



GOVERNMENT OF PUDUCHERRY
DEPARTMENT OF CIVIL SUPPLIES AND CONSUMER AFFAIRS

THATTANCHAVADY, PUDUCHERRY - 605 009.

EOI for Selecting for Procurement of Android based Tablet/Point of Sale device, provision of network connectivity and maintenance of the tablets/Point of Sale devices for Fair Price Shop automation

1. Introduction

The Department of Civil Supplies and Consumer Affairs, Government of Puducherry invites Expression of Interest from eligible bidders for supply of Android based Tablet / Point of Sale device(PoS) for FPS automation, provision of network connectivity and maintenance of tablets / PoS for the Fair Price shops in Puducherry UT as per the guidelines mentioned in this document.

The Government of Puducherry has proposed to distribute PDS items to the ration cardholders of all four regions of Union Territory of Puducherry through Fair Price Shops (FPS) after Aadhaar authentication process. The Android-based Tablets / PoS are proposed to be introduced for the Aadhaar based authentication in 507 FPS in all the four regions of Puducherry viz. Puducherry, Karaikal, Mahe and Yanam. The regionwise details of FPS is given below:

Region	No. of FPS
Puducherry	376
Karaikal	91
Mahe	18
Yanam	22
Total	507

2. Key objectives and Expectations of the project:

- Introduce Aadhaar based authentication through finger print verification for identifying the intended beneficiary.
- The Tablet/PoS installed in FPS should be technically capable to perform Aadhaar authentication
- The Agency shall also provide network connectivity for tablet/PoS for Aadhaar verification as well as updation of FPS transactions in Stock Management system. They have to extend support for offline authentication also.
- Maintenance of tablets/PoS for a period of 5 years.
- The Agency shall also provide handholding and training on tablet/PoS operation, connectivity and FPS automation to all FPS dealers, Department officials and supervisors. Whenever any updation on FPS client required, the revised version has to be updated by the agency in all FPS.
- Supply of consumables like printer paper, rules for exception management etc.
- Resolving all the technical issues faced by FPS
- Faster request processing in delivery of services with better turn around time (TAT)
- Automation of related processes and data transfer with GPRS/3G/4G connectivity to prevent unnecessary duplication, simplifying and streamlining the procedures related to PDS
- Ensure more Transparent distribution of PDS items at the Fair Price Shops and Kerosene Dealers.

Sealed Expression of Interest prepared in accordance with the procedure enumerated in this document shall be submitted in the prescribed application as per Schedule given below:

a. Addressee and address at which EOI is to be submitted

P. Priytarshny, Director,
Department of Civil Supplies and Consumer Affairs,
#Thattanchavady, Puducherry - 605 009.
Tele: 0413 – 2251691 Fax: 0413-2252960
Email: - civil.pon@nic.in
Website: <http://www.dcsca.puducherry.gov.in/>

b. Last date and time for receipt of Eoi:

1. The last date to address the relevant queries on Eoi in written through email is **21.06.2017** by **3: 00 PM**
2. Clarification will be issued through website on **26.06.2017** at **11:00 AM**
3. The last date for submission of Eoi as per the notice is **30.06.2017** by 5:00 PM.
4. Announcement of selected agency (s) w.r.t pre-qualification criteria, pre-technical conference, if any, and the technical evaluation will be intimated later.

c. Details of the Contact person for any clarification about the project :

For Technical clarification	For other clarification
The Technical Director, National Informatics Centre Chief Secretariat, Puducherry. Mobile: 0 94420 67615 email: nicpds.py@gov.in	The Deputy Director, Department of Civil Supplies and Consumer Affairs, Thattanchavady, Puducherry. Phone: 0413-2251691 email: civil.pon@nic.in

d. Terms and Conditions :

The application shall be downloaded from the department's website <http://www.dcsca.puducherry.gov.in/> and it should be accompanied with the following document:

- i. A non-refundable application fee of Rs. 2,000/- (Rupees two thousand only) in the form of Demand Draft favoring The Assistant Director, Department of Civil Supplies and Consumer Affairs, Puducherry. Application(s) will not be considered without the payment of application fee.
- ii. A write-up on the understanding of the assignment (not more than two pages)
- iii. Capability statement (not more than ten pages) demonstrating experience in supplying of the devices.
- iv. The Company/Organization profile giving details of fields of operation, current activities in the relevant field(s) and management structure (not more than four pages)

e. Pre-Qualification Criterion:

Companies meeting the following qualifying criteria are eligible to apply for the EoI,

- i. The Company should have at least 20 experts on roll who have sufficient experience in implementing/troubleshoot/maintaining the devices.
- ii. The Company should have the arrangements, in all regions of Puducherry viz. Puducherry, Karaikal, Mahe and Yanam, to attend any non-functioning / malfunctioning devices immediately after receipt of the complaint.
- iii. The Bidder should be registered for Service Tax and Income Tax in India.
- iv. The Bidder must not be blacklisted by any Government/public sector organization in India at the time of submission of EOI.

f. Bid Evaluation Process:

The Evaluation methodology to be adopted will be in two stages comprising Expression of Interest in the first stage. The second stage will comprise inviting techno-commercial bids from eligible bidders. The evaluation procedure for the short listing process would be Quality-cum-Cost Based System (QCBS). The costs associated with the preparation and submission of the response to the EOI shall be borne by the bidder.

g. Technical evaluation:

- i. All the bidders selected in the pre-qualification criteria are required to submit the financial bids on the day of technical evaluation before the technical evaluation process of the bidder's starts. Submission of the financial bid is a pre-requisite for technical evaluation.
- ii. Technical proposal of the bidders who meet all the pre-qualification criteria, will be opened and evaluated.
- iii. The evaluation committee will evaluate the Technical proposal.
- iv. The financial bids of only those firms that qualify in the technical evaluation will be opened for deciding the successful bid based on both technical and financial parameters as per the weight-age given in final evaluation, as in sec 2 (i).

h. Commercial Bid Evaluation:

- i. The Financial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- ii. In the event that there are 2 or more bidders having the same value in the financial bid, the bidder securing the highest technical score will be adjudicated as the "Best responsive bid" for award of the Project.
- iii. Evidence of incorporation (Not required for Government organizations)
- iv. Current Annual Report and audited Balance Sheets and Profit and Loss Accounts statements for the past three years (Not required in case of Government Organizations)

i. Final Evaluation:

A composite score shall be calculated for technically qualified bids only. The weight-age for the composite evaluation is as described below:

- i. Technical - 60%
- ii. Commercial – 40%

3. Scope of Work and services expected from the Implementation Agency:

The interested organizations should have the resources, capability and commitment necessary for bringing additional value to the project. The organization should have adequate technical and financial capabilities to submit the bid.

4. General Instruction to Agencies:

- i. The prospective bidders should undertake their own study of the present system before submitting the EoI.
- ii. The changes in the EoI document if any shall be notified in the Department's website <http://dcsca.puducherry.gov.in> The Agency is advised to submit the EOI in a sealed envelope clearly mentioning the Title of EoI, Addressed to and Agency Name & Contact details on top of the Envelope.
- iii. The Department of Civil Supplies and Consumer Affairs, Puducherry has constituted an evaluation committee to evaluate the response of Participants. The decision of the Evaluation Committee in the evaluation shall be final. Any attempt by any agency to influence the EoI response evaluation process may result in rejection of the agency's response.
- iv. The Department can seek clarification with the Agency on its submitted documents.
- v. The response document should include the EoI Fee in desired format.
- vi. The Selected Agencies shall be notified of their selection through Email/Letter by Post, etc and will be given the Request for Proposal Document. The Selection does not guarantee award of work at the EoI evaluation stage.
- vii. All the pages of EoI response document should be numbered, signed by the Authorized signatory. A copy of power of attorney is desired for authorized signatory.
- viii. The undertakings should be on Company Letter head and signed by Authorized signatory.
- ix. At any point during the EoI process & evaluation, Department reserves the right to amend, delay, cancel the EoI and call for fresh response submission without any reason.
- x. The actual project implementation will be in phased manner.
- xi. The selected agencies must have operational office locations in all the four regions of UT of Puducherry for providing necessary services with sufficient manpower and devices.
- xii. The selected agencies must provide the OEM certificate or OEM authorized dealer certificate for the tablet/PoS specification.
- xiii. The tablet/PoS should have the minimum specifications as per the Annexure-1&2 given(Ministry of Food and Public Distribution, GoI recommendations)

ADDITIONAL SECRETARY-cum-
DIRECTOR (CS&CA)

Application form to submit the EOI

Sl. No.	Details required	Particulars to be filled by the bidder
1	Name and mailing address of the Agency	
2	Telephone, Fax and E-mail	
3	Name and designation of the person authorized to make commitments to the Director IT	
4	Year of establishment and constitution of organization	
5	The details of the top management with their professional qualification & experience	
6	Profile of personnel with qualification, experience and relevant certification, who can be assigned the job	
7	List of projects in the last five years in which the Firm has delivered similar service	
8	Status of Firm/ Company (Public Ltd., Pvt. Ltd., etc.)	
9	Company Registration Certificate (Enclose Certificate)	
10	ISO 9001:2000 or any other certification (Enclose Certificate if yes)	
11	No. of Professionals on roll.	

Whether following documents have been enclosed with the application:

Sl. No.	Documents to submitted for the EOI processing	Yes/No
1	A non-refundable application fee of Rs. 2,000/- in the form of Demand Draft favoring the Assistant Director, Department of Civil Supplies and Consumer Affairs, Puducherry.	
2	Organization Capability statement	
3	A write-up on the understanding of the assignment	
4	CVs of key consultants proposed to provide service	
5	Company/Organization profile giving details of current activities and management structure	
6	Evidence of company's incorporation	
7	Annual report including audited balance sheet, profit & loss account statement for the last 5 years	
8	Financials	
9	Undertaking letter (Annexure -3)	
10	Technical solution document (para no. 3)	

Place & Date:

(Signature of the bidder)
Name and Designation

ANNEXURE - 1

MOBILE TERMINAL SPECIFICATION

Sl. No.	Feature	Specifications
1	Display	7" inches or higher scratch resistant multi point capacitive touch screen with minimum WSVGA resolution (1024 X 600)
2	Processor Speed	1 GHz Dual Core or higher ARM /x86 processor or equivalent
3	RAM	1 GB or higher
4	Inbuilt Storage	4 GB or higher flash memory
5	Expansion Slot	At least a micro SD slot supporting up to 32 GB memory card
6	Audio	Good quality Speaker with 1W or higher output for announcements.
7	External Keyboard support (optional)	Device should support keyboard through USB or Bluetooth interface.
8	Connectivity	Device should support both 3G, GPRS and Wi-Fi, should support GPS feature
9	USB ports	At least one free USB port shall be available after setting up the entire solution including peripheral devices
10	Battery	Rechargeable 4000mAH or higher, Li-ion or Li Polymer battery capable of providing minimum 6 hours of operation while all function of device active.
11	Operating System	Operating system should be Linux (Latest Stable Kernel)/Android 4.0 or higher/Windows. Device operating system which supports HTML5 based web browser and CSS 3
12	Certification	RoHS (Restriction of Hazardous substance) CE or UL
13	Camera Barcode Reader	Capable of reading 1D line barcode and QR codes with minimum 5Mp auto-focus camera
14	Indicators	Status indicator provides ease of use, Indicators for connectivity (presence/absence), signal strength, battery status etc.,
15	SAM slot	Device should have at least a SAM slot to support secure loading of signed applications
16	Biometric Sensor	STQC certified Finger Print Module
17	IRIS Scanner (Optional)	STQC certified IRIS scanner Module
18	Smart Card Reader (Optional)	ISO 7816 Compliant
19	Environment & Durability	<p>Dry heat test- Operating (50 ±2°C for 2 hrs)</p> <p>-Storage-55 ±2°C for 16hrs.in accordance with IS:9000/part-3/section-5/1977(reaffirmed in 2007).</p> <p>Cold test – Operating (0 ±3°C for 2 hrs)</p> <p>Storage-minus10degC For 4 hrs. at a temp. of 0 degree C in accordance with IS:9000/part-2/section-4/1977 (reaffirmed in 2007).</p> <p>Damp heat Cyclic --Operating-40°C,95%RH for (12+12 hrs)), No. of cycles : 2 in accordance with IS:9000/part-5/section-1/1981 (reaffirmed in 2007).</p>

		<p>During last half an hour of each environmental conditioning as above and after recovery period of two hours the product be checked for 1:1 authentication</p> <p>Drop/Free Fall Test, in unpacked, switched off and normal handling conditions (Height : 100mm, Total no. of falls : 2)</p> <p>Vibration Test should be in packed condition, switched off conditions (10-150Hz, 0.15mm/2g, 10 sweep, cycles/axes)</p> <p>Bump test should be in packed condition, switched off condition.(1000Bumps, 40g, in vertical position)</p>
20	Printer	Integrated or external
21	Antenna (mandatory)	Internal
22	Terminal Management	Device should be remotely manageable in secured mode
23	Warranty	Suitable Warranty support

NOTE:

Mobile tablet devices should be preferred devices over POS devices for reasons of its cost, interoperability and easy maintenance.

1. NIC will provide a working application based on Android

2. Vendor has option to

- a. **To deploy and run NIC application in the device for its complete functionality or**
- b. **Build an application with same functionality exactly similar to NIC application in their device, in such a case the source code, every revised version of the source code and application shall be copyright of NIC.**

ANNEXURE - 2

POS SPECIFICATIONS

Sl. No.	Description	Specifications
1	Processor	Secure Processor capable of performing at least 10 transactions per minute in laboratory environment (Each Transaction consists of 1. Perform Biometric Authentication of the PDS beneficiary with UIDAI server 2. Generate Encrypted pay load for maximal Sales data. 3. Store Encrypted transaction data in the local storage 4. Transmit the Encrypted transaction sales data to PDS server. 5.Remove the locally stored sales data only after getting acknowledgement from the server)
2	OS	Secure OS having an inbuilt web browser supporting HTML5, CSS3, Java Scripts. (Source code of OS shall be CC compliant at least EAL level 2 certified or OS hardened and tested by an independent lab with a declaration of equivalence to CC EAL2)
3	Memory	256MB or Higher RAM and 1GB or higher Flash memory
4	Expansion slot	Micro SD Slot to support SD card with minimum 8 GB high speed SD card
5	Communication	Should support GSM Network with GPRS, Wi-Fi, Ethernet, PSTN
6	Interface	USB 2.0 or higher. The USB port should support device battery charging through any other USB charging source, RS-232 (optional)
7	Display	2.75 inch or higher color TFT Display supporting QVGA (320 x240) or better resolution.
8	Key Pad	Hard (Optional) QWERTY keypad
9	Battery	Swappable & Dry/Rechargeable 2600mAH or higher, Li-ion or Li Polymer battery capable of providing minimum 6 hours of operation while all function of device active.
10	Power Adaptor	Power Adaptor with surge protection and operating range 100 to 240V, 50Hz. AC input.
11	SIM & SAM slot	One or more GSM SIM slot and minimum one SAM slots for software up-gradation in device.
12	Printer	2" or higher Thermal / Non-Thermal Printer
13	Audio (Optional)	Good quality Speaker with 1W or higher output for announcements.
14	Finger Print Scanner	STQC certified Finger Print Module
15	IRIS Scanner (Optional)	STQC certified IRIS scanner Module
16	Smart Card (contact type) (Optional)	1 or 2 Number of Smart Card Reader & Writer (ISO 7816 Complaint)
17	Status Indications	Status indicator provides ease of use, Indicators for connectivity (presence/absence), signal strength, battery status.
18	Other Accessories	Durable Carry Case and user manual etc.
19	SDK	Appropriate SDK need to be provided along with the devices
20	Terminal Management	Device should be remotely manageable in secured mode

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

NOTE:

Mobile tablet devices should be preferred devices over POS devices for reasons of its cost, interoperability and easy maintenance.

1. NIC will provide a working application based on Android

2. Vendor has option to

- a. To deploy and run NIC application in the device for its complete functionality or**
- b. Build an application with same functionality exactly similar to NIC application in their device, in such a case the source code, every revised version of the source code and application shall be copyright of NIC.**

Annexure-3

Undertaking Letter

(To be submitted on Letter head of the agency)

{Location, Date}

To,

The Director,
Department of Civil Supplies and Consumer Affairs,
Thattanchavady,
Puducherry – 605 009.

Ref: EoI dated No.....

Subject: Submission of proposal in response to the EoI for **“Android based Tablet/Point of Sale device for Fair Price Shop automation, connectivity and maintenance of the tablets/Point of Sale device”**

Dear Sir,

Having examined the EoI document, we, the undersigned, herewith submit our proposal in response to your EoI Notification date for **“Android based Tablet/ Point of Sale device for Fair Price Shop automation, connectivity and maintenance of the tablets”**.

We have read the provisions of the EoI document and confirm that we accept these. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.

1. We agree to abide by this proposal, consisting of this letter, the detailed response to the EoI and all attachments.
2. We would like to declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment, and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
3. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this EoI.
4. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
5. We understand that you are not bound to shortlist/accept any or all the proposals you receive.
6. We hereby declare that we qualify and fulfill all the eligibility criteria mentioned in the EoI.
7. We declare that we or any of our group company or consortium is not acting as consultant related to IT / PeGS or any Govt. Department specifically DIT and NIC in the state of Puducherry UT.
8. We declare that our company/subsidiary is not blacklisted by any Govt. undertaking for any reason.

9. We declare that neither our company nor any of our group companies/subsidiaries is currently involved in any Legal proceedings/Arbitration with any Govt. Undertaking or Department in the State of Puducherry UT

We hereby declare that our proposal submitted in response to this EoI is made in good faith, and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[Authorized Signature]

Name

Title

Signature

Date and Stamp of the Signatory