

GOVERNMENT OF MEGHALAYA
DIRECTORATE FOOD CIVIL SUPPLIES AND CONSUMER AFFAIRS:
SHILLONG

SHORT TENDER NOTICE

Dated Shillong the 7th February 2017.

No DSCA.96/2011/Pt.II/52 : The Director of Food Civil Supplies & Consumer Affairs Meghalaya hereby invites SEALED TENDER from interested parties for supply, installation, commissioning and maintenance of Point of Sales (PoS) devices for automation of fair price shops under End-to-End Computerization and National Food Security Act 2013 under pilot basis for 10 Nos Fair Price Shops (FPS) in East Khasi Hills District, Shillong, which may be extended to other Districts in the State in the next phase. The quotation should reach the undersigned on or before the 7th March 2017. The Tender will be opened on the 8th March 2017(11 AM) in the Office Chamber of the undersigned.

The particulars and specification and also the terms and conditions of the Tender may be seen from this Office Website: <http://megfcsca.gov.in>

Director 

Food Civil Supplies & Consumer Affairs,
Shillong

Memo.No DSCA.96/2011/Pt.II/ 52 : Dated Shillong the 7th February 2017.

Copy to:-

- 1 The Director of Information & Public Relation, Meghalaya, Shillong for causing wide publicity through one local newspaper and few national newspaper..
- 2 Joint Secretary Food Civil Supplies & Consumer Affairs, Meghalaya, Shillong for information.
- 3 SIO, NIC, Meghalaya with a request to upload the Tender in the State Portal and the Department's website.
- 4 Smti Amelia Sohtun, Asst. Programmer, PMU, Directorate Food Civil Supplies & Consumer Affairs for information and necessary action.
- 5 Office Notice Board.

Director 

Food Civil Supplies & Consumer Affairs,
Shillong.

SHORT TENDER NOTICE
for Supply, Installation with Application and
Maintenance of Point of Sale (Pos) Devices for Pilot
Project under FPS Automation



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Government of Meghalaya

Food Civil Supplies & Consumer Affairs
Horse Shoe Building (Ground Floor)
Lower Lachumiere, Shillong-793001
Meghalaya

Phone: 0364-2224108
Fax: 0364-2504892
Email: fesca-meg@nic.in

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

Dated Shillong, the 16th December 2016

**SHORT TENDER NOTICE FOR IMPLEMENTING PILOT PROJECT FOR FPS
AUTOMATION USING POS DEVICES**

Introduction:

With the implementation of the National Food Security Act 2013 in Meghalaya, it is objective of the State to ensure the delivery of entitled foodgrains to the identified beneficiaries in an efficient and transparent way. To make such a system efficient and transparent, it has been decided to introduce an online/offline Fair Price Shop delivery system having both Aadhaar and Non-Aadhaar authentication in real-time along with Local One Time Password (OTP) as a factor of authentication. The system will identify and verify the beneficiaries at each FPS when they come to collect their foodgrains.

It is decided that the Pilot FPS Automation project will be for 10 FPSs covering urban, semi-urban and rural area in and around Shillong effective from 10th March 2017 to 31st March 2017. The Department may extend the pilot project, if needed. After the successful implementation of the Pilot project, a State-wide rollout would be followed tentatively from 1st April 2017.

Scope of work:

The selected vendor shall supply all the required hardware including commissioning and necessary backup support, integrate the hardware with software application, provide two GSM SIM cards from different telecom companies, uninterrupted connectivity, handholding support to train the FPS dealers/Dept. Officials, resource persons for monitoring the project implementation. The Dept. reserves the right to extend the Pilot Project with the same terms and conditions.

Deliverables by the vendor:

1. POS devices:

The POS device, Finger print scanner & Iris scanner should be STQC certified (certificate to be enclosed), having minimum specifications attached at Annexure-I. However, POS devices with higher specifications are highly desired.

2. Offline and Online Support:

The vendor should provide both offline and online functionality for each supplied POS devices. Each FPS should be able to conduct an offline transaction at least once and an online transaction at all times. The Dept. also envisages the implementation of Local One Time Password (OTP) as a factor of authentication. It is expected that OTP will be delivered within a reasonable time. OTP validity duration is specified within the message, currently it is kept at 30 minutes.

3. Training Support:

The vendor shall provide hands-on training for the 10 FPS dealers, Dept. Officials, for at least three times, i.e., beginning, midway implementation and ending of the project. The training will have both theoretical and practical components and the training material (booklet, video, CD, etc) will also have to be borne by the vendor. The most important aspect of the training is that it should be in real-time and the FPS transaction will also be captured online.

4. Integration with software application:

The CAS which is developed by NIC, New Delhi, will be implemented for the project. The vendor will be responsible for integrating the CAS with hardware, make trial runs, maintain liaison with NIC experts on a regular basis. The vendor will also be responsible for incorporating changes, improvements, patches, upgrades, revised versions of the CAS rolled-out by NIC.

5. Backup support:

The vendor will have to keep adequate number of additional POS devices ready at his local office in Shillong and will be liable to replace the faulty/unserviceable device within a notice of 24 (one) hour. In case of any fault occurring in any of the installed POS devices/ hardware/software, a service call by phone/fax/email generated by the FPS dealer/ Dept Officials will be honoured and responded accordingly. The POS should comply to MICRO ATM I.S.I. Standard.

6. Technical resources:

The vendor will engage at least 1 (one) Technical Engineer alongwith 3 (three) Support personnel, (preferably locals) , in Shillong and they should have requisite expertise on the device operations, software applications, hardware troubleshooting skills, etc. and monitor the FPS online transaction on a day-to-day basis. They shall also keep a close liaison with the FPS dealers, Dept. Officials, NIC, UIDAI, Census authorities and submit required reports and feedbacks to the Dept. on a weekly basis.

7. Connectivity:

The POS devices should be provided with 2 (two) SIM cards from different telecom operators. The monthly rental for such connections will be borne by the vendor for the duration of pilot project ie 3 months from the date of go live.

8. Authentication:

The Department has envisaged implementing UID and Non-UID authentication as well as the local OTP authentication. The devices must be capable of collecting both sets and perform necessary processing.

If possible, the vendor may identify at least five (5) FPS dealers having beneficiaries who have Aadhaar card for UID authentication. Charges required for UID authentication during online transaction at FPS, if any shall be borne by the vendor for the duration of pilot project ie 3 months from the date of go live. For non-UID authentication, the vendor should come up with a solution of providing an OTP authentication feature in POS application which would be unique, foolproof and easy to use. It is expected that OTP will be delivered within a reasonable time. OTP validity duration is specified within the message, currently it is kept at 30 minutes.

9. Working hours of FPS:

The vendor will have to work with the FPS dealers when it comes to FPS hours of operation. The devices installed by the vendor shall be operated during the working hours of the FPSs.

10. Disqualification:

Selected vendor shall not be entitled to opt out/suspend/withdraw the project as per the contract. It is expected that the vendor shall implement, monitor, and guide the Dept. for implementing the pilot successfully. Any negligence/default from the vendor will be viewed seriously and in such

cases, the vendor will be debarred in participating any TENDER/RFP/Tender invited by the department. Such negligence/default will also be reported to the Department of Food and Public Distribution, Govt. of India, and NIC, New Delhi, for information and necessary action.

Submission of TENDERS:

Financial Proposal Details:

Vendor will submit the financial proposal in an official letterhead and clearly state the charges per FPS both in figures and words. The charges should be inclusive of all charges and taxes. The proposal should be signed by the competent authority.

Technical Proposal Details:

The Tender is invited from organizations that have requisite expertise in implementing similar type of projects in other States/UTs. Therefore, it is required that the vendor submit the detailed technical proposal on operational modalities, technical solution, software details, hardware details, technical specifications, connectivity, training, manpower deployment, etc., to guide the Dept. for adopting a suitable methodology for the Pilot Project and subsequent final roll-out in the State. The technical proposals shall be attached in separate sheet along with the financial proposal.

The Financial Tender with detailed modalities, technical details, resource deployment, integration with NIC Common Application Software (CAS), etc. are to be submitted by Speed Post or in person in sealed envelope to the following address:

Director
Food Civil Supplies & Consumer Affairs,
Horse Shoe Building (Ground Floor)
Lower Lachumiere, Shillong-793001

The last date and time for submitting the TENDER is up to 4:30 PM of 2nd March 2017.

(Smt. I. R. Sangma, I.A.S.)
Director

Food Civil Supplies & Consumer Affairs
Govt. of Meghalaya

ANNEXURE I

Specifications

Sl. No.	Description	Specifications
1	Processor	Secure Processor with 1 ghz & above 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	512 MB/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 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	DUAL GSM SIM slot and two SAM slots for software up-gradation in device.
12	Printer	Built in 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)	1 or 2 Number of Smart Card Reader & Writer (ISO 7816 Compliant) . should be EMV certified.
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	Magnetic swipe reader	3 track bi directional

Terms and Conditions:

1. Non Refundable Court Fee Stamp of Rs. 50/- (Rupees Fifty) only should be affixed to the Sealed Tender.
2. Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty Thousand) only in the form of DD / Banker's Cheque drawn in favour of to the Director, Food Civil Supplies & Consumer Affairs Shillong
3. Earnest money deposited by unsuccessful Bidder will be released after selection process is completed. Earnest money deposited by successful Bidder will be released when work/supply done.
4. The following documents should be enclosed with the Tender:
 - (a) Attested copy of Up-to-date –
 - (i) Certificate of incorporation
 - (ii) VAT certificate
 - (iii) Central Sales Tax Registration certificate
 - (iv) VAT Clearance Certificate
 - (v) An updated Professional Tax.
5. Rates of materials supplied should be inclusive of all taxes and F.O.R to the different Districts and Subdivisional Headquarter(s) in Meghalaya.
6. The Bidder /OEM/ should enclose an Affidavit on non-judicial stamp paper of Rs. 10/- (Rupees ten) stating that they have not been blacklisted by any Central/State Govt. Departments or Central/State PSUs for the last 3 years.
7. In case the Bidder furnish false information their tenders will be rejected and their EMD stands forfeited
8. Copy of Income Tax clearance certificate obtained from the Income Tax Department should be furnished along with the Tender
9. Bidder belonging to SC/ST Community should furnish copy of SC/ST certificate issued by the competent authority
10. The Bidder need to submit documentary evidence with regard to their sound financial status.
11. The Tender should be superscript with the word "Tender for Supply, installation, commissioning and maintenance of Point of Sales (PoS) devices for automation of fair price shops" on the outer cover of sealed Tender addressed to the Director, Directorate of Food Civil Supplies & Consumer Affairs, Horse Shoe Building (Ground Floor) Lower Lachumiere, Shillong-793001
12. The bidder/OEM should furnish experience certificate to the effect that they had executed such contract work with Government Department/Organization during the last two – three years
13. Warranty should be for 2 (two) years.
14. Successful Bidder will have to provide necessary service against materials supplied under warranty period.

15. Power of attorney / authority letter in favour of the official signing the tender.
16. The bidder should have OEM certificates from the manufacturers
17. The authorized dealers/companies should have a functional Service Centre in Shillong with service engineers along with the contact details of the service centres. The Service Engineers should provide services to any part of the State within 24 hours of receipt of complaint.
18. The maximum response time for repairing the system shall not be more than 24 hours within Shillong and 48 hours for the rest of the state.
19. The response time for any complain should be clearly mentioned and any replacement needed for any computer items should be within 15 days.
20. The bidder shall submit the tender in sealed covers marked as cover I & II. The 1st cover should contain the Earnest Money as indicated above. The 2nd cover should contain the tender documents. The opening of the Tender shall be strictly as per the NIT terms & conditions
21. Rates should be quoted both in figures and words inclusive of tax etc. Overwriting and erased against rate, words will be rejected
22. Department reserves the right to make any changes in the terms and conditions of the tender

23. Payment Terms:

For claiming the payment, the following documents are to be submitted to the paying authority:

- (a) Invoice
- (b) Delivery Challan / Bills in duplicate duly pre-receipted
- (c) Supplier certificate for dispatch
- (d) Consignee receipt

24. Delivery:

- a) Delivery of the goods and documents shall be made by the Supplier in accordance with the terms specified by the Purchaser in its Schedule of Requirements and special conditions of contract and the goods shall remain at the risk of the Supplier until delivery has been completed.
- b) The delivery of the equipment shall be to the ultimate consignee as given in the purchase order.
- c) The delivery of goods shall commence within 45 days of the placement of order

25. Project duration

Pilot project will be for 10 FPS starting from 10th March 2017 to 31st March 2017 (which may be extended, if needed) and on successful completion of pilot project & based on performance, government may extend the project to other districts of Meghalaya.

Director,
Food, Civil Supplies and Consumer Affairs,
Meghalaya, Shillong