

Request For Proposal (RFP) For Selection of Agency For Computerization of FPS Operations

Tender no.: 2015_FSCAD_90212_1
Date of Issue: 29 Sep 2015

Response to Queries received from Bidders

Queries from Bidders					Department Response
#	Bidder Contact Details	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	
1.	Airtel Arpit Arora, +91-9958580341 arpit.arora@airtel.com	Page No. 18, 2.6.1 Technical Qualification Criteria, Point 2 , Net worth	Positive during each of the last three financial years (as per the last published/audited Balance sheets). Certificate from the statutory auditor	We request you to kindly revise this to "Positive net worth for bidder/bidder's parent organization" during each of the last three financial years (as per the last published/audited Balance sheets). Certificate from the statutory auditor/ bank/ CA	Clause stands as is
2.		Page No. 18, 2.6.1 Technical Qualification Criteria, Point 5, Legal	Certificate from the statutory auditor stating the nature of business for last three years	We request you to kindly amend this to Certificate from CA/Auditor/Self Declaration, stating the nature of business for last 3 years	Clause stands as is
3.	Airtel Center, Plot No 16, Udyog Vihas, Phase IV, Gurgaon -122015	Page No 30 , Section 2.11 Payment Schedule	Components that fall under category "One time charges" are mentioned in the table below. Bidder to calculate charges against these components and arrive at the total "One time charges". This amount shall be payable as follows: i. 60% of "One time charges" payable on Go-Live subject to issuance of Acceptance certificate(s) as mentioned in the table below. ii. Remaining 40% of "One time charges" payable on an equated quarterly basis during the contract period. This payment shall commence after Go-live.	As bidder will be investing a large amount in procurement of PoS devices and overall implementation of the project, we request you to revise the Payment terms as below: i. 90% of "One time charges" payable on Go-Live subject to issuance of Acceptance certificate(s) as mentioned in the table below. ii. Remaining 10% of "One time charges" payable on an equated quarterly basis during the contract period. This payment shall commence after Go-live.	Clause stands as is

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4.		Page No. 18, 2.6.1 Technical Qualification Criteria, Point 3, Technical Capability		Considering the size of the project & similar projects in India, we request you to kindly amend this to : One project of similar nature of amount not less than 12 crores; Also, please allow PO and completion certificates from bidder's parent company	Clause stands as is
5.		Page no. 26, SLA		SLAs are very stringent. Request you to relax these.	Clause stands as is
6.		Page no. 26, SLA	Penalty on SLAs	Please cap the penalty on provisioning of complete solution to 5 percent.	Clause stands as is
7.		Page Number 13	Subcontracting	Scope of work include installation, help desk, and connectivity. Some part may require partial subcontracting. Hence, we request you to allow the subcontracting.	Clause stands as is
8.		Page No. 18, 2.6.1 Technical Qualification Criteria, Point 3, Technical Capability	The connectivity shall allow only data traffic and no voice communication should be allowed.	Please clarify if department require only 3G connectivity from 1 service provider or will you need redundant connectivity over other mediums such as VSAT/RF/Wireless mediums	Refer Section 2.8-Detailed Scope of Work-points 6 & 7 for clarifications.
9.		Pg 27, Section 2.10	Acceptance Testing and Certification	Please confirm if Sign off can be taken for individual circuits	Clause stands as is.

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10.		Pg 24, Section 2.8, Point 8	The connectivity shall allow only data traffic and no voice communication should be allowed.	Please confirm the following: 1) The application should work on 2G and/or 3G, pls confirm. The application should store data and forward to server once connectivity is available 2) What is the expected Data usage per month per POS machine? 3) Is the ePDS server in a Private Network or exposed to Public Network?	1) Refer response as given in point 8 above. 2) Approx. Data usage per transactions shall be 50 KB. 3) ePDS server is hosted on NIC Data Center
11.		Pg 23, Section 2.8, Point 3	The service center / help desk facility shall enable proactive and reactive management of services that is to be provided as per the requirements of the RFP, including logging and resolving issues related to POS devices during the contract period. The bidder shall deploy sufficient resources for the same during the working hours of the center. The help desk facility shall be the interface to the users to lodge complaints.	Clarifications requested: 1) Is the HelpDesk operational 7 days a week? 2) How many seats are expected to be maintained for the Help Desk? 3) What is the concurrency of issue calls expected? 4) Is the HelpDesk number supposed to be Toll Free? 5) Preferred Language? 6) FPS person to do basic troubleshooting as per guidance from Vendor and agreement with vendor for support. 7) Support on Software to be specifically clarified. In case the L1 software support is to be given by the bidder, please clarify will NIC train and give all access for trouble shooting . Would the helpdesk also handle L1 issues related to the PDS application installed on the POS machines? Will the department train the Helpdesk members on the application for resolving L1 issues related to application. The L2 and L3 support for Application shall be passed onto NIC. Please clarify	1) Details already given in fact sheet in the RFP 2) It is upto the vendor to plan accordingly so as to meet the SLAs. 3) It is upto the vendor to plan accordingly so as to meet the SLAs. 4) No 5) Hindi, Punjabi & English 6) The training to FPS owners should be sufficient to do basic troubleshooting for appropriate reporting of error to the help desk. 7) POS client software :_Refer point 5 of corrigendum published on Department website

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12.		Pg 24, Section 2.8, Point 13	Bidder shall plan and impart at least one full day training on the POS client application software as well as in troubleshooting of simple/basic errors. The training should predominantly consist of 'Hands On' sessions.	Clarification Requested: 1) What is the batch size expected for the trainings? 2) How many users in all are to be trained? 3) How many trainings are to be conducted and if a schedule for the same can be shared by the department? 4) Where would the trainings be conducted assuming Department shall provide the training facility and premises to successful bidder? 5) What are the total number of refresher trainings expected and at what periodicity? 6) How many trainees are expected per refresher training? 7) Please define in quantity as training can not be unlimited .	1, 3, 6 & 7) It is upto the vendor to plan accordingly so as to meet the requirements of the RFP. Detailed training schedule can be planned by the successful bidder (with the Department) after signing of the contract. 2) Details already given in fact sheet in the RFP. 4) The vendor has to plan & manage these trainings and quote accordingly. Department shall only facilitate participation of trainees. 5) The Department shall inform the successful bidder as per its requirements during the project duration.

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13.		Pg 22, Section 2.8, Point a)	The bidder shall supply and deploy POS devices with required data connectivity and POSclient software to enable computerization of FPS Operations at specified locations within the Roll-out period (as specified in the Fact sheet). The implementation plan (phased or otherwise) shall be discussed and mutually agreed between the department and the Bidder before roll out. The bidder will be responsible to install the device and the POS software client application (provided by NIC) so as to enable transactions on the POS device.	Clarifications requested: 1) Where (i.e. premises) are the POS devices to be delivered and staged? 2) How would the same be distributed further to the FPS?	1) Details already given in fact sheet in the RFP. 2) Details already given in fact sheet in the RFP.
14.		Appendix 5, POS Specifications (Note on Page 2 and 4)	Mobile tablet devices should be preferred devices over POS devices for reasons of its cost, interoperability and easy maintenance.	Clarifications requested: 1) Do we need to provision for Tablets or POS? If both are to be accommodated then Qty split. 2) The technical qualification talks of POS terminals only, if MDTs are to be considered, the qualification criteria needs to be explained.	1) It is upto the vendor to plan accordingly so as to meet the requirements of the RFP. 2) Specifications as given in the RFP is self-explanatory.
15.		Appendix 5, POS Specifications (Pg 4)	Device should be remotely manageable in secured mode	Do we require a Mobile Device Management (MDM) software as well? If yes, pls share the exact scope of MDM. Also, MDM would have an impact on the pricing, the same needs to be mentioned in the Pricing Format too.	It is upto the vendor to plan accordingly so as to meet the requirements of the RFP.

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16.		Pg 18, 2.6.1 Technical Qualification Criteria, Point 1	<p>Bidder's average Annual Sales Turnover (global / India based) generated from services related to IT / ITES projects during the last three financial years (as per the last published/audited Balance sheets), should be at least INR 9 (nine) crores.</p> <p>Turnover shall mean and include the value of sale of Goods & Services by a firm or consortium of firms taken together involved in any of the activities for supply and deployment of POS device based solution</p>	<p>Request to be amended to:</p> <p>Bidder's average Annual Sales Turnover (global / India based) generated from services related to IT / ICT projects during the last three financial years (as per the last published/audited Balance sheets), should be at least INR 50 (fifty) crores.</p> <p>Turnover shall mean and include the value of sale of Goods & Services by a firm or consortium of firms taken together involved in any of the activities for supply and deployment of POS device based solution</p>	Clause stands as is
17.		Pg 11. Dependencies	a) Enhancement of POS client software (for integration with POS device) and ePDS application by NIC.	Kindly explain what is meant by this , and what is required by the bidder here .	<p>Refer point 1 of corrigendum published on Department website.</p> <p>NIC owns and enhances the ePDS application (server side application). For the bidder: It is for information purpose only.</p>
18.		Pg 19,2.6.2 Technical Scoring Model	Work experience with any Indian Government departments / Indian PSUs / Banks in the last 3 years to supply and deploy POS devices with required custom application. Each project should be for supply of at least 400 POS devices.	This experience should be for the prime bidder as this needs deployment experience also .	Clause stands as is

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19.		Pg 19,2.6.2 Technical Scoring Model	Total Work experience capacity of supplying and deploying POS devices in the last 3 years	Total Work experience capacity of supplying and deploying POS devices with application and end to end support in the last 5 years	Clause stands as is
20.		Pg 19,2.6.2 Technical Scoring Model	Battery backup (while all functions of device active), Screen size, Screen Resolution	Please specify as , change in this resolution will mean increase in cost and change in your asked specification. Suggest to remove this .	Clause stands as is
21.		Pg 19,2.6.2 Technical Scoring Model	Bidders, whose bids are responsive, who score at least 60% in the defined technical scoring mechanism would be considered technically qualified. Price Bids of such technically qualified bidders alone shall further be opened	Should be increased to 70% minimum , this will bring in more experienced bidders	Clause stands as is
22.		Pg 22,2.8 Scope of Work	a) The bidder shall supply and deploy POS devices with required data connectivity and POS client software to enable computerization of FPS Operations at specified locations within the Roll-out period (as specified in the Fact sheet). The implementation plan (phased or otherwise) shall be discussed and mutually agreed between the department and the Bidder before roll out. The bidder will be responsible to install the device and the POS software client application (provided by NIC) so as to enable transactions on the POS device.	Only trained Software person can deploy the client on the PO/Tablet . Please clarify in what form will the client be provided to NIC, will Department handover the complete application with source or will train the bidder team to deploy the application . This will need detailed explanation and a defined process, with a dedicate SPOC from NIC and customer side for this coordination . Kindly clarify	Refer point 5 of corrigendum published on Department website.

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23.		Pg 22,2.8 Scope of Work	b) POS devices shall meet specifications as mentioned in the RFP. POS devices that will be supplied need to be duly STQC certified. The bidder is responsible to maintain the POS devices during the contract period.	Please clarify , is it Pos or the mentioned Tablet with STQC is required to be supplied. The RFP talks of both the devices . If both have to be provided, please mention the exact quantity . If the exact number is not mentioned there will be an issue in the commercial bid as both devices have different price points and no defined number can mean no guideline for the bidder . Need clarity	It is upto the vendor to plan accordingly so as to meet the requirements of the RFP.
24.		Pg 23,Detailed Scope of Work	3) The service center / help desk facility shall enable proactive and reactive management of services that is to be provided as per the requirements of the RFP, including logging and resolving issues related to POS devices during the contract period. The bidder shall deploy sufficient resources for the same during the working hours of the center. The help desk facility shall be the interface to the users to lodge complaints.	Is this required for business hours or 24/7 . Kindly confirm .	Refer response as given in point 11 above.
25.		Pg 24,Detailed Scope of Work	6) Bidder shall provision suitable always available data connectivity plan from a TelecomService Provider (TSP). Arranging connectivity from the TSP, planning and establishing thenetwork / connectivity, configuration and maintaining the uptime shall be the responsibilityof the bidder.	Suggest this connectivity to be on secure private network preferable on 3G network . This will keep the data between the Device and server secure .	Refer response as given in point 8 above.

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26.		Pg 24,Detailed Scope of Work	12) The bidder shall provide a self-diagnostic tool installed on the POS device or a suitable remote management tool to check the working status of various components of the device.	This required an MDM solution, kindly specify what all features of MDM are required here .	It is upto the vendor to plan accordingly so as to meet the requirements of the RFP.
27.		Pg 25,Detailed Scope of Work	17) The Department may allow the FPS / POS machines for non PDS transactions (financial inclusion transactions, other activities like mobile phone recharges, DTH recharges etc. as per directives issued by the Department during the project duration). The bidder is encouraged to leverage the above by tying up with suitable service providers to build appropriate business models. These non PDS transactions can be given as a service to the FPS owners. The cost towards these non-PDS transactions shall be fully borne by the bidder and shall not be included in their financial proposal. Also the bidder shall ensure that the non-PDS transactions does not impact the PDS transactions.	Kindly clarify why this facility is to be given . This will have a financial bearing and bidder can not collect payments as these will be B2B connections and billed to the department . Two bill for one sim can not be generated . This may be kindly removed as will interfere with the actual functionality of the required solution and flow .	Refer point 7 of corrigendum published on Department website.

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28.		Pg 27,2.10 Acceptance Testing and Certification	The primary goal of Acceptance Testing and Certification is to ensure that the Project (including all the project components as discussed in the scope of work) meets requirements, standards, specifications and performance, by ensuring that the following are associated with clear, quantifiable metrics for accountability:– Functional requirementsAutomation of FPS for Delhi PDSVer 0.u Page 28 of 51– Infrastructure (Hardware and Network) Compliance Review– Availability of the project Services in the defined locations– Performance– Security– Manageability– SLA Monitoring System– Project Documentation (Design, development, configuration, training and administration manuals etc.)– Data Quality Review	Kindly share more in depth details against each parameter mentioned , this is a very critical clause for delivery closure . Kindly elaborate .	The clause is self-explanatory.
29.		Pg 27,2.10 Acceptance Testing and Certification	User Acceptance The user acceptance testing may be performed by independent third party agency (external audit) / internal department on the fully functional POS device. The POS device shall satisfy the user acceptance testing process.	This may be done on 10 FPS and post that all deployment may start . Kindly have this included for more structured UAT	Clause stands as is.

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30.		Pg 30,2.10 Acceptance Testing and Certification	Manageability Review The third party agency may verify the manageability of the solution deployed using the Enterprise Management System (EMS) proposed by the successful bidder. The manageability requirements include requirements such as remote monitoring, administration, configuration, inventory management, fault identification etc.	Please clarify, when the bidder does not own the application , how can he do the management .	Refer point 5 of corrigendum published on Department website regarding the POS client application
31.		Mobile Terminal Specification	Mobile terminal changes	Mobile Tablet Specifications changes requested -- Dual core processor with 4GB OR Quad core with 8GB allowed- At least one USB OTG port shall be available- CE or UL certification REMOVED. Instead BIS and RoHS required- 5MP Auto focus camera REMOVED, instead camera should be capable to read 1D/2D and QR Code - Smart card reader (Optional) REMOVED. As per new DIT mandate noSmart cards will be issued to rashan shop beneficiaries- Printer - 2 inch and should be housed in same casing- Warranty - On site warranty 3 year comprehensive at district HQ,better warranty only 1 year	Clause stands as is

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32.	Tera Software Limited Mr. T.Girish Manager Operations Tera Software Limited # 8-2-293/82/A/1107, Plot No – 1107, Road No – 55, Jubilee	2.6.1 Technical Qualification Criteria – Pg 18	<p>1. Annual Sales Turnover Bidder's average Annual Sales Turnover (global / India based) generated from services related to IT / ITES projects during the last three financial years (as per the last published/audited Balance sheets), should be at least INR 9 (nine) crores.</p> <p>Turnover shall mean and include the value of sale of Goods & Services by a firm or consortium of firms taken together involved in any of the activities for supply and deployment of POS device based solution.</p>	We assume that the turnover from deployment of Hand held terminals based solution also will satisfy this criterion. Please clarify.	Refer point 10 of corrigendum published on Department website.

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33.	Hills, Hyderabad – 500 033, Telangana, INDIA. Mobile: 9949313 448 Email ID: marketing@terasoftware.com; girish.t@terasoftware.in	2.6.1 Technical Qualification Criteria – Pg 18	<p>3. Technical Capability Bidder must have successfully completed at least the following numbers of project(s) during the last 7 years of value specified herein:</p> <ul style="list-style-type: none"> - One project of similar nature of amount not less than 22 crores; OR - Two projects of similar nature of amount not less than 14 crores (in each project); <p>OR</p> <ul style="list-style-type: none"> - Three projects of similar nature of amount not less than 11 crores (in each project) <p>Definitions:</p> <ul style="list-style-type: none"> - Project of Similar Nature means a project to supply and deploy POS device based solution - Project can be in government or non-government sector 	<p>We assume that similar nature of work means project involving deployment of Hand held terminals based solution also. Please clarify.</p> <p>We also request the dept. to reduce this criterion to “Two projects of similar nature of amount not less than 11 crores (in each project)” to enable more participation of bidders for this tender.</p>	<p>The clause is self-explanatory.</p> <p>Clause stands as is.</p>

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34.		2.6.2 Technical Scoring Model – Pg 19	Work experience with any Indian Government departments / Indian PSUs / Banks in the last 3 years to supply and deploy POS devices with required custom application. Each project should be for supply of at least 400 POS devices.	We have experience of customizing application of Spot Billing System with deployment of Hand held terminals. We assume that this experience will suffice to this criterion.	The clause is self-explanatory.
35.		2.6.2 Technical Scoring Model – Pg 19	Total Work experience capacity of supplying and deploying POS devices in the last 3 years	We have experience of customizing application of Spot Billing System with deployment of Hand held terminals. We assume that this experience will suffice to this criterion.	The clause is self-explanatory.
36.		Appendix V – POS Specifications	NOTE: Mobile tablet devices should be preferred devices over POS devices for reasons of its cost, interoperability and easy maintenance.	Mobile tablet devices with optional peripherals will be costlier compared to POS devices. How the cost would be rationalized as both the products and price range are different.	Clause stands as is.
37.	Visiontek Rajeev Bhatt, Regional Manager email:rajeev.bhatt@visiontek.co.in Mb:	Page 18 point no 1	Bidder's average Annual Sales Turnover (global / India based) generated from services related to IT / ITES projects during the last three financial years (as per the last published/audited Balance sheets), should be at least INR 9 (nine) crores.	Request to increase the turnover from 9 Crore to atleast 50 crore. This will ensure participation from financial sound parties.	Clause stands as is.
38.		Page 18 point no 3	Project of Similar Nature means a project to supply and deploy POS device based solution - Project can be in government or non-government sector	Request you to define Similar nature as project supplied and deployed at Fair Price Shop.	Clause stands as is.

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39.	9717198830	Page 19 2.6.2 Technical Scoring Model	Work experience with any Indian Government departments / Indian PSUs / Banks in the last 3 years to supply and deploy POS devices with required custom application. Each project should be for supply of at least 400 POS devices.	Request you to define Similar nature as project supplied and deployed at Fair Price Shop.	Clause stands as is.
40.		Page 26 Point No 2	Non availability of service due to POS Device failure : Problem shall be rectified within 3 working hours	The SLA provided by the department is not as per the standard /impractical keeping in view of Delhi traffic. Therefore we request you to provide minimum 24 Hr resolution time.	Clause stands as is.
41.		Page 26 Point No 3	Non availability of service due to Data Connectivity failure :Problem shall be rectified within 1working hour	The SLA provided by the department is not as per the standard /impractical keeping in view of Delhi traffic. Therefore we request you to provide minimum 24 Hr resolution time.	Clause stands as is.
42.		Page 27 Point No 4	Non availability of service due to shortage of consumables of the POS device : Problem shall be rectified within 3 working hours	The SLA provided by the department is not as per the standard /impractical keeping in view of Delhi traffic. Therefore we request you to provide minimum 24 Hr resolution time.	Clause stands as is.
43.		Appendix V Pos Specification	Key Pad : Hard (Optional) QWERTY keypad	Keeping in view of FPS shop operation Hard QWERTY keys should be made mandatory along with Touch screen.	Clause stands as is.
44.		Appendix V Pos Specification	Display: 2.75 inch or higher color TFT Display supporting QVGA (320 x240) or better resolution	3.5 inch Display are the market standards and to read 10 transactions without scrolling down may need minimum of 3.5 inch display. Therefore we request the department to increase the display size.	Clause stands as is.
45.		Appendix V Pos Specification	Audio (Optional)	Considering the BPL beneficiaries Audio prompts will provide user friendly eco system. Request to make it mandatory.	Clause stands as is.

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46.		Appendix V Pos Specification	IRIS Scanner (Optional)	Kindly clarify if the bidder has to provision the cost of optional items in the final commercial bid.	Refer Section 2.8-Detailed Scope of Work-point 1 for clarifications.
47.		Appendix V Pos Specification	Smart Card (contact type) (Optional)	Kindly clarify if the bidder has to provision the cost of optional items in the final commercial bid.	It is upto the vendor to quote accordingly so as to meet the requirements of the RFP.
48.		Appendix V Pos Specification	Request to add IP 51	Justification: 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 Delhi & dusty environment at FPS. IP51 rated Hand Held Devices are recommended.	POS specifications are as per defined policy of the GOI. Clause stands as is.
49.		Appendix V Pos Specification	Request to add : RoHs For Hand Held Device & ISO 14001:2008 certified firms	Justification: 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.	POS specifications are as per defined policy of the GOI. Clause stands as is.
50.		Other Requirements	Request to add : "The bidders should have successfully executed at least 1-2 PDS projects successfully."	Justification : Keeping in view of the importance of the project and strict time bounded implementation schedule. The department may allow only experienced players for smooth and effective roll out of the project.	Rejected

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51.		Other Requirements	Request to add : The Bidder or OEM should have CMMI Level -3, ISO 9001 :2004.	Justification : This will help the department to have standard organizations taking part who shall adopt the best practices while designing, developing and implementing the project	Rejected
52.	Samsung India Electronics Pvt Ltd. Sanjay Bhatia Manager-(IT-BIZ) A-25,Ground Floor	PDS Appendix V Mobile Terminal Specs - no. 12	Certification	CE or UL certification REMOVED. Instead BIS and RoHS should be required	POS specifications are as per defined policy of the GOI. Clause stands as is.
53.		PDS Appendix V Mobile Terminal Specs - no. 18	Smart Card Reader (Optional) ISO 7816 Compliant	Smart card reader (Optional) to be REMOVED. As per new DIT mandate, no Smart cards will be issues to rashan shop beneficiaries	POS specifications are as per defined policy of the GOI. Clause stands as is.
54.		PDS Appendix V Mobile Terminal Specs	Thermal printer, specs-12	2 inch and should be housed in same casing.	POS specifications are as per defined policy of the GOI. Clause stands as is.
55.		2.6.2 Technical Scoring Model pg 20	Non-volatile storage capacity, (Sr. No. 6)	Please define scope of transactions. It will not make much sense as solution will have more than one components besides memory, which impacts the performance. This should be removed.	It is upto the vendor to quote accordingly so as to meet the requirements of the RFP.

Request For Proposal (RFP) For Selection of Agency For Computerization of FPS Operations

Tender no.: 2015_FSCAD_90212_1
Date of Issue: 29 Sep 2015

Response to Queries received from Bidders

Queries from Bidders					Department Response
#	Bidder Contact Details	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	
56.	Dinesh Bhatt (Director) Galaxy Infoserv Pvt. Ltd. 95, Bhagwan Nagar Ashram, New Delhi-14 M-88262399 97	PDS Appendix V Mobile Terminal Specs - no. 12	Certification	CE or UL certification REMOVED. Instead BIS and RoHS should be required	Refer response to point 52 above.
57.		PDS Appendix V Mobile Terminal Specs - no. 18	Smart Card Reader (Optional)ISO 7816 Compliant	Smart card reader (Optional) to be REMOVED. As per new DIT mandate, no Smart cards will be issues to rashan shop beneficiaries	Refer response to point 53 above.
58.		PDS Appendix V Mobile Terminal Specs	Thermal printer, specs-12	2 inch and should be housed in same casing.	Refer response to point 54 above.
59.		2.6.2 Technical Scoring Model pg 20	Non-volatile storage capacity, (Sr. No. 6)	Please define scope of transactions. It will not make much sense as solution will have more than one components besides memory, which impacts the performance. This should be removed.	Refer response to point 55 above.
60.	Hari Bhushan Karna, BeWo Technologies Pvt. Ltd, @0, Bhawani Kunj,	Page no.3, POS device	A device used for enabling online FPS transactions during distribution of food grains to beneficiaries. The form factors that may be supplied include: a) Hand-Held / POS Device such as Micro ATMs etc. b) Mobile terminals	POS device and Mobile Terminals are completely different device in terms of features and price. It can not be evaluated only on the basis of price. We request You to clarify whether Mobile Terminal or POS Terminal is required. If the criteria of evaluation of device is only L1(Lower price) then there is no point for asking the rate for Mobile Terminal. Mobile terminal is superior device which can not be compared with POS device in terms of price only.	It is upto the vendor to quote accordingly so as to meet the requirements of the RFP.

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61.	Near ILBS , Vasant Kunj, New Delhi, 0999925 7455, 011- 6466444	Page no - 7, Section 2.8	Training to Users 2 users per installed POS device and 160 persons identified by the department	It is not clarified whether training to users will be provided in group or individually at FPS locations.	It is upto the vendor to plan accordingly so as to meet the requirements of the RFP. Detailed training schedule can be planned by the successful bidder (with the Department) after signing of the contract. The vendor has to plan & manage these trainings and quote accordingly.
62.	1,hari.bh ushan@b ewotech no.com	page no - 18, S.No -3	Technical Capability :Bidder must have successfully completed at least thefollowing numbers of project(s) during the last 7 years ofvalue specified herein:One project of similar nature of amount not lessthan 22 crores; OR- Two projects of similar nature of amount not lessthan 14 crores (in each project); OR- Three projects of similar nature of amount not lessthan 11 crores (in each project)Definitions:- Project of Similar Nature means a project to supplyand deploy POS device based solution- Project can be in government or non-governmentsector	new vendors who are otherwise well qualified can not participate as they will not have larger projects and deployments. Mobile Terminal is the latest and preffered device which may not meet the deployment criteria. Request you to think through and reduce it up to 100 device deployment.	Clause stands as is.

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63.		Page no -22, S. No 2.8 b	POS devices shall meet specifications as mentioned in the RFP. POS devices that will be supplied need to be duly STQC certified. The bidder is responsible to maintain the POS devices during the contract period.	If the Finger print sensor integrated in the device is STQC certified then there is no use of certification from STQC again for the device. Request you to withdraw this clause.	Refer point 3 of corrigendum published on Department website.