

**Corrigendum in response to Pre-Bid meeting held on 21/07/10 for appointment of SI for Implementation of Smart Card based PDS in Puducherry**

S.No	Particulars (Section No., Clause No.,Paragraph/Bullet No.,Page.No in the RFP document )	Existent Clause	Modified / Revised Clause
1.	Section 1.6,Role of SI Page.18,	Ownership will be with the System Integrator for the first 2 years after which the ownership will transfer to the department.	Ownership of all the hardware and related system software lies with the CSCA department Puducherry.
2.	Section 3.2, Sub Section 3.2.4, Page 50	System Integrator will provide Training to FPS owners by providing one Resource at each Fair Price Shop and Kerosene Depot for a period of one month from the date of commencement of operations at the FPS / KO. - Request to reduce this quantity as this is not practical	The System Integrator should provide atleast one dedicated resource for every 10 shops for one month as part of initial handholding to ensure smooth functioning at the POS level
3.	Section 5.14, bullet 4, page83	The company / Lead Partner (in case of Consortium) should be in existence for atleast 7 years (as on 31 <sup>st</sup> March, 2009) and should be engaged in IT related activities / service for atleast 5 years. The registration certificate should be attached by the vendor.	The company / Lead Partner (in case of Consortium) should be in existence for atleast 7 years (as on 31 <sup>st</sup> March, 2010) and should be engaged in IT related activities / service for atleast 5 years. The registration certificate should be attached by the vendor.
4.	Section 5.14, bullet 6, page 83	Permanent Account Number (PAN) of bidder/each consortium member from Income Tax authorities should be submitted.	Permanent Account Number (PAN) and Valid Service Tax registration of SI/each consortium member from Income Tax authorities should be submitted
5.	Section 5.14, bullet 7,page 83	The System Integrator / all the partners of consortium should have ISO 9001:2000 certification or equivalent Quality policy. A copy of the certificate needs to be attached along with the bid document. In case the certificate is due for renewal, the System Integrator should ensure that the renewed certificate is made available at the time of signing of contract. In case the same is not provided, the Department may	The System Integrator / all the partners of the consortium should have valid ISO 9001:2000 or equivalent quality policy. A copy of the certificate needs to be attached along with the bid document

S.No	Particulars (Section No., Clause No., Paragraph/Bullet No., Page.No in the RFP document )	Existent Clause	Modified / Revised Clause
		consider negotiating the award of contract with the L2 Bidder.	
6.	Section 5.14, Eligibility Criteria, Point2,bullet3, Page 83	Self certificate signed by the company secretary of the prime bidder, mentioning that prime bidder has atleast 35% stake in the consortium & the approximate stakes of each partner of the consortium, authorized by the prime bidder, should also be submitted along with the bid document.	The Prime bidder should have stake of atleast 50% in the consortium. The stake clearly means the work undertaken by the prime bidder shall be atleast 50% of the total project work. (The key project activities include enrolment process, application development, supply and maintenance of hardware, Procurement, personalization & distribution of smart cards, Operations and management. Of the above mentioned activities atleast 50% activities should be done by Prime bidder )
7.	Section 5.14, bullet 10, page 84	The SI / Prime Bidder of consortium should have minimum 100 regular IT professional employees on its payrolls as on 31 <sup>st</sup> March 2009.	The SI / Prime Bidder of consortium should have minimum 100 regular IT professional employees on its payrolls as on 31 <sup>st</sup> March 2010.
8.	Section 5.14, Point 11. Page 84	The System Integrator / atleast one partner of consortium must have experience of at least 2 Citizen centric IT service delivery projects successfully completed with any State Government/Central Government/P.S.U.'s in last 5 years in India. The scope of such projects should include hardware supply, development of application software including enrolment, system integration, operational and maintenance services. Out of these 2 projects, the project value of atleast one project should not be less than Rs. 5 Crores. Completion certificate of work done needs to be attached.	The System Integrator / atleast one partner of consortium must have experience of at least 2 Citizen centric IT service delivery projects successfully completed / Ongoing with any State Government/Central Government/P.S.U.'s in last 5 years in India. The scope of such projects should include hardware supply, development of application software including enrolment, system integration, operational and maintenance services. Out of these 2 projects, the project value of atleast one project should not be less than Rs. 5 Crores. Work Orders/ Completion certificate of work done should be attached. Of the two projects atleast one project should have been completed

S.No	Particulars (Section No., Clause No., Paragraph/Bullet No., Page.No in the RFP document )	Existent Clause	Modified / Revised Clause
9.	Section 5.14, point 16, page.85	The System Integrator must procure smart cards from a company having a valid SCOSTA certificate from NIC for 64 KB contact based Smart Cards, a copy of which needs to be submitted along with the pre-qualification bid document.	The System Integrator must procure smart cards from a company having a valid SCOSTA certificate from NIC for 32 KB contact based Smart Cards, a copy of which needs to be submitted along with the pre-qualification bid document.
10.	Section 5.15, Para.4, Page 86	The bidder will have to score at least 70% marks to be declared as technically qualified.	The bidder will have to score at least 75% marks to be declared as technically qualified
11.	Section 6.14 ,Point 3, Page 105	100% of A per card issued successfully	100% of (A1) per enrolment completed  100% of (A2) per card issued successfully

## 11. Revised Technical evaluation matrix

S. No.	Criteria / Sub-criteria	Description / Response expected from bidder	Criteria Points	Maximum marks
A	Experience in handling Citizen centric IT service delivery Projects (Value of project > INR 5 Crores for successfully completed projects / value of delivered services >INR 5 Crores for ongoing projects)  ( The cost of the project should be excluding building structure cost )	No. of projects =1	2 marks	10 marks
		No. of projects =2	4 marks	
		No. of projects = 3	6 marks	
		No. of projects =4	8 marks	
		No. of projects >=5	10 marks	
		<b>(attach work order for each project)</b>		
B	Experience in handling Projects of at least Rs. 5 Crores with service delivery from min. 10 locations in single WO (successfully completed / ongoing)	No. of projects = 1	3 marks	10 marks
		No. of projects = 2	6 marks	
		No. of projects >=3	10 marks	
		<b>(attach work order for each project)</b>		
C	Experience in handling facility management services of data centre hosted with at least 5 applications, successfully completed or ongoing	No. of projects = 1	3 marks	10 marks
		No. of projects = 2	6 marks	
		No. of projects >=3	10 marks	

S. No.	Criteria / Sub-criteria	Description / Response expected from bidder	Criteria Points	Maximum marks
		<b>(attach work order for each project)</b>		
<i>D</i>	Experience in organising data collection and Biometric enrolment camps covering at least 2 lakh beneficiaries or worth 1 crore or more (successfully completed or ongoing)	No. of projects = 1	3 marks	10 marks
		No. of projects = 2	6 marks	
		No. of projects >=3	10 marks	
		<b>(attach work order for each project)</b>		
<i>E</i>	Volume of SCOSTA Smart cards (non GSM and any memory) distributed after authentication along with personalization solutions	Volume of smart cards =5 Lakh	5 marks	10 marks
		Volume of smart cards >5 Lakh & < 8 lakhs	7 marks	
		Volume of smart cards >= 8 lakhs	10 marks	
		(Details of projects certified from the client, where volumes of Smart Cards are delivered, have to be provided in the bid document)		
<i>F</i>	Overall understanding of the design, implementation, operation, & maintenance requirements	Assessment of technological & managerial understanding of System Integrator based on criteria like a) System Integrator's Proposed Work Plan and Timelines b) System Integrator's Resource Deployment Plan c) Understanding of risk factors and mechanism to mitigate them	Qualitative in nature	5 marks
<i>G</i>	Technical Presentation (including a demonstration of the proposed system) before the technical evaluation committee.  (The timeslot for the demonstration shall be intimated to all those eligible bidders who satisfy the pre-qualification criteria)	To assess the complete solution proposed by the System Integrator through direct interaction and clarifying queries (if any). <b>Complete end to end demonstration of the proposed solution is expected</b>	Qualitative in nature	25 marks
<b>TOTAL Marks</b>				<b>80</b>

**Note:** 1. In case of ongoing projects, commissioning of the project should have been completed and the client certificate regarding the same should be submitted

2. All the Projects cited should have been executed in last 10 years. In case if no bidder complies then department shall take the decision accordingly

## 12. Revised Financial Bid format (Ref section 7.3.1 in RFP)

The Financial Bid should include following forms:

### 7.3.1.1 Cost for Replacement of Paper based Ration cards with Smart Card based Ration Cards

S. No	Activity	Reference to RFP (A)	Rate per Enrolment (INR) (A1)
1	<b>Enrolment Process</b> Includes Cost of organizing camps, Collection of Biometrics ( Fingers print, IRIS, Facial Image), KYR and KYR+ data		
	<b>Sub Total Cost 1</b>		

S. No	Activity	Reference (A)	Rate Per card issued (INR)	Rate Per card issued (INR)	Average Rate Per card issued (INR) for evaluation purpose
			Card Type 1**	Card Type 2**	( A2 )
			a	b	$c = [(a + b)] / 2$
2	<b>Issuance of Smart Card</b> Includes Cost of card, Printing and Personalization and software required for same and Issuance of Cards				
	<b>Sub Total Cost 2</b>				

\*\*card types as mentioned in section 7.11.9 of the RFP

### 7.3.1.2 Cost for Service Window Operations

S. No	Nature of Transaction*	Reference	Rate Per Transaction (INR)	Rate Per Transaction (INR)	Average Rate Per card issued for evaluation purpose (INR)
			Card Type 1**	Card Type 2**	( B, C, D )
1	Issuance of new Ration Card to the resident	(B)			
2	Modifications of Ration Cards	(C)			
3	Issuance of Surrender Certificate to resident	(D)			
<b>Sub Total Cost 3</b>					

\*A successful Transaction: All activities performed by the System Integrator starting with receipt of resident request at the Service Window to Delivery of Service (issuance of new card / modified card, issuance of surrender certificate etc as detailed in Section 3.2.5) (including the manpower cost for Service Window Operations)

\*\*card types as mentioned in section 7.11.9 of the RFP

### 7.3.1.3 Cost for Training

S. N.	Nature of Transaction	Reference	Total Cost (INR)
1	Training to the Departmental Employees (as detailed in Section 3.2.7) over a period of 5 years	(E)	
2	Training FPS / KO owner and his one assistant over a period of 5 years	(F)	
	<b>Sub Total Cost 4</b>		

### 7.3.1.4 Infrastructure Cost

S. No.	Item	Quantity envisaged for Bidders' reference	Unit Price including tax	Comprehensive AMC & support per item for 5 years (from the date of commencement of FPS / KO operations)	Total Cost for 5 years (R)
			INR	INR	INR
		a	b	c	d = ( b + C)
1.	Service Window Application Software	1			
2.	Infrastructure Management Softwares (EMS, NMS, etc)	1			
3.	Client Desktop PCs	40			
4.	Line printer	1			
5.	LaserJet printer	6			
6.	Network Printer	4			
7.	UPS	40			
8.	POS Terminal for card Type I	600			
9.	POS Terminal for card Type II	600			
10.	Connectivity of Field Location with Application Server	600			
11.	LAN cabling in the department	16 nodes			
12.	Site Preparation per FPS / KO	600			
13.	Site preparation per node in the Departmental office	14			
14.	Site Preparation per Godown	4			
15.	Site preparation at service windows per location	4			
16.	Site Preparation per CKGA	1			
17.	Site Preparation per CBCPC	1			
18.	Smart Card Readers for card Type I	20			



19.	Smart Card Readers for card Type II	20			
20.	Low end server	2			
21.	Database Server	2			
22.	Application Server	2			
23.	Portal server	1			
24.	Web Server	2			
25.	Fingerprint Matching Server	1			
26.	Load balancer	1			
27.	Back-Up Device	1			
28.	Smart Card Personalization Printer for Card Type I	2			
29.	Smart Card Personalization Printer for Card Type II	2			
30.	Heavy Duty smart card printer for card Type I	3			
31.	Heavy Duty smart card printer for card Type II	3			
<b>Sub Total cost 5 : <math>\Sigma</math> (a*b)</b>				<b>(G)</b>	

### 7.3.1.5 Cost for Manpower for handholding

S. No.	Item Description	Reference	Number of Resources planned to be deployed by the Bidder	Rate Per man month (INR)	No of months of resource deployment	Total Cost
			a	b	c	$d = (a \times b \times c)$
1	Man month rate for IT support staff	(H)				
2	Operation & Management Including Helpdesk Support staff	(I)				
	<b>Sub Total Cost 6</b>					

### 7.3.1.6 Cost for consumables

S. N.	Item	Cost (INR)
1.	Blank Stationery (A4 size paper)	
2.	Printer Cartridges/ Toners	
3.	Secure Stationery for PIN Printing (at CKGA)	
4.	Cost per smart card (printing and personalization of cards not to be included)	
5.	CDs/Tapes etc. for backup	
6.	Printer rolls for POS terminals	
7.	Other Consumables deemed necessary for this project	
	<b><u>Sub Total Cost 7</u></b>	

7.3.1.7 Any Additional items as envisaged by the Bidder

S. N.	Item	Cost (INR)
1.		
2.		
3.		
4.		
5.		
6.		
7.		
	<b><u>Sub Total Cost 8</u></b>	

### 7.3.1.8 Total Cost of the project

S. N.	Sub Total Values	Multiplying Factor	Total Cost (INR)
	a	b	c = (a x b)
1.	<b><u>Sub Total Cost 1</u></b>	<b>12,00,000</b>	
2.	<b><u>Sub Total Cost 2</u></b>	<b>3,50,000</b>	
3.	<b><u>Sub Total Cost 3</u></b>	<b>1</b>	
4.	<b><u>Sub Total Cost 4</u></b>	<b>1</b>	
5.	<b><u>Sub Total Cost 5</u></b>	<b>1</b>	
6.	<b><u>Sub Total Cost 6</u></b>	<b>1</b>	
7.	<b><u>Sub Total Cost 7</u></b>	<b>1</b>	
8.	<b><u>Sub Total Cost 8</u></b>	<b>1</b>	
	<b><u>Grand Total Cost</u></b>		

**Note:** All prices would be inclusive of all taxes, duties, charges and levies etc. as applicable.

The prices, once offered, must remain firm and must not be subject to escalation for any reason whatsoever within the period of validity of the bid and subsequent contract, if any.

**Any increase/decrease in taxes and other statutory duties / levies shall be to the System Integrator's account.**

All volumes mentioned above are indicative; to be used for financial evaluation, while the actual volume may vary. The System Integrator would be paid against the actuals.

All the Components deployed by the SI shall be covered under comprehensive AMC for period of 5 years from the date of commencement of operations

Estimated volumes of transactions are as given in RFP (Ref: pg134)

**Last date and time for Proposal submission: 18-08-10, 3pm**

## Response to Queries / Clarifications

S.No	Place of Query(Section No, Clause No, Paragraph/Bullet No.,Page.No in the RFP document )	Particulars of the Query/Clarification	Modified / Revised / Clarified Clause
1.	Section 3, Scope of work, Page 30.	"All the data and biometrics captured shall be in UIDAI format following the guidelines for enrolment" explain?	<p>1.Enrolment process should be as per the RFE released by UIDAI for empanelment of enrolling agencies</p> <p>2.The System Integrator / enrolment partner in case of consortium should be empanelled under UIDAI</p> <p>3.All the biometric devices procured by System Integrator should be certified by STQC</p> <p>4.Biometrics of all the family members above 10 years should be captured</p> <p>5.All the operators/ supervisors of the SI /Enrolment agency in case of consortium should be certified by the certifying agency</p> <p>6.Advisable to have woman operators to meet the exigencies of local situation (if required).</p>
		UIDAI Standards/Guidelines	<p>Refer the following documents for the standards on the UIDAI website:</p> <p>1. Vittal N. committee report on demographic data capture</p> <p>2. Dr. Gairola committee report on Bio-metric capture</p> <p>3. ABIS (Aadhaar Automated Biometric Substandard interface)</p> <p>4. Aadhaar biometric capture device API</p>
2.	Section3 ,Point 1,Page 30	Details of digitized data	<p>1. Offline data captured using SQL server 2005 and online application in Postgre SQL 8.3</p> <p>2. System Integrator shall use the digitized data during the enrolment process inorder to reduce data entry tasks</p>

S.No	Place of Query(Section No, Clause No, Paragraph/Bullet No.,Page.No in the RFP document )	Particulars of the Query/Clarification	Modified / Revised / Clarified Clause
3.	Section3 ,Point 2,Page 31	What are the technology specifications of NIC applications?	NIC application is based on Open Technology
4.	Section 3.14, Installation of Application software, Page 37.	Details pertaining to service window application software?	Application software for service windows shall be workflow based & web enabled.
5.		Details pertaining to" Permit Generation & Inventory management software" developed by NIC	Application Software developed by NIC is workflow based & web enabled
6.	Section 3.14, Enrolment Software, Page 37.	Details of the enrolment software client provided by UIDAI	<ol style="list-style-type: none"> <li>1. The enrolment software to capture KYR and KYR+ shall be given by UIDAI</li> <li>2.The Client software for KYR+ shall be configurable.</li> <li>3.All the required APIs are published on the website of UIDAI</li> <li>4.All the data captured will be in encrypted form.UIDAI shall share the keys required for decryption with CSCA department in order to create a local database of Puducherry</li> <li>5.All the data collected by the SI during camps shall be sent to UIDAI regularly for deduplication and the deduplicated data received from UIDAI should be stored in local database</li> </ol>
7.	Section 3.1.4, application for embedding data in Smart Cards, Page 37	The details of the data to be embedded into Smart Cards are not provided in SCOSTA guidelines of NIC. Please provide the same	<p>Details of smart card based ration card:</p> <ol style="list-style-type: none"> <li>1. MRZ should contain the two thumb biometric templates of all the family members along with ration card No.</li> <li>2. Data of Last 3 transactions should be available in MRZ of the card</li> <li>3.VIZ should contain the name &amp; photo of the head of the family, card</li> </ol>

S.No	Place of Query(Section No, Clause No, Paragraph/Bullet No.,Page.No in the RFP document )	Particulars of the Query/Clarification	Modified / Revised / Clarified Clause
			no, card type (APL/BPL).
8.	Section 3.2.1.2, Page No 47	If the FPS owner deliberately tampers with the POS device to make it malfunction, will the SI be paid additional price for the replacement?. What is the mechanism envisaged to resolve such disputes?	SI should replace/ repair in case of hardware/software faults of the POS terminal. If dealer tampers deliberately department shall levy penalty and the SI shall be compensated accordingly. CSCA department shall be the sole arbitrator/ decision making authority in this regard
9.	Section 5.14, Eligibility Criteria, Point2,bullet3, Page 83	The System Integrator is required to conduct adequate number of camps per day to ensure complete 100% collection of beneficiaries' data within the specified time. - 100% compliance is not practical	The System Integrator is required to conduct adequate number of camps per day to ensure complete 100% collection of beneficiaries' data within the specified time. - Incase 100% data collection is not achieved in stipulated time CSCA department might consider according to the pertinent issues.
10.	Section 3, Management Cards, Page 31	Management Cards; What is the geographic coverage expected for usage (i) Inspector Cards (ii) Supervisor / Agent Card (iii) Department Officials / KMS (iv) Admin Master Card. Is any area assignment details form part of the specification?	Management cards should be area specific. Ex: Mahe Inspector cards cannot be used in Puducherry and vice versa
11.	Section 7.12, Page 183	The proposed Network Management Solution should include the required hardware and software?	The requirement is Network Monitoring and Application Monitoring



S.No	Place of Query(Section No, Clause No, Paragraph/Bullet No.,Page.No in the RFP document )	Particulars of the Query/Clarification	Modified / Revised / Clarified Clause
12.	Section 7.12, Page 183	The proposed hardware system should meet the high availability requirement. Is there any specific High availability requirement, i.e. Active-Active Cluster, Active-Passive Cluster etc?	Active-Active Cluster
13.	Sec 7.12., Page 183	The offered solution should be able to manage at least 650 nodes	Offered solution should be able to cater 1000 nodes. The entire network architecture envisaged for this project should be monitored
14.	Section 3.2.2 , point 6, page 49	Does overall Security of network only include anti-virus, anti spam protection? Or it should also include hacking, intrusion prevention etc?	Yes the security should include anti - virus, anti-spam, hacking , intrusion prevention .The security provided should fully meet ISO 27001 standards
15.	Section 7.11.1 , Page.165	RFP is mentioning about supply of two HBA card per database server. Please explain the purpose of HBA card in absence of SAN storage	SAN storage is a part of the solution - SAN will be part of SDC (state data center). However System Integrator shall provide the financial quote for SAN with specifications. It will not be considered for financial evaluation.
16.	Section 3.1.5.4.2, Note e, page 40	It is mentioned that space and furniture at camps will be provided by Department. Please confirm that Department will also provide electricity, lighting etc at camps	Department shall provide only space and furniture. All other requirements shall be taken care by SI
17.	Section 3.1.4 ,page 37	Service window application software developed by vendor should also support biometric verification at the service windows for fresh applications. Is it only Finger Print verification or IRIS too?	System Integrator shall provide the best possible solution for quick processing. This is against local database only

# STANDARDS FOR KYR<sup>+</sup>

## PUDUCHERRY MODEL

1.	Ration Card No.				Category	APL
						BPL
2.	Category	GENERAL	OBC	MBC	SC	ST
3.	Qualification					
4.	Occupation	Govt. Service / Pvt. Service / Business/ Agriculture /Self employed/ Others (please mention)				
5.	EPIC Card No.					
6.	PAN Card No.					
7.	Physically Handicapped	Yes / No	if yes, % of Handicap :			
8.	LPG Gas connection	Yes/No				
		If yes, Consumer No.				
		Name of the Agency:				
9.	Availing any Financial Assistance from Government	<u>SCHEME</u>	<u>If Yes Order No.</u>			
		Widow Pension				
		Old age Pension				
		Freedom fighter pension				
		Handicapped Pension				
		Poor Artisan Pension				
		Fisherman pension				
		Weaver pension				
		Un-organized Labour pension				
Any other pensions						

**Model Certificate to be issued to the Resident**

GOVERNMENT OF PUDUCHERRY

DEPARTMENT OF CIVIL SUPPLIES & CONSUMER AFFAIRS

**CERTIFICATE**

Certified that \_\_\_\_\_ (Name of HoF),

S/O / D/O / W/O \_\_\_\_\_ is residing with the

following members at \_\_\_\_\_

\_\_\_\_\_ (Address).

S.No.	Name of the member	Relationship with the HoF	Age	Unit

This certificate issued shall be retained by the Head of Family for identification of the family members.

DIRECTOR