AKRITA INFO SOLUTIONS

Sr. No.	Page Reference in the RFP/Tender Document	Clause/ Point No. in the RFP/tender	Clarification Sought	Decision taken by department
1	P-33 Payment Card Reader for digital payment (optional)	•Shall be as per PCI (Payment Card Industry) Security Standards and EMV Standards. •**PCI 6.0** •EMV L1, L2, L3 •With reference to EMV L3 certificate, the bidder will submit the undertaking that requisite certificate shall be provided as per the	Due to a lack of unavailability of PCI 6 certificates and its not most common version in industry as of now by consider a specific type of certification or standard, we are requesting permission from the department to use PCI 5 instead of PCI6. This is to ensure that all participants have an equal opportunity to compete, as using an alternative version of the certification may provide a more level playing field.	Since this feature is optional so need or requirement of any change in specifications.
2	P-35 Point 25	The finger print device shall be STQC L1 and IRIS scanner used with the ePoS/ Tablet device shall be STQC L1 for Aadhar Authentication as per the latest STQC scheme of certification of UIDAI Biometric Authentication Devices required. However, the bidder with STQC L0 biometric finger print and IRIS device can also participate with the condition that the bidder shall upgrade the devices to L1 or any other level as prescribed by any competent authority in future without any extra cost to the department.	The Unique Identification Authority of India (UIDAI) does not offer Level 1 (L1) specifications for iris recognition technology. So kindly alter the clause for L1 Iris scanner.	It is clarified that the bidder with STQC L0 biometric finger print and IRIS device can also participate with the condition that the bidder shall upgrade the devices to L1 or any other level as prescribed by any competent authority in future without any extra cost to the department.

3	P-51 (4.18.2)	On production of certificate duly signed by the FPS holder and concerned Inspector regarding functioning of each ePoS/tablet device, payment shall be released as follows: - •On installation ePoS/tablet device-20% •On proper functioning of ePoS/tablet device i.e. sale transaction of foodgrains through ePOS device after biometric, IRIS, aadhar OTP in online mode and through QR code scanning and ration card No. in offline mode alongwith proper syncing of data with the server - 70%	We are requesting with the Department to acknowledge the Inspector Level-signed certificate to streamline payment procedures.	Discussed and not accepted.
4	P-79 Annexure-IX	Undertaking I/ we, the authorized signatory on behalf of the bidder do hereby declare that: The ePoS / Tablet Device is manufactured in INDIA at………………………………… ………………………(location). Or The ePoS / Tablet Device is assembled in INDIA at…………………………………………………………(lo catio n). I/we further certify that I am/we are authorized signatory of the company and, therefore, competent to submit this undertaking.	According to the Government of India (GoI) guidelines for the Make In India initiative, which promotes goods from local manufacturers, it's noted that these guidelines are not currently included in the Request for Proposal (RFP). We kindly request that you incorporate these specific guidelines mandated by the GoI into this RFP document.	Discussed and not accepted.

Sr. No	Page Reference in the RFP/ Tender Document	Clause/ Point No. in the RFP/tender	Clarification Sought	Decision taken by department
1	Page 6 of 107	2 Introduction: The technical partner for providing software solution for this purpose in the state is National Informatics Centre (NIC), Shimla and will provide software solution to run Ration Card Management System (RCMS), ePoS/ Tablet device system, Godown system and SLA monitoring tool. Therefore, the ePoS/ Tablet devices should be compatible with the software solution provided by the NIC.	**Keeping in view of the scope, objectives & bidder responsibilities of the project, we kindly request department to allow us for testing & integration of our terminals to NIC AePDS Solution & Software along with both the existing weighing scales that are already in operation at HP FCS, before the scheduled bid submission date of 11.03.2024. This will really help us to estimate the project cost in perspective of technical dependencies with integration and to get motivated for bidding the tender with the best possible competitive rates.** **We request Department's support and help to provide us with a line of introduction letter / e-mail to NIC by recommending us for testing & integration of our terminals with the AePDS application along with existing weighing scales, before the bid submission date, is solicited, please.**	Allowed.
2	Page 21 of 107	4.7 Qualification/Eligibility Criteria 4. A Self-declaration that the bidder should not have been blacklisted for fraudulent and corrupt practices or for any reason by Central Government or any State Government Departmental PSU/ Agency /Organization in India for the last 5 years (2019-20, 2020-21, 2021-22, 2022-23, 2023-2024) at the time of submission of the Bid. If any bidder is found blacklisted by any Government and State/ Centre Govt. PSU during last 5 years upto last date of submission of tender, the bidder shall not be eligible	We request department to change it as " A Self-declaration that the bidder & its OEM both should not have been blacklisted for fraudulent and corrupt practices or for any reason by Central Government or any State Government Departmental PSU/ Agency /Organization in India for the last 5 years (2019-20, 2020-21, 2021-22, 2022-23, 2023-2024) at the time of submission of the Bid. If any bidder is found blacklisted by any Government and State/ Centre Govt. PSU during last 5 years up to last date of submission of tender, the bidder shall not be eligible to participate in the bid by whatever name. If any kind of proceedings for suspension or cancellation of registration or for blacklisting or for termination of contract due to poor performance by the Bidder has been started by any Department / Undertaking of Government of any State or UT/ Government of India against the OEM or Bidder	It is clarified that in place of bidder, OEM or its Authorized Distributor or dealer or agency shall be read. Rest as per bid document.

		to participate in the bid by whatever name.	before the issue date of this Bid Document and the same is subsisting on the last date of submission of bid, the Bidder cannot participate in bidding process. "	
3	Page 23 of 107	4.8 Bidding Schedule : 3. Bid document & Bid Processing Fee(NonRefundable) 4. EMD (Earnest Money Deposit)	We request department to consider all indigenous POS Terminal manufacturing OEMs having valid MSME certificate with Udyam Registration Number are exempted from the EMD amount as per GOI guidelines and www.investindia.gov.in/atmanirbhar-bharat-abhiyaan. Please consider.	Discussed and not accepted.
4	Page 31 of 107	4.12.1e-PoS: 2. Operating System (OS): Android 10 or above	We request to make • Android 7 or above to have a better competitive terminals that are available from the market.	Discussed and not accepted.
5	Page 31 of 107	4.12.1e-PoS: 5. Communication: Wi-Fi, Ethernet and Bluetooth	We request to make • Wi-Fi and Bluetooth to have a better competitive terminals that are available from the market. And keeping in view of the 4G and WIFI availability in the latest Android OS terminals, we request to remove ethernet provision in terminal hardware for Android OS terminals, as the usage of ethernet is not there in practical at fair price shops.	In place of "Wi-Fi, Ethernet and Bluetooth" shall be read as Wi-Fi and Bluetooth, mandatory and Ethernet (optional).
6	Page 32 of 107	4.12.1e-PoS: 8.Key Pad: Qwerty keypad	We request to consider and mandate Soft/ Touch qwerty keypad in the terminal keeping in view of ease of operating the terminal.	Qwerty keypad may be virtual/ touch/ physical.
7	Page 33 of 107	4.12.1e-PoS: 15.Payment Card Reader for digital payment (optional):	We request to consider PCI 5.0 and above and request to make 15.Payment Card Reader for digital payment (MANDATE) either with integrated or with an external PINPAD so as to achieve • With reference to EMV L3 certificate, the bidder will submit the undertaking that requisite certificate shall be provided as per the requirement of the Department on AnnexureIV • All Mastercard, VISA and RuPay cards should be accepted by the reader for payment.	Since this feature is optional so need or requirement of any change in specifications.
8	Page 34 of 107	4.12.1e-PoS: 16. Support to connect Weighing Scale : Availability of connectivity feature of weighing scale through USB 2.0 or higher and Bluetooth.	We request Department to consider as " Availability of connectivity feature of weighing scale through any USB 2.0 or higher and Bluetooth".	Discussed and not accepted.

9	Page 35 of 107	4.12.1e-PoS: 25…...However, the bidder with STQC L0 biometric finger print and IRIS device can also participate with the condition that the bidder shall upgrade the devices to L1 or any other level as prescribed by any competent authority in future without any extra cost to the department. …. • Declaration from competent authority that the bidder shall upgrade the devices to L1 or any other level as prescribed by any competent authority in future without any extra cost to the department as per DECLARTATION-II.	We request to make L1 certification of STQC & UIDAI as a mandate for finger print scanners and L0 Certification for Iris scanner, keeping in view of the sunset of L0 FingerPrint Scanner as per UIDAI circular to the Department / AUA / ASA and to have all the bidders quote with a common flatform of commercials with L1 certified fingerprint scanners & L0 certified Iris scanner. Please consider our justification as will help the new bidders to participate.	It is clarified that the bidder with STQC L0 biometric finger print and IRIS device can also participate with the condition that the bidder shall upgrade the devices to L1 or any other level as prescribed by any competent authority in future without any extra cost to the department.
10	Page 36 of 107	4.12.1e-PoS: 26.Certifications: iv. RoHS (Mandatory)	We request to allow us to participate with self declaration for ROHS compliance to terminal.	Discussed and not accepted.
11	Page 37 of 107	4.12.2Tablet: 6. Connectivity (Communication): Wi-Fi, Ethernet and Bluetooth	We request to make • Wi-Fi and Bluetooth to have a better competitive Tablets that are available from the market. And keeping in view of the 4G and WIFI availability in the latest Android OS Tablets, we request to remove ethernet provision in Tablet hardware, as the usage of ethernet is not there in practical at fair price shops.	In place of "Wi-Fi, Ethernet and Bluetooth" shall be read as Wi-Fi and Bluetooth, mandatory and Ethernet (optional).
12	Page 38 & 39 of 107	4.12.2Tablet: 16. Payment Card Reader for digital payment (optional)	We request to make point 16 as an MANDATE feature and allow with an external PCI PED certified PINPAD so as to achieve • With reference to EMV L3 certificate, the bidder will submit the undertaking that requisite certificate shall be provided as per the requirement of the Department on AnnexureIV • All Mastercard, VISA and RuPay cards should be accepted by the reader for payment.	Since this feature is optional so need or requirement of any change in specifications.
13	Page 39 of 107	4.12.2Tablet: 17. Support to connect Weighing Scale : Availability of connectivity feature of weighing scale through USB 2.0 or higher and Bluetooth.	We request Department to consider as " Availability of connectivity feature of weighing scale through any USB 2.0 or higher and Bluetooth".	Discussed and not accepted.

14	Page 40 of 107	4.12.2Tablet: 24. Certification: RoHS (Restriction of Hazardous substance) CE or UL	We request to allow us to participate with self declaration for ROHS compliance to the proposed all in one TAB as per point 19 of page 39.	Discussed and not accepted.
15	Page 40 of 107	4.12.2Tablet: 26. Sensors: Accelerometer, Ambient light sensor	We kindly request to please remove these specifications as they do not have any relevance in PDS / FPS application scenario. If Department wants to continue with the specification we request to please brief us with the purpose of the specification and usage scenario in PDS / FPS application as defined in the scope of work in this RFP.	Discussed and not accepted.
16	Page 41 of 107	4.12.2Tablet: Certifications: 27. ….. However, the bidder with STQC L0 biometric finger print and IRIS device can also participate with the condition that the bidder shall upgrade the devices to L1 or any other level as prescribed by any competent authority in future without any extra cost to the department..... • Declaration from competent authority that the bidder shall upgrade the devices to L1 or any other level as prescribed by any competent authority in future without any extra cost to the department as per DECLARTATION-II.	We request to make L1 certification of STQC & UIDAI as a mandate for finger print scanners and L0 Certification for Iris scanner, keeping in view of the sunset of L0 Fingerprint Scanner as per UIDAI circular to the Department / AUA / ASA and to have all the bidders quote with a common flatform of commercials with L1 certified fingerprint scanners & L0 certified Iris scanner. Please consider our justification as will help the new bidders to participate.	It is clarified that the bidder with STQC L0 biometric finger print and IRIS device can also participate with the condition that the bidder shall upgrade the devices to L1 or any other level as prescribed by any competent authority in future without any extra cost to the department.
17	Page 41 of 107	4.12.2Tablet: 28. Certifications:	We request to allow Self-Declaration Copies of each respective certificate.	Discussed and not accepted.
18	Page 42 & 43 of 107	4.14 Manner of uploading of Financial Bid	We request to give 40% more of purchase preference to TABLET based terminals in Pricing of 4.14.1 Financial Bid (Rental Mode) & 4.14.2Financial Bid (Purchase Mode), keeping in view of durability of the product with ease & comfort of usage and can be a hassle free to get added with more featured USP services of Department at all the FPS on the same product in coming up years. Please consider our request and justification on the same in the corrigendum.	As per bid document only and no change required.

19	Page 42 & 43 of 107	4.14 Manner of uploading of Financial Bid: 4.14.1Financial Bid (Rental Mode) : 4.14.2Financial Bid (Purchase Mode)	We request Department to consider & finalise with only one model of financial evaluation i,e., either of 4.14.1Financial Bid (Rental Mode) or with 4.14.2Financial Bid (Purchase Mode), so as it will help Companies like us to have a clarity on bidding with competitive value parameter. please consider our justification to encourage new bidders to participate.	As per bid document only and no change required.
20	Page 69 & 70 of 107	Annexure-I: Integration of ePoS/ Tablet Device with Electronic Weighing scale: Undertaking	**In order to achieve the requirements of Annexure-I Integration of ePoS/ Tablet Device with Electronic Weighing scale Undertaking and "Keeping in view of the scope, objectives & bidder responsibilities of the project, we kindly request department to allow us for testing & integration of our terminals to NIC AePDS Solution & Software along with both the existing weighing scales that are already in operation at HP FCS, before the scheduled bid submission date of 11.03.2024. This will really help us to estimate the project cost in perspective of technical dependencies with integration and to get motivated for bidding the tender with the best possible competitive rates. We request Department's support and help to provide us with a line of introduction letter / e-mail to NIC by recommending us for testing & integration of our terminals with the AePDS application along with existing weighing scales, before the bid submission date, is solicited, please."**	Allowed.
21	Pages 6, 11, 13, 18, 40, 51, 98 of 107	2 Introduction; 4.3 FPSs Automation Process; 4.3.1.2 Mode 2: Offline Mode (OM):; 4.6.7 ePoS/tablet device (in FPS) loaded with Client Software:; 4.12.2Tablet:25.Camera Barcode Reader (Optional); 4.18.2Direct Purchase mode; Tablet device technical specification offered:25.Camera Barcode Reader (Optional)	At all these clause / section s have a common understanding of QR Code reader and its usage process in the scope of application and operations. But there is no Camera / QR Code hardware related specification mentioned in the terminal hardware specifications of epos terminal and for Tablet in page nos 40 & 98 it was mentioned as " Camera Barcode Reader (Optional)". we request department to please justify the same and make REAR & FRONT CAMERA as a MANDATE hardware specification in both epos and Tablet hardware with capable of reading the QR Code from the Ration and Aadhar Card to have an ease of operation as per the scope of application briefed in the RFP.	Discussed and not accepted.

| 22 | Page 75 of 107 | Annexure-V: Self-declaration that the bidder has not been blacklisted by any Government and State/ Centre Govt. PSU.: Self declaration: I/we being authorized signatory/ies on behalf of the bidder to participate in the Bid No. …………….. do hereby declare that the bidder has not been blacklisted by any govt or government PSUs for the last 5 years i.e 2019-20, 2020-21, 2021-22, 2022-23, 2023-2024 upto last date of submission of tender, the bidder shall not be eligible to participate in the bid by whatever name. | We request Department to consider it by an Affidavit from both bidder and OEM as " I/we being authorized signatory/ies on behalf of the OEM and bidder to participate in the Bid No. …………….. do hereby declare that the OEM and bidder has not been blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State / Central Government organization or PSUs for the last 5 years i.e. 2019-20, 2020-21, 2021-22, 2022-23, 2023-2024 up to last date of submission of tender, the OEM and bidder shall not be eligible to participate in the bid by whatever name." If it is found at any stage that the bidder and its OEM is blacklisted by any Government and State/ Centre Govt. PSU during the above period or for termination of contract due to poor performance by the OEM/Bidder, my/our bid is liable to be cancelled/ rejected by the department of FCS & CA, HP without any notice. | It is clarified that in place of bidder, OEM or its Authorized Distributor or dealer or agency shall be read. Rest as per bid document. |
| 23 | General | General: Status of Tender ID: 2022_FCSCA_58583_1 & Tender Ref No : eGSFCSCA12022T4 Dated: 25-Mar-2022 with Tender Title :Selection of the vendor to supply install maintain ePoS devices and developing SLA ePoS monitoring tool etc to Implement Aadhaar enabled Public Distribution System in HP by the Department Food Civil Supplies and Consumer Affairs Himachal Pradesh | As a Company with having the pre-qualification criteria and indigenous R&D and manufacturing facilities of various models of POS terminals, we request Department to provide us with the present status of the referred tender details to have a clear understanding, as it is with having five year project duration, and it will help us a lot to take a decision on participation in the present bid. | It is clarified that the project time period is 5 years as per bid document. |

Linkwell Telesystems

Sr. No.	Page Reference in the RFP/Tender Document	Clause/ Point No. in the RFP/tender	Clarification Sought	Decision taken by department
1	P-33 Payment Card Reader for digital payment (optional)	•Shall be as per PCI (Payment Card Industry) Security Standards and EMV Standards. **•PCI 6.0** •EMV L1, L2, L3 •With reference to EMV L3 certificate, the bidder will submit the undertaking that requisite certificate shall be provided as per the	Further to the circulars form GOI we request department to mandate the PCI/PTS and consider PCI 5 and above to enable more bidders to participate. i.e. Circular No. D.O. No. 10(1)/2016-PD.II dated 14.10.2016 for Digital payments at FPS Circular No. 1124/2016- Comp Cell dated 12.09.2016 for promotion of payments through Cards and Digital at FPS Circular No. F.No. 21(8)/2016-CompCell dated 09.07.2018 for Implementing Digital payment facility at FPS Circular No. F.No. 21(8)/2016 - Comp dated 13.08.2018 for Promotion of Digital/Cashless Transaction in PDS	Since this feature is optional so need or requirement of any change in specifications.

MDP

Sr. No.	Page Reference in the RFP/Tender Document	Clause/ Point No. in the RFP/tender	Clarification Sought	Clarification/ Decision taken by department
1	4.7Qualification /Eligibility Criteria, Point no. 7, Page no. 22	The Bidder must have supplied and installed at least 5000 ePoS/ Tablet devices itself or through its Authorized Distributor or dealer or agency in India to Central/ State Government OR Centre/ State Govt. PSU OR Nationalized/ Scheduled Commercial Banks/ Cooperative Banks till the date of submission of bid.	The Bidder **/ OEM** must have supplied and installed at least 5000 ePoS/ Tablet devices itself or through its Authorized Distributor or dealer or agency in India to Central/ State Government OR Centre/ State Govt. PSU OR Nationalized/ Scheduled Commercial Banks/ Cooperative Banks till the date of submission of bid.	It is clarified that either bidder or its OEM must have supplied and installed at least 5000 ePoS/ Tablet devices itself or through its Authorized Distributor or dealer or agency in India to Central/ State Government OR Centre/ State Govt. PSU OR Nationalized/ Scheduled Commercial Banks/ Cooperative Banks till the date of submission of bid.
2	4.7Qualification /Eligibility Criteria, Point no. 10, Page no. 22	The ePoS/ Tablet Devices along with IRIS, Finger Biometric Scanner shall be manufactured or assembled in India by the bidder.	The ePoS/ Tablet Devices along with IRIS, Finger Biometric Scanner shall be manufactured or assembled in India by the bidder**/OEM.**	It is clarified that ePoS/ Tablet Devices along with IRIS, Finger Biometric Scanner shall be manufactured or assembled in India whether by the bidder or by the OEM.
3	Annexure—X, Part B, ePoS device technical specification offered , Point no. 5, Page no. 84	Communication : •Wi-Fi, Ethernet and Bluetooth	Communication: •Wi-Fi, Ethernet **(optional)** and Bluetooth.	In place of "Wi-Fi, Ethernet and Bluetooth" shall be read as Wi-Fi and Bluetooth, mandatory and Ethernet (optional).
4	Annexure—X, Part B, ePoS device technical specification offered , Point no. 8, Page no. 85	Key Pad: Qwerty keypad	Key Pad: Qwerty keypad **/ Touch Key Pad**	Qwerty keypad may be virtual/ touch/ physical.

5	Annexure—X, Part B, ePoS device technical specification offered , Point no. 9, Page no. 85	Battery : • For Linux OS – Minimum 2600 mAH or higher • For Android OS- Minimum 4000 mAH or higher Swappable & Dry/ Rechargeable, Ii-ion or Ii Polymer battery, capable of providing minimum 8-10 hours of operation with all functions of device active.	Battery: • For Linux OS – Minimum 2600 mAH or higher • For Android OS- Minimum **7500** mAH or higher Swappable & Dry/ Rechargeable, Ii-ion or Ii Polymer battery, capable of providing minimum 8-10 hours of operation with all functions of device active.	As per bid document as department has demanded battery For Android OS- Minimum 4000 mAH or higher capable of providing minimum 8-10 hours of operation with all functions of device active. .
6	Annexure—X, Part B, ePoS device technical	Payment Card Reader for digital payment (optional):	Payment Card Reader for digital payment **(mandatory):**	As per bid document.
	specification offered , Point no. 15, Page no. 87	Shall be per PCI (Payment Card Industry) Security Standards and EMV Standards. • Shall be as per PCI (Payment Card Industry) Security Standards and EMV Standards. • PCI 6.0 • EMV L1, L2, L3 • With reference to EMV L3 certificate, the bidder will submit the undertaking that requisite certificate shall be provided as per the requirement of the Department on Annexure-IV	• Shall be as per PCI (Payment Card Industry) Security Standards and EMV Standards. • **PCI 5.0** • EMV L1, L2, L3 • With reference to EMV L3 **(Should be from any two Nationalize bank out of that one should be HDFC**) certificate.	Since this feature is optional so need or requirement of any change in specifications.

		All Mastercard, VISA and RuPay cards should be accepted by the reader for payment.		
7	Annexure—X, Part B, ePoS device technical specification offered , Point no. 20, Page no. 89	Terminal Management:

Device should be remotely manageable in secured mode. | Device should be remotely manageable in secured mode. **TMS server should be in India.** | Discussed and not accepted. |
| 8 | Scope of work | In the tender document, it is mentioned that the supply and installation of ePoS/Tablet devices will be on a rent basis or through purchase. | Please clarify, which mode of procurement will be finalized rental or purchase? | Discussed and not accepted. |

MOBIOCEAN

Sr. No.	Page Reference in the RFP/Tender Document	Clause/ Point No. in the RFP/tender	Clarification Sought	Decision taken by department
1	20-21	Clause 4.7 Qualification/Eligibility Criteria Sr. No. 1 The Bidder must be a company incorporated in India, registered under the Company's Act 1956 as amended from time to time / society registered under society registration Act/ Firm/ Partnership firm registered under Partnership Act.	We humbly request the Department to consider Consortium/JV with OEM for larger participation	Discussed and not accepted.
2	21	Clause 4.7 Qualification/Eligibility Criteria Sr. No. 4 A Self-declaration that the bidder should not have been blacklisted for fraudulent and corrupt practices or for any reason by Central Government or any State Government Departmental PSU/ Agency /Organization in India for the last 5 years (2019-20, 2020-21, 2021-22, 2022-23, 2023-2024) at the time of submission of the Bid. If any bidder is found blacklisted by any Government and State/ Centre Govt. PSU during last 5 years upto last date	We request the Department to kindly consider: A Self-declaration that the bidder should not have been blacklisted or disqualified or their contracts have been terminated for fraudulent and corrupt practices or for any reason by Central Government or any State Government Departmental PSU/ Agency /Organization in India for the last 5 years (2019-20, 2020-21, 2021-22, 2022-23, 2023-2024) at the time of submission of the Bid. If any bidder is found blacklisted by any	It is clarified that in place of bidder, OEM or its Authorized Distributor or dealer or agency shall be read. Rest as per bid document.

		of submission of tender, the bidder shall not be eligible to participate in the bid by whatever name.	Government and State/ Centre Govt. PSU during last 5 years from last date of submission of tender, the bidder shall not participate by whatever name.	
3	22	Clause 4.7 Qualification/Eligibility Criteria Pt. No. 7 The Bidder must have supplied and installed at least 5000 ePoS/ Tablet devices itself or through its Authorized Distributor or dealer or agency in India to Central/ State Government OR Centre/ State Govt. PSU OR Nationalized/ Scheduled Commercial Banks/ Cooperative Banks till the date of submission of bid.	We request the Department to kindly consider: The Bidder or its OEM should have supplied and installed at least 5000 ePoS/ tablet of similar model quoted devices in India to any Government or State/ Centre Govt. PSU/Cooperatives OR Nationalized/ Scheduled Commercial Banks/ Cooperative Banks/ or any Private agency where end use is Govt till the date of submission of bid. End user certicate is to be submitted	It is clarified that either bidder or its OEM must have supplied and installed at least 5000 ePoS/ Tablet devices itself or through its Authorized Distributor or dealer or agency in India to Central/ State Government OR Centre/ State Govt. PSU OR Nationalized/ Scheduled Commercial Banks/ Cooperative Banks till the date of submission of bid.

4	34	Clause 4.12.1 e-PoS Point 16 Support to connect Weighing Scale -- Availability of connectivity feature of weighing scale through USB 2.0 or higher and Bluetooth.	We request the Department to kindly consider: Availability of connectivity feature of weighing scale through USB 2.0 or higher OR via Bluetooth.	Discussed and not accepted.
5	35	Clause 4.12.1 e-PoS - CERTIFICATIONS Point 25 The finger print device shall be STQC L1 and IRIS scanner used with the ePoS/ Tablet device shall be STQC L1 for Aadhar Authentication as per the latest STQC scheme of certification of UIDAI Biometric Authentication Devices required. However, the bidder with STQC L0 biometric finger print and IRIS device can also participate with the condition that the bidder shall upgrade the devices to L1 or any other level as prescribed by any competent authority in future without any extra cost to the department.	It is clarified that the bidder with STQC L0 biometric finger print and IRIS device can also participate with the condition that the bidder shall upgrade the devices to L1 or any other level as prescribed by any competent authority in future without any extra cost to the department.	The bidder with STQC L0 biometric finger print and IRIS device can also participate with the condition that the bidder shall upgrade the devices to L1 or any other level as prescribed by any competent authority in future without any extra cost to the department.

Sr.No.	Page Reference in the RFP/Tender Document	Clause/ Point No. in the RFP/tender	Clarification Sought	Decision taken by department
1	Clause No-4.7 /Qualification /Eligibility Criteria, Point no. 7, Page no. 22	The Bidder must have supplied and installed at least 5000 ePoS/ Tablet devices itself or through its Authorized Distributor or dealer or agency in India to Central/ State Government OR Centre/ State Govt. PSU OR Nationalized/ Scheduled Commercial Banks/ Cooperative Banks till the date of submission of bid.	OEM will supply material as well as provide service and as you know joint venture is also not allowed in this tender, hence role of OEM becomes important in such tender hence you are requested to amend the following Do it. "The Bidder / OEM must have supplied and installed at least 5000 ePoS/ Tablet devices itself or through its Authorized Distributor or dealer or agency in India to Central/ State Government OR Centre/ State Govt. PSU OR Nationalized/ Scheduled Commercial Banks/ Cooperative Banks till the date of submission of bid.	It is clarified that either bidder or its OEM must have supplied and installed at least 5000 ePoS/ Tablet devices itself or through its Authorized Distributor or dealer or agency in India to Central/ State Government OR Centre/ State Govt. PSU OR Nationalized/ Scheduled Commercial Banks/ Cooperative Banks till the date of submission of bid.

| 2 | Clause No-Annexure—X/Part B/ePoS device technical specification offered , Point no. 5, Page no. 84 | Communication : •Wi-Fi, Ethernet and Bluetooth | Nowadays Wi-Fi and GPRS facility is available in point of sale machines in the market. Most of the OEM devices do not have Ethernet port, hence we request you to make Ethernet port optional. | In place of "Wi-Fi, Ethernet and Bluetooth" shall be read as Wi-Fi and Bluetooth, mandatory and Ethernet (optional). |
| 3 | Clause No-Annexure—X, Part B, ePoS device | Key Pad: Qwerty keypad | As per the latest specifications of the available P.O.S devices in market, we suggest you allow | Qwerty keypad may be virtual/ touch/ physical. |

	technical specification offered , Point no. 8, Page no. 85		soft touch keypad on display screen of P.O S device.	
4	Clause No-Annexure—X, Part B, ePoS device technical specification offered , Point no. 9, Page no. 85	Battery : • For Linux OS – Minimum 2600 mAH or higher • For Android OS-Minimum 4000 mAH or higher Swappable & Dry/ Rechargeable, Ii-ion or Ii Polymer battery, capable of providing minimum 8-10 hours of operation with all functions of device active.	Android operating system and 5 inch screen size consumes a lot of battery in the device, hence having a battery of 7500 or more to run the device continuously for 8-10 hours will not cause any problem in operation. Therefore, you are requested to increase the battery capacity to 7500 mAH instead of 4000 mAH.	As per bid document as department has demanded battery For Android OS-Minimum 4000 mAH or higher capable of providing minimum 8-10 hours of operation with all functions of device active.
5	Clause No-Annexure—X, Part B, ePoS device technical specification offered , Point no. 15, Page no. 87	Payment Card Reader for digital payment (optional): Shall be per PCI (Payment Card Industry) Security Standards and EMV Standards. • Shall be as per PCI (Payment Card Industry) Security Standards and EMV Standards. • PCI 6.0 • EMV L1, L2, L3 • With reference to EMV L3 certificate, the bidder will submit the undertaking that requisite certificate shall be provided as per the requirement of the Department on Annexure-IV All Mastercard, VISA and	We as an OEM are not able to understand why you have made the payment card reader optional for digital payments. Today the government supports digital payments and this is the future. You will keep it optional for now and some OEMs will supply the device without payment support, and when it is needed in future by department, the entire device will have to be replaced because Non Payment devices not compliance security level certificate which require for payment transaction which is not technically possible. Therefore, we request you to make this section mandatory.	Since this feature is optional so need or requirement of any change in specifications.

		RuPay cards should be accepted by the reader for payment.	PCI 6 certificate is latest in this industry which is only with one or two OEMs, PCI 5 certificate is with most of the OEMs. Therefore, to Enable more OEMs to participate, PCI 6 is requested to be amended to PCI 5.	
			Integrating the device with any bank for issuing EMV L3 certificates is a time-consuming activity. Therefore, we request you that the device should be pre-registered EMV L3 certificate with at least one nationalized bank and at least one private bank so that there is no problem in running the project within timeline.	As per bid document.
6	Annexure—X, Part B, ePoS device technical specification offered , Point no. 20, Page no. 89	Terminal Management: Device should be remotely manageable in secured mode.	Many OEMs have Terminal management servers outside India in country like China. Which is not right due to security reasons. Therefore, the Terminal management servers of the OEM should be in India, the clause of which we request you to amend in tender.	As per bid document.
7	Clause No-4.7Qualification /Eligibility Criteria, Point no. 10, Page no. 22	The e PoS/ Tablet Devices along with IRIS, Finger Biometric Scanner shall be manufactured or assembled in India by the bidder.	The e PoS/ Tablet Devices along with IRIS, Finger Biometric Scanner shall be manufactured or assembled in India by the bidder/OEM.	It is clarified that ePoS/ Tablet Devices along with IRIS, Finger Biometric Scanner shall be manufactured or assembled in India whether by the bidder or by the OEM.

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Sr. No.	Page Reference in the RFP/Tender Document	Clause/ Point No. in the RFP/tender	Clarification Sought	Decision taken by department
1	P-33 Payment Card Reader for digital payment (optional)	•Shall be as per PCI (Payment Card Industry) Security Standards and EMV Standards. •**PCI 6.0** •EMV L1, L2, L3 •With reference to EMV L3 certificate, the bidder will submit the undertaking that requisite certificate shall be provided as per the	There are less vendors available with PCI 6.0 version, so we would like to suggest the detartment to consider PCI 5.0 or above for the healthy and fair competetion	Since this feature is optional so need or requirement of any change in specifications.
2	P-35 Point 25	The finger print device shall be STQC L1 and IRIS scanner used with the ePoS/ Tablet device shall be STQC L1 for Aadhar Authentication as per the latest STQC scheme of certification of UIDAI Biometric Authentication Devices required. However, the bidder with STQC L0 biometric finger print and IRIS device can also participate with the condition that the bidder shall upgrade the devices to L1 or any other level as prescribed by any competent authority in future without any extra cost to the department.	There are no L1 Specification from UIDAI for IRIS	It is clarified that the bidder with STQC L0 biometric finger print and IRIS device can also participate with the condition that the bidder shall upgrade the devices to L1 or any other level as prescribed by any competent authority in future without any extra cost to the department.