

**MOST IMMEDIATE**



**GOVERNMENT OF MEGHALAYA**  
**DIRECTORATE, FOOD CIVIL SUPPLIES & CONSUMER AFFAIRS**  
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**OFFICE CORIGENDUM**

(Dated 31<sup>st</sup> August 2018)

NO.DSCA. 96/2011/Pt.II/128: With reference to the subject cited above, I am to refer to this Office Notice Inviting Request for Proposal (RFP) NO.DSCA. 96/2011/Pt.II/122 Dated Shillong the 31-7-2018 and NO.DSCA. 96/2011/Pt.II/127 Dated Shillong the 27-8-2018 and to state that certain rectifications has been made and revised as shown in ANNEXURE II.

The other contents remained unchanged.

Sd/- Shri C.P. Gotmare

Director

Food Civil Supplies & Consumer Affairs  
Meghalaya, Shillong

NO.DSCA. 96/2011/Pt.II/127 Dated Shillong the 31<sup>st</sup> August 2018

Copy to :

1. Under Secretary to Government of Meghalaya, Food Civil Supplies & Consumer Affairs, Shillong for information.
2. The Director of Information and Public Relation, Meghalaya, Shillong for information.
3. SIO, NIC, Meghalaya Unit for information with a request to upload the same in the Department's Website.

*V.P.*

Director

Food Civil Supplies & Consumer Affairs  
Meghalaya, Shillong

## Annexure - II

Response of the queries submitted by the bidders which is accepted by the Department are provided below:

### 1. Name of the Bidder :Quickpay

Sl.No	Clause No in RFP	Page No	Content of the RFP clause	Clarification by Vendor	Response by Department
1	RFP Clause 1 Para 3	5	Executive Summary. The FPS automation is to be implemented on a Build-Own-Operate-Transfer (BOOT) model	Request to change BOOT Model Terminology.	BOOT Model changed to Supply, Service, Management & Maintenance Contract.
2	RFP Clause 3.3 SI 2	11	Tender Fee and EMD	Can EMD, Tender Fee and be waived?	Subject to submission of notification by GoI to that effect.
3	RFP Clause 4.1 SI 2	14	The bidder should be in the business of supply, installation and maintenance of ePoS machines/ Handheld machines in India for last three years as on date of submission of bid.	Start – ups with DIPP registration who have piloted ePDS for any state govt in India may share supporting documents and be exempted.	Subject to submission of notification by GoI to that effect.
4	RFP Clause No 4.1 SI 3	14	Bidder to have an annual average turnover of Rs. 60 Crore in the last three financial years.	Can Annual average turnover be waived?	Subject to submission of notification by GoI to that effect.
5	RFP Clause No 4.1 SI 3	14	The vendor's ePoS device being proposed shall be STQC certified as per the latest STQC scheme (as on the last date of bidding) of certification of UIDAI Biometric Authentication Devices. R D 2.0 complied	STQC certificate only for biometric component of the epos devices. Biometric component OEM manufactures should have aadhaar 2.0 API certificate ready at the time of Bidding.	Agreed
6	RFP Clause No 4.1 SI 4	14	The Bidder must have supplied a minimum of 5,000 ePoS devices to Government / for Public Sector project in the last 3 financial years (FY 2015-16, FY 2016-17, FY 2017-18).	Start-ups who are DIPP registered and have pilot implementation letter from any state, should be exempted.	Agreed

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7	Additional		Satisfactory performance certificate	Bidders who have been allocated work order for ePDS in other states of India, should provide satisfactory performance reports of 90% uptime through Aadhar Authentication against the targeted PDS membership.	Agreed
8	RFP Clause No 5.1.4 SI 1	21	The SI must provision for reliable internet connectivity not less than 3G/4G for all ePoS devices distributed at all the FPS. Based on the mobile footprint survey report submitted by the SI, at least two SIM (3G or above) cards from two different service provides as mentioned in the report shall be provide to the FPS dealer by the SI.	Sim card eKYC or ownership should be taken up by F&CS Department to save misuse of the SIM. However, the bill to be paid by the SI.	Not agreed
9	RFP Clause No 9.5.5	31	Service Level Agreement	Penalty amounts are missing in the table.	Penalty is available at RFP Clause No 9.6
10	RFP Clause No 11.1.1 SI 2	49	OS	EA CCL2 certificate should be optional	Not agreed since it as per Gol Specifications
11	RFP Clause No 11.1.1 SI 6	49	Inteface	At least one usb port in the device should be mandatory rest optional	USB 2.0 or higher. The USB port should support device battery charging through any other USB charging source, RS-232 (optional)
12	RFP Clause No 11.1.1 SI 7	49	Display	Minimum 4. 5 inch screen should be mandatory rest optional	Not agreed since it as per Gol Specifications
13	RFP Clause No 11.1.1 SI 8	49	Keypad	Both Physical/ Soft keyboard be allowed	Agreed

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14	RFP Clause No 11.1.1 SI 11	49	SIM and SAM Slot	At least 1 sim and 1 sam slot be made mandatory rest optional	2 SIM is mandatory ( 4G SIM) minimum one SAM slots for software upgradation in device
15	Additional		Certifications	Device should be PCI 4.0 & EMV L1, L2 Certified and should be attached with STQC certified fingerprint reader.	As per GoI Guidelines
16	Additional		consortium	consortium partners be allowed be allowed got this project	Consortium partners may be allowed.

Response of the queries submitted by the bidders which was accepted by the Department are provided below:

2.Name of the Bidder : VisionTek

Sl.No	Clause No in RFP	Page No	Content of the RFP clause	Clarification by Vendor	Response by Department
1	2.4. FPS Automation Process	7	The printed receipt of transaction to be given to the beneficiary shall be in English/Khasi/Garo language and an audio announcement from ePoS device shall also be made in English/Khasi/Garo language	Possible. Request the department share the Unicode	Print Reciept may be in english but audio announcement should be in Local Language.
2	2.4. FPS Automation Process	7	System Integrator at each FPS would comprise an ePoS device / mobile terminal (conforming to guidelines issued by Government of India given at Annexure-I)	We would like to bring into your notice that Mobile terminal in PDS is not successful and no state in the country has opted for mobile terminal as they are designed for personal use not for commercial. Considering the seriousness of the project, request you to consider only PoS instead	Mobile Terminal is not accepted due to security concerns.

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				of Mobile terminal.	
3	4.1. Eligibility Criteria Point 3	14	The bidder should have an annual average turnover of Rs. 60 Crore in last 3 financial years (FY 2015-16, FY 2016-17, FY 17-18).	As the Balance sheet for the financial year 2017-18 is yet to be issued, request you to modify the clause for the last 3 financial years (FY 2014-15, 2015-16, 2016-17)	Agreed
4	4.1. Eligibility Criteria Point 3	14	The bidder should have an annual average turnover of Rs. 60 Crore in last 3 financial years (FY 2015-16, FY 2016-17, FY 17-18).	Request to consider Positive net worth as well This will help the department to have financially sound and serious companies who can quick fund the project and provide the solutions in the given timelines.	As per GoI Guidelines
5	4.1. Eligibility Criteria Point 4	14	The Bidder must have supplied a minimum of 5,000 ePoS devices to Government / for Public Sector project in the last 3 financial years (FY 2015-16, FY 2016-17, FY 2017-18).	Considering the importance of the project and to allow experienced players we request you to consider bidders with previous experience in PDS domain	Not required
6	4.2.2. Technical Evaluation B.1	16	Bidders Turnover: Annual average turnover of Bidder in last 3 financial years (FY 2014-2015, FY 2015-2016, FY 2016-2017)	This contradicts to point 4.1. Eligibility Criteria Point 3. request clarification and kindly consider financial years as Fy2014-15, Fy 2015-16, Fy 16 -17	Not required
7	5.1.2. Procurement and Supply of ePoS Devices at FPSs Point 15.1	21	1st Year – 80% of the MRP declared on the cost of the device whichever is low.	To be increased to Rs15000/- for first year, Rs13000/- to second year, Rs11000/- to third year and Rs9000/- for fourth year.	Not Agreed.
8	5.1.1. Mobile footprint survey	18	Mobile footprint survey	Request department to provide the Geo-Coordinates of all the FPS to get the actual through put data	To be done by SI/Vendor and includes FPS geo-coordinates exercise

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9	5.1.7. Helpdesk support Point 6	24	Helpdesk should have voice logger to record all the complaint/grievances/feedbacks received from the complainant	VisionTek vendor also mentioned the need to make optional the use of voice logger to record complaints/grievances since it is not implemented anywhere in India	Agreed.
10	5.1.8 Point 4	25	The SI will ensure redundancy in terms of both Lease line as well as application servers to ensure seamless operation and business continuity as the FPS shops	Lease line and application servers are in the scope and responsibility of the department.	As per GoI guidelines
11	5.1.8 Point 4	25	The SI must ensure FPS Automation software/server availability of 95% between 8 AM to 8 PM from 5th to 30th of every month.	please note that its the responsibility of the SI is to ensure the successful working of the devices and server availability is not in the scope of SI	As per GoI guidelines
12	11.1. Annexure I: Technical Specification of ePoS Devices/Mobile Terminals Point 6	49	USB 2.0 or higher. The USB port should support device battery charging through any other USB charging source, RS-232 (optional)	Request you to consider 3 USB as for FPS working environment , 1 USB is used for connecting external IRIS, 1 is used to connect external weighing machine and 1 for external Pin pad for payments if integrated in future	Agreed
13	11.1. Annexure I: Technical Specification of ePoS Devices/Mobile Terminals Point 6	49	USB 2.0 or higher. The USB port should support device battery charging through any other USB charging source, RS-232 (optional)	Considering the working environment of fair price shops, there wont be any provision to charge the Device with USB and since USB charging takes comparatively more time, we request you to omit charging through USB	Since it is optional, charging may by USB or any other source
14	11.1. Annexure I: Technical Specification of ePoS Devices/Mobile	49	Good quality Speaker with 1W or higher output for announcements	This helps even illitrates to understand and confirm the contents of the transaction since the details are prompted with	Agreed

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	Terminals Point13			suitable audio prompts like "Transaction Amount, Quantity etc. and make the solution more user friendly- hence audio to be made mandatory.	
15	11.1. Annexure I: Technical Specification of ePoS Devices/Mobile Terminals Point 15	49	IRIS Optional	Since iris is an optional feature, and if needed the department will integrate, we request the department to mandate that the technical demo should be shown with iris.	Agreed
16	11.1.2. Mobile Terminal Technical Specifications	51	Mobile Terminal Technical Specifications	We would like to bring into your notice that Mobile terminal in PDS is not successful and no state in the country has opted for mobile terminal as they are designed for personal use not for commercial. Considering the seriousness of the project, request you to consider only PoS instead of Mobile terminal	Agreed. No Mobile Terminals will be considered for implementation of FPS Automation due to security concerns.
17	ELECTRONIC WEIGHING MACHINE SPECIFICATION	52	Warranty: 3yrs	Since the project warranty is for 5 years, we request the department to modify weighing scale warranty to 5 years	Agreed
18	Ingress Protection		IP 51 certified/Complied	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.	Agreed

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19	Product Standards		CE, BIS	CE for Electrical Safety and BIS is now made mandatory by Govt. of India	Agreed
20	Product standards		RoHS , Drop test	Keeping the FPS working environment into consideration we suggest the device to be rugged enough to withstand a drop of minimum 2-3 feet.	Agreed

### 3.Name of the Bidder :Mantra

Sl.No	Clause No in RFP	Page No	Content of the RFP clause	Clarification by Vendor	Response by Department
1	4. - Qualification Criteria and Bid Evaluation 4.1- Eligibility Criteria S. No. 2	14	The bidder should be in the business of supply, installation and maintenance of ePoS machines/ Handheld machines in India for last three years as on date of submission of bid.	AEBAS (Aadhaar Enabled Biometric Attendance system) machines is a type of ePoS machines/ Handheld machines in terms of technology and Aadhaar authentication terms.  Request to change the clause to ePoS/ Handheld machines /AEBAS machines in India for at least the last three years as on date of submission of bid.	Agreed
2	4. - Qualification Criteria and Bid Evaluation 4.1- Eligibility Criteria S. No. 4	14	The Bidder must have supplied a minimum of 5,000 ePoS devices to Government / for Public Sector project in the last 3 financial years (FY 2015-16, FY 2016-17, FY 2017-18).	AEBAS Devices is a type of PoS device fixed on the wall or can be table top.  Request to change the clause to 5000	Agreed



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				ePoS/AEBAS devices in Government / public/private sector projects.	
3	4. - Qualification Criteria and Bid Evaluation 4.1- Eligibility Criteria S. No. 6	14	The bidder shall have a valid ISO 9001:2008 or better.	Request to change the clause to ISO 9001:2015 or better.	As per GoI guidelines.
4	4. - Qualification Criteria and Bid Evaluation 4.1- Eligibility Criteria S. No. 9	14	The vendor's ePoS device being proposed shall be STQC certified as per the latest STQC scheme (as on the last date of bidding) of certification of UIDAI Biometric Authentication Devices. R D 2.0 complied	AEBAS (Aadhaar Enabled Biometric Attendance system) machines is a type of ePoS machines in terms of technology and Aadhaar authentication terms.  Request to change the clause to ePoS/AEBAS machines shall be STQC certified as per the latest STQC scheme (as on the last date of bidding) of certification of UIDAI Biometric Authentication Devices. R D 2.0 complied.	Agreed
5	4. - Qualification Criteria and Bid Evaluation 4.1- Eligibility Criteria S. No. 10	15	The Bidder Shall be RD 2.0 Complied with certificate in their name	Request to change the clause to The Bidder /OEM Shall be RD 2.0 Complied with certificate in their name.	Agreed
6	3.3 - Bidding Schedule S. No. 2	12	Earnest Money Deposit (EMD) of Rs. 1.5 Cr.	Request to change – EMD is exempted for MSME registered with National Small Industry Corporation Limited, New Delhi (NSIC)/ Government Institutions/	Subject to submission of notification by GoI to that effect.

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				Central or State PSUs which manufacture and supply goods.	
7	4.2.2. Technical Evaluation S. No. A	16	Product(s) proposed in the technical proposal are in compliance with the Technical Specification for the ePoS device as mentioned in Annexure-I  Compliance sheet as per Annexure- VI	As per NIC recommendation for device - Mobile Terminal devices should be preferred devices over POS devices for reasons of its cost, interoperability and easy maintenance. 1. NIC will provide a working application based on Android 2. Vendor has option to a. To deploy and run NIC application in the device for its complete functionality or b. Build an application with same functionality exactly similar to NIC application in their device, in such a case the source code, every revised version of the source code and application shall be copyright of NIC. NIC recommended technical specification document is attached. Please change it accordingly	NIC/Vendor developed application subject to certification for security, and compliance with GoI norms/guidelines.
8	4.2.2. Technical Evaluation B. Technical Evaluation Framework S. No. 1	16	Bidders Turnover: Annual average turnover of Bidder in last 3 financial years (FY 2014-2015, FY 2015-2016, FY 2016-2017) . >150 Cr = 25 Points . >100 to 150 Cr =20 Points . 60 to 100 Cr = 15 points	Request to change as – Bidders Turnover: Annual average turnover of Bidder in last 3 financial years (FY 2015-16, 2016-17, 2017-18)	As per GoI guidelines

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				<ul style="list-style-type: none"> <li>☐ &gt;100 cr = 25 points</li> <li>☐ &gt;90 cr to 100 cr = 20points.</li> <li>☐ 60 Cr to 90 cr = 15 points</li> </ul>	
9	4.2.2. Technical Evaluation B. Technical Evaluation Framework S. No. 2	16	ePoS Machine / Handheld Machines supplied: Number of ePoS machines / Handheld machines supplied in the last 3 financial years (FY 2014-2015, FY 2015-2016, FY 2016-2017) . >20,000 and above =20 Points . >10,000 – 20,000 =15 Points . 5,000 – 10,000 = 10 Points	Request to change as – AEBAS/ePoS Device (Handheld device supplied: NumberofAEBAS/ePoS Device (Handheld device) supplied in the last 3 financial years (FY 2015-16, FY 2016-17, FY 2017-18)  <ul style="list-style-type: none"> <li>☐ &gt; 20000 &amp; above = 20 Points</li> <li>☐ &gt;10000-20000 = 15 Points</li> <li>☐ 5000 -10000 = 10 Points</li> </ul>	Agreed only for AEBAS device but period of supply may remain as the years mentioned in the tender.
10	4.2.2. Technical Evaluation B. Technical Evaluation Framework S. No. 3	16	Experience: Experience of supplying Point of Sale devices / Handheld devices for Government/PSU/Private sector listed company projects in India with project value greater than 3 Crore each. . 3 or more Projects =20 points . 2 Projects = 15 Points . 1 Project =10 Point	Request to change as – Experience: Experience of supplying Point of Sale devices / Handheld devices / AEBAS devices for Government/PSU/Private sector listed company projects in India with project value greater than 3 Crore each.  <ul style="list-style-type: none"> <li>☐ 3 or more Projects = 20 points</li> <li>☐ 2 Projects = 15 Points</li> <li>☐ 1 Project = 10 Point</li> </ul>	Agreed.
11	4.2.2. Technical Evaluation B. Technical	16 & 17	Approach & Methodology: . Proposed Application for the ePoS and Software Integration	Request to change as –  Proposed Application for	Agreed.

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	Evaluation Framework S. No. 4		Methodology = 3 Points . Manpower Deployment Plan = 3 Points . implementation Plan & Methodology = 3 Points . Help desk Solution = 2 Points . Support & Maintenance = 2 Points . Training Plan = 2 Points	the ePoS/AEBAS and Software Integration Methodology.	
12	11. Annexures to this RFP 11.1. Annexure I: Technical Specification of ePoS Devices/Mobile Terminals 11.1.1. Electronic Point of Sale (ePoS) Devices Technical Specifications 11.1.2. Mobile Terminal Technical Specifications. ELECTRONIC WEIGHING MACHINE SPECIFICATIONS	50-53	Certification - RoHS (Restriction of Hazardous substance) CE or UL	Request to change – <input type="checkbox"/> Make in India, ISO certified.	Optional.
13	“	50-53	Connectivity Device should have dual GSM/LTE SIM slots and should support 3G, GPRS and Wi-Fi, should support GPS feature.	Request to change :- 4G	Agreed.
14	5.1.1. Mobile footprint survey:	18	Mobile footprint survey:	GPS location of FPS shops to be provided by department.	To be done by SI/Vendor and includes FPS geo-coordinates exercise