

MOST IMMEDIATE



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

(Dated 4th September 2018)

NO.DSCA. 96/2011/Pt.II/129: This document is in reference to the Office NIT for RFP. NO.DSCA. 96/2011/Pt.II/122 dt.31-7-2018; NO.DSCA.96/2011/Pt.II/127 dt.27-8-2018 and NO.DSCA. 96/2011/Pt.II/128 dt.31-8-2018 and to make some changes and/or additions that are outlined at ANNEXURE III. These additions shall be made valid as if they are included in the original stated contract.

Sd/- Shri C.P. Gotmare

Director

Food Civil Supplies & Consumer Affairs
Meghalaya, Shillong

NO.DSCA. 96/2011/Pt.II/129 Dated Shillong the 4th September 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.

Director

Food Civil Supplies & Consumer Affairs
Meghalaya, Shillong

Directorate of Food Civil Supplies & Consumer Affairs, Meghalaya, Shillong

Tender Addendum No. 001

Date: Tuesday, 4th September 2018

IMPORTANT: Tenderers are required to acknowledge this tender addendum prior to the Tender

Further to Request to Tender Number **NO. DSCA.96/2011/Pt.II/122** dated **31st July 2018**, Tenderers are advised of the following change(s) or clarification(s) to the Tender Documents.

AMENDMENTS:

1. FPS SALES/ DISTRIBUTION REPORT AND CLOSING BALANCE

- To enable the capture of closing balance at each Fair Price Shop (FPS), once stock is updated by the FPS dealer in ePoS application, the distributed foodgrains through authenticated/un-authenticated transaction should automatically be deducted from the stock and a final balance should appear at the end of the monthly distribution cycle
- The balance stock is to be considered for calculation of next preceding month entitlement at each FPS (extension of lifting period must be avoided)
- The sales/distribution report for every monthly distribution cycle should be enabled so that the FPS dealer can download the same from ePoS application.
- The entire entitlement/allocation must be distributed within the distribution cycle to prevent any mismatch in the stock for next preceding month.

2. CONTINGENCY MEASURES

The customized solution requires data connectivity and reliable electricity infrastructure. There are some remote locations where there is poor or no electricity or data connectivity. A comprehensive network connectivity survey must be undertaken by the System Integrator (SI) at each FPS so as to determine the best Internet Service Provider. Two SIM cards for each ePoS device should be purchased by the SI based on the result of the mobile foot print survey. There should be provision of additional battery, external antenna for areas with poor network and intermittent electricity. For instances where

transactions may fail due to system errors, or temporary lack of data connectivity or electricity, contingency measures for FPS transactions should be designed with the following guiding principles.

- **Situation 1 (No Data Connection):** If there is no data connection at FPS on multiple occasions or no connectivity at any time, detailed analysis with mobile foot print survey results should be provided by SI, and based on the report submitted, District Supply Office/Sub-divisional Supply Office/Directorate should take decision to enable offline mode capability for the FPS. Beneficiary IDs (example: EPIC etc.) from should be recorded and the information stored in ePoS would be used for retrieval of entitlements. Details of all transactions carried out in this offline mode should be stored in ePoS and uploaded once connectivity is available. The SI should be responsible for uploading of all transactions at the end of each distribution cycle of each month. If any discrepancy is found between the amount of food grain issued and the actual entitlement, this will be adjusted in the following next month quota.
- **Situation 2 (Non-functional ePoS):** In case the ePoS is not functional, the FPS owner will contact the technical helpline number, to be set up by the SI for this purpose. This will be set up as per the terms of the SLA. Basic troubleshooting will be done over the phone; for more serious glitches, a member of the technical team will login through remote connection for troubleshooting. If still the problem persists, a member of the technical team will be physically sent to the FPS for resolving the issue. ePoS devices should be made available at each District/Subdivision/Block Office to manage contingency requirements, and the ePoS devices should be configured by the SI's technical support staff and install the same at the FPS when required.
- **Situation 3 (Non-receipt of stored OTP):** In case the stored OTP mechanism fails, the FPS owner should initiate real time OTP request from the ePoS by keying in the ration card number and selecting the beneficiary details on the ePoS terminal.
- **Situation 4 (non-receipt of both Stored and Real-time OTP and absence of Aadhaar by the beneficiary):** In case, both the stored and real time OTP mechanism fails, the FPS owner should resort to unauthenticated mode request through ePoS. FPS dealer should collect the relevant document available with beneficiary, update the available space with document proof and number and proceed to entitlement screen. The authentication failure

should be flagged, and the beneficiary should be allowed to lift his/her entitlements. In case of offline, the entitlements should be distributed based on the data stored in the internal memory of the ePoS. The Department will generate a monthly/ weekly/ fortnightly list of such failed authentications and request these beneficiaries for a fresh updation on their RC details This would also act as a means of physical verification of the FPS Automation activities.

- **Situation 5 (Aadhaar authentication of a particular beneficiary fails):**

This situation will arise once Aadhaar based authentication is decided to be adopted by the Department. The first pass rate for UIDAI biometric authentication is more than 90%, but if Aadhaar authentication of a beneficiary fails, the transaction authentication should switch to OTP on registered mobile number in beneficiary database. In the case of OTP facilitated transactions, the process for retrieval of entitlement details is the same as in online biometric authentication facilitated transactions.

Aadhaar Authentication as per Aadhaar guidelines (when Aadhaar generation reaches an admissible percentage or more than 80%) would include single fingerprint scan/ multiple fingerprint scan, fusion methodology, IRIS scan and Aadhaar based OTP authentication. In case of Aadhaar Authentication, no Aadhaar biometric should be stored as per Aadhaar guideline applicable is to be considered. Transaction data should be stored in encrypted form in 1024 Bit 3DES or higher.

3. DEPLOYMENT OF TRAINED MANPOWER:

- a) The SI should deploy enough resources to plan and manage the installation and regular maintenance, health checkup of ePoS devices at all service points in the area of operations. The SI should ensure that the ePoS devices are delivered and installed in a safe and secure manner.
- b) The SI will have to provide enough technical manpower at each District/Sub-Division to ensure seamless operation at FPS. The technical team of SI should comprise of enough manpower to meet the SLA who will pay visits to FPS and handle field calls. This team should be responsible for addressing any kind of technical or operational issue being faced by the FPS dealers on priority basis and should also conduct health checkup of ePoS devices on periodical basis. Apart from the technical team, the SI should also deploy

minimum of 2 (two) resource personnel such as Project Manager and Project Coordinator at the Directorate Office of the Food Civil Supplies & Consumer Affairs, Shillong.

- c) There should be 2 (two) Field Engineers at each District/Sub-Division Supply Office on a permanent basis. The resource should be available right from the start of the Project.
- d) The SI should ensure the list of all their staffs in the District/Sub-Division Supply Offices along with their email ID and mobile number and share the contact information with the Directorate, FCS &CA, Shillong. If there is any change of personnel, the SI should immediately inform the District/Subdivision Supply Office and the Directorate, Shillong.
- e) The SI should set up an office and provide a dedicated mobile number and separate email IDs for each District/Division allocated to him/her. Details of the office and staffs along with contact details needs to be made available Directorate, Shillong. The same would need to be shared by the Directorate, Shillong to the Districts/Subdivisions/FPS.
- f) The SI should also be required to share the escalation matrix along with the name of project director and senior executive in the companies with Directorate, Shillong.
- g) The manpower provided needs to be provided with the required infrastructure including connectivity, laptop etc. for ensuring proper implementation.
- h) In case of any increase in the number of District, Sub Division or FPS, the SI should ensure the deployment of the additional manpower in the concerned District or Sub Division without any additional financial implication.
- i) Employees working under the project should be locally recruited to avoid communication gap thereby enabling smooth operation.
- j) Under the Employees' Provident Fund Act 1952, an EPF account is mandatory for all employees employed under the project.
- k) The minimum proposed manpower qualification criteria are as below. However, subjected to availability, the bidder may propose superior qualification and experience for deploying manpower. The proposals / offers received from the bidders not meeting the minimum requirement may be liable for rejection.

MANPOWER DETAILS:

Sl. No.	Proposed Position	Designation Indicative Minimum Qualification
1	State Project Manager	<p>(i) Educational Qualification Minimum B.E/ B.Tech CS/IT (Experience Govt. projects) (or) MCA/ M.Sc (IT) (Experience Govt. projects)</p> <p>(ii) Overall experience of more than 2 years in CS/IT Domain.</p> <p>(iii) Minimum 2 years of domain experience in managing and handling similar government projects/FPS Automation Projects.</p> <p>(iv) Having experience of managing a work force of more than 20+ people over a period of minimum 2 years.</p> <p>(v) Minimum 2 years of relevant experience as Project Manager or equivalent positions in managing and implementing large multi-location IT/ ITeS/ System Integration projects</p> <p>(vi) Should be well versed in local language and conversant in English/Hindi.</p>
2	State Project Coordinator	<p>(i) Educational Qualification B.E/ B.Tech /B.Sc (Computer Science/ IT)/ BCA from Govt. recognized University in India (or) MCA/ M.Sc (IT) from Govt. recognized University in India</p> <p>(ii) Overall experience of more than 1 years in CS/ IT Domain.</p> <p>(ii) Minimum 1 years of domain experience in managing and handling similar government projects/ FPS Automation Projects.</p> <p>(iii) Having experience of managing a work force of more than 10 30 people over a period of minimum 2 years.</p> <p>(iv) Minimum 1 years of relevant experience as Project Coordinator or equivalent positions in managing and implementing large multi-location IT/ ITeS/ System Integration projects</p> <p>(v) Should be well versed in local language and</p>

		conversant in English/Hindi.
3	Field Engineers (two personnel at each District/Subdivision)	<p>(i) Educational Qualification 12th pass in any discipline; with working knowledge in Computer.</p> <p>(ii) Overall experience of more than 2 years in IT Domain.</p> <p>iii) Having relevant experience in working at field/ ground level with knowledge of computer operations and basic IT troubleshooting of ePoS devices.</p> <p>(iv) Should be well versed in local languages like Khasi/Garo and conversant in English/Hindi.</p>
4	Helpdesk Executive	<p>(i) Educational Qualification Graduate in any discipline.</p> <p>(ii) Preferable experience in relevant field with minimum 2 years.</p> <p>(iii) Minimum 1-year experience in Helpdesk Call Management.</p> <p>(iv) Should have working knowledge of Computers, ePoS devices and internet.</p> <p>(v) Excellent communication and speaking skills.</p> <p>(vi) Should be well versed in local languages like Khasi/Garo and conversant in English/Hindi.</p>

4. TENDER FEE & EMD:

Tender Fee

The Bidder shall furnish, the tender fee of INR 20,000 in the form of Demand Draft/ Bankers Cheque in favour of **Director Food Civil Supplies and Consumer Affairs payable at Shillong**. The above-mentioned fee should be *physically submitted* along with all proposals in *hard copy* at the **Directorate of Food Civil Supplies & Consumer Affairs, Horseshoe Building, Lower Lachumiere, Shillong**. Proposals received without or with inadequate RFP document fee shall be immediately rejected and not considered for further evaluation.

EMD

The Bidder shall furnish an EMD as per the amount mentioned in Bidding Schedule in the form of Demand Draft (DD)/Bankers Cheque in favour of **Director Food Civil Supplies and Consumer Affairs payable at Shillong**. The BG should be issued from any nationalized/scheduled commercial bank valid for a minimum period of 6 years.

b. No interest shall be payable on EMD under any circumstances.

c. Unsuccessful Bidders EMD shall be discharged or returned within 60 (sixty) days of expiration of the period of proposal validity or after award to successful Bidder.

d. In case of successful bidder, the EMD shall be discharged upon signing of agreement and submission of performance bank guarantee, as per Annexure IX.

e. The EMD shall be forfeited by Directorate Food Civil Supplies and Consumer Affairs, on account of one or more of the following reasons:

- If a bidder withdraws its bid during the period of bid validity.
- If the bidder fails to sign the agreement in accordance with terms and conditions (Only in case of a successful bidder).
- Fails to furnish performance bank guarantee as specified in annexure.
- Information given in the proposal is found inaccurate/incomplete.

Format for submission of Tender Fee and EMD

RFP No.....

Date.....

Agencies reference No. of Bid.....

i) Bid Document Fees (Rs. _____)

a) Demand Draft /Bankers Cheque

b) Date of Issue

c) Name of the Bank

ii) ii) Earnest Money Deposit Details (Rs. _____)

a) Demand Draft /Bankers Cheque

b) Date of Issue

c) Name of the Bank

Signature of the authorized representative

Name

Designation

Name of the agency

Stamp of the agency

Date

Note: Bidders must maintain and comply to all the relevant documents published by Govt. of India, NIC New Delhi, UIDAI and other agencies related to FPS Automation Project.