS owner login	Aadhaar/mobile number seeding	What is Aadhaar/ mobile number seeding	Adding and verifying the Aadhaar number and mobile number of the beneficiairy. Once it is approved from the backend by a GoO official, it would be pushed back to the RCMS
7	Clause- 3.2.2.1 Authentication and Retrieval of Entitlements	Nominee/Proxy	Who can be Nominee/proxy proxy in the existing system is the shop owner	No FPS owner cannot be nominee/proxy. Clarified during pre bid
8	Clause-3.4, Report	Vendor shall be responsible to integrate the MIS/Dashboard with the NIC central application	NIC application details	The standard formats are avilable on pdsportal.nic.in
9	Clause-3.2.3	Weighing of grain PoS should not let the transaction proceed if quantity to be purchased is less than the quantity measured by weighing machine , i.e. one should not get more or less than one's entitlement	Is the weighing machine to be integrated in the solution	Not as of now. But may be required at a later stage.
10	Clause-3.2.1	Home screen	What is the purpose of having reports before login	For increase transparency.
11	Clasue-3.2.2.1 ,Table 2: Authentication and Retrieval of Entitlements-POS with Active Data Connection	OTP SMS should reach beneficiary within 15 seconds	After dispatching the OTP from the system, the application does not have any control of the message delivery time.	The OTP should have been dispatched by the backend sever
12	Clause-3.2.7, Stock management at POS	Issuing of e-acceptance note on the POS and integration with SCMS	SCMS details required	Clarified during pre bid
13	Clause-3.2.10, Table no 9	Beneficiary brings Aadhaar card without ration card.	Does the beneficiary provides his ration card no.	No

S. No	Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
14	Clause-3.2.10 , Table 9: Overview of contingencies related to FPS transactions	If the data connectivity is not available temporarily (one-off case, for longer duration)	Will the data cost be provided by GoO	Yes
15	Clause-2.3.4 – SMS gateway	To ensure the integration of solution with AUA, SMS gateway as per the specifications of GoO.	Will the SMS gateway provided by GoO	Yes
16	Clause-2.3.15	Bidder will host/ maintain all IT-infrastructure related to the project and hand-over only after exit.	Is IT infrastructure provided by GoO	Yes
17	Clause-2.3.17	Bidder will be responsible for ensuring the resolution of any issue/fault/errors/Hardware failures during the implementation or maintenance phase within the defined SLA's in section 8.1 of the document.	Physical damages of the device who is responsible	It shall be arbitrated
18	Clause-4.1.11	Solution Provider shall use the antivirus which is available at state	Does GoO has antivirus for android application	No
19	Clause-6.4.3	EMD	Is it ok to provide the bank guarantee (PBG) in place of DD	The provison in RFP remain unchanged. The Bidder has to submit Demand Draft for EMD. This Demand Draft shall be returned after selection and the selected vendor shall submit the PBG from a
20	Clause-6.10.4	The firm/ company must have minimum average annual turnover of Rs. 60 (Sixty) crores over the preceding three financial years as revealed by audited accounts, as on March 31, 2016.	Audited results of 2015-16 is available only by Aug 2016.	The Provision in RFP remains unchanged.
21	Clause-6.10.6	Work Order & Work Completion Certificates from the clients	Can we provide only the work order (PO)	See Annexure
22	Clause- 6.10.6	e-governance	Is implementation of ERP to govt organisation is also e-governance	Yes
23	Clause-6.10.7	PF Register showing the number of subscribers along with the deposit of challan as proof	Since PF is a confidential data of the employee, it cannot be shared	PF challan with confidentiality
24	Clause-6.11.	Relevant experience	Since PDS and biometric based application is new in the country, only few have done this nature job. To have fair competition need wavier from this	Not accepted
25	Clause-6.12.	Additional 10,000 devices will be ordered post 8850 devices	Total FPS shops in Orissa is 16,000. Is there a plan to increase to 18,850 FPS shop.	As clarified , the GoO may place an order within 12 months for an additional 8000 devices at the rate of work order.

S. No	Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
26	Clause-7	Solution development/ Deployment	Operation cost to be merged under this heading as " Solution development/deployment and Operation cost" 50% - on Deployment 40% - Quarterly basis for 20 quarters 10% - on Exit	See Annexure
27	Clause-7	Payment terms	Quarterly payment to be based on the automatic report generated by the vendor	See Annexure
28	Clause-7	Training & operations cost	Payment to be limited only to training as O&M cost to under solution development	See Annexure
29	Clause-7	O&M actuals	Actuals to be removed	See Annexure
30	Clause-8.6.6	FINANCIAL BID COVERING LETTER	Sl.no 6, Manpower cost- We propose to remove the manpower cost as a separate line item, since manpower cost is considered under the development, commissioning and operations	The Provision in RFP remains unchanged. Clarified during pre bid
31	Clause-8.6.6	unconditional acceptance of all the terms and conditions in the Bid document	Though it is standard text in most of the govt RFP, we request to remove word "unconditional"	Not Accepted
32	Clause-5.1.1	Ruggedness of the device	Min IP65 certified (water and dust protected)	See Annexure
33	Clause-5.2	Terminal management	1) We propose the solution to be rooted and should have offline management/report collection of the device usage. 2) The peripheral connectivity should be traceable remotely and peripheral error logs should be available on a centralized management console. 3) All the devices must be configurable and controllable over network using built-in manageability & remote system control mechanism. 4) The device management solution should be deployed and running in at least 5000 devices in last one year in any Govt. deployments.	Perogrative of the vendor
34	Clause-6.11	Technical evaluation	QCBS evaluation to be followed based on the technology marks obtained above 80%	Not accepted
1	Section-6.10, Page No-82,	**Average Net Worth :** The average Net Worth for the past three years of the responding firm must be not less than Rs. 50 crore	Requesting to consider Average networth of Rs. 25 crore or more	The Provision in RFP remains unchanged.
2	Section-6.10, Page No-83,	**Technical Capability**: Two e-Governance projects, each not less than the amount equal to Rs. 5 crores (Rupees five crores)	Requesting to consider two e-Goverance projects, each not less than the amount equal to Rs. 3.5 crores	Not accepted

S. No	Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
3	Section-6.10, Page No-85	**Fees:** Should have submitted a EMD of Rs. 40,00,000 (Rupees forty lakh only) in shape of Demand Draft from any scheduled commercial Bank	Requesting to consider EMD of Rs. 40,00,000 (Rupees forty lakh only) in shape of Bank Guarantee also from any scheduled commercial Bank	The provison in RFP remain unchanged. The Bidder has to submit Demand Draft for EMD. This Demand Draft shall be returned after selection and the selected vendor shall submit the PBG from a Nationalised Bank only.
4	Section-6.10, Page No-84	**Manpower strength:** The responding firm must have at least a 100 member IT Staff of technically qualified personnel in the domain of software development and implementation on its roll with mminimum qualification of B.E/ MCA or higher having 3 or more years of IT experience as on March 31, 2016 on its payroll.	Requesting to consider 50 members of IT Staff also	See Annexure
5	Section-6.10, Page No-85	**Certification:** The bidder must possess SEI -CMMi Level – 3 and ISO 20000 Certification by the date of publication of this RFP	Requesting to consider SEI - CMM -level3 or ISO 27001 certification	SEI - CMM -level3 or ISO 20000 certification or higher
1	Clause-6.10 pre qualification Evaluation Sl No-3 page 82	Companies are allowed to bid as a Consortium	can a consortium be Allowed for more than 2 parties	Yes
2	Clause-6.10 pre qualification Evaluation Sl No-4 page 83	Average Annuak turnover is Rs.60 Crore	Can the Annual turnover be decreased to Rs.50 Crore	Not accepted
			We request your kind attention to the following point in the RFP in section 5.2 Hardware Requirements (at FPS)/ POS with the respect to the printer.	

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
1	Clause-5.2 Hardware Requirements	Printer 2" or igher Integrated Printer (Preferabley Thermal Printer)	Our request is to allow an option of a wireless printer also since it has the following benefits: Printer being a physical mechanical engine is more prone to frequent damages . In case of wireless printer, the printer can easily be replaced and repaired separately ensuring lower down time on ground. A Printer in general requires more power for operation. Hence by allowing a wireless printer with its own power source, the total available power increases for longer operation without need for charging. Hence we request the spec to say the following Printer : 2" or higher Integrated or Wireless printer (Preferably Thermal Printer)	See Annexure
1	Page No 13 2.3 Indicative scope of work for Vendor	To ensure that the PoS devices, application software functionalities and any other components, equipment, peripherals involved in implementation of solution meet the guidelines brought out jointly by UIDAI, Indian Banks' Association, National Payments Corporation of India and Institute for Development and Research in Banking Technology & available at http://uidai.gov.in/financial-inclusion/microatm-standards.html & or standards issued by IDRBT, UIDAI, RBI, IBA, Government authorities (if any) and should continue to comply with any amendments / changes made to these standards by the above referred authorities, without any additional cost to the Purchaser.	Kindly clarify if the PoS device is to be Integrated to the banking system server, if so who will bear the integration and certification cost	**No**
2	Page No 13 2.3 Indicative scope of work for Vendor Point 8	8. To ensure that PoS has restricted access, and no applications can be used or installed unless agreed upon by the FS&CW department, GoO.	This is possible only when POS devices are adhering to secure bootup process. So requestig department to include secure bootup as a mandatory requirement instead of restricting access through manual process	It is left to the implementing agency to decide on the best feature.

S. No	Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
3	Page No 13 2.3 Indicative scope of work for Vendor Point 9	9. To ensure that the PoS devices, application software functionalities and any other components, equipment, peripherals involved in implementation of solution meet the guidelines brought out jointly by UIDAI, Indian Banks' Association, National Payments Corporation of India and Institute for Development and Research in Banking Technology & available at http://uidai.gov.in/financial-inclusion/microatm-standards.html & or standards issued by IDRBT, UIDAI, RBI, IBA, Government authorities (if any) and should continue to comply with any amendments / changes made to these standards by the above referred authorities, without any additional cost to the Purchaser.	UIDAI/IDRBT/RBI formulate guidelines for payment industry and specifications may vary from PDS project requiremnts. Refering it to above regulatory agencies may lead to ambiguity in the specifications. So please either refer NIC specifications or Micro ATM specifications for better clarity	See Annexure
4	Page 14. Indicative scope of work: point 15	Bidder will host/ maintain all IT-infrastructure related to the project and hand-over only after exit	Please clarify whether bidder is required to provide Servers & other IT related Hardware other than Barcode scanner & POS device.	No
5	Page 19,clause 3.1Project Implementation Phase	5. Information exchange The beneficiary will be informed of the transaction details, including amount of food grain sold and payment to be made. The PoS will have an inbuilt printer and the beneficiary will be provided with a receipt which can be used as a proof of transaction, and SMS shall be sent to registered mobile number with details of transaction. Additionally, to ensure that illiterate or disabled beneficiaries understand all details of the transaction, the PoS may have a local language voice interface that reads out details of the transaction.	Will SMS Gateway and user charges borne by the department or by the SI?	The cost shall be borne by GoO.
6	Page 19,clause 3.1Project Implementation Phase Point 5	Contingency measures for FPS transactions- The customised solution requires data connectivity and reliable electricity infrastructure. There are some remote locations where there is no electricity or data connectivity. For these cases, a long enough lead time would be incorporated into the roll-out plan to simultaneously develop this infrastructure to enable implementation of the solution.	Can solar panel be made a part of BOM for those areas where power availability is not reliable?	No.

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
7	Page 19,clause 3.1Project Implementation Phase	Contingency measures for FPS transactions- a comprehensive connectivity and electricity survey needs to be undertaken at the FPSs to determine the best ISP, SIM Card should be purchased by the FPS Dealer from the service provider providing best reliable connectivity.	Please clarify whether the electricity survey is also under scope of work of successful bidder as there is no line item mentioned in commercial bid format. Also Please clarify whether the Successful Bidder is supposed to Cordinate with telecom service poviders also for network related issues & is under the Scope of his work? Can SI also provide mobile connectivity?	No. The electricity survey is not covered under scope. Yes. Connectivity survey is required. Yes. Co-ordination with ISP for problems.
8	Page 19 3.2.3 Weighing of grain	The amount of grain that the beneficiary wants to purchase should be weighed using an electronic weighing machine attached externally to the PoS.	Weighing scale make & model should be uniform across state. Otherwise integration between POS and weighing scale would be difficult to manage. Hope weighing scale supply is not in the scope of the RFP	No. It is not required.
9	Page No. 24 3.2.2.1	3.2.2.1 Authentication and Retrieval of Entitlements The PoS will have an inbuilt bar code scanner/external Bar code scanner to scan the bar code on the ration cards, which would then be used for retrieval of beneficiary details of scanned ration card. Once the details of beneficiaries are available, based on the credentials of selected beneficiary authenticated process shall be initiated. Below table gives the detailed authentication scenarios	Clarity is sought on the type of the barcode reader since there is huge cost and performance difference between 1D reader/2D Reader and inbuilt 5 MP camera. For bulk applications like PDS distribution, it is highly recommended to have external 2D barcode reader with QR code reading capabilty to read both QR code of AADHAAR card as well as Ration Card	See Annexure
10	Page 43 3.2.12 Configurable parameters via MIS/Dashboard	Functionality of the solution is controlled by multiple parameters, below are list of configurable parameters that should be available via FPS automation application, user should be able to configure/add/delete/modify these parameters. Vendor should be responsible for monitoring the impact of all the parameters and apply consistency checks	Kindly clarify whether changing of the configurable parameters are in department's scope or that of system Integrators.	The configuratble parameters shall be changed after request from GoO and by the team of vendors maintaining the backend application in the SDC

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
11	Page 53	Bidder would also be responsible to provide and integrate all the required interfaces as shown in figure 6 and with NIC central application via web services which shall be developed and integrated by the bidder. The above architecture may change and additional interfaces may be added/removed from the architecture, in all circumstances it shall be responsibility of bidder to develop web services to send/receive data from all relevant interfaces.	Kindly clarify if the DataBase is available in a standard format for integration.	Data base shall be provided in format used by GoO.
12	Page 56 3.11 Compatibility with other system	FPS automation is a part of a larger transformation project for PDS. As mentioned in Chapter 2, the PDS comprises of multiple value chain segments – Beneficiary Identification, Supply Chain Automation, Grievance Redressal Modification, MIS creation etc. all of which would be computerized. The system developed for FPS automation must be compatible with all these systems. The Solution Provider would be needed to co-ordinate with the other modules owners to ensure compatibility of their system, and develop web services as required for seamless exchange of data	Kindly clarify if the Integration is bore by the SI, if so address the scope of the integration issues	Yes. Bidder shall & develop scanner side webservices & resource application side webservices.

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
13	Page 56 3.12 Supply / Procurement of Infrastructure	The Government of Odisha will make provision for the Data Centre premises for hosting the IT-Infrastructure including SMS Gateway and AUA/Sub AUA. The solution provider will be also responsible for their maintenance. Based on the results of survey carried out by the vendor, the government will be responsible for procurement, deployment and maintenance of UPS/ Voltage stabilizer for FPSs which have been identified by GoO as lacking in required electricity service. The selected vendor will assess the IT infrastructure requirements pertaining to this RFP and suggest any up-gradation/addition of hardware that is foreseen due to capacity, operational, performance or interoperability requirements. The selected vendor would also need to determine if additional servers would be required for the process and if required, the service provider would need to provide necessary server(s).	Kindly clarify if the IT Infrastructure is maintained by the Bidder. Example : Server /Hosting/ Maintaince	Yes.
14	Page No 61 3.18 Business Continuity Planning	Designing and implementing data synchronization procedures for the DR Site. Periodic testing may be done to ensure that all replication and data synchronization procedures are in place all the time. Replication between Data Centre and DR Site as well as change-over during disaster should be automatic and real-time for minimal impact on user experience.	Kindly specify if there is any preference the location of DR Site	Within Bhubaneswar and SDC.
15	PageNo 61 3.19 Information Security Management	The proposed solution should ensure that data, especially those to pertaining to registration process, transaction process as well as the data that is stored at various points is appropriately secured as per minimum standard 128 Bit AES/3DES encryption	Kindly specify who will bear the Costing for Encryption certificate	Vendor.
16	Page 76, 6.4.3	EMD	Request you to clarify whether we can submit a BG of 40 lacs	The provison in RFP remain unchanged. The Bidder hs to submit Demand Draft for EMD. This Demand Draft shall be returned after selection and the selected vendor shall submit the PBG from a Nationalised Bank only.

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
17	Page NO 82. 6.10.2	Average Net Worth - The average Net Worth for the past three years of the responding firm must be not less than Rs. 50 crore	Considering the size of project, we recommend to increase networth to a minimum of 100 crores so that serious players bid for the project.	Not Accepted
18	Page No. 84 6.10.8	The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	To encourage serious players and keep players with poor performance and past history, away, this clause can be modified as Bidders should be barred from participation if they are blacklisted or penalized for poor performance in last 3 years.	It is already mentined under para black listing.
19	Page No. 85 6.10.9	Performance - The bidder must not have any record of poor performance or abandoned work and should not have been blacklisted by any State government or Government of India. The applicants should be required to submit an affidavit certifying this. If this is later found to be false, the application fees and any performance guarantees should be forfeited.	To encourage serious players and keep players with poor performance and past history, away, this clause can be modified as Bidders should be barred from participation if they are blacklisted or penalized for poor performance in last 3 years.	It is already mentined under para black listing.
20	page 83, point 4,Annual Turnover in Software development and deployment (including implementation	The firm/ company must have minimum average annual turnover of Rs. 60 (Sixty) crores over the preceding three financial years as revealed by audited accounts, as on March 31, 2016	Request you to amend the clause as the Annual turnover for the bidder , since exclusive software development & deployment will few mostly confined to Software companies & not for firms engaged in hardware manufuacturing & deployment.	See Annexure
21	page 91,point 6.11. Technical evaluation- Demo of Solution as Per RFP requirements (Quantitative Analysis)	Sl. 2,Proposed PoS device solution	It is mentioned as Single compact solution with inbuilt barcode scanner & no marks will be given for any other combination. Whereas it is mentioned in the hardware specification of POS device that we can provide external barcode reader also. Please clarify	See Annexure

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
22	Page 91,point 6.11. Technical evaluation- Demo of Solution as Per RFP requirements (Quantitative Analysis)	Sl. 2,Proposed PoS device solution	Screen size greater than 5 Inch : 10 Marks, no marks for lower screen size- In the hqardware specifications for POS device, the Minimum Screen size is mentioned as 2.75 inch & here it is metioned as 5 inch & no marks for less tha 5 inch. Please clarify	These are additional marks, which will remain unchanged.
23	Page No. 99, Clause 7	Payment Schedule -	The payment schedule and line items under various modules seems to be quite complex. Instead may we request department to simplify the price bid as follows a. POS with barcode reader with 5 year warranty and client application b. Server infrastructure and maintenance for 5 years with all deliverables as defined in the RFP.	See Annexure
24	page 103, Clause: 8.1.2:System Uptime & Performance	The services provider should also fulfil the following service levels with respect to the e-PoS operations	After submission of biometrics, the authentication should happen within 5 seconds,OTP should reach within 15 second, transcation update should happen in 15 seconds etc. & penalty is imposed in case of delayed transcations.Please clarify whether penalty will be imposed for delayed transcations on account of Slow/poor network conditions as vendor is no way responsible for connectvity related issues	The solution and survey should show best ISP. Bidder shall put their flags in application to ensure small thousand is 1 minute.
25	Page No. 103 Clause 8.1	SLA Timelines -	Considering the road infrastructure and availability of tarnsport options SLA within 24 Hrs is not only difficult to achieve but all not possible to adhere to, leading to huge penalities whose cost will be loaded in the commercials. So request department to have a realistic view and modify the timelines	Remain Un-changed. The Penalty is capped to 10% instead of 20%.
26		One or more GSM SIM slot and dual SAM slots for software up-gradation in device.	Request to make Dual sim as Manditory . So that two operators netwok can be used for better connectivity option.	See Annexure
27	Page No. 71, 5.2 Hardware Requirements (At FPS)	Hard (Optional) QWERTY keypad	Request to make Hard QWERTY key pad as manditory. Physical key pad is more user friendly than touch pad.	No.

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
28	Ingress Protection	IP51 Compliance	IP is referred as Ingress protection. It is a test done on the Electronic hardware to protect the device from external environment conditions like dust, humidity, water etc., Keeping in view of Humid conditions of our country & dusty environment at work site. IP51 rated Hand Held Devices are recommended.	No.
29	Pre-qualification Criteria	Experience in FPS aotomation	Considering the overall project requireemnt , We recommend to keep experience of Minimum 5000 EPOS deploymnet & maintaience in FPS automation as Prequlification criteria. Because domain experience is very very criticial in implementing the project , which helps fast & smooth implementation .	No.
30	Product Standards	CE, BIS	CE for Electrical Saftey and BIS is now made mandatory by Govt. of India	No.
31	Environmental Certifications	RoHs For Hand Held Device & ISO 14001:2004 certified firms	To encourage environment safety and Lead Free society RoHS is recommended. Government of India has recommended to use lead free components at the time of manufacturing of electronic devices. Also most of the countries have banned using of lead in electronics manufacturing. Thus we recommend to use lead free components to save the environment. Request to include ISO 14001 :2008 environment certification for manufacturing process.	No.
32	Other Certifications (Testing Labs, Rnd Facilities etc.)	The OEM of the device should have inhoused NABL accredicated testing facility and DSIR certified Rnd facility	Keeping in view of overall project requirement revolving around Biometric devices. The device should be properly tested as per standard test procedure to reduce field complaints. Having a inhouse NABL labs will provide quality devices and also can increase the speed of delivery when the project is scaled up for entire state.	No.
33	OS	OS may be any secured OS free from virus/malware/tampering at Root FS level	We strongly recommend Linux over android because of security. Linux is also power efficient and not hungry for bandwidth	See Annexure

S. No	Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
1 –	**RFP Document Reference(s) (Section & Page Number(s))** 6.10 Prequalificatio	**Points of clarification** The firm/ company must have minimum average annual turnover of Rs. 60 (Sixty) crores over the preceding three financial years as revealed by audited accounts, as on March 31, 2016.	**Amendment Required** Request Dept. to amend as "Average Annual Turnover of Rs.5 -10 Crores over the preceding three Financial years as revealed by Audited Accounts, as on March 31, 2016."	The Provision in RFP remains unchanged.
2	Clause-6.10 Prequalificatio n Evaluation Page:85 of 127 Sl No10	The responding firm / agency a. Should have made a payment of Rs. 10000 (Rupees Ten Thousand only) for the RFP document b. Should have submitted a EMD of Rs. 40,00,000 (Rupees forty lakh only) in shape of Demand Draft from any scheduled commercial Bank	Request Dept. to amend as "EMD of Rs. 40,00,000 (Rupees forty lakhs only) in the form of Bank Guarantee by any scheduled commercial Bank"	The provison in RFP remain unchanged. The Bidder has to submit Demand Draft for EMD. This Demand Draft shall be returned after selection and the selected vendor shall submit the PBG from a Nationalised Bank only.
3	Clause-6.10 Prequalificatio n Evaluation Page:85 of 127 Sl No11	The bidder must possess SEI-CMMi Level – 3 and ISO 20000 Certification by the date of publication of this RFP	Request Dept. to amend as "Bidder must possess ISO 9001 certification"	See Annexure
4	6.11Technical Evaluation Page:91 & 92 of 127 Demo of Solution as Per RFP requirements (Quantitative Analysis)	Screen size greater than 5 Inch : 10 Marks, no marks for lower screen size	Screen size mentioned in Hardware compliance format as 2.75 inch. Request Dept. to allot 10 Marks for the screen size greater than 2.75 inch.	Not Accepted
5	Clause-6.11Technical Evaluation Page: 88 of 127 Relevant Experience .	No. of projects in developing/ Handling/ installing biometric enabled devices/ PoS device installation in last 3 financial years as on March 31st 2016. a) 3 projects (each of contract value greater than Rs.20 crore above) or b) 2 Projects (each of contract value greater than Rs.25 crore above) or c) 1 Project (contract value above Rs.50 Crore) All bidders complying with any of the conditions above shall be awarded full marks, no marks to bidders not complying with any of the conditions above.	Request Dept. to amend as a) 3 projects (each of contract value greater than Rs 05 crores above) b) 2 Projects (each of contract value greater than Rs. 10 Crores)	Not Accepted

S. No	Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
1	Page-8, Section 6.4.3	Bidders shall submit, along with their Bids, EMD of Rs. 40,00,000 (40 lakhs only), in the form of a Demand Draft issued by any nationalized bank in favour Odisha State Civil Supplies Corporation Ltd. (OSCSC), payable at Bhubaneswar, and should be valid for 90 days from the last date for submission of the RFP	Request you to allow EMD in the shape of Bank Guarantee as well from any scheduled Commercial Bank. Also requesting you to share below mentioned details, which are mandatory for issuing the bank guarantee as per new norms, so that we can get the BG issued within time. - Name of Beneficiary and its details (Account No. etc) - Address of Beneficiary - Beneficiary's Bank/Branch IFSC code - Beneficiary's Bank/Branch name and address	No Change.
2	Page-83, Point 4	Documents/Information to be provided: "Certificate from the statutory auditor"	Request you to allow certificate from CA as well	No. The certificate from statutory auditor is mandatory.
3	Page-82, Point 3	Notarized agreement on an Rs 500 stamp paper.	Request you to allow stamp paper of Rs. 100 instead of Rs. 500/-	The provision in RFP remains unchanged.
4	Page-85, Point 7	PF Register showing the number of subscribers along with the deposit of challan as proof.	Request you to accpet only PF Deposit Challan, No of subscribrr is not mentioned in the PF registrar	PF deposit/Challan
5	Page-84 & 85, Point 8 & 9	Affidavit	Request you to allow Self Declaration on Company Letter Head by Authorised signatory instead of Affidavit. This is a standard practice.	The Provision in RFP remains unchanged.
6	Page-85, Point 11	"....ISO 20000..."	ISO 20000 promotes the "adoption of an integrated process approach to effectively deliver Managed Services to meet the business and customer requirements". ISO 20000 does not offer specific advice on how to design your processes. It is rather a set of requirements which must be met in order to qualify for certification. Therefore, these are not relevant for the Design, Development and Implementation of SW Products and Services which is a core requirement of the FPS Automation, where CMMi Certification is required. Hence requesting you to remove the requirement of ISO 20000.	See Annexure

S. No	Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
7	Page-83 & 84, Point 6	The bidder must have successfully completed (including end-to-end execution) at least the following numbers of Software Systems Development, hardware deployment, Implementation and maintenance (Government/Non-government) (preferably e-Governance Projects) engagement(s) or of value specified herein : □ One e-Governance project not less than the amount equal to Rs. 10 crores (Rupees ten crores); OR □ Two e-Governance projects, each not less than the amount equal to Rs. 5 crores (Rupees five crores); OR □ Three e-Governance projects, each not less than the amount equal to Rs. 3.5 crore (Rupees three and half crore); In last three (3) financial years ending March 31, 2016. 'E-Governance projects' is defined as design, development, implementation and maintenance support (completed) of IT system for Government Dept. /Govt. Agency in India.	Request you to consider ongoing Projects as well. Also requesting you to modify the clause as mentioned below: "The bidder must have successfully completed (including end-to-end execution) at least the following numbers of Software Systems Development and/or hardware deployment, Implementation and maintenance (Government/Non-government) (preferably e-Governance Projects) engagement(s) or of value specified herein : □ One e-Governance project not less than the amount equal to Rs. 10 crores (Rupees ten crores); OR □ Two e-Governance projects, each not less than the amount equal to Rs. 5 crores (Rupees five crores); OR □ Three e-Governance projects, each not less than the amount equal to Rs. 3.5 crore (Rupees three and half crore); In last five (5) financial years	See Annexure
8	Page-83, Point 5	Work Order & Work Completion Certificates from the clients	Request you to modify the clause as mentioned below: "Work Order, Phase Completion, UAT Signoff & Work Completion Certificates from the clients"	See Annexure
9	Page-88, Sl 1	No. of projects in developing/ Handling/ installing biometric enabled devices/Smart Card solutions/PoS device installation.	Request you to allow any of the members in consortium to meet this criteria	See Annexure
10	Section 2.3, Page 13	12. Bidder will be responsible for engaging a 3rd party Quality certifying agency (STQC or cert-in certified agencies) to conduct the assessment / review for the application software (both client and server end)before "Go Live" without any extra cost.	If alreday the device is STQC certified then do we need to go for STQC/Cert In for device again or it will be for integrated application?	STQC only for finger prints.The bidder shall get device & application STQC certificate later.

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
11	Section 3.1 Page 18	2. Entitlement display Once authentication is complete, and the beneficiary's identity has been verified, the entitlement details of the beneficiaries will be displayed. This process will be automated and the entitlement will be displayed as per information retrieved in previous step. Entitlements would be based on the beneficiary's RC category (Priority Household/AAY/Annapurna) and the number of family members in the backend database of the food and civil supplies department. This would be an independent database which will communicate with RCMS, SCMS and transparency portal to get/ send data.	1. We understand the RCMS is running on AAY and PHH only, Arnapurna is not included yet. Please confirm 2. Is the comminucation services to RCMS/SCMS at SCMS / RCMS side will be developed by POS vendor or the existing vendor.	Web services RCMS/SCMS server side by existing. POS server side by POS vendor.
12	Section 3.1 Page 19	Moreover a comprehensive connectivity and electricity survey needs to be undertaken at the FPSs to determine the best ISP, SIM Card should be purchased by the FPS Dealer from the service provider providing best reliable connectivity.	The survey need to be conducted by vendor and report to be submitted but the infrasturcture development including purchase of necessary equipments to be provided by GoO or FPS delaer. Please confirm.	To GoO
13	Section 3.1 Page 20	Situation 2: In the event that there is no data connection at the time of the transaction, the beneficiary will be required to visit their Home FPS (FPS to which the card has been attached to). For beneficiaries with seeded Aadhaar, the authentication would be done in a buffered mechanism and the data stored in the PoS would be used for retrieval of entitlements. Details of all transactions carried out in this offline mode will be stored in the PoS and automatically uploaded to the FPS Automation database server when data connectivity returns. Should there be any discrepancy between the amount of food grain issued and the actual entitlement, this will be adjusted against the following month's quota.	What if the authentication failed during data synchronization and the commodity already delivered.	The same shall be reported and considered before defininig the next months entitlements

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
14	Section 3.1 Page 20	Situation 3: In case the PoS is not functional for reasons other than no electricity or no data connectivity, the FPS owner will contact the technical helpline, to be set up by the vendors for this purpose. This will be set up as per the terms of the annual maintenance contract with the device suppliers. Basic troubleshooting will be done over the phone; for more serious glitches a member of the technical team will login through a remote connection. If still the problem persists a member of the technical team will be sent to the FPS for rectification. Surplus PoSs will be procured to manage contingency situations, and these can be configured by the technical support staff and installed at an FPS as required. In the interim, transactions will have to be undertaken manually, which is feasible at the beneficiary's home FPS as per the procedure defined in situation 1 above.	We doubt any device can be logged in remotely, PC set up may be required. which is not possible for such number FPS. So this point need to be relaxed	No Change
15	Section 3.1 Page 21	Situation 6: In case the Printer Paper is finished in PoS, transaction should continue as under normal process, however indication should be available on POS and MIS/Dashboard.	The cost of paper roll to be borned by vendor or FPS dealer?	GoO
16	Section 3.1 Page 21	To counter this issue, FPS portability will be implemented under the fully automated PDS system in selected administrative units/areas where there is 24 x7 connectivity & electricity. Under this system beneficiaries can purchase food grains from any FPS of their choice, which results in greater competition amongst FPS. This shifts the balance of power towards beneficiaries who will be able to choose any FPS that ensures proper service quality, thereby weeding out poorly performing FPS over time. Also, beneficiary convenience will get increased as they can now easily purchase ration at desired locations, which can sometimes be an issue because of address changes and relocations.	What is the allotment mechanism for the portable FPS	Clarified during pre bid
17	Section 3.2.2.1 Page 25	Authentication should happen within 5 seconds	During heavy traffic the CIDR server may not respond alos, so the timeline may not be followed always , please relax	No Change

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
18	Section 3.2.2.1 Page 26	OTP SMS should reach beneficiary within 15 seconds	During heavy traffic the telecome network may not respond alos, so the timeline may not be followed always , please relax	No change
19	Section 3.2.2.1 Page 26	This OTP received on the beneficiaries' mobile is entered in the PoS The PoS matches the manually entered OTP (received by the beneficiary via SMS) to the one communicated by the central server to the PoS	If the mobile is not availble with beneficiary at the time of purchasing of commodity and the OTP is recieved then will it be responsiblity of beneficiary to key in the OTP only and there will not be any unauthentication mode, please confirm.	See the authentication flow diagram in RFP
20	Section 3.2.2.2 Page 27,28	After the authentication process is completed the unused entitlement details of the entire household is mapped to the particular ration card should be displayed on the PoS screen. The total entitlement of the House hold for the ongoing, and from previous months if any	As we undeartand GOI (Waddha Comission circular) dose not allow previous month ration to be lifted. The ration must be consumed in same month by beneficiary. Please confirm	As per the state policy and should be configurable.
21	Section 3.2.2.2 Page 28	Blank field to enter the purchase commodity quantity	If partial commodity to be sold as per the confirmation of above point then where the details of sold commodity will be stored in Server/POS? As we understand RCMS keeps only one month Sales register, so previous month entitlment and selling details needs to be stored in FPS automation DB.Please confirm.	Yes.
22	Section 3.2.2.2 Page 28	Electronic weigh machines should be optional external peripheral, under no circumstances absence of weigh machine should stop the transactions on PoS.	Who will provide the weigh machine FPS/GoO/Vendor? If provided by GoO/FPS then will it be compatible to fit into POS. All these 8K+ FPS have the Electornic weigh machine?	GoO
23	Section 3.2.8 Page 33	Seeding should follow an approval based process, where all records with updated Aadhaar/Mobile numbers should be available on the MIS/Dashboard for verification by the department. Once verified, option should be available on MIS/Dashboard for updating to beneficiary management database via web service integration or manually via RCMS application. MIS/Dashboard should show the status as per the chosen option.	Who will create web service for integration or manually new vendor or RCMS vendor to accept the updated records?	RCMS Vendor.
24	Section 3.2.8 Page 35	MIS/Dashboard should enable option to update records on RCMS via web service or through RCMS application	What if the Aadhar no is found duplicate in RCMS DB while updateding. What will be flow.	The authenticated no. shall prevail

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
25	Section 3.2.9 Page 37	MIS/Dashboard should enable option to update records on RCMS via web service or through RCMS application	What if the Proxy /Nominee is himself/herself is a beneficiary and has Aadhar card seeded, it will create duplicate aadhar card and RCMS system will not accept it	De-duplication shall not run on citizens marked as Proxy/Nominee
26	Section 3.2.10 Page 40	No distribution is done in case of Aadhaar failure, OTP authentication is not supported	What if the beneficiary dont have Aadhar and Mobile?	No entitlement
27	Section 3.2.10 Page 41	□ If OTP fails for single attempt, fixed percentage of entitlement should be given to beneficiary and such transactions should be marked in MIS/dashboard.	If due to mobile network/sever SMS does not reach to then why beneficiary should suffer?	Refer to the authentication flow in the RFP
28	Section 3.3.2 Page 45	Rather than retrieving details from the online server, the PoS shall get details from the internal memory	The data need to be loaded in each month as the RCMS is dynamic system. In which format the data will be share to us?	As per the RCMS
29	Section 3.5 Page 51	Bidder shall be responsible to maintain the details of incoming stock at all FPS via stock management module, these details would further be updated to SCMS as per the requirements of SCMS	For any transaction between two separate systems /DB there should be two gateways as API/Webservice at both sides, who will develope the webservices for SCMS applcation to consume data from FPS automation	Vendor
30	Section 3.18 Page 60	Ensuring that there is no single point of failure and adequate level of redundancy is built in to meet the uptime and other requirements of this RFP. While building redundancies, it should be ensured that failure of a single component of communication link does not	This link for PoS, whereas the link to server be provided by SDC. Please confirm	Yes.
31	Section 3.12 Page 57	The selected vendor would also need to determine if additional servers would be required for the process and if required, the service provider would need to provide necessary server(s).	These two requirments are contradicting. Please clarify	The Vendor shall provide specification.
32	Section 5.2 Page 72	Vendor shall be responsible for providing the minimum server specifications required for meeting the performance requirements of the solution, FS&CW department would be providing the required servers.		
33	Section 6.10 Page 83	Work Order & Work Completion Certificates from the clients	Request to consider the ongoing projects as porjects may be in AMC and accept self certification/decalration	See Annexure
34	Section 6.11 Page 88	No. of projects in developing/ Handling/ installing biometric enabled devices/ PoS device installation in last 3 financial years as on March 31st 2016.	The citation from consortium partner is also accepted	See Annexure

S. No	Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
35	Section 6.11 Page 88	Evaluators will evaluate information on the status of the project and the client's report to get the previous client's perspective on the bidder's performance. A completion certificate from the client will be required to be provided for each completed project and a letter from the client on their official letterhead will required to be provided with details on the current status of implementation for ongoing projects. Client references will also be required and checked if the committee feels the need to confirm the details of letters from the bidder's clients	Requesting to consider the projects under AMC	See Annexure
36	Section 6.20 Page 98	Any changes in functionality post approval of SRS/FRS due to learnings from the field	Suggesting any big change which may affect the framework of s/w to be considered as CR	Not accpeted.
37	Page No 13 2.3 Indicative scope of work for Vendor	To ensure that the PoS devices, application software functionalities and any other components, equipment, peripherals involved in implementation of solution meet the guidelines brought out jointly by UIDAI, Indian Banks' Association, National Payments Corporation of India and Institute for Development and Research in Banking Technology & available at http://uidai.gov.in/financial-inclusion/microatm-standards.html & or standards issued by IDRBT, UIDAI, RBI, IBA, Government authorities (if any) and should continue to comply with any amendments / changes made to these standards by the above referred authorities, without any additional cost to the Purchaser.	Kindly clarify if the PoS device is to be Integrated to the banking system server, if so who will bear the integration and certification cost	Not as of now
38	Page No 13 2.3 Indicative scope of work for Vendor Point 8	8. To ensure that PoS has restricted access, and no applications can be used or installed unless agreed upon by the FS&CW department, GoO.	This is possible only when POS devices are adhering to secure bootup process. So requestig department to include secure bootup as a mandatory requirement instead of restricting access through manual process	Not accpeted.

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
39	Page No 13 2.3 Indicative scope of work for Vendor Point 9	9. To ensure that the PoS devices, application software functionalities and any other components, equipment, peripherals involved in implementation of solution meet the guidelines brought out jointly by UIDAI, Indian Banks' Association, National Payments Corporation of India and Institute for Development and Research in Banking Technology & available at http://uidai.gov.in/financial-inclusion/microatm-standards.html & or standards issued by IDRBT, UIDAI, RBI, IBA, Government authorities (if any) and should continue to comply with any amendments / changes made to these standards by the above referred authorities, without any additional cost to the Purchaser.	UIDAI/IDRBT/RBI formulate guidelines for payment industry and specifications may vary from PDS project requiremnts. Refering it to above regulatory agencies may lead to ambiguity in the specifications. So please either refer NIC specifications or Micro ATM specifications for better clarity	See Annexure
40	Page 19,clause 3.1Project Implementation Phase Point 5	Contingency measures for FPS transactions- The customised solution requires data connectivity and reliable electricity infrastructure. There are some remote locations where there is no electricity or data connectivity. For these cases, a long enough lead time would be incorporated into the roll-out plan to simultaneously develop this infrastructure to enable implementation of the solution.	Can solar panel be made a part of BOM for those areas where power availability is not reliable?	No.
41	Page 19 3.2.3 Weighing of grain	The amount of grain that the beneficiary wants to purchase should be weighed using an electronic weighing machine attached externally to the PoS.	Weighing scale make & model should be uniform across state. Otherwise integration between POS and weighing scale would be difficult to manage. Hope weighing scale supply is not in the scope of the RFP	No. It is Not. However the provision of integraing waighing scale with USB or bluetooth shall be provisioned for.
42	Page No. 24 3.2.2.1	3.2.2.1 Authentication and Retrieval of Entitlements The PoS will have an inbuilt bar code scanner/external Bar code scanner to scan the bar code on the ration cards, which would then be used for retrieval of beneficiary details of scanned ration card. Once the details of beneficiaries are available, based on the credentials of selected beneficiary authenticated process shall be initiated. Below table gives the detailed authentication scenarios	Clarity is sought on the type of the barcode reader since there is huge cost and performance difference between 1D reader/2D Reader and inbuilt 5 MP camera. For bulk applications like PDS distribution, it is highly recommended to have external 2D barcode reader with QR code reading capabilty to read both QR code of AADHAAR card as well as Ration Card	See Annexure

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
43	PageNo 61 3.19 Information Security Management	The proposed solution should ensure that data, especially those to pertaining to registration process, transaction process as well as the data that is stored at various points is appropriately secured as per minimum standard 128 Bit AES/3DES encryption	Kindly specify who will bear the Costing for Encryption certificate	Vendor.
44	Page 91,point 6.11. Technical evaluation- Demo of Solution as Per RFP requirements (Quantitative Analysis)	Sl. 2,Proposed PoS device solution	It is mentioned as Single compact solution with inbuilt barcode scanner & no marks will be given for any other combination. Whereas it is mentioned in the hardware specification of POS device that we can provide external barcode reader also. Please clarify	See Annexure
45	Page 91,point 6.11. Technical evaluation- Demo of Solution as Per RFP requirements (Quantitative Analysis)	Sl. 2,Proposed PoS device solution	Screen size greater than 5 Inch : 10 Marks, no marks for lower screen size- In the hqardware specifications for POS device, the Minimum Screen size is mentioned as 2.75 inch & here it is metioned as 5 inch & no marks for less tha 5 inch. Please clarify	See Annexure
46	Page 103, Clause: 8.1.2:System Uptime & Performance	The services provider should also fulfil the following service levels with respect to the e-PoS operations	After submission of biometrics, the authentication should happen within 5 seconds,OTP should reach within 15 second, transcation update should happen in 15 seconds etc. & penalty is imposed in case of delayed transcations.Please clarify whether penalty will be imposed for delayed transcations on account of Slow/poor network conditions as vendor is no way responsible for connectvity related issues	No change
47		One or more GSM SIM slot and dual SAM slots for software up-gradation in device.	Request to make Dual sim as Manditory . So that two operators netwok can be used for better connectivity option.	Not Accepted
48	Page No. 71, 5.2 Hardware Requirements (At FPS)	Hard (Optional) QWERTY keypad	Request to make Hard QWERTY key pad as manditory. Physical key pad is more user friendly than touch pad.	Not Accepted

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
49	Ingress Protection	IP51 Compliance	IP is referred as Ingress protection. It is a test done on the Electronic hardware to protect the device from external environment conditions like dust, humidity, water etc., Keeping in view of Humid conditions of our country & dusty environment at work site. IP51 rated Hand Held Devices are recommended.	See Annexure
50	Product Standards	CE, BIS	CE for Electrical Saftey and BIS is now made mandatory by Govt. of India	See Annexure
51	Environmental Certifications	RoHs For Hand Held Device & ISO 14001:2004 certified firms	To encourage environment safety and Lead Free society RoHS is recommended. Government of India has recommended to use lead free components at the time of manufacturing of electronic devices. Also most of the countries have banned using of lead in electronics manufacturing. Thus we recommend to use lead free components to save the environment. Request to include ISO 14001 :2008 environment certification for manufacturing process.	See Annexure
1	Page-24/ table-02	Beneficiary Authentication and retrieval of entitlement-Online with Aadhaar Number Available for selected BeneficiaryThis retrieval should happen within a stipulated time (preferably 3 seconds)	Is there any connectivity survey conducted before? (week signal connectivity areas)	No. Its vendor's responsibility to conduct.
2	Page-29/ 3.2.3.1	Measuring of Superior Kerosene Oil (SKO)Here, the quantity of SKO as per entitlement is measured and delivered to the RC holder and same is recorded in the PoS device for recording and updating the FPS Automation Server	clarification is needed for (Kerosene) weighing machine integrated with pos (against NFSA)	Not to be integrated as of now. But it can be requried later on.
3	Page- 58/3.14	Implementation Plan. SLA based rectification of defects and proposed enhancements e.g. critical defects should be fixed within 1 day.	clarification needed for proposed enhancements and duration	Enhancements outside the scope of RFP and SRS shall be mutually agreed .
1	Clause- 6.4.3	EMD of Rs. 40,00,000 (40 lakhs only) in form of DD	For PSU BG allowed	The provison in RFP remain unchanged. The Bidder has to submit Demand Draft for EMD. This Demand Draft shall be returned after selection and the selected vendor shall submit the PBG from a Nationalised Bank only.

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
2	Clause-2.3.1	FPS in 8850 shops out of 16000	Details are to be given.	Will be provided later
3	Clause-2.3.12	Device STQC certified	So far no device is STQC certified except Fingerprint scanner	See Annexure
4	Clause-3.1.3	Data from weighing scale to be shown in application	Interface with PoS to be provided.	USB or Bluetooth.
5	Clause-3.1.5	Transaction slip only in local language with audio in local language	Audio in local language is compulsory or not	See Annexure
6	Clause-3.2.7	E-acceptance note from POS device.	Is it part of PoS or on desktop application.	PoS
7	Clause-3.2.8	Updation of Mobile No/ Aadhar No from POS	Scope of work , Is it FPS Owner or by service provider ?	FPS owner.
8	Clause-3.1.5	SIM card	Who will provide SIM (service provider or FPS Owner)	GoO
9	Clause-3.17	Help desk to be set up.	Help desk in any district of Orissa or can be located outside Orissa	At each district in Odisha.
10	Clause-3.14	Phase I implementation	Phase I implementation in how many shops	1000 Nos.
11	Clause-3.18.4	DR site	The scope of work has to be given in details.	Within Bhubaneswar and/or at S
12	Clause-3.6	In manual update at server side.	Who will maintain the Central Server (MIS/ Dashboard) ?	Vendor
13	Clause-3.12	The selected vendor would also need to determine if additional servers would be required for the process and if required, the service provider would need to provide necessary server(s).	Details of existing server along with storage capacity to be provided.	To be Provided by Vendor.
14	Clause-2.3	To ensure that POS device is compatible with any operating system with Graphic User Interface (GUI), Java Virtual Machine or equivalent support and should be accompanied by software development kit for third party application development	Operating System should be any of following -	See Annexure
			Linux/Windows /Android.	

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
1	Clause-6.10 Prequalificatio n Evaluation Page 85 of 127	12. Device certification - The devices should be STQC certified before submission	The requirement for IT service equipment such as PoS devices are generally governed by the Bureau of Indian Standards (BIS) voluntary registration certification system, which is issued based on the certification as per IS 13252, carried out by authorized BIS labs. Further , STQC provides the certificate only for biometric devices as an attachment to the PoS device. Hence, the requirement, may please be changed as detailed below: The PoS device proposed to be supplied will be BIS registered for both manufacturer and authorized supplier and necessary certificate to this effect to be submitted at the time of supply.	See Annexure
2	8.6.12 Hardware compliance format Page 125 of 127	SIM & SAM slot - One or more GSM SIM slot and dual SAM slots for software up-gradation in device.	The PoS machine supplied does not require dual SAM slot as the functionality is only for software upgradation,which can be fulfilled by single SAM slot itself. Hence request you to consider only one SAM slot and modify the specification accordingly.	See Annexure
3	Clause-8.6.12 Hardware compliance format Page 124 of 127	Should support GSM Network with GPRS, 3G,Wi-Fi, Ethernet (optional), PSTN (Integrated ports) (optional)	Your requirement is not clearly understood by us and we would like to state whether it is essential that the supplied equipment should have ethernet port and PSTN, as it is mentioned as optional. Please note that the ethernet port and PSTN are outdated technologies. However, should you need the above functionalities, the same can be provided as an external feature.	See Annexure

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
4	3.12 Supply / Procurement of Infrastructure Page 57 of 127	The Government of Odisha will make provision for the Data Centre premises for hosting the IT-Infrastructure including SMS Gateway and AUA/Sub AUA	Generally, it is understood from your requirement that based on the requirement specification, Govt. of Odisha is purchasing and providing all Data centre equipment. Here again, it is called for, that the bidder should be responsible for maintainence of such equipment. It is a general practice that the solution provider provides only Application software and the maintenance is generally covered under OEM service contract. Kindly elucidate your exact requirement in this , so as to enable us to understand your exact requirement and quote for	Maintained by the vendor
5	Contingency measures for FPS transactions Page 19 of 127	Moreover a comprehensive connectivity and electricity survey needs to be undertaken at the FPSs to determine the best ISP, SIM Card should be purchased by the FPS Dealer from the service provider providing best reliable connectivity.	It is a general practice that the purchaser of SIM card which is in the present case is the FPS dealer, who is expected to bear the rental charges for monthly usage of SIM card also. It is not very clearly understood regarding the monthly usage payment, which may please be elucidated.	GoO shall pay for the costs directly to the FPS owner
6	Clause-5.2 Hardware Requirements (At FPS) PoS Page 71 of 127	Printer - 2" or higher Integrated printer (Preferably Thermal Printer)	Here it mentions that 2" printer (Thermal) has to be provided by the vendor and it is not clearly understood whether the requirement of paper for the same is to be provided by us, or, the client will supply such consumable. Kindly elucidate	GoO shall pay for the costs directly to the FPS owner
7	Clause-2.3 Indicative scope of work for Vendor Page 13 of 127	7. To ensure that POS device is compatible with any operating system with Graphic User Interface (GUI), Java Virtual Machine or equivalent support and should be accompanied by software development kit for third party application development.	Here it calls for, the PoS device should be compatible with any operating system, which is a very general statement and we request you to kindly be more specific on your requirement. We intend providing Android OS in PoS, which we hope will meet your requirement. Please confirm the same.	See Annexure

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
1		EMD	01. EMD 0f Rs. $0lakh in the Form of DD. Request you to amend it to B.G	The provison in RFP remain unchanged. The Bidder has to submit Demand Draft for EMD. This Demand Draft shall be returned after selection and the selected vendor shall submit the PBG from a Nationalised Bank only.
2		Pre-Qualification Criteria	02. As the opportunity has got 2 major component both Software and Hardware request you to add Joint Venture. Otherwise most of SI will be not be able to participate. Further 100 Manpower domain in Software Development area will restrict the SI to participate.	See Annexure
3		Payment Schedule	03. Payment 50% against delivery of POS , 40% against installation & integration of POS, S/W and balance in the end of project.	See Annexure
4		Liquidated Damage	04. The penalty 5% and maximum 20% cap is very high in this kind of project. Request you to have maximum CAP to 5%.	Revised to Cap of @10% instead of @20%.
5		Training	05. Training in central location need to amend.	Not Accepted
1		Processor	**Secure Processor** capable of performing at least 10 transactions per minute in laboratory environment (Each Transaction consists of 1. Perform Biometric Authentication of the PDS beneficiary with UIDAI server 2. Generate Encrypted pay load for maximal Sales data. 3. Store Encrypted transaction data in the local storage 4. Transmit the Encrypted transaction sales data to PDS server. 5.Remove the locally stored sales data only after getting acknowledgement from the server)	
2		OS	**Secure OS** having an inbuilt web browser supporting HTML5, CSS3, Java Scripts. (Source code of OS shall be CC compliant at least EAL level 2 certified or OS hardened and tested by an independent lab with a declaration of equivalence to CC EAL 2)	
3		Memory	256MB or Higher RAM and 1GB or higher Flash memory	

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
4		Expansion slot	Micro SD Slot to support SD card with minimum 8 GB high speed SD card	
5		Communication	Should support GSM Network with GPRS, Wi-Fi, Ethernet, PSTN	
6		Interface	USB 2.0 or higher. The USB port should support device battery charging through any other USB charging source, RS-232 (optional)	
7		Display	2.75 inch or higher color TFT Display supporting QVGA (320 x240) or better resolution.	
8		Key Pad	Hard (Optional) QWERTY keypad	
9		Battery	Swappable &Dry/Rechargeable 2600mAH or higher, Li-ion or Li Polymer battery capable of providing minimum 6 hours of operation while all function of device active.	
10		Power Adaptor	Power Adaptor with surge protection and operating range 100 to 240V, 50Hz. AC input.	
11		SIM & SAM slot	One or more GSM SIM slot and minimum one SAM slots for software up-gradation in device.	
12		Environment, Health & Safety Durability, Humidity, EMI/EMC Compliance	Dry heat test- Operating (50 ±2°C for 2 hrs)	
			Cold test – Operating (0 ±3°C for 2 hrs)	
			Dry heat test (55 ±2°C for 2 hrs)	
			Damp heat Cyclic (40°C for (12+12 hrs)), No. of cycles : 2	
			Cold Test (-10 ±3°C for 2 hrs)	
			Drop/Free Fall Test, in unpacked, switched off and normal handling conditions (Height : 100mm, Total no. of falls : 2)	
			Vibration Test should be in packed condition, switched off conditions (10-150Hz, 0.15mm/2g, 10 sweep, cycles/axes)	
			Bump test should be in packed condition, switched off condition.(1000Bumps, 40g, in vertical position)	
1		Display	7" inches or higher scratch resistant multi point capacitive touch screen with minimum	
			WSVGA resolution (1024 X 600)	See Annexure
2		Processor Speed	1 GHz Dual Core or higher ARM /x86 processor or equivalent	

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
3		RAM	1 GB or higher	
4		Inbuilt Storage	4 GB or higher flash memory	
5		Expansion Slot	At least a micro SD slot supporting up to 32 GB memory card	
6		Audio	Good quality Speaker with 1W or higher output for announcements.	
7		External Keyboard support (optional)	Device should support keyboard through USB or Bluetooth interface.	
8		Connectivity	Device should support both 3G, GPRS and Wi-Fi, should support GPS feature	
9		USB ports	At least one free USB port shall be available after setting up the entire solution including peripheral devices	
10		Battery	Rechargeable 4000mAH or higher, Li-ion or Li Polymer battery capable of providing minimum 6 hours of operation while all function of device active	
11		Operating System	Operating system should be Linux (Latest Stable Kernel)/Android 4.0 or higher/Windows.	
			Device operating system which supports HTML5 based web browser and CSS 3	
12		Certification	RoHS (Restriction of Hazardous substance)	
			CE or UL	
13		Camera Barcode Reader	Capable of reading 1D line barcode and QR codes with minimum 5Mp auto-focus camera	
14		Indicators	Status indicator provides ease of use, Indicators for connectivity (presence/absence), signal strength, battery status etc.,	
15		SAM slot	Device should have at least a SAM slot to support secure loading of signed applications	
16		Biometric Sensor	STQC certified Finger Print Module	
17		IRIS Scanner (Optional)	STQC certified IRIS scanner Module	
18		Smart Card Reader (Optional)	ISO 7816 Compliant	
			Dry heat test- Operating (50 ±2°C for 2 hrs)	
			-Storage-55 ±2°C for 16hrs.in accordance with IS:9000/part-3/section-5/1977(reaffirmed in 2007).	
			Cold test – Operating (0 ±3°C for 2 hrs)	
			Storage-minus10degC For 4 hrs. at a temp. of 0 degree C in accordance with IS:9000/part-2/section-4/1977 (reaffirmed in 2007).	

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
19		Environment & Durability	Damp heat Cyclic --0perating-40°C,95%RH for (12+12 hrs)), No. of cycles : 2 in accordance with IS:9000/part-5/section-1/1981 (reaffirmed in 2007).	
			During last half an hour of each environmental conditioning as above and after recovery period of two hours the product be checked for 1:1 authentication	
			Drop/Free Fall Test, in unpacked, switched off and normal handling conditions (Height : 100mm, Total no. of falls : 2)	
			Vibration Test should be in packed condition, switched off conditions (10-150Hz, 0.15mm/2g, 10 sweep, cycles/axes)	
			Bump test should be in packed condition, switched off condition.(1000Bumps, 40g, in vertical position)	
1	Page No. 86, point no. 11.	Pre-Qualification Criteria	We request you to kindly remove the following eligibility criteria : Certification – The bidder must possess SEI-CMM Level-3 and ISO 20000 certification by the date of publication of this RFP. This will restrict number of bidders to participate in this tender and may not get competitive pricing and quality.	See Annexure
1	page No-82. 6.10 Prequalificatio n Evaluation	The average Net Worth for the past three years of the responding firm must be not less than Rs. 50 crore	Please consider Bidder's / Bidder's Parent's financials for this clause	See Annexure
2	Page No-83.6.10 Prequalificatio n Evaluation	The firm/ company must have minimum average annual turnover of Rs. 60 (Sixty) crores over the preceding three financial years as revealed by audited accounts, as on March 31, 2016.	Total Annual turnover will be accepted for this. Please confirm. Also, Please consider Bidder's / Bidder's Parent's financials for this clause	See Annexure
3	83/ 6.10 Prequalificatio n Evaluation	Technical Capability	Please consider Bidder's / Bidder's Parent's credentials for this clause	See Annexure
4	84/6.10 Prequalificatio n Evaluation	Manpower strength	Please accept declaration from HR/ Self Declaration only for this clause.	See Annexure
5	84/6.10 Prequalificatio n Evaluation	The bidder must possess SEI -CMMi Level – 3 and ISO 20000 Certification by the date of publication of this RFP.	Please consider Bidder's / Bidder's Parent's/ bidder's subsidiary or consortium partner's credentials for this clause	See Annexure

S. No	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of clarification	Responses
6	84/6.10 Prequalificatio n Evaluation	Technical Capability	Please consider Bidder's / Bidder's Parent's/ bidder's subsidiary or consortium partner's credentials for this clause	See Annexure
7	Limited Liability	Please add limitation of liability clause	Please add Limitation of Liability clause as" Under no circumstances shall the bidder be liable to the customer for any indirect, special, punitive or exemplary damages, or for any loss of business, profit, use, goodwill, reputation or data. Notwithstanding anything contained in the tender document or the contract, the maximum liability of the bidder in respect of all claims, in the aggregate, under or in relation to the tender/contract shall not exceed the total fees paid to the bidder by customer in the twelve months immediately preceding the date of the claim."	The Provision in RFP remains unchanged.
8	Payment Terms	Payment Clause	Payment Terms are not acceptable to us. Request you to provide 80% on hardware delivery and rest 20% on succesful commissioning of the solution	See Annexure