

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

2016\_FSCAD\_101436\_1

03/14/2016

## Response to Queries received from Bidders

Queries from Bidders				Department Response
Sl. No.	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	
1	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 75 crore. This will ensure participation from financial sound parties.	Clause stands as is.
2	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 POS at Fair Price Shop.	Clause stands as is.
3	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.
4	Page 27 Point No 3	Non availability of service due to Data Connectivity failure : Problem shall be rectified within 1 working 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.
5	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.
6	Page 28 Point No. 6 of SLA	Quality of Helpdesk facility - Number of complaints received from users should be <= 30 in one month	It is understood that "Complaints" in this clause means complaints received on Helpdesk operation. Please Clarify	Complaints about the quality of the helpdesk facility itself.
7	Page 23 Point No. 1 - Detailed Scope of Work	One STQC certified IRIS scanner with each POS device (that can be used for authentication purpose in addition to the biometric scanner).	We find a conflict on IRIS Scanner requirement. As per the Specifications Appendix, IRIS Scanner is optional but as per scope IRIS scanner is mandatory. Please Clarify	IRIS scanner is mandatory.
8		Whip Antenna	Please suggest on requirement of WHIP or Yagi Antenna & Provision to connect external high gain whip antenna and Yagi antenna upto 20DB at 10 mtrs height to improve signal availability in fringe areas.	It is upto the vendor to plan accordingly so as to meet the requirements of the RFP.
9		Disbursement Cycle	May we know the disbursement cycle of commodities for the month.	Details are available on NFS portal

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10	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.	Rejected
11	Appendix V Pos Specification	<b>Request to add :</b> <b>RoHS</b> 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.	Rejected
12	Other requirements	<b>Request to add :</b> "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
13		<b>Request to add :</b> 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
14	Page No. 18, 2.6.1 Technical Qualification Criteria, Point 1, Annual Sales Turnover	Certificate from the statutory auditor	We request you to kindly amend this to Certificate from CA/Auditor/Self Declaration	Clause stands as is.
15	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 clarify whether the credential of parent company of the Lead Bidder can be showcased to meet this criterion. We would additionally request you to allow that this criterion can be met by any of the consortium member.	Clause stands as is.
16	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.

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17	Page No 31 , 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 ar 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.
18	Page no. 26, SLA		SLAs are very stringent & time to provide resolution is also very less. It will not be practically possible for bidder to resolve the issue in such time frames. We request you to kindly relax this clause.	Clause stands as is.
19	Page no. 26, SLA	Penalty on SLAs	Penalty on provisioning of complete solution is very high. We request you to kindly amend the same to 1% of the value of delayed work per month subject to a maximum of 5 percent of the value of delayed work.	Clause stands as is.
20	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. Consortiums are allowed.
21	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	It is upto the vendor to plan accordingly so as to meet the requirements of the RFP
22	Pg 28, Section 2.10	Acceptance Testing and Certification	Please confirm the Acceptance Criterion. Also, Please confirm if Sign off can be taken for individual circuits.	Clause is self-explanatory. Refer section 2.8. point 15 for implementation plan and sign off.
23	Certificate from Statutory Auditor		At many placed in the tender document, client has asked for certificate from statutory Auditor. We would like to submit that getting a certificate from the Auditor will not be possible. Request you to accept CA certificate for all these clauses.	Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP
24	Pg 19,2.6.2 Technical Scoring Model	Technical Scoring	We request you to kindly amend the delection criterion from L1 to QCBS to ensure that the quoted solution is at par with Page 10 of 27 standard.	Clause stands as is.

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25	Page 13, 2.5.4.1 Consortium	Terms of Consortium	We request you to kindly confirm whether the consortium partners can bill for their component as defined in Consortium Agreement or the same has to be necessarily done by Lead Bidder.	Lead Bidder only.
26	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."	Rejected
27	Page no. 26, SLA	Sl no2	We request you to kindly amend the clause as below: During 1st year, bidder will provide Std warranty as per the OEM. Post 1st year, the device will be rectified within 24 hrs. Penalty, post 24 hrs, will be INR 100 per hour, with a CAP of INR 1000 per device per month	Clause stands as is.
28	Page no. 26, SLA	Sl no3	3G/2G connectivity does not give any commitment on uptime, bandwidth & Latency etc. Hence request you to remove SLA over connectivity. In case SLA is required we recommend to go for lease line or VSAT based connectivity	Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP
29	Page no. 26, SLA	Sl no4	We request you to kindly amend the clause as below: The Problem will be rectified within 24 hrs. Penalty, post 24 hrs, will be INR 100 per hour, with a CAP of INR 1000 per device per month	Clause stands as is.
30	Page no. 26, SLA	Sl no5	100 % uptime is practically not possible, Hence we request to ask for 99 % uptime for helpdesk. .Post that, Penalty of INR 50 per hour with a CAP of INR 1000 per month	Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP
31	Page no. 26, SLA	Sl no6	Considering it's a new Project, Fault reporting at initial stage may be high hence request to remove this parameter from SLA	Clause stands as is. Refer section 2.9 para 2.

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32	Page no. 26, SLA	Sl no7	We request you to kindly amend the clause as below: The Problem has to be rectified within 5 working days. Penalty, post 6 working days, will be INR 100 per day, with a CAP of INR 1000 per device per incidents	Clause stands as is.
33	2.10 Acceptance Testing and Certification	Acceptance Testing and Certification may be done by a Third Party Agency. The Successful Bidder will not be required to bear the cost of certification agency. The procedures and parameters for testing will be laid down by the Third Party Agency after approval from Department; the solution deployed by the bidder has to satisfy third party acceptance testing criteria.	Since payment will come based on the acceptance testing, it will be in the interest of both the parties to know the acceptance testing criteria at the time of bidding. Please define the acceptance testing criteria.	Clause is self-explanatory.
34	Page 23, C	The bidder shall give training to all POS operators and Department officers as mentioned in the fact sheet, in the use of the POS device as well as in troubleshooting of simple/basic errors.	RFP asking for training for 2 people per Pos device. Please confirm whether the training needs to be given onsite of each FPS shops or at any central location.	The vendor has to plan & manage these trainings and quote accordingly. Department shall only facilitate participation of trainees.
35	Page 23, d	Bidder shall provision robust and redundant connectivity between POS devices and ePDS server of the Department.	We request you to kindly explain the same in detail. What kind of redundant connectivity is required as considering two component 1) SIM connectivity & MPLS connectivity to Servers.	Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP
36	Page 23, e	Bidder shall setup a full-fledged service center /help desk facility at New Delhi to proactively monitor and support the POS based FPS operations. The arrangement of the helpline number and suitable quantity of telephone lines, space, electricity etc. for service center / help desk facility shall be the responsibility of vendor. The working hours of the center are specified in the Fact sheet. Bidder shall develop / implement an appropriate Enterprise Management System (EMS) to monitor and measure the performance indicators mentioned in this RFP document and also provide online access to the EMS to officials of the Department.	Proactive Monitoring of POS device is not possible as it will be connected via Mobile network which technology work on best effort basis. Hence request to remove this clause	Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP

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37	Page 24, 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. It shall support Hindi, Punjabi & English languages.	Please elaborate on Proactive support.	Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP.
38	Page 24, 4	The successful bidder shall deploy / implement an Enterprise Management System (EMS) to monitor and measure the performance indicators listed	We assume EMS is only a ticketing tool for fault reporting , login. Pls. confirm	Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP.
39	Page 24, 8	The connectivity shall allow only data traffic and no voice communication should be allowed. The approximate data usage per transactions is 50 KB.	There is no comitment on bandwidth & performance on 3G & 2G Connectivity due to technology limitation. Request you to share minimim parameter like Latency, Bandiwidth etc. recommended for this application.	Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP.
40	Page 24, 9	The ePDS server (hosted on NIC Data Center)& related software application(s), PDS data, web services etc. and related activities including its hosting shall be the responsibility of NIC.	We request you to kindly confirm that SLA will not be applicable for application related issue hosted by NIC.	SLAs that are impacted by NIC related issues will be dealt on a case to case basis by the Department.
41	Appendix_5_POS_Mobil eTabSpecifications.pdf, Processor at Page No-1	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 )	Specified technical parameters are not enough to justify the objective of 10 transactions per minute, there are dependencies on various factors viz. network, connectivity, volume of data, application navigation etc. Please specify processor speed minimum as 1 GHZ to bring the performance at par.	POS specifications are as per defined policy of the GOI. Clause stands as is.
42	Appendix_5_POS_Mobil eTabSpecifications.pdf, Point No 2_Operating System at Page No-1	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 EAL2 )	Please specify OS type i.e. Linux/Windows/Android	POS specifications are as per defined policy of the GOI. Clause stands as is.

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43	Appendix_5_POS_MobileTabSpecifications.pdf, Point No 3_Memory at Page No-1	256MB or Higher RAM and 1GB or higher Flash memory	Specified memory requirements are not sufficient to perform 10 transactions per minute. Please consider min 512 MB RAM & 8 GB Flash	POS specifications are as per defined policy of the GOI. Clause stands as is.
44	Appendix_5_POS_MobileTabSpecifications.pdf, Point No 5_Communication at Page No-1	Should support GSM Network with GPRS, Wi-Fi, Ethernet, PSTN	There is no relevance of PSTN in today's scenario, kindly remove the PSTN option OR make it optional	POS specifications are as per defined policy of the GOI. Clause stands as is.
45	Appendix_5_POS_MobileTabSpecifications.pdf, Point No 7_Display at Page No-1	2.75 inch or higher color TFT Display supporting QVGA (320 x240) or better resolution.	Bigger display can help user to make operation smooth, also helps to view 10 records on screen to have better clarity during transaction. Kindly consider to put 3.5" TFT screen	POS specifications are as per defined policy of the GOI. Clause stands as is.
46	Appendix_5_POS_MobileTabSpecifications.pdf, Point No 12_Printer at Page No-1	2" or higher Thermal / Non-Thermal Printer	Please consider 3" Thermal printer for easy printing of commodities particulars with required details viz. quantity, prices, gross weight.etc.	POS specifications are as per defined policy of the GOI. Clause stands as is.
47	Appendix_5_POS_MobileTabSpecifications.pdf, Point No 14_Finger Print Scanner at Page No-1	STQC certified Finger Print Module	Please clarify the type of sensor as "STQC Certified Optical finger print Module".	POS specifications are as per defined policy of the GOI. Clause stands as is.
48	Appendix_5_POS_MobileTabSpecifications.pdf, Point No 14_Note at Page No-2	Mobile tablet devices should be preferred devices over POS devices for reasons of its cost, interoperability and easy maintenance.	Tablet should not be preferred over POS devices due to below reasons- 1. Tablet has no life as being the commercial grade product. 2. Models of tablets become obsolete in 2-3 years, however tender speaks about more support even after warranty expiry. 3. Number of separate devices to be maintained in case of tablet viz. Tablet, printer, Sensor & other peripheral however POS device consists of everything inbuilt. 4. low battery endurance(3-4 Hours) due to high power consumption whereas POS gives 8-10 hours back up once fully charged. 5. Tablet prone to theft, misuse however POS is safe.	POS specifications are as per defined policy of the GOI. Clause stands as is.

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49	I. Commercials Format :		Is bidder expected to develop the client for device , if yes who will provide the source code/APIs of the backend application. There has to be line item for application development .	Refer section 2.8. point 10. Clause is self-explanatory.
50	User Training		Will training be provided to 4600 FPS users at a central location or at distributed locations? Please advise. We suggest train the trainer approach where we will train a small team from client and the trained team will further train the users.	The vendor has to plan & manage these trainings and quote accordingly. Department shall only facilitate participation of trainees.
51	Dependencies		What are the dependencies for Enhancement of ePDS application by NICs and how are we to get the connect with NIC application , are we to develop the application	It is for information purpose only. NIC is responsible to develop and maintain the ePDS application.
52	Evaluation Criteria		Since this is technology driven project, we request that scoring for evaluation be based on T1 and L1 criteria , rather than just L1 criteria	Clause stands as is.
53	Appendix_5_POS_MobileTabSpecifications.pdf, Processor at Page No-1	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 )	Specified technical parameters are not enough to justify the objective of 10 transactions per minute, there are dependencies on various factors viz. network, connectivity, volume of data, application navigation etc. Please specify processor speed minimum as 1 GHZ Processor to bring the performance at par.	POS specifications are as per defined policy of the GOI. Clause stands as is.
54	Appendix_5_POS_MobileTabSpecifications.pdf, Point No 2_Operating System at Page No-1	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 EAL2 )	Please specify OS type i.e. Linux/Windows/Android	POS specifications are as per defined policy of the GOI. Clause stands as is.
55	Appendix_5_POS_MobileTabSpecifications.pdf, Point No 3_Memory at Page No-1	256MB or Higher RAM and 1GB or higher Flash memory	Specified memory requirements are not sufficient to perform 10 transactions per minute. Please consider min 512 MB RAM & 8 GB Flash Memory which can make application to run faster and load multiple applications	POS specifications are as per defined policy of the GOI. Clause stands as is.

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56	Appendix_5_POS_Mobil eTabSpecifications.pdf, Point No 5_Communication at Page No-1	Should support GSM Network with GPRS, Wi-Fi, Ethernet, PSTN	There is no relevance of PSTN in today's scenario, kindly remove the PSTN option OR make it optional	POS specifications are as per defined policy of the GOI. Clause stands as is.
57	Appendix_5_POS_Mobil eTabSpecifications.pdf, Point No 7_Display at Page No-1	2.75 inch or higher color TFT Display supporting QVGA (320 x240) or better resolution.	Bigger display can help user to make operation smooth, also helps to view 10 records on screen to have better clarity during trasaction. To see Kindly consider to put 3.5" TFT screen	POS specifications are as per defined policy of the GOI. Clause stands as is.
58	Appendix_5_POS_Mobil eTabSpecifications.pdf, Point No 12_Printer at Page No-1	2" or higher Thermal / Non-Thermal Printer	Please consider 3" Thermal printer for easy printing of commodities particulars with required details viz. quantity, prices, gross weight.etc.	POS specifications are as per defined policy of the GOI. Clause stands as is.
59	Appendix_5_POS_Mobil eTabSpecifications.pdf, Point No 14_Finger Print Scanner at Page No-1	STQC certified Finger Print Module	Please clarify the type of sensor as "STQC Certified Optical finger print Module". Optical technology helps to provide better fingerprint capturing in the environment like wet, dirt and dry conditions.	POS specifications are as per defined policy of the GOI. Clause stands as is.
60	Appendix_5_POS_Mobil eTabSpecifications.pdf, Point No 14_Note at Page No-2	Mobile tablet devices should be preferred devices over POS devices for reasons of its cost, interoperability and easy maintenance.	POS device should be preferred over tablet due to below reasons- 1. Tablet has no life as being the commercial grade product. 2. Models of tablets become obsolete in 2-3 years, however tender speaks about more support even after warranty expiry. 3. Number of separate devices to be maintained in case of tablet viz. Tablet, printer, Sensor & other peripheral however POS device consists of everything inbuilt. 4. low battery endurance(3-4 Hours) due to high power consumption whereas POS gives 8-10 hours back up once fully charged. 5. Tablet prone to theft, misuse however POS is safe.	POS specifications are as per defined policy of the GOI. Clause stands as is.
61	2.6 Criteria for Evaluation_2.6.1 Technical Qualification Criteria_Annual Sales Turnover at Page No 18	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.	Annual Turnover should be minimum 50 Cr. In last three financial years. It will ensure participation of interested bidders and avoid newcomers in this segment who may not have exposure directly of such projects.	Clause stands as is.

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62	2.6 Criteria for Evaluation_2.6.1 Technical Qualification Criteria_Technical Capability at Page No 18	<p>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"> <li>- One project of similar nature supplying 1800 POS devices or more; OR</li> <li>- Two projects of similar nature supplying 1100 POS devices or more (in each project); OR</li> <li>- Three projects of similar nature supplying 900 POS devices or more (in each project)</li> </ul>	<p>Please consider as below-</p> <p>Bidder must have successfully completed at least the following numbers of project(s) during the last 3 years of value specified herein:</p> <ul style="list-style-type: none"> <li>- One project of similar nature supplying 5000 POS devices or more; OR</li> <li>- Two projects of similar nature supplying 4000 POS devices or more (in each project); OR</li> <li>- Three projects of similar nature supplying 2500 POS devices or more (in each project)</li> </ul>	Clause stands as is.
63	2.11 Payment Schedule at Page No 32	ii. Remaining 40% of "One time charges" payable on an equated quarterly basis during the contract period. This payment shall commence after Go-live.	Remaining 40% of "one time charges" should be paid once after go-live of the project. This amount should not be divided into parts.	Clause stands as is.
64	General		<p>RFP may clarify whether the POS terminals and helpdesk assets created for the implementation for the project will be owned by the department or by IA. This is required for the estimating the tax implications. Can we setup help desk in the premises of the department.</p>	<p>Successful bidder shall procure, implement and maintain the POS devices at FPS during the contract period on behalf of the Department. The same shall be transferred to the Department after the contract period. Refer Appendix II: Financial Proposal Template for details regarding applicable taxes and Appendix IV Draft Contract Agreement. Helpdesk facility cannot be setup at premises of Department.</p>
65	2.5.4. Key Requirements of the Bid, Pg: 13		<p>The key requirements should include OEMs to bid without any consortium.</p> <p>The sole OEM bidder will be responsible for all activities in the RFP.</p>	Clauses stands as is.

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66	2.5.4.1 Consortiums,Pg:13	c. Consortium should abide by the following:	As per Point (iv), the responsibility of consortium members is being mentioned in the agreement. What will be the consequence if one of the consortium members exit? Consortium model may not be workable. In view of this OEM bidder will be responsible for providing the total services.	Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP
67	2.5.4.2 Sub-contracting, Pg: 13	Sub-contracting / outsourcing shall not be allowed.	The OEM bidder may be allowed to outsource the local services like manpower , maintenance of help desk , service centre and field support etc at his own responsibility and risk , not effecting any other requirements of the SLA.	Clause stands as is. Consortiums are allowed.
68	2.5.4.4 Earnest Money Deposit (EMD) ,Pg:13		As per Fact sheet BG is allowed in place of EMD. This may be included in this clause.	Clause is self-explanatory. Fact sheet provides necessary details as well.
69	2.6.1 Technical Qualification Criteria, Sl No. 1 ,Pg :17	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),.....	The turnover should also include electronics goods and services.	Clauses stands as is. It is broad based and self-explanatory.
70	2.6.1 Technical Qualification Criteria, Sl No. 3 ,Pg :17	Bidder must have successfully completed at least the following numbers of project(s) during the last 7 years of value specified herein: - One project of similar nature supplying 1800 POS devices or more; OR - Two projects of similar nature supplying 1100.....	This may include Tablet PCs, enumeration process and NPR services.	Clause is self-explanatory. Refer Terms and Legends at page 3.
71	2.6.1 Technical Qualification Criteria, Pg :17		Compliance to all technical specifications listed under Appendix_5 may be included in the qualification criteria.	Clauses stands as is.
72	2.6.2 Technical Scoring Model Pg:19		1.Device Specification should be given more score for technical scoring	Clauses stands as is.
73	2.6.2 Technical Scoring Model, Sl.No:1 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.....	POS devices should include other e-governance devices like tablet PC. As per section 2.6.1 Sl.No 2 experience in the last 7 years is considered. Same may be extended to 2.6.2 Sl.No 1,2 and 4.	Clauses stands as is.
74	2.6.2 Technical Scoring Model, Sl.No:2 Pg:19	Total Work experience capacity of supplying and deploying POS devices in the last 3 years	POS devices should include other e-governance devices like tablet PC. As per section 2.6.1 Sl.No 2 experience in the last 7 years is considered. Same may be extended to 2.6.2 Sl.No 1,2 and 4.	Clauses stands as is.

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Sl. No.	Reference	Content of RFP requiring Clarification(s)	Points of clarification	
75	2.6.2 Technical Scoring Model, Sl.No:4 Pg:19	Training on use of POS devices	Training should include Tablet PCs and other Electronic devices which are used by civilian customers.	Clauses stands as is.
76	2.6.2 Technical Scoring Model , Sl.No.5& 6 Pg:19	Battery backup (while all functions of device active).....	All specification in Appendix_5 shall be considered and at least 30 marks should be given for technical compliance.	Clauses stands as is.
77	2.8 Scope of Work, Pg: 23	1. a) One STQC certified IRIS scanner with each POS device(that can be used for authentication purpose in addition to the biometric scanner).	Normally Finger print only is used for Aadhaar authentication. IRIS scanner will be used vary rarely. Department may consider procurement of IRIS scanner where it required separately.	Clauses stands as is.
78	2.8 Scope of Work, Pg: 23	d) Bidder shall provision robust and redundant connectivity between POS devices and ePDS server of the Department.	Please clarify if redundant means a. Multiple SIM connection b. Connection through alternate communication channels like PSTN etc.	Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP.
79	2.8 Scope of Work, Pg: 24	6) Bidder shall provision suitable always available data connectivity plan from a Telecom Service Provider (TSP). Arranging connectivity from the TSP, planning and establishing the network / connectivity, configuration and maintaining the uptime shall be the responsibility of the bidder. A tripartite agreement shall be signed between TSP, Successful bidder & Department as per government regulations.	As per TRAI norms any mobile service provider should have minimum 85% coverage. Also call drop criteria are not stabilised. In this scenario 100% maintenance of up time will not be possible at all location with just mobile network. Alternate networks like PSTN, Wifi and Ethernet need to be explored. In case of PSTN the connection need to be given by FPS owner only.	Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP.
80	2.8 Scope of Work, Pg: 24	7) The POS machine shall be capable for two-way data communication with the ePDS servers and be capable of retrieving / transmitting relevant data relating to FPS transactions. The bidder shall provide minimum 3G connectivity per FPS.	As per Appendix_5, Sl No. 5 Communication: Should support GSM Network with GPRS, Wi-Fi, Ethernet, PSTN. 3G connectivity is generally required for video and large file. For data size of 50 KB per Transaction GPRS is sufficient. Minimum 3G connectivity per FPS should be changed to 2G connectivity.	Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP.
81	2.8 Scope of Work, Pg: 25	18) The bidder shall provision 260 meters of thermal paper per FPS per month.	Please clarify if this can be given to the FPS once in 6 months.	Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP.
82	2.8 Scope of Work, Pg: 25	19) The EMS tool shall generate..... Point:C) Circle wise complaints details:	How many Number of circles are there.?	Refer para 1 page 10

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Sl. No.	Reference	Content of RFP requiring Clarification(s)	Points of clarification	
83	2.9 Service Level Agreement, Pg: 26	The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following table are applicable for the Contract Period. Please note.....	Failures due to manufacturing defects only will be replaced free. If failure is due to mishandling, misuse, abuse, physical damages replacement will have to be charged. The cost of repair/replacement may be submitted to FSD for payment	Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP.
84	SLA Monitoring System ,Pg:26	SI.NO.1 Provisioning of Complete Solution :Successful Bidder will complete the roll out of the project across NCT of Delhi within 'Roll out period' (as specified in Fact sheet or otherwise stated by the Department in a written communication.	This(Section 2.9, SI.No.1) is not mentioned in the Fact sheet.	Refer row 5 at page 7.
85	SLA Monitoring System ,Pg:26	SI.NO.2 Non availability of service due to POS Device failure	3 hours is not sufficient for problem rectification. This may be extended to 24 hours/one business day.	Clauses stands as is.
86	SLA Monitoring System ,Pg:26	Department shall issue a quarterly SLA Satisfaction Certificate on adherence/non-adherence to SLA parameters and penalty deductions if any. The application of these penalties shall begin after go-live of the project. The overall penalty of all SLAs shall be levied up to a maximum of 25% of quarterly bill amount. However, if the maximum penalty limit is reached continuously for 2 billing cycles then the cap may be removed by the Department and actual penalty may be charged.	It is requested that a. Overall penalty per FPS should not exceed 10% of the billing amount for the particular FPS. B. overall penalty for all reasons shall be restricted to 5% of billing amount.	Clauses stands as is.
87	SLA Monitoring System ,Pg:27	SI No.3 Non availability of service due to Data Connectivity failure	Data connectivity depends on location of FPS and other parameters. FRS/UIDAI provides for deferred authentication. So FPS owner should connect the POS terminal to any communication channel (GPRS,PSTN,Wifi or Ethernet) once in 24 hours. Hence this clause may be removed.	Clauses stands as is.
88	2.10 Acceptance Testing and Certification Pg:29	Para 3 : Acceptance Testing and Certification may be done by a Third Party Agency. The Successful Bidder will not be required to bear the cost of certification agency. The procedures and parameters for testing will be.....	Acceptance criteria should be limited to specification as per Appendix_5 and FRS under Appendix_7.	Clauses stands as is.
89	Security Review Pg:30	The fully functional POS device may be audited by a third party agency from a security and controls perspective. Such audit shall also include the IT infrastructure and network deployed for the project. Following are the broad	Security review should be as per FRS defined by NIC.	Clause is self-explanatory.

Queries from Bidders				Department Response
Sl. No.	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	
90	Form 6: Financial Proposal, Pg:45	Excluding VAT & service tax which shall be paid (extra) as per applicable rates at the time of Invoice generation.	Please clarify regarding octroi, local taxes which will be payable extra.	Clause is self-explanatory.
91	2.6 Criteria for Evaluation, 2.6.1 Technical Qualification Criteria, Annual Sales Turnover, Pg 18	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. 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 providing services related to IT / ITES projects.	We request department that they should allow min 100 Cr turnover companies who can manage such big projects and have enough financials to run such projects	Clauses stands as is.
92	Technical Capability, Pg 18	Bidder must have successfully completed at least the following numbers of project(s) during the last 7 years of value specified herein: - One project of similar nature supplying 1800 POS devices or more; OR - Two projects of similar nature supplying 1100 POS devices or more (in each project); OR - Three projects of similar nature supplying 900 POS devices or more (in each project)	We request department to remove such clauses and terms and allow more bidders and OEM to participate such prestigious project.	Clauses stands as is.
93	2.6.2 Technical Scoring Model Pg No 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 atleast 400 POS devices.	We request department to consider PO / Similar biometric peripherals devices. This will encourage new participants also.	Clause is self-explanatory.
94	2.6.2 Technical Scoring Model, Pg 19	Total Work experience capacity of supplying and deploying POS devices in the last 3 years	We request department to consider PO / Similar biometric peripherals devices. This will encourage new participants also.	Clause is self-explanatory.
95	2.6.2 Technical Scoring Model, PG 20	Prior experience in setup of Helpdesk or service center	This marking score has no relevance to count the credibility of SI as department is not specifically asking their desired need.	Clauses stands as is.

Queries from Bidders				Department Response
	RFP Document			
Sl. No.	Reference	Content of RFP requiring Clarification(s)	Points of clarification	
96	The detailed scope of work is as given below and is applicable for the Contract Period, Pg 23	One STQC certified IRIS scanner with each POS device(that can be used for authentication purpose in addition to the biometric scanner).	We strongly recommend department that single finger scanner is well proven technology and much easier to operate w.r.t Iris scanner. So iris scanner should be removed from present scope as it will increase the overall cost and not compatible for integration on all OS platforms. So kindly remove this.	Clauses stands as is.
97	2.11 Payment Schedule, Pg 31	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.	We request department to keep this percentage as 80% and 20%. As interest charges are so high so keeping the original payment provision will increase the overall cost of bidder and also project.	Clauses stands as is.
98	Appendix-V	POS Specification	Micro ATM should also be considered for POS product as suggested by Ministry. Please confirm.	Refer Terms and Legends at page 3.
99	Appendix-V	STQC	We have requested to clarify that is complete POS product need to certified by STQC as per draft defined by STQC for certification of complete product. Please clarify	Clauses stands as is.
100	For Technical Evaluation, Pg 39	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 200 POS devices.	We request department to consider one PO from any partner / SI / PSU / Bank organization.	Clause is self-explanatory.
101		General Query	Department should consider only those biometric OEM device which have valid certificate	Refer section 2.6.1 point 7.
102	Appendix_5_POS_MobileTabSpecifications - Pg no. 3 pt.2	Processor speed	Considering the application behaviour, we suggest that device should have minimum 1.3 Ghz quad core processor as this will enhance user experience.	POS specifications are as per defined policy of the GOI. Clause stands as is.
103	Appendix_5_POS_MobileTabSpecifications - Pg no. 3 pt.4	Inbuilt storage	Storage should be 8GB as this will take care of future data storage requirements on tablet.	POS specifications are as per defined policy of the GOI. Clause stands as is.

Queries from Bidders				Department Response
	RFP Document			
Sl. No.	Reference	Content of RFP requiring Clarification(s)	Points of clarification	
104	Appendix_5_POS_Mobil eTabSpecifications - Pg no. 3 pt.9	USB port - At least one free USB port shall be available after setting up the entire solution including peripheral devices	Request you to please relax this condition so as to ensure more OEMs to quote. Multiple accessories will be needed to be connected to available ports like USB, BT. So, there will be no free USB port available.	Clauses stands as is.
105	Appendix_5_POS_Mobil eTabSpecifications - Pg no. 3 pt.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.	Request you to please relax mAH to 3600 mAH and above as this will be sufficient for daylong usage as well as ensure more participation from OEMs.	POS specifications are as per defined policy of the GOI. Clause stands as is.
106	Appendix_5_POS_Mobil eTabSpecifications - Pg no. 3 pt.15	SAM slot	Request you to please relax this condition so as to ensure more OEMs to quote. SAM slot should be optional.	POS specifications are as per defined policy of the GOI. Clause stands as is.
107	Appendix_5_POS_Mobil eTabSpecifications - Pg no. 3 pt.19	Environmental test	Request you to please relax- Storage temperature to 50 + - 2 degree celcius as Delhi weather conditions will not be that severe.	POS specifications are as per defined policy of the GOI. Clause stands as is.
108	Appendix_5_POS_Mobil eTabSpecifications Pg 3	Mobile tablet devices should be preferred devices over POS devices for reasons of its cost, interoperability and easy maintenance.	We suggest addition of this clause to ensure business benefits to PDS - The terminal should be able to deploy additional services which may be required at later date as APK without requiring minimal changes.	Rejected.
109	Appendix -2.6.2 Technical Scoring Model Page No 19, Point No-1	More than 2 projects : 15 1 -2 projects: 10 No projects: 0	Please delete this for healthy competition	Rejected.
110	Appendix -2.6.2 Technical Scoring Model Page No 19, Point No-2	>2500 POS devices: 15 1501 - 2500 POS devices: 10 <=1500 POS devices: 5	We suggest as below >1000 POS devices: 15 1000-500 POS devices: 10 <=500 POS devices: 5	Rejected.
111	Appendix_5_POS_Mobil eTabSpecifications - Pg no. 3 pt.2	Processor speed	Considering the application behaviour, we suggest that device should have minimum 1.3 Ghz quad core processor as this will enhance user experience.	POS specifications are as per defined policy of the GOI. Clause stands as is.
112	Appendix_5_POS_Mobil eTabSpecifications - Pg no. 3 pt.4	Inbuilt storage	Storage should be 8GB as this will take care of future data storage requirements on tablet.	POS specifications are as per defined policy of the GOI. Clause stands as is.

Queries from Bidders				Department Response
	RFP Document			
Sl. No.	Reference	Content of RFP requiring Clarification(s)	Points of clarification	
113	Appendix_5_POS_Mobil eTabSpecifications - Pg no. 3 pt.9	USB port - At least one free USB port shall be available after setting up the entire solution including peripheral devices	Request you to please relax this condition so as to ensure more OEMs to quote. Multiple accessories will be needed to be connected to available ports like USB, BT. So, there will be no free USB port available.	Clauses stands as is.
114	Appendix_5_POS_Mobil eTabSpecifications - Pg no. 3 pt.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.	Request you to please relax mAh to 3600 mAh and above as this will be sufficient for daylong usage as well as ensure more participation from OEMs.	POS specifications are as per defined policy of the GOI. Clause stands as is.
115	Appendix_5_POS_Mobil eTabSpecifications - Pg no. 3 pt.15	SAM slot	Request you to please relax this condition so as to ensure more OEMs to quote. SAM slot should be optional.	POS specifications are as per defined policy of the GOI. Clause stands as is.
116	Appendix_5_POS_Mobil eTabSpecifications - Pg no. 3 pt.19	Environmental test	Request you to please relax- Storage temperature to 50 + - 2 degree celcius as Delhi weather conditions will not be that severe.	POS specifications are as per defined policy of the GOI. Clause stands as is.
117	Appendix_5_POS_Mobil eTabSpecifications Pg 3	Mobile tablet devices should be preferred devices over POS devices for reasons of its cost, interoperability and easy maintenance.	We suggest addition of this clause to ensure business benefits to PDS - The terminal should be able to deploy additional services which may be required at later date as APK without requiring minimal changes.	Rejected.
118	Cl. No.2.1 on Pg7 reg. Quotation & Payment Schedule	Due provision has been made in RFP for FPSs becoming non-functioning during contract period.	We could not find anywhere in the RFP, as to what provision has been kept for such issues. Pl. clarify.	Refer row 9 page 7.
119	Cl. No.2.8 a) on Pg.22 on Scope of Work	Bidder shall supply & deploy PoS devices within the Roll-Out period of 6 months from Kick-off date.	Can the Bidder supply PoS devices in phases as per plan of Roll-Out, as otherwise total supply in a single lot will take more time to deliver?	Clause is self-explanatory. Refer section 2.8. point 15 for implementation plan and sign off.
120	Cl. No.2.8 a) on Pg.22/23 on Scope of Work	Implementation plan (phase or otherwise) to be mutually decided by Deptt. & Bidder	Since implementation is planned in phased manner, can the acceptance also may be made in phase (district/zone) wise?	Clauses stands as is.
121	Cl. No.2.8 Sl. No.6) on Pg.24 on Detailed Scope of Work	Bidder to provide always available data connectivity from Telecom Service Provider (TSP)	As a tripartite agreement is to be made among Bidder, TSP and Deptt., can it be made binding on TSP to provide always available connectivity?	Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP.
122	Cl. No.2.9 Pt.3 on Pg.27 on SLA monitoring Sys	Penalty due to non-availability of Service due to data connectivity	As the PoS device has in-built provision to provide transaction during Off-line mode also, FRS transaction will not be hampered. Can it be justified to penalize the Bidder for TSP failure?	Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP.
123	Cl. No.2.11 on Pg.31 reg. Payment Schedule	Payment process to start after Go live period of 6 months only after acceptance.	Realization of first payment after processing of bills will be delayed considerably. Can it be possible to pay 60% 'one time payment', just after supply of PoS devices to locations?	Clauses stands as is.

Queries from Bidders				Department Response
Sl. No.	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	
124	2.6.1 Technical Qualification Criteria (page no.19)	7. STQC certification - The biometric scanners (finger print and IRIS) should be STQC certified.	Here it calls for Biometric scanners (finger print and IRIS) should be STQC certified.  Since the Biometric scanner device is a module to be attached to PoS and verification is also required, STQC certificate can be provided at the time of supply.  Please consider our request.	Clauses stands as is.
125	2.6.1 Technical Qualification Criteria (page no.19)	1. 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 atleast 400 POS devices. Issuance of multiple purchase orders by the same client shall be considered provided a MSA / empanelment letter / any other documentary proof is provided to support this claim.  More than 2 projects : 15 1 -2 projects: 10 No projects: 0	Here it calls for work experience in completion of projects (2 nos.) for the maximum marks.  You would agree with us that the total requirement being appx. 2300 nos. , the valuation basis should be based on the no. of PoS considered in the total project rather than no. of project completion.  Hence the requirement can be modified as under:  Total requirement for the project more than 5000 nos. as per PO - 15 marks 2000-5000 nos. as per PO - 10 marks less than 2000 as per PO - 0	Clauses stands as is.
126	2.8 Scope of Work (page no.23)	e) Bidder shall setup a full-fledged service center /help desk facility at New Delhi to proactively monitor and support the POS based FPS operations. The arrangement of the helpline number and suitable quantity of telephone lines, space, electricity etc. for service center / help desk facility shall be the responsibility of vendor. The working hours of the center are specified in the Fact sheet. Bidder shall develop / implement an appropriate Enterprise Management System (EMS) to monitor and measure the performance indicators mentioned in this RFP document and also provide online access to the EMS to officials of the Department.	Here it calls for, a full-fledged service center /help desk facility at New Delhi along with arrangement of the helpline number and suitable quantity of telephone line, space, electiricty etc.  Please indicate, whether this telephone number should be TOLL FREE Number or any other landline number. This will help us in estimating the price calculation for such services.	Refer section 2.8 point e for details. Clause is self-explanatory. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP.

Queries from Bidders				Department Response
	RFP Document			
Sl. No.	Reference	Content of RFP requiring Clarification(s)	Points of clarification	
127	Detailed Scope of Work (page no. 24)	7) The POS machine shall be capable for two-way data communication with the ePDS servers and be capable of retrieving / transmitting relevant data relating to FPS transactions. The bidder shall provide minimum 3G connectivity per FPS. 8) The connectivity shall allow only data traffic and no voice communication should be allowed. The approximate data usage per transactions is 50 KB.	Here it calls for two-way data communication with 3 G connectivity along with data usage per transaction at 50 KB.  This however does not specify the total no. of transaction/ month , or, the maximum MB capacity to be provided/ month. Kindly provide such details.	Details are available on NFS portal. It is upto the vendor to plan accordingly so as to meet the requirements of the RFP.
128	2.11 Payment Schedule (page no.31)	i. 60% of “One time charges” payable on Go-Live subject to issuance of Acceptance certificate(s)  ii. Remaining 40% of “One time charges” payable on an equated quarterly basis during the contract period. This payment shall commence after Go-live.	One Time charges provides 60% on issue of acceptance certificate of completion of work, the remaining 40% has equated quarterly basis during the contract period. In order to have a good cash flow for the project execution, please consider the following revision in the payment clause: On issue of Acceptance certificate for commissioning of FPS, 80% should be paid and the remaining 20% should be payable on an equated quarterly basis during the contract period.	Clauses stands as is.
129	Mobile Terminal Specification	17. IRIS Scanner (Optional) - STQC certified IRIS scanner Module  18. Smart Card Reader (Optional) - ISO 7816 Compliant	Here it is stated that IRIS Scanner & Smart Card reader is an optional requirement.  Please indicate whether we should indicate Extra price in the price bid with & without IRIS scanner & Smart Card Reader, as a separate note.	IRIS scanner is mandatory.
130	Clause 5, page 18; Eligibility Criteria Legal Entity	Should have been operating for the last three years providing services involved in any of the activities for supply and deployment of POS device based solution	Amendment requested : Any of the Consortium members	Clauses stands as is.
131	2.6.1 - Technical Qualification Criteria S.no:5 - Legal entity - Page no: 19	Should have been operating for the last three years providing services involved in any of the activities for supply and deployment of POS device based solution	As this is a technical qualification criteria, it becomes relevant to include this content in 2.6.1 - S.no: 3 - Technical Capability in Page no:18	Clauses stands as is.
132	2.5.4.1 Page Number:13	More than one firm can form a consortium to participate in the tender. But one firm cannot be member of more than one consortium participating in the tender.	If in case different 2 or 3 POS machine vendors are using the same fingerprint scanner and built up a consortium based on this should be considered	Clause is self-explanatory.

Queries from Bidders				Department Response
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Sl. No.	Reference	Content of RFP requiring Clarification(s)	Points of clarification	
133	2.5.4.4 page number: 14	Earnest Money Deposit (EMD)	Earnest Money Deposit amount is mentioned is Rs 60 Lakhs, which is of a higher side. If the same kind of project in other stated it was been considered much less as EMD	Clauses stands as is.
134	2.6.1 page number :18	Work experience with any Indian Government departments/Indian PSUs/Bank in the last 3 years to supply and depoly POS devices with Required custom application. Each project should be for supply of atleast 400 POS devices. Issuanace of Mulitple purchase orders by the multiple purchase orders by the same client shall be considered provided a MSA/ empanlement letter/any other documentary proofs is provided to support this claim total work experience capacity of supplying and deploying POS devices in the last three years.	Mobile terminal devices which are deployed for Aadhaar Enabled Attendance wise is used as Aadhaar Authentication purpose,can be treated as an experience.	Clause is self-explanatory.