

RFP No 11/12-2023

**The Department of Food, Civil Supplies & Consumer Affairs
Government of Himachal Pradesh**

Invites

**Request for proposal for Procurement, installation and maintenance
of ePoS/ Tablet devices and integration with electronic weighing
scales for AePDS**

Sd/

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1 The Executive Summary

The department of Food, Civil Supplies & Consumer Affairs has already automated the operation of Fair Price Shops in the State by installing ePoS devices except in Pangi & Lahaul- Spiti. The foodgrains under PDS is being distributed to the beneficiaries through these devices in online mode and occasionally in off-line mode also. Currently the period of the contract which was executed with the firm to automate these Fair Price Shops has been over and now the extension is being given to the Firm till further finalization of the tender.

Therefore, to continue the process of automation and 100% distribution of foodgrains by Aadhaar based biometric transactions the department intends to invite Bids for installation of about ePoS/Tablet device at all fair price shops throughout the State including Tribal and remote areas such as Lahaul -Spiti and Pangi. This Fair Price Shop automation shall be implemented either on a Build own operate transfer model or through outright purchase with comprehensive 5 years maintenance and operation of these devices.

2 Introduction

The Department is planning to replace the existing ePoS/ Tablet devices at FPSs in the State with advanced ePoS/ Tablet devices having Finger+Iris Scanner, QR Code reader, Aadhaar Enabled Payment System (AePS) alongwith provisions for integration with Electronic Weighing Scale through USB and Bluetooth, having WIFI as well as 4G or higher SIM slot connectivity as per the technical specification requirements mentioned in the bid.

The number of Fair Price Shops in the State is 5000-6000, the approximate number of beneficiary families is 19.75 lakh.

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.

3 Objectives of the Project

The primary objective of the project is 100% distribution of food grains under PDS through ePoS/Tablet devices through biometric authentication only i.e either through Aadhaar based Finger scanning, IRIS scanning, Aadhaar based OTP method:

The project objectives are as follows:

- a. Timely and need-based food grain distribution.
- b. Prevention of diversion of essential commodities.
- c. Induction of transparency and accountability in operations.
- d. Reduction of stake holders' grievances.
- e. Dissemination of the information as per the public requirement.
- f. Monitoring and quick decision-making through MIS generated reports.
- g. Protecting the interest and empowering the end beneficiary.
- h. To improve service delivery and create transparency.
- i. To remove the fake/ duplicate/ false beneficiary, if any.
- j. To ensure that the benefits of scheme are delivered only to intended beneficiaries using biometric authentication (Finger Print + Iris+ Aadhaar OTP).
- k. To record real-time information related to the FPS transactions and make them readily available for future planning and analysis.

4 Structure of RFP

The Request for Proposal (RFP) document for “Supply, Installation and Maintenance of ePoS Devices for Statewide Automation of Fair Price Shops (FPSs)”, consists of following sections –

1. Scope of work.
2. Abbreviation used in this RFP document
3. FPSs Automation Process
4. Operational Software solution
5. Mobile footprint survey
6. System Architecture
7. Qualification/ Eligibility criteria.
8. Bidding schedule.
9. Instructions for bid submission.

10. Preparation and submission of bid proposal
11. Technical specifications of ePoS/ Tablet device and technical evaluation.
12. Selection of bidder.
13. Implementation schedule
14. Financial model.
15. Service Levels and penalties applicable to the project.
16. Exit management plan.
17. General Conditions
18. Conditions of Bid Submission.
19. Force Majeure.
20. Other Terms and Conditions

4.1 SCOPE OF WORK

There are 12 districts in H.P. and all the fair price shops situated in all these districts are to be covered under this project including the Tribal areas such as Kinnaur, Lahaul & Spiti, Pangi & Bharmour areas of Chamba district.

The FPS automation project roll-out will be in the entire state of Himachal Pradesh having Approx. 5000-6000 FPS. The bidder will ensure ePoS/Tablet device supply and installation at each FPS either on rent basis or through outright purchase with 5 years maintenance and service agreement including one year onsite warranty as per service level bench marks as prescribed in the bid document, compatible with NIC software solution and Electronic weighing scale to be integrated, ensuring seamless network connectivity, imparting block-wise training to FPS holders, sufficient thermal paper rolls as per requirement of FPS for the inbuilt/external printer, and other services for ePoS/Tablet Device as per service level benchmarks.

4.1.1 Approximate Number of FPS in the State

This number may vary as per the requirement of the State, however, the District wise detail of FPS in the State is as follows:

District	No. of FPS in urban areas	No. of FPS in rural areas	Total FPS
Bilaspur	9	242	251
Chamba	12	502	514
Hamirpur	19	290	309
Kangra	113	1011	1124
Kinnaur	0	69	69
Kullu	34	418	452
Lahaul and Spiti	0	65	65
Mandi	53	776	829
Shimla	55	556	611
Sirmaur	29	333	362
Solan	46	287	333
Una	28	284	312
Total	398	4833	5231

4.2 Abbreviation used in this RFP document

ABBREVIATIONS	
AePS	Aadhaar enabled payment system
AePDS	Aadhaar enabled Public Distribution System
ASA	Authentication Service Agency
AUA	Authentication User Agency
EMD	Earnest Money Deposit
CMMi	Capability Maturity Model Integration
FCS&CA	Department of Food, Civil Supplies and Consumer Affairs, Himachal Pradesh
FPS	Fair Price Shop
MAF	Manufacturer's Authorization Form
MGR	Monthly Gross Revenue
NABL	National Accreditation Board for Testing and Calibration Laboratories
NIC	National Information Center, HP
OEM	Original Equipment Manufacturer
OTP	One Time Password
PBG	Performance Bank Guarantee
PDS	Public Distribution System
PMU	Project Monitoring/ Management Unit
e-PoS	Electronic Point of Sale device (To be used at the FPS)
SDK	Software Development Kit
SLA	Service-level agreement
SLB	Service-level Benchmarks
SLS	Service-level Software
STQC	Standardization Testing and Quality Certification
UIDAI	Unique Identification Authority of India

4.3 FPSs Automation Process

The department is focusing to automate all the FPS based on the fully online model by installing ePoS/Tablet devices which will have 4G or above connectivity and the foodgrains will be distributed to all beneficiaries by way of Aadhar based Biometric/ IRIS/ OTP authentication only. All such transactions carried out by ePoS/Tablet device in the back end of the server maintained by the NIC. The software for operation of these ePoS/Tablet devices have been developed by the NIC & will be uploaded to make these devices operational. In addition to this, the commodities under the State Specially Subsidized Scheme will also be distributed through these devices. The above device will be integrated with electronic weighing scale installed in FPS so that the exact food quantity to be distributed is properly weighed. Thereafter, the commodity- wise receipt will be printed out through thermal printer to be given to the beneficiaries either in Hindi or in English language as per the convenience of the beneficiaries.

The basic infrastructure to be supplied by the bidder at each FPS would comprise of ePoS/Tablet device as per the technical specifications mentioned in the bid, equipped with 4G and above internet connectivity with ePoS Biometric IRIS scanner, QR Code scanner, Antenna whenever required for enhancing signals with inbuilt internal / external thermal printer.

4.3.1 Mechanism for distribution of foodgrains and other commodities through ePoS/ tablet device.

Issuance of the commodities by FPS to the Beneficiaries: -
Commodities will be issued to the beneficiaries in the following two modes:

4.3.1.1 Mode 1: Fully Online Mode (FOM)

In Fully online mode beneficiary will get the ration from Fair Price Shop through online modes, as per follows:

The ePoS/ Tablet device with Aadhaar based finger biometric scanner, IRIS scanner, Aadhar based OTP authentication connected with internal / external thermal printer, capable of integrating with

Electronic Weighing scale (configuration of which is attached ([Annexure-I](#)) shall be uploaded with software solution application developed by the NIC. **The Make and Model of the Electronic Weighing Scale is as follows: -**

- i. Goldtech GTEP B-23**
- ii. M/S PRECISION ELECTRONIC INSTRUMENT CO
1256 MIE, Part-B, Bahadurgarh, Jhajjar, Haryana
124507**

The device will access this application and data will be fetched from the server through the network connectivity. After Aadhaar based biometric /IRIS scanner/ OTP authentication through UIDAI server, the transaction of foodgrains will be done through the devices and the receipt of such transaction shall be handed over to the beneficiaries.

The main features of the Online mode are as follows: -

- i. The device will be integrated with the electronic weighing machines and will weigh quantity as per the beneficiary's entitlement. In case the biometric i.e Finger scanning or IRIS scanning or Aadhaar based OTP fails, the machines will not allow sale of foodgrains.
- ii. The Point of Sale (ePoS/tablet) device gets connected with the server and registers itself on the server.
- iii. The ePoS / Tablet Device will not work without a valid SIM card/ WiFi network.
- iv. Beneficiary provides biometrics such as finger biometrics or IRIS or Aadhaar based OTP system in ePoS / Tablet Device.
- v. ePoS/tablet device will read the biometrics and send it to the Aadhaar server to authenticate beneficiary.
- vi. Once the beneficiary gets authenticated, her/ his entitlement for the month is obtained from the server and displayed on the screen of the machine. The beneficiary may get his/ her entitled quantity in multiple times, if he/she wishes so.
- vii. The ration supply is given to the beneficiary as per the entitlement and after weighment a receipt of the same is auto-generated for each transaction. E-receipt will also be provided.
- viii. In case above biometrics are not getting authenticated because

of some reason, the ration will be distributed through Aadhaar based OTP which will be sent to the beneficiary's registered mobile number.

- ix. All the sales transactions are recorded in ePoS and auto-sync with the server in real-time.
- x. Once the sales transactions are recorded in the server, SMS will get generated and sent to the registered mobile number giving the details of the transaction.
- xi. The ePoS/Tablet Device also generate the receipt of ration received by the individual at the FPS and such receipt is recorded on the server.
- xii. The beneficiary may opt for Biometric/ IRIS/ OTP based transaction. If the authentication through FINGER or IRIS of a particular beneficiary fails 2 times, the transaction mechanism will automatically switch to One Time Password.

4.3.1.2 Mode 2: Offline Mode (OM):

This mode shall be applicable in those blocks or parts thereof, where there is no availability of internet connectivity. For offline transactions, the ration card / beneficiaries details which is saved in the local database of the device shall be accessed through RC No. or QR code Scanner. The transaction will be done and accordingly receipt will be printed and given to the beneficiary. However, as and when, the ePoS/tablet device comes in internet connectivity area, the whole data shall be automatically transferred/ synchronized through the NIC software to the server. The main features of offline mode are as follows:-

- i. Ration Card details are entered either manually or through scanning of QR code/ barcode pre-printed on the Ration card. Details of the beneficiary as recorded in the ration card and Ration card database are displayed. ePoS/tablet device reads the ration card number and beneficiary's entitlement details and balances stored offline in the ePoS/tablet device.
- ii. Food grains will be delivered by the FPS dealer after verifying the details of the beneficiary.
- iii. ePoS/tablet device reads the details of the allocation and stock

- availability of FPS.
- iv. The said transaction data stored offline shall be pushed by FPS dealer within 7 days or alternatively, the FPS dealer shall carry the device to their respective tehsil /block and push the sale transactions to the PDS server and at the end of the month and pull the next month's allocation, beneficiary details to the Point of Sale (PoS) device. This is strictly applicable in the Network Shadow area only.
 - v. The device should have the ability to take backup in SD card or other suitable media and must be uploaded in the web portal as per updation schedules prescribed by the Department.

4.4 Operational Software solution

The complete solution regarding foodgrain distribution will be developed by NIC and the ePoS/Tablet device should be compatible with the solution. The successful bidder shall extend all help for integration of the ePoS /Tablet device with above software as well as electronic weighing scale already installed in each FPS.

4.5 Mobile footprint survey

- i. The successful bidder must conduct the mobile foot print (Signal strength) survey across all FPSs in the State and identify and map FPSs with the mobile internet service provider who is providing the most reliable connectivity in their region.
- ii. The successful Bidder in this survey should identify the best two service provider based on the signal strength in the FPS.
- iii. The successful Bidder will also identify and list out the FPSs which require additional antenna to boost the Signal strength.
- iv. The successful Bidder will submit detailed District wise, Block-wise and FPS wise network availability, installation certificate with longitude and latitude of each FPS to the District Controller, FCS&CA with a copy to the Director, FCS & CA, HP. The Proforma for such report is attached as [Annexure II](#). The above report will also be submitted in soft copy as per the requirement of the department.

- v. The successful Bidder shall also maintain such reports on an ongoing basis and will update the same based on the feedback received from FPS dealer, department officials or similar survey conducted in future.
- vi. It may be noted that authorized representatives of F&CS department will also carry random verification of the survey report submitted by the Bidder and will inform the F&CS department about any discrepancies observed in the mobile foot print survey report.
- vii. The successful Bidder in that case will be given a week's time to respond and take corrective action based upon the findings of the F&CS department or their authorized representatives.

4.6 System Architecture

The system architecture is depicted below: -

4.6.1 Authentication User Agency (AUA)

The Authentication User Agency (AUA) shall provide Aadhaar enabled services using Authentication services provided by UIDAI and **Department of Food, Civil Supplies & Consumer Affairs will be Sub-AUA of the project.** The AUA shall take requests from the ePoS/tablet device server and send them to ASA (Authentication Service Agency) server and receive a response from ASA and communicate the same to the ePoS/tablet device server.

4.6.2 Authentication Service Agency (ASA)

As per the norms prescribed by UIDAI, AUA communicates with Aadhaar authentication services through an approved ASA (Authentication Service Agency). ASA is an entity that provides secure and compliant network connectivity to UIDAI and AUA for enabling Aadhaar authentication services.

4.6.3 Authentication services by UIDAI

Actual authentication will be performed on UIDAI servers. The UIDAI authentication server accepts the request from ASA and after verification, communicates the response to the ASA server duly assigning a unique transaction ID.

4.6.4 ePoS/tablet device Server

- I. ePoS/tablet device Server Software and RCMS: - This forms the core component in the entire architecture, which maintains all transactions related to FPS, allows the Department functionaries to add card holders entitlements every month as per norms, and allows the beneficiary to draw his/her entitlements from assigned FPS. In case of portability, consumer may get ration from any FPS of their choice. The biometric record should not be padded. Also, it is preferable to keep the data size small instead of padding it to a fixed size of 2 to 10 KB only.
- II. Application program creates the PID XML, computes the SHA-256 hash of the PID XML, generates AES-256 random session key, and encrypts the PID XML with the session key. Then session key is encrypted using UIDAI's 2048-bit public key. Encrypted PID XML, encrypted session key, and PID Hash (hmac) is sent to AUA server. Based on the protocol between devices and AUA server, data elements need to be sent appropriately.
- III. Devices need to host the applications for authentication, BFD, seeding EID/ UID, Exception Handling, recording transactions, Allocation, Transaction Module etc. Implementing changes required by **Department of Food, Civil Supplies & Consumer Affairs** Himachal Pradesh, if any, for executing any other alternative federated authentication mechanisms for uninterrupted services.
- IV. Department/ Govt. permission is essential if a successful bidder needs to establish external data storage.

4.6.5 Functionality of ePoS/tablet device Server

- I. Retrieve sales data of the current month from the ePoS/tablet device transaction database for all or specific FPS.
- II. Record the goods received at Fair Price Shop.
- III. Send SMS to all registered RC Holders of stock arrival in their preferred FPS
- IV. Fetch the Ration Card Data from the Ration Card database
- V. Generate and send OTP to beneficiaries' Mobile numbers and

Authenticate OTP.

- VI. Send Aadhaar number and bio-metric to the AUA server for Authentication/ Best Finger Detection.
- VII. Record the response from AUA server
- VIII. Record the transactions in the ePoS/tablet device transaction database
- IX. Provide web services for generating MIS reports viz. Daily Transaction Report, Monthly transaction report, goods received report, available balance report etc.
- X. RD service with Update API 2.5 and e-KYC 2.5
- XI. Provide E-KYC facility for beneficiaries through ePoS/tablet device.

4.6.6 Exception Management process

The successful bidder/ NIC shall be capturing exception-handling mechanisms indicated by the FCS & CA Department for user authentication and backup identity authentication mechanisms when Aadhaar-based authentication fails. Authentication failures could occur due to process failures, infrastructure failures (including power, IT infrastructure, authentication devices, network connectivity), or biometric failures (where Aadhaar holder biometric cannot be acquired or used for some reason).

- I. In FPS designated for an online mode where network failure occurs occasionally the device shall have provisions to switch to/ support offline mode.
- II. The authentication will be done either through finger biometrics or IRIS scanner or Aadhaar OTP in online mode.

4.6.7 ePoS/tablet device (in FPS) loaded with Client Software:

- i. The ePoS/tablet device communicates with the ePoS/tablet device server duly using the web services provided by ePoS/tablet device. Each device will have a unique device ID which will be mapped to a FPS in the ePoS/tablet device Transaction database. The beneficiary needs to authenticate himself, for drawing ration, considering the following possible Scenarios:
 - a) Beneficiary's authentication can be done either by fingerprint or IRIS scanner from the sensors available on ePoS/tablet

device or through Aadhaar based OTP. Aadhaar number and biometric/ IRIS information are sent to the UIDAI server for authentication. On successful authentication received from UIDAI, the entitled commodities on screen are displayed.

- b) In case of authentication failure (Finger + IRIS) by a deemed real beneficiary, the system will prompt for Aadhaar OTP on the registered mobile number of the beneficiary for authenticating the beneficiary. If OTP fails, QR-based sale may be done but FPS holder has to make sure that ration is being issued to genuine beneficiary and must keep the proper record of the same as per the directions of the department.
- ii. For offline ePoS/tablet devices, the ration card / beneficiaries details which is saved in the local database of the device shall be accessed through RC No. or QR code Scanner. The transaction will be done and receipt accordingly will be printed and given to the beneficiary. However, as and when, the ePoS/tablet device comes in connectivity area, the whole data shall be automatically transferred/ synchronized through the NIC software to the server.

4.6.8 Compliances

- I. The successful bidder shall ensure that the ePoS /Tablet Device, application software functionalities, and any other component, equipment, peripherals involved in implementation of the solution and during the entire contract period meet the current/latest STQC/UIDAI guidelines and shall comply with all relevant laws including the Aadhaar Act, 2016 and IT Act, 2000, including any amendments therein. Also, they should meet the latest standards/guidelines brought out either independently or jointly by RBI, Indian Banks' Association, National Payments Corporation of India, Institute for Development and Research in Banking Technology, or other Government authorities (if any) and should continue to comply with any amendments/changes made to these standards by the above-referred authorities, without any additional cost to the Department of Food, Civil and consumer affairs, HP.
- II. The technically qualified bidders, before opening of financial bid shall demonstrate all the features of the proposed ePoS

Device/Tablet at Bidder's own cost to conform to the technical specifications. A demonstration is required to be given at the Directorate of Department of Food, Civil and consumer affairs, HP, Shimla-171009.

- III. If more than one type/make/ model of ePoS /Tablet Device is to be deployed in the field then demonstration of all types/makes/ models of the ePoS /Tablet Device will need to be provided and each such model/make shall be approved by the Food Civil Supplies and Consumer Affairs Department.
- IV. The device must be capable of collecting relevant information from Aadhaar holders, preparing authentication data packets (PID block), perform hygiene checks on data packets if required, transmit data packets and receive authentication results along with instructions, if any. Collection of Aadhaar information by the authentication devices shall be carried out in compliance with UIDAI specifications.
- V. The device components shall comply with specifications and standards prescribed by UIDAI from time to time. The device shall be updated from time to time as per the latest technology standards prescribed by UIDAI without any additional cost to the department.
- VI. Authentication devices must be deployed such that they cannot retain Aadhaar holders PID collected for authentication during a transaction.
- VII. Authentication Devices on the field for capturing resident data on the devices must adhere to technical specifications including formatting, security, and validation. Devices must have specified Battery Backup to meet power shortage.
- VIII. Participating in and facilitating the UIDAI certification process and STQC Certification of the devices and applications that will be used by AUAs as supplied by the successful bidder in enabling their Aadhaar authentication operations. This would include: Certification (by itself or through approved independent certification agencies) of applications (such as applications driving the authentication systems and applications in the AUAs' systems) that will be used by AUAs and other participants in their Aadhaar

authentication systems.

- IX. Prohibited from storing any PID in their database or any storage device of any nature whatsoever including Authentication Device or any machine, device or instrument of any kind whatsoever, removable storage devices or in physical form, at point of time.
- X. In order to ensure that the authentication service is friendly to the resident Aadhaar holder, the successful bidder/ NIC must provide an efficient application to maintain end-user latency of less than 5 seconds. It should consider round trip network latency from their devices to UIDAI data center and back while planning service roll-out in the field. Depending on the choice of network and bandwidth, on-field performance may vary. It is important that for a good user experience, successful bidder/ NIC should try to keep the full round trip service time to be less than 5 seconds.
- XI. The quality/performance of the ePoS/Tablet Device will be the responsibility of the successful bidder and shall be checked and verified by District Controllers of the Department. The successful bidder shall depute his technically qualified representative for commissioning/ installing and maintaining the delivered quantity of ePoS /Tablet Device and IRIS devices. Proper training regarding the operation of the ePoS /Tablet Device shall be imparted to FPS holder by the successful bidder and NIC.

4.7 Qualification/Eligibility Criteria

The bidder fulfilling the following eligibility/ qualification criteria is eligible to participate in the bid process. The bidder shall submit the documents prescribed against each qualification/ eligibility condition to support his/her eligibility.

Sr. No.	Eligibility Criteria	Documents to be submitted
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.	Self-attested copy of certification of Incorporation/ registration under the relevant Act.

	No joint venture/ consortium is allowed.	
2.	The Bidder shall be registered for GST and shall have a valid PAN number.	Self-attested copy of GST and PAN registration
3.	The Bidder shall be an OEM of ePoS/ Tablet device. No authorized agency is allowed to participate on behalf of the OEM.	A self-attested certificate issued by competent authority to prove OEM status. Annexure-III
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 from last date of submission of tender, the bidder shall not participate by whatever name.	Self-declaration as per Annexure-V
5.	Detail of the Technical Specifications of proposed ePoS/ Tablet device as per the requirement of the RFP.	Signed Compliance sheet as per Annexure - VI
6.	Acceptance of terms and conditions of the tender document	Self-declaration for acceptance of terms and conditions of the tender document as per Annexure-VII.

7.	The Bidder should have supplied and installed at least 5000 ePoS/ Tablet devices in India to any Government or State/ Centre Govt. PSU OR Nationalized/ Scheduled Commercial Banks/ Cooperative Banks till the date of submission of bid.	A self-attested copy of the certificate regarding supply and installation of ePoS/ Tablet device issued by the respective Government or/ and State/ Centre Govt. PSU OR Nationalized/ Scheduled Commercial Banks/ Cooperative Banks year wise as per Annexure-VIII.
8.	The Bidder should have an average annual turnover of Rs 50.00 crores in the last five financial years i.e. FY 2018-19, 2019-20, 2020-21, 2021-22, 2022-23.	A self-attested copy of Certificate issued by Chartered Accountant
9.	CMMi level 3 and above or valid ISO 9001 :2015 certification.	Self-attested Copy of the valid Certificate issued by the authorized agency.
10.	The ePoS/ Tablet Devices along with IRIS, Finger Biometric Scanner shall be manufactured or assembled in India by the bidder.	Self-declaration from the bidder as per Annexure-IX.
11.	In case the bidder is using biometric components / devices i.e. Fingerprint scanner and IRIS scanner manufactured by the third party, an authorization certificate/ MAF in the name of the bidder is required.	Self attested copy of such Authorization Certificate/ MAF from the original manufacturer of the device in the name of bidder.

4.8 Bidding Schedule

Sr. No.	Particulars	Details
1.	Tender No. and Date	e-Tender No. eGS-FCS&CA-RFP No 11/12-2023
2.	Name of the Authority Telephone number email ID	Director, Food, Civil Supplies and Consumer Affairs, Himachal Pradesh, Shimla-171009 0177-2623749 dfs-hp@nic.in
3.	Tender document & Bid Processing Fee (Non-Refundable)	Rs 15,000/- (payment to be made through RTGS or any other digital mode) in the following Bank details: Name of Bank: Punjab National Bank Account number: 4193000100029843 IFSC Code: PUNB0419300 Name of Branch: SDA Complex, Kasumpti, Shimla-09
4.	EMD (Earnest Money Deposit)	Rs 60,00,000/- (payment to be made through any digital mode in the bank account mentioned in Point No.3 above.
5.	Date of publishing of bid	27-12-2023 at 3:00 PM
6.	Bid Submission Start Date	28-12-2023 at 11:00 AM
7.	Bid Submission End date	30-01-2024 up to 3.00 PM
8.	Submission of Pre-Bid queries	Date 10.01.2024 on or before 11:00 AM only through email at dfs-

	by the prospective bidders.	hp@nic.in
9.	Response to pre-bid queries by department.	Date 16.01.2024 on or before 05:00 PM. Clarifications will be redressed through email only, if deemed fit by the Department, and if necessary, will be updated on website i.e https://food.hp.nic.in , https://hptenders.gov.in
10.	Tender opening date, time and venue	Date 31-01-2024 at 11.00 AM at Directorate of Food, CS&CA, HP, Shimla-171009
11.	Validity of Bids	The bids shall remain valid for a period of 60 (Sixty) days.

4.9 Instructions for bid submission

- I. All the Bidders intending to participate in the tender process are required to get registered on the centralized e-Procurement Portal i.e. <https://hptenders.gov.in>. Please visit this website for more details. In case of any problem in registration, please contact on e-mail at dfs-hp@nic.in, with subject, “**Problem in registration-eTender**”.
- II. **Obtaining a Digital Certificate:**
 - i. The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the Bidder, bidding online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, the Government of India/ Govt. of Himachal Pradesh.
 - ii. The Bidders may obtain Class-III digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities or may obtain information and

application format and documents from the quarter concerned.

- iii. Bid for tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during of bid preparation stage. In case, during the process of tender, the user loses his digital certificate (due to a virus attack, hardware problem, operating system, or any other problem) he will not be able to submit the bid online. Hence, the users are advised to keep a backup of the certificate and also keep the copies in a safe place under proper security (for its use in case of emergencies).
- iv. For online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate/ power of attorney/ lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per the Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent the adequate authority of the user to bid on behalf of the company/ firm in the Department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.
- v. In case of any change in the authorization, it shall be the responsibility of management/ partners of the company/ firm to inform the certifying authority about the change and to obtain the digital signatures of the new person/ user on behalf of the firm/ company. The procedure for the application of a digital certificate however will remain the same for the new user.
- vi. The same procedure holds for authorized users in a private/public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

III. Pre-requisite for online bidding:

In order to bid online on the portal <https://hptenders.gov.in>, the user machine must be updated with the latest Java & DSC setup. The link for downloading the latest java applet & DSC setup is available on the Home page of the e-tendering Portal.

IV. Online Viewing of Request for proposal (RFP):

The Bidders can view the detailed RFP and the schedule (Key Dates) for all the tenders floated through the single portal e-Procurement system on the Home Page at <https://hptenders.gov.in>

V. Download of Tender Documents:

The tender documents can be downloaded from the e-Procurement portal <https://hptenders.gov.in> and <https://food.hp.nic.in>

4.10 Preparation and submission of proposal

4.10.1 Completeness of Bids

Bidders are advised to study all instructions, forms, terms, requirements and other Information in the RFP document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish the information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of its proposal. The RFP Document is not transferable to any other bidder.

4.10.2 Language

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the purchaser, shall be in English.

4.10.3 Bid Preparation (Technical & Financial)

The bidder is responsible for registration on the e-procurement portal at their own cost. The bidders are advised to go through the e-procurement guidelines and instructions, as provided on the e-procurement website. The Bidder shall submit the proposals online as described below:-

- I. Payment of Tender Document Fee & EMD of online Bids:**
The payment for the Tender document fee and EMD can be made online through online digital system in the bank account as mentioned below:-
Bank Name:- Punjab National Bank
Branch name:- SDA Complex, Kasumpti
Account no. 4193000100029843
IFSC Code: PUNB0419300
- II. The Bidders shall upload all the document in support of the eligibility as specified in the bid document in the prescribed format only.
- III. The Bidders shall quote the prices in price bid format only.
- IV. If Bidder fails to complete the Online Bid Preparation at Submission stage on the stipulated date and time, his/her bid will be considered as “bid not submitted” and hence will not appear during the tender opening stage.
- V. Bidders participating in online tenders shall check the validity of his/her Digital Signature Certificate before participating in the online Tenders at the portal <https://hptenders.gov.in>
- VI. For the help manual please refer to the ‘Home Page’ of the e-Procurement website at <https://hptenders.gov.in> and click on the available link ‘How to ...?’ to download the file.
- VII. Post-registration, Bidder shall proceed for bidding by using his digital signature certificate (Signing). Bidder shall proceed to select the tender he is interested in.

4.10.4 Submission of Bids

The bid shall be submitted in two parts separately i.e Technical bid and Financial bid. The bidder shall upload the technical bid separately on the online portal along with all the prescribed documents. The sequence of uploading of the documents shall be same as mentioned in the technical bid format. Similarly the bidder shall upload the financial bid separately on the online portal.

4.10.5 Conditions of Bid Submission

- I. All the documents submitted including the tender document should

be duly signed by the authorized signatory of the firm/ company.

- II. Failure to furnish any of the online uploaded documents, certificates, will result in rejection of the bid. Department of Food, Civil Supplies and Consumer Affairs HP shall not hold any risk on account of delay. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be False/ fabricated/ bogus, the Bidder will be disqualified, blacklisted and action will be initiated as deemed fit and the Bid Security will be forfeited.
- III. Department of Food, Civil Supplies and Consumer Affairs HP will not hold any risk and responsibility regulating the non-visibility of the scanned and uploaded documents.
- IV. The documents that are uploaded online on the e-procurement portal will only be considered for Bid Evaluation.
- V. The Tender should be submitted online in the e-procurement portal to the Department. The bids should be submitted before the closing date and time.

4.10.6 Late Bids

Proposal after due date and time shall not be accepted.

4.10.7 Proposal Validity

The bids submitted by the Bidders should be valid for a minimum period of 60 days from the date of opening of the Tender. However, the Department of Food Civil Supplies and Consumer Affairs reserves the right to extend or short close the Tender validity period if the situation warrants benefiting the Government.

4.10.8 Cost and Currency:

Price shall be quoted in Indian Rupees (INR) only inclusive of all type of taxes applicable. Similarly, the Payment shall be made in Indian Rupees only.

4.10.9 Interpretation of the clauses in the RFP Document

In case of any ambiguity in the interpretation of any of the clauses in Tender Document, the Department's interpretation of the clauses shall be final and binding on the bidder. The decision taken by the

Department in the process of Tender evaluation will be full and final.

4.10.10 Amendment of RFP Document

At any time prior to the deadline for submission of bids, the Department for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bid documents by amendment. Any such communication shall be posted on website and bidders are requested to visit the e procurement website for updates, modification and withdrawal of Offers.

- I. The clarification(s) on the issues raised by the bidders will be redressed through email only, if deemed fit by the Department.
- II. Before the closing of the Tender, clarifications, and amendments, if any, will be notified on the website mentioned in the schedule of the tender process. The Bidders should periodically check for the amendments or corrigendum or information on the website till the closing date of this Tender. Department of Food, Civil Supplies and Consumer Affairs HP will not make any individual communication and will in no way be responsible for any ignorance pleaded by the Bidders.
- III. Before the closing of the Tender, the Department of Food, Civil Supplies and Consumer Affairs, HP may amend the RFP/Tender document as per requirements or wherever the Department of Food, Civil Supplies and Consumer Affairs feels that such amendments are necessary.
- IV. Amendments may also be given in response to the queries by the prospective Bidders. Such amendments will be notified on the websites mentioned in the tender schedule.
- V. If any amendment in RFP/tender is made based on the inputs/ queries of bidders/ shortcomings noticed by the Department itself, it should be considered in continuation with the existing tender and not as a separate/ fresh tender.
- VI. Department of Food, Civil Supplies and Consumer Affairs, HP at its discretion, may or may not extend the due date and time for the submission of bids on account of amendments.
- VII. Department of Food, Civil Supplies and Consumer Affairs, HP is

not responsible for any misinterpretation of the provisions of this RFP/tender document on account of the Bidder's failure to update the Bid documents on changes announced through the website.

4.11 Deviations

The bidder shall not be allowed to make any deviation whatsoever from the terms and condition and technical specifications specified in the RFP.

4.12 Technical specifications of ePoS / Tablet device

The minimum technical specifications of ePoS/ Tablet devices are mentioned as below:

4.12.1 e-PoS

The mode and make of the ePoS to be supplied shall be mentioned by the bidder and shall at least conform to following specifications. The bidder shall mention the specification of the proposed e-PoS against the required specification on the specified proforma as per [Annexure-X](#) and upload the same as part of the Technical bid on the online portal.

Model of e-PoS to be supplied:-----

Make of the e-PoS to be supplied:-----

S. No.	Description	Minimum Required Specification
1.	Processor	<ul style="list-style-type: none"> • Quad Core with minimum speed of 1.4 GHZ or above.
2.	Operating System (OS)	<ul style="list-style-type: none"> • Linux OS 6.4.11 or above or • Android 10 or above or • Windows 10 or above • Device operating system which supports HTML5 based web browser, CSS 3, Java Scripts
3.	Memory	<ul style="list-style-type: none"> • (For Linux OS) -2GB RAM • (For Android/ Windows) – 4 GB RAM • In-built Storage (Flash

		Memory) - 16 GB or higher
4.	Expansion Slot	Micro SD slot with minimum 32 GB high speed SD Card.
5.	Communication	<ul style="list-style-type: none"> • Shall support 4G network • Wi-Fi, Ethernet and Bluetooth • Device shall support GPS feature. • The deployed devices shall comply with the internet protocol version (IPV4 or higher).
6.	Interface	<ul style="list-style-type: none"> • All USB shall be 2.0 or higher • At least one free USB port shall be available after setting up the entire solution i.e including Fingerprint, IRIS scanner, Weighing Scale and printer.
7.	Display	<ul style="list-style-type: none"> • 3.5 inch or higher • Color TFT Display supporting QVGA (320 x240) or better resolution and 64K or higher colors
8.	Key Pad	Qwerty keypad
9.	Battery	<ul style="list-style-type: none"> • For Linux OS – Minimum 2600 mAH or higher • For Android OS- Minimum 5000 mAH or higher <p>Swappable & Dry/ Rechargeable, Li-ion or Li Polymer battery, capable of providing minimum 10 hours of operation with all functions of device active.</p>

10.	Power Adapter	Power Adaptor with surge protection and operating range 100 to 240V, 50Hz. AC input
11.	SIM & SAM slot	<ul style="list-style-type: none"> • Dual GSM SIM slot support 4G network and Dual SAM slots for software up-gradation in device. or • Single GSM SIM slot support 4G network with eSIM and Single SAM slot with Virtual SAM
12.	Printer	Thermal Printer, inbuilt or external.
13.	Audio	Good quality Speaker with 1W or higher output for announcements
14.	Fingerprint Scanner and IRIS scanner	<p>Aadhaar enabled fingerprint scanner and IRIS scanner. STQC and UIDAI certification are both mandatory.</p> <ol style="list-style-type: none"> 1. Valid “Certificate of approval for authentication devices”, issued by STQC & UIDAI jointly for fulfilling the requirements of biometric devices certification scheme is mandatorily required. 2. Valid “Registered Device service certificate” issued by UIDAI.
15.	Payment Card Reader for digital payment	<ul style="list-style-type: none"> • Shall be as per PCI (Payment Card Industry)

	(optional)	<p>Security Standards and EMV Standards.</p> <ul style="list-style-type: none"> • 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 RuPay cards should be accepted by the reader for payment.
16.	Support to connect Weighing Scale	Availability of connectivity feature of weighing scale through USB 2.0 or higher and Bluetooth.
17.	Status Indications	<ul style="list-style-type: none"> • Status indicator provides ease of use, Indicators for connectivity (presence/absence), signal strength, battery status etc. • Device Health Monitoring System Indicator shall also be included.
18.	Other Accessories	Durable carry Case, User Manual
19.	SDK (Software Development Kit)	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	<ul style="list-style-type: none"> • 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 (-20 ±3°C for 2 hrs) • Drop/ Free Fall Test, in unpacked, switched off and normal handling conditions (Height : 1.2 meters, Total no. of falls : 10) • 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 (OPTIONAL)	Add-On Antenna (OPTIONAL).
23.	Device Form Factor	The device should be portable and handy
24.	Warranty	On site warranty support for 1 year + (plus) 4 years extended warranty as per bid document.

<u>Certifications</u>		
25.	The finger print device shall be STQC L0 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.	Valid self-attested copy from competent authority. The L0 device shall be upgraded to L1 device w.e.f 01.04.2024 as per the mandatory requirement of the UIDAI, without any cost to the department.
26.	Certifications: i. IP54 (Mandatory) ii. BIS (Mandatory) iii. CE (Mandatory) iv. RoHS (Mandatory)	Self-Attested Copies of each respective certificate issued by competent authority.

4.12.2 Tablet

The mode and make of the Tablet device to be supplied shall be mentioned by the bidder and shall at least conform to following specifications . The bidder shall mention the specification of the proposed Tablet device against the required specification on the specified proforma as per [Annexure – X](#) and upload the same as part of the Technical bid on the online portal.

Model of Tablet to be supplied:-----

Make of the Tablet to be supplied:-----

S. No.	Description	Minimum Required Specification
1.	Processor	2.0 GHz Quad Core or higher

		ARM/ x86 processor or equivalent
2.	Operating System	Android 10.0 or higher
3.	RAM	4 GB or higher
4.	Inbuilt Storage (Memory)	16 GB or higher
5.	Expansion Slot	Micro SD slot to support SD card with minimum 32 GB high speed SD Card.
6.	Connectivity (Communication)	<ul style="list-style-type: none"> • Shall support 4G network • Wi-Fi, Ethernet and Bluetooth • Device shall support GPS feature • The deployed devices shall comply with the internet protocol version (IPV4 or higher)
7.	External Keyboard support/Interface (optional)	Device shall support keyboard through USB or Bluetooth interface.
8.	USB ports	<ul style="list-style-type: none"> • All USB shall be 2.0 or higher At least one free USB port shall be available after setting up the entire solution including Fingerprint, IRIS scanner, Weighing Scale and printer.
9.	Display	<ul style="list-style-type: none"> • 7" inches or higher • Scratch resistant, multi point capacitive touch screen with minimum WSVGA resolution (1024 X 600)
10.	Battery	<ul style="list-style-type: none"> • Minimum of 5000 mAH or above • Swappable & Dry/ Rechargeable, Ii-ion or Ii Polymer battery capable of providing minimum 10 hours

		of operation while all function of device active.
11.	Power Adapter (Charger)	Charger with surge protection and operating range 100 to 240V, 50Hz. AC input Charging point - DC or USB
12.	SIM & SAM slot	Dual GSM SIM slot support 4G network and Dual SAM slots for software up-gradation in device or; Single GSM SIM slot support 4G network with eSIM and Single SAM slot with Virtual SAM.
13.	Printer	Thermal Printer, inbuilt or external.
14.	Audio	Good quality Speaker with 1W or higher output for announcements
15.	Biometric Sensors	Aadhaar enabled fingerprint scanner and IRIS scanner. STQC and UIDAI certification are both mandatory. 1. Valid “Certificate of approval for authentication devices”, issued by STQC & UIDAI jointly for fulfilling the requirements of biometric devices certification scheme is mandatorily required. 2. Valid “Registered Device service certificate” issued by UIDAI.
16.	Payment Card Reader for digital payment (optional)	<ul style="list-style-type: none"> • Shall be as per PCI (Payment Card Industry) Security Standards and EMV Standards. • PCI 6.0

		<ul style="list-style-type: none"> • 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 RuPay cards should be accepted by the reader for payment.
17.	Support to connect Weighing Scale	Availability of connectivity feature of weighing scale through USB 2.0 or higher and Bluetooth.
18.	Indicators	Status indicator provides ease of use, Indicators for connectivity (presence/ absence), signal strength, battery status etc.,
19.	Other Accessories	Durable carry case and user manual etc. The Tablet device, Single fingerprint scanner and Printer should be integrated in rugged casing. The casing should be made of inflexible, solid material and can be of polycarbonate/ thick plastic/ acrylic/ other tough material. The complete device including casing should be portable, handy and easy to use.
20.	Terminal Management	Device should be remotely manageable in secured mode
21.	Environment & Security	<ul style="list-style-type: none"> • Should be virus protected

		<ul style="list-style-type: none"> • 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 (-20 ±3°C for 2 hrs) • Drop/ Free Fall Test, in unpacked, switched off and normal handling conditions (Height : 1.2 meters, Total no. of falls : 10) • 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. (1000 Bumps,40g, in vertical position)
22.	Add-On Antenna (OPTIONAL)	Add-On Antenna (OPTIONAL).
23.	Warranty	On site warranty support for 1 year + (plus) 4 years extended warranty as per bid document.
24.	Certification	RoHS (Restriction of Hazardous substance) CE or UL
25.	Camera Barcode Reader (Optional)	Capable of reading 1D line barcode and QR codes using 5Mp auto-focus camera
26.	Sensors	Accelerometer, Ambient light

		sensor
<u>Certifications</u>		
27.	The finger print device shall be STQC L0 and IRIS scanner L1 used with the ePoS/ Tablet device for Aadhar Authentication as per the latest STQC scheme of certification of UIDAI Biometric Authentication Devices required.	Valid self-attested copy from competent authority. The L0 device shall be upgraded to L1 device w.e.f 01.04.2024 as per the mandatory requirement of the UIDAI, without any cost to the department.
28.	Certifications: i. IP54 (Mandatory) ii. BIS (Mandatory) iii. CE (Mandatory) iv. RoHS (Mandatory)	Self-Attested Copies of each respective certificate issued by competent authority.

4.13 Manner of Uploading of Technical bid

The technical bid shall be uploaded by the bidder on the prescribed proforma as per [Annexure -X](#) annexed with the RFP.

4.14 Manner of uploading of Financial Bid

The Bidder shall submit the financial bid proposal separately on the online portal as prescribed below: -

4.14.1 Financial Bid (Rental Mode)

The bid shall be submitted on the [Annexure - XI](#) attached with the RFP as prescribed below:-

Sr. No.	Particulars / Description	Price in Rs. per month inclusive of all taxes/ levies (GST etc.) for 5 years without any cost escalation.	
		ePoS	Tablet
1.	Rent per month per device including installation, commissioning and onsite maintenance including replacement/ repair of ePoS/Tablet device at each FPS.		
2.	Providing un-interrupted network connectivity i.e. 4G per device per month i.e.15 GB per annum.		
3.	Cost of 04 thermal paper rolls per month per device (Minimum 10 Mtrs Length and 80 GSM)		
Grand Total			

Note:- L1 will be selected on the basis of lowest of sum of all above components (1+2+3).

4.14.2 Financial Bid (Purchase Mode)

The bid shall be submitted on the [Annexure -XII](#) attached with the RFP as prescribed below:-

Sr. No.	Particulars/ description	Price in Rs. inclusive of all taxes (GST etc.) (per unit device)	
		ePoS	Tablet
1.	Purchase of ePoS / Tablet Device compatible with NIC software and Electronic weighing scale with one year on-site warranty.		
2.	On site maintenance cost per year per device for 4 years as per SLB excluding one year onsite warranty (as per point no.1 above)		
3.	Cost of 48 No. of thermal paper rolls per year per device (each having 10 Mtrs. Length and 80 GSM)		
Grand Total:			

Note:- L1 will be selected on the basis of total lowest rates of all above components (1+2+3) for 5 years.

4.15 Bid Evaluation

To evaluate the bids, the department shall formulate a Tender Evaluation Committee (TEC) (also referred to as “Evaluation Committee”). The bids uploaded by the bidder shall be evaluated step wise step. In the first step the technical bid shall be evaluated. Thereafter the bidder who shall be found qualified as per the laid criteria after technical bid evaluation shall be eligible to evaluate their financial bid.

4.15.1 Technical Evaluation

The Evaluation Committee shall evaluate the Technical bids as per the following process:

- I. Tender Evaluation Committee shall evaluate and compare the technical bids that have been determined to be substantially responsive.
- II. Tender Evaluation Committee shall review the Technical Proposal along with Eligibility Criteria. To assist in the examination, evaluation, and comparison of the bids, and qualification of the Bidders, Evaluation Committee may, at its discretion, ask any Bidder for a clarification of its bid.
- III. The bidder Shall submit/upload all the required documents as specified under clause.... Of the RFP. If any document is not found attached for whatever reason, the bid shall stand rejected.
- IV. Further, ePoS/ Tablet device should conform to all the technical specification prescribed in the RFP. If there is any discrepancies the bid shall stand rejected.
- V. The Financial Proposals/Bids of only those Bidders who have been qualified in the Technical Proposal will be opened in the presence of their representatives, who may choose to attend the session on the specified date, time and address mentioned in the Bid Data Sheet.
- VI. Technical Proposals of bidders shall be evaluated by the Tender Evaluation Committee as per the criteria mentioned below.

Sr No.	Description	Requirement
A.	The provisions under qualification and eligibility criteria prescribed in the RFP document.	All provisions are mandatory to be complied with by the bidder. In case of any non - compliance of these criteria the technical bid shall be rejected.

B.	The technical specification of ePoS/ Tablet device specified in Technical Specification for the ePoS/ tablet device in the RFP.	All are mandatorily to be complied with. Any discrepancy shall lead to rejection of the Technical bid.
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4.15.2 Financial Evaluation

Those bids which are found technically fit only its financial bids shall be evaluated. If any column or row or any value is found not filled or as per the prescribed manner shall be rejected outrightly.

4.15.2.1 Financial Bid Evaluation parameters

- I. The Financial Bids of technically qualified bidders shall be opened on the date decided by the department, in the presence of authorized representatives of bidders. The bidders shall have to continuously follow the online portal for updating the date of opening of financial bid.
- II. The bid price shall include all taxes and levies and shall be in Indian Rupees.
- III. Any conditional bid shall be rejected.
- IV. If there is a discrepancy between words and figures, the amount in figures shall prevail”.
- V. If there is no price quoted, the bid shall be declared as disqualified.
- VI. In the event there are 2 or more bidders having the same value in the financial bid, the bidders shall be called for negotiation and quoting the less rates during negotiation shall be adjudicated as the “Best Responsive Bid” and shall be given preference for engagement.
- VII. In case during negotiation both bidders quoted the same rate the bidder having highest turnover shall be adjudicated as best responsive bid and the bid shall be awarded accordingly.
- VIII. If any Bidder withdraws his bid, at any stage after bid submission till the final evaluation or declaration of the final

selected Bidder, it shall be declared a “defaulting Bidder” and EMD of such defaulting Bidder shall be forfeited. In such a situation the tendering process shall continue with the remaining Bidders as per their ranking.

- IX. If the Bidder relents after being declared as selected Bidder, it shall be declared as “Defaulting Bidder” and EMD of such defaulting Bidder shall be forfeited and Department of Food, Civil Supplies and Consumer Affairs reserves right to blacklist such Bidder for next three (3) Years from participating in any bid invited by the State govt. / Central govt. or its PSU’s. In such a situation, the tendering process shall continue with the remaining Bidders as per their ranking.
- X. In case, L1 bidder fails to comply the requirements of the Department as per the terms and conditions of the tender document, the offer will be given to L2 bidder after negotiating the rates.

4.16 Selection of the Bidder(s)

Identification of bidder with lowest rates (L1) will be determined as per the criteria below:

- I. The Bidder, who has submitted the lowest rates, as per the format provided in this RFP document /form on e-Procurement Portal shall be termed as the L1 bidder.
- II. Similarly, bidders quoting second and third lowest financial bid will be termed as L2 and L3 bidders.
- III. If L1 bidder fails to accept the financial quote along with terms & conditions, the bid will be treated as cancelled and EMD of that bidder will be forfeited.
- IV. In such case, the L2 bidder will be declared as the Lower bidder (L1) and the department reserves the right to negotiate the rates.
- V. In case if L2 bidder fails to accept the financial quote along with terms & conditions, the bid will be treated as cancelled and EMD of that bidder will be forfeited.

- VI. In such case, the L3 bidder will be declared as the Lower bidder (L1) and the process of point (V) above will be repeated.

4.17 Implementation Schedule:

Following are the timelines for the completion of various phases:

Sr. No.	Milestone	Deliverables	Timelines
1	Date of issue of Letter of Award (LoA)	Simple letter to be e-mailed to the L-1 Bidder.	T day
2.	Submission of PBG	In the shape of Bank Guarantee	T+7 days
3	Signing of contract	Agreement as per terms and Conditions of the RFP is to be signed on Non-Judicial paper of Rs.100/-	T +10 days
4	The bidder shall demonstrate and submit one sample of each proposed ePoS/ Tablet device in the office of FCS&CA at Shimla on the day of opening of their technical Bid. Further, the successful bidder shall integrate the ePos/ Tablet device with NIC software at NIC Hyderabad or other location decided by the department.	Compatibility certificate to be issued by the NIC Hyderabad	T+20 days

Phase – Commissioning & Go-Live			
5	Supply, Installation and commissioning of ePoS/ Tablet device at each FPS alongwith operational training to the FPS holders and mobile footprint survey.	<ol style="list-style-type: none"> 1. Delivery Challan duly signed by authorized signatory of the department as well as FPS holders. 2. One Year warranty report receipt duly signed by authorized signatory of the department as well as FPS holders. 3. Installation certificate as per proforma attached with the Bid as Annexure-XIV. 4. All ePoS/ Tablet device manuals and other documents to be properly maintained and receipt regarding handing over of all manuals etc. of ePoS/ tablet device alongwith operational manuals of training imparted by the bidder. 	T + 60 days

		<p>5. Testing Certificate of ePoS/ tablet device with network connectivity JIO, BSNL, Airtel, Wifi and whichever is best among them in the FPS.</p> <p>6. Report of network availability footprint survey to be submitted on prescribed format as per Annexure-II</p>	
Phase – Operations, Maintenance & Warranty Support for 5 years			
4	Operations, Maintenance & Warranty support for the period of 5 years	Monitoring, Escalation Reports, MIS reports with details of Operations, Preventive Maintenance / Support / Warranty Activities carried out.	Monthly report to be submitted by the bidder as per prescribed proforma.

Note: The go-live definition for the start of 5-years of engagement shall be “Commencement of the transactions on the Point of Sale (PoS) device in the whole district and entry of such sale in the server (i.e. interaction with server) including online and offline mode”. The definition of a completed transaction shall “a transaction that is completed right from beneficiary

authentication and back and forth communication with the central server and ePoS". Further, the go-live will be considered from the 1st of every next month irrespective of the completion date of installation of ePoS Device/ Tablet and subject to report of the same on SLA monitoring tool developed by the NIC.

4.18 Financial / Business model

This Fair Price Shop automation shall be implemented either on a Build-own-operate-transfer model for five years or through outright purchase with 5 years maintenance and operation of these machines.

4.18.1 Build-own-operate-transfer model

This is also called Payment (Rental mode). Under this model, the bidder shall install and do maintenance of the e-PoS or Tablet device as the case may be for five years in lieu of the monthly rent to be paid by the department. The monthly rent of each ePoS/tablet device inclusive of all taxes after deduction of TDS and GST as applicable at that time subject to deduction as per penalty provisions as specified in the Service Level Bench marks shall be paid to the successful bidder every month. As per follows:-

- I. The ePoS/tablet device shall be made operational by the bidder 24 X 7 hours throughout the month. However, if a device is out of order for 48 hours and is made operational/ functional by either repair or replacement within 48 hours then the out of order period of 48 hours will be considered as operational period and no penalty will be made on the bidder. However, in a month, the ePoS/ tablet device should not be out of order for more than 120 hours in total.
- II. The bidder will submit monthly bill generated on the basis of SLA monitoring tool.
- III. The payment will be made within 30 days subject to the verification of bills and availability of funds.
- IV. The payment shall start from the 1st day of the next month after supply, installation and successful commissioning of ePoS/tablet devices in the entire District and shall be made district wise where the project is rolled out completely. once the project is tolled out in whole state the payment shall be made altogether.

4.18.2 Direct Purchase mode

Under this business model the department shall buy directly the e - PoS / Tablet devices from the successful with one year on site maintenance warranty as per the SLB and thereafter the bidder shall maintain these devices for next four years. On completion of five years the bidder shall buy back these devices as per the rate mentioned/ quoted in the bid. Further the bidder shall also supply the thermal printer roll as per requirement for five years.

Under this mode, the bidder shall be paid the cost of the ePOS/tablet device inclusive of all taxes except deduction of TDS and GST as applicable at that time. The bidder shall quote the rate of ePOS/Tablet device inclusive of all taxes as per specific [Annexure-XII](#)

- I. A Go-live certificate for each fair price shop regarding installation/ proper functioning of ePoS/tablet device shall be submitted by the bidder for release of payment.
- II. 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%
 - Remaining 10 % will be released after 2 months of successful implementation of the project throughout the State.
- III. The bidder shall submit one year warranty certificate for each ePoS/tablet device for release of payment.
- IV. PBG for 18 months shall be submitted from the date of signing of the agreement.
- V. The payment for repair and maintenance of machines shall be released per month as per service agreement subject to timelines fixed in the SLA.

4.19 Buy back option (mandatory for each bidder):

If the department intends to sale out these ePoS devices or tablet devices to the same bidder, then buy-back rates applicable to the bidder will be as per following table and the same shall have to be quoted mandatorily by the bidder itself ([Annexure-XIII](#)).

Sr. No	Buy Back Year wise cost per device to be quoted by the vendor on completion of	Cost in INR (₹) per device	
		ePoS	Tablet
1.	2 nd Year		
2.	3 rd Year		
3.	4 th Year		
4.	5 th Year		

4.20 Payment of Taxes:

The quoted rates/ offer should be inclusive of all applicable taxes. Department of Food, Civil Supplies and Consumer Affairs, HP shall deduct appropriate tax as applicable at source from the payment against the services and a corresponding TDS certificate shall be issued at the end of the respective quarter.

4.21 Service Level Benchmarks and Penalties

In order to fulfill the objectives mentioned in the RFP, it becomes essential on the part of the department that certain Service delivery benchmarks be fixed so the bidder shall abide by these benchmarks and in case of failure on behalf of the bidder certain penalties be imposed. In furtherance, the NIC will prepare a software for monitoring of such benchmarks, calculation of penalties and lodging of complaints regarding ePoS/ tablet devices and the successful bidder shall correct all these issues and upload the same on this portal and extend all the assistance to NIC and the department for achieving this objective.

Sr No	Benchmarks	Completion Timeline	Penalties
1	Supply, installation, successful commissioning and mobile footprint survey	60 days from the date of issue of letter of Award	1)delay Up to 80 days 5% of the total awarded cost shall be deducted 2) delay more than 80 upto 100 days 20% shall be deducted 3) beyond 100 days contract shall be cancelled and PBG forfeited.
2	Repair, Maintenance and Replacement of e-PoS / Tablet device	Within 48 hours after registering complaint either on customer care or SLS	NIL
		Beyond 48 hours upto 96 hours	2% of the monthly rent/maintenance cost of all the ePoS/tablet devices
		Beyond 96 -120 hours	20% of the monthly rent/maintenance cost of all the ePoS/tablet devices
		Beyond 120 hours	No monthly rent/maintenance cost for that month for all ePoS/ tablet devices shall be paid.
3	Any Device	An ePoS/ a	Two months' rent

	nonfunctional or out of order, intermittently time shall not be more than 240 hours in toto in a month.	tablet device shall not be non-functional or out of order for more than 240 hours in a month.	/maintenance cost as the case may be for that particular FPS shall not be paid.
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Note:- In all above scenarios, the ePoS/ tablet devices alongwith all accessories already supplied/ installed shall be the property of the department.

4.21.1 Service Level Agreement

Service Level Agreement (SLA) based upon above benchmarks shall form a part of the project execution contract to be executed between the Department of F&CS and the successful bidder. SLA defines the terms of the responsibility in ensuring the timely delivery and the compliance to the Performance Indicators as detailed in this RFP document. The bidder(s) has to comply with the Service Levels requirements to ensure adherence to timelines, quality and availability of services to be rendered by the bidder(s) to the Department and the FPS dealers.

4.22 Exit Management Plan

This clause sets out the provisions which shall apply upon completion of the contract period an Exit Management plan shall be furnished by the successful bidder in writing to the Department 240 days prior to completion of the contract period. In case of termination of the contract for default of the successful bidder, no such plan will be required.

- i. A detailed program of the transfer process that could be used in conjunction with a Replacement bidder/ vendor including details of the means to be used to ensure the continuing provision of the services throughout the transfer process, or until the cessation of the services and of the management structure to be used during the transfer phase;
- ii. Plans for the provision of contingent support to Project and

Replacement bidder/ vendor for a reasonable period after the transfer.

- iii. Exit Management plan in case of normal termination of the contract period
- iv. Exit Management plan in case of any eventuality due to which Project is terminated before the contract period.
- v. Exit Management plan in case of termination of the successful bidder.

4.22.1 Exit Management plan at the minimum adhere to the following:

- i. Three (3) months of support to Replacement bidder/ vendor post-termination of the Contract
- ii. Complete handover of the Planning documents, bill of materials, technical specifications of all equipment, user manuals, guides, change requests, any reports, documents, and other relevant items, etc. to the Replacement bidder/ vendor.
- iii. Certificate of Acceptance from an authorized representative of Replacement successful bidder issued to the successful bidder on successful completion of handover and knowledge transfer
- iv. In the event of termination or expiry of the contract, Project Implementation, or Service Level monitoring, both bidder and Department shall comply with the Exit Management Plan.
- v. During the exit management period, the bidder shall use its best efforts to deliver the services

4.22.2 Transfer of Assets:

- i. All hardware/ software should be transferred in good and working condition.
- ii. As the ePoS/tablet device will have to be disposed as per the e-waste disposal norms, the buyback rates after 5 years also to be quoted as per Buy back option in the financial bid.
- iii. The Department of FCS&CA during the Project Implementation Phase and Operation and Management Phase is entitled to serve notice in writing on the Vendor at any time during the exit management period as detailed hereinabove requiring the Vendor to provide the Department of FCS&CA with a complete and up to date list of the Assets within 30 days of such notice upon

- service of a notice.
- iv. After completion/ termination of contract/agreement, all ePoS /Tablet Device, applications developed will be the property of the Department and ePoS /Tablet Device will be handed over to the successful bidder only on buyback rates, if desired by the department.
 - v. The successful bidder and any individuals assigned for the performance of the services under this clause must hand over or cause to be handed over all Confidential Information and all other related materials in its possession as and when required by the Department.
 - vi. That the products and technology delivered to the Client during the contract term or on expiry of the contract duration must not be sold or re-used or copied or transferred by Vendor to other locations apart from the locations mentioned in the Tender without prior written notice and approval of the Department. Source Code of ePoS/tablet device application software including documents etc. used by the successful bidder for the Department of FCS&CA shall be the legal properties of the Department. The ownership of the ePoS/tablet device machine after completion of five years after go-live declaration shall be of FCS&CA department.

4.23 General Conditions

- i. The Bidders are requested to examine the instructions, terms and conditions, and specifications given in the Tender. Failure to furnish all required information in every respect will be at the Bidder's risk and may result in the rejection of the bid.
- ii. It will be imperative for each Bidder to familiarize itself/ themselves with the prevailing legal situations for the execution of the contract. Department of Food, Civil Supplies and Consumer Affairs, HP shall not entertain any request for clarification from the Bidder regarding such legal aspects of submission of the Bids.
- iii. It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bids and no claim whatsoever, including those of financial adjustments to the contract

awarded under this tender, will be entertained by the Department of Food, Civil Supplies and Consumer Affairs. Neither any time schedule nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder to appraise themselves.

- iv. The Bidder shall be deemed to have satisfied itself fully before Bidding as to the correctness and sufficiency of its Bids for the contract and price quoted in the Bid to cover all obligations under this RFP.
- v. It must be clearly understood that the Terms and Conditions and specifications are intended to be strictly enforced. No escalation of cost in the Tender by the Bidder will be permitted throughout the period of Agreement or throughout the period of completion of contract whichever is later on account of any reasons whatsoever.

Note: The Bidder shall be solely and completely responsible to the Department of Food Civil Supplies and Consumer Affairs HP and State Govt. for all the deliveries and deliverables.

4.24 Force Majeure:

- I. The bidder shall not be liable for the penalty, liquidated damages, or termination for default, if and to the extent that, his delay in performance or other failures to perform his obligations under the contract is the result of an event of Force Majeure.
- II. For purposes of this clause, “Force Majeure” means an event beyond the control of the bidder and not involving the bidder and not involving the bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, instances of, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes which would have an impact on FCS&CA department.
- III. If a Force Majeure situation arises, the bidder shall promptly notify FCS&CA dept. in writing of such conditions and the cause thereof. Unless otherwise directed by FCS&CA dept. the bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the

direct consequences shall also be deemed to be within such party's reasonable control) satisfy the appropriate definition as per this agreement. Without limitation to the generality of the foregoing, Force Majeure Event shall include the following classes of events and circumstances and their effects:

- i. Natural events (“Natural Events”) to the extent they satisfy the foregoing requirements including:
- ii. Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon;
- iii. Explosion or chemical contamination (other than resulting from an act of war);
- iv. Epidemic such as plague;
- v. Any event or circumstance of a nature analogous to any of the foregoing.
- vi. Other Events (“Political Events”) to the extent that they satisfy the foregoing requirements including:
- vii. Act of war (whether declared or undeclared), invasion, armed conflict or act of a foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, an act of terrorism or sabotage; Act of Government Strikes, work to rules, go-slows which are widespread, nation-wide, or State-wide and are of political nature;

4.25 Other Terms and Conditions:

- I. The final decision would be based on the technical capacity and pricing of the successful bidder. Department of Food, Civil Supplies and Consumer Affairs, HP does not bind itself in selecting the Bidder offering lowest prices.
- II. Department of Food, Civil Supplies and Consumer Affairs HP reserves the right to reject any or all the bids without assigning any reason, to relax or waive any of the conditions stipulated in the terms and conditions of tender as deemed necessary in the best interest of the Department of Food, Civil Supplies and Consumer Affairs for good and sufficient reasons.
- III. The agency would be required to adhere to the practices, terms and

conditions, and specifications mentioned in the tender for Labor Welfare and Insurance, Regulatory Compliance, Tools, and Safety Precautions. The successful bidder will ensure the implementation of the same.

- IV. The bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof. The Department shall deal with the System Integrator only and not with any other agency to which Successful bidder outsources the services.
- V. No provision of Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of all the parties and which expressly states to amend the present Contract.

4.25.1 Failure to Agree with the Terms & Conditions of the RFP

Failure of the successful bidder to agree with the terms & conditions of the RFP / Contract shall constitute sufficient grounds for the annulment of the bidder's proposal or the award of contract. In case of such an event the Department of F&CS would reject the bidder's proposal and forfeit the EMD amount as specified in the document.

4.25.2 Training

- I. The successful bidder and NIC shall give training to the Departmental Officers/ Officials and FPS dealers/salesmen, as and when required by the Department.
- II. The training will include basics of the devices, key functionalities, and features, usage guidelines, operation of the machine for distribution of ration, safety measures etc.
- III. The training will be conducted on the days decided by the Department. Successful bidder/NIC shall depute their trained technicians/engineers to train the FPS dealers/salesmen. Bidder's technicians/engineers will conduct the training for all FPS dealers/salesmen at each Block level. This will also

include hands-on training. Further, on-the-job training at the FPS level will be need-based and conducted as per the request of the FCS & CA Department. In the training, technicians/engineers will share the relevant information along with training documents with the FPSs dealers/salesmen and obtain a training report signed by the FPS dealers/salesmen after training, with their feedback on the training quality provided to them. Each training session shall have its training report and shall be shared (in hard copy) with the designated Block Inspector, District Controller, FCS &CA, and Director, FCS & CA, HP.

IV. The contents, trainers, and training will be provided by the bidder/ NIC. The venue of the training and support for training will be finalized by the Department. Beyond the minimum requirement, the bidder shall be required to assess the number of trainings depending on the Fair Price Shops. The key outcome expected is that the FPS dealers become fully conversant with the use of ePoS/Tablet Device being supplied to implement the project. The bidder shall provide the user manuals and training videos.

4.25.3 Validations of Interlineations in the Bids

The Bid shall contain no interlineations, erasures, or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be signed by the person signing the bid.

4.25.4 Clarifications in the RFP/tender:

1. A prospective Bidder requiring any clarification in the Tender may request/ intimate the Department of Food, Civil Supplies and Consumer Affairs by e-mail to dfs-hp@nic.in on or before 10.00 AM on 20.01.2024. We encourage paper-free e-mail communication. The subject of e-mail should be **“CLARIFICATION ON BID FOR EPOS/TABLET DEVICE”**
2. The Bidder shall submit any query related to the Bid document in

the following format. The queries should necessarily be in the below-given format:

Sr. No.	Page Reference in the RFP/Tender Document	Clause/ Point No. in the RFP/tender	Clarification Sought

Note: The responses to the clarifications (if deemed fit by the Department) will be notified on the websites through Corrigendum to the RFP/Tender Document.

4.25.5 Contacting Tender Inviting Authority:

- I. Bidders shall not make attempts to establish unsolicited and unauthorized contact with the Department of Food, Civil Supplies and Consumer Affairs HP/ Tender Committee after the opening of the Tender and before the notification of the Award and any attempt by any Bidder to induce any extraneous pressures on the Tender Accepting Authority shall be sufficient reason to disqualify the Bidder.
- II. Notwithstanding anything mentioned above, the Department of Food, Civil Supplies and Consumer Affairs may seek bonafide clarifications from Bidders relating to the tenders submitted by them during the evaluation of tenders.

4.25.6 Tender Document Fee:

The Tender Documents may be directly downloaded from <https://food.hp.nic.in>, <https://hptenders.gov.in>. Bidders who wish to participate in the tender process should submit the tender document fees as mentioned in the schedule of the tender process and Earnest Money Deposit (EMD)

- I. An EMD amount as specified in the schedule of the tender process should be paid through any digital mode in Punjab National Bank Account number: 4193000100029843, IFSC Code: PUNB0419300 and proof of the same shall also be attached with online bid.
- II. The EMD of the unsuccessful bidders shall be returned at the expense of the Bidders within a reasonable time consistent with the rules and regulations in this regard. The EMD amount held by

the Department of Food, Civil Supplies and Consumer Affairs HP till it is refunded to the unsuccessful Bidders shall not earn any interest thereof.

- III. The EMD amount shall be forfeited by the Department of Food, Civil Supplies and Consumer Affairs HP, if the Bidder withdraws the bid during the period of its validity specified in the Tender or if the Bidder fails to sign the contract or the Bidder fails to remit PBG within the respective due dates.

4.25.7 Letter of Authorization

A letter of authorization from the Board of Directors / appropriate authority authorizing the Tender submitting authority or a Power of Attorney should be scanned and submitted in the tender; otherwise the Bids shall be summarily rejected. All pages of the Bid, except for amended printed literature, shall be signed and stamped by the person or persons signing the Bid.

4.25.8 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid including the cost of presentation for clarification of the bid if so desired by the Department of Food, Civil Supplies and Consumer Affairs. Department of Food, Civil Supplies and Consumer Affairs shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

4.25.9 Arbitration and Jurisdiction

In case of any dispute, the matter will be referred to the Administrative Secretary of the department whose decision shall be binding on all the parties .

4.25.10 Initial Scrutiny

Initial Bid scrutiny shall be conducted and incomplete details as given below will be treated as non-responsive if tenders are:

- i. Not submitted as per the procedure of submission of Bids as specified in the Tender
- ii. Received without the Letter of Authorization
- iii. Received without tender fee and EMD amount
- iv. Are found with suppression of details with incomplete

information, subjective, conditional offers, and partial offers

- v. Submitted without supporting documents as per the Pre-qualification Criteria and Evaluation Criteria
- vi. Non-compliant with any of the clauses stipulated in the Tender
- vii. Conditional bid

All responsive Bids shall be considered for further evaluation. The decision of the Department of Food, Civil Supplies and Consumer Affairs, HP will be final in this regard.

4.25.11 Suppression of Facts and Misleading Information:

- I. During the Bid evaluation, if any suppression or misrepresentation of facts is brought to the notice of the Department of Food, Civil Supplies and Consumer Affairs HP, the Department shall have the right to reject the Bid and after selection, the Department will terminate the contract, as the case may be, without any compensation to the Bidder and the EMD / PBG, shall be forfeited.
- II. Bidders should note that any figures in the proof documents submitted by the Bidders for proving eligibility are found suppressed or erased, the Department shall have the right to seek the correct facts and figures or reject such Bids.
- III. It is up to the Bidders to submit the full copies of the proof documents online to the Department of FCS &CA to meet out the criteria of the Tender. Otherwise, the Department at its discretion may or may not consider such documents.
- IV. The Tender calls for full copies of documents online to prove the Bidder's experience and capacity to undertake the project.

4.25.12 Payment of Performance Bank Guarantee:

- I. Successful Bidder shall submit Performance Bank Guarantee of an amount, Five percent of the contract value in the form of unconditional irrevocable Bank Guarantee valid for a period as specified in purchase/ work order. The PBG shall be paid within 10 days from the date of issue Letter of Award (LoA) by the Department of Food, Civil Supplies and Consumer Affairs. The PBG furnished by the Successful Bidder in respect of the tender shall be returned to them after successful fulfilment of work.

- II. The PBG shall be forfeited if the Successful Bidder withdraws the Bid during the period of contract and may be blacklisted.

4.25.13 Execution of Contract:

- I. The Successful Bidder should execute a Contract on INR 100 judicial Stamp Paper (bought in the name of the Successful bidder) within ten days from the date of Letter of Award issued by Department of Food, Civil Supplies and Consumer Affairs, HP with such changes/ modifications as may be indicated by the Department at the time of execution on receipt of confirmation from Department.
- II. The Successful Bidder shall not assign or makeover the contract, the benefit or burden thereof to any other person or persons or body corporate for the execution of the contract or any part thereof without the prior written consent of Department of Food, Civil Supplies and Consumer Affairs, HP. The Department reserves its right to cancel the work order either in part or full if these conditions are violated. If the Successful Bidder fails to execute the agreement, the PBG of the Successful Bidder will be forfeited, and their tender will be held as non-responsive.
- III. The expenses incidental to the execution of the agreement shall be borne by the Successful Bidder. The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions shall entail termination of the contract without prejudice to the rights of the Department and the Department also have the right to recover any consequential losses from the Successful Bidder.

4.25.14 Release of Work Order

The signing of contract shall be construed as release of work order. No separate work order shall be release.

4.25.15 Release of EMD

If the Successful Bidder submits PBG of the stipulated value in full by way of Bank Guarantee, the EMD will be refunded after signing the Contract/ Agreement between Bidder and Department of Food, Civil Supplies and Consumer Affairs, HP. The EMD amount of the Unsuccessful Bidder will be refunded after 45 days after the finalization of the Successful Bidder.

4.25.16 Release of Performance Bank Guarantee

The Performance Bank Guarantee will be refunded to the Successful Bidder after one year on completion of the entire scope of work (including maintenance) subject to satisfaction of the Department. Such completion would be arrived at when the entire project is completed by the successful Bidder as per the Contract Agreement done by the Department of Food, Civil Supplies and Consumer Affairs, HP.

4.25.17 Forfeiture of EMD and Performance Bank Guarantee

- I. If the Successful Bidder fails to act according to the Tender conditions or backs out, after the Tender has been accepted, the EMD will be forfeited by the Department of Food, Civil Supplies and Consumer Affairs, HP. If the Successful Bidder fails to remit the PBG, the EMD remitted by him will be forfeited by Department and the Tender will be held void.
- II. If the Successful Bidder fails to act upon the Tender conditions or backs out from the contract, the PBG mentioned above will also be forfeited by Department.

4.25.18 Termination of contract

The contract will be terminated on the violation of terms and conditions as mentioned in Service Level Benchmarks. However, 10 days' notice will be issued through email.

4.25.19 Termination for Default

Department of Food Civil Supplies and Consumer Affairs HP may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 15 days, sent to the Successful Bidder, terminate the contract in whole or part:-

- I. If the Successful Bidder fails to deliver the services within the stipulated time specified in the Contract, or within any extension thereof granted by Department; or
- II. If the Successful Bidder fails to perform any of the obligation(s) under the Contract; or
- III. If the Successful Bidder, in the judgment of the Department, has engaged in fraudulent and corrupt practices in competing

for or in executing the Contract.

4.25.20 Termination for Insolvency

Department of Food Civil Supplies and Consumer Affairs may at any time terminate the Contract by giving written notice with a notice period of 15days to the Successful Bidder if the Successful Bidder becomes bankrupt or otherwise insolvent. In this event, the termination will be without compensation to the Successful Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter.

4.26 Assigning of Tender whole or in part:

The Successful Bidder shall not assign or makeover the contract, the benefit or burden thereof to any other person (s) or body of corporate. The Successful Bidder shall not under-let or sublet to any Person (s) or body corporate for the execution of the contract or any part thereof without the written consent of the Department of Food, Civil Supplies and Consumer Affairs.

4.27 Rejection Criteria:

Besides other terms & conditions highlighted in the Tender, bids may be rejected under the following circumstances

4.27.1 General Rejection Criteria

- I. Bids submitted without or improper Tender fee and EMD
- II. Bids received through Telegraphic / Fax/E-Mail/ Hard copies except, wherever required.
- III. Bids that do not conform to the unconditional validity of the bids as prescribed in the TENDER.
- IV. If the information provided by the Bidder is found to be incorrect/ misleading at any stage/ time during the Tendering Process
- V. Any effort on the part of a Bidder to influence the Department's bid evaluation, bid comparison, or contract award decisions
- VI. Bids received by the Department after the last date for receipt of bids prescribed by the Department
- VII. Bids without authority to sign any document

4.27.2 Technical Rejection Criteria

1. Technical Bid containing financial details.
2. Re-elevation of Prices in any form or by any reason before the opening of the Financial Bids
3. Failure to furnish all information mentioned in the Tender or submission of a bid is not substantially responsive to the Tender in every respect.
4. Bidders not quoting for the complete scope of work as indicated in the tender, addendum (if any), and any subsequent information given to the successful Bidder.
5. The Bidder not conforming to the unconditional acceptance of full responsibility of providing services and Scope of work of this Tender.
6. If the bid does not conform to the timelines indicated in the Tender.

4.27.3 Financial Rejection Criteria

1. Incomplete Financial Bid
2. Financial Bids that do not conform to the Tenders' financial bid format
3. If there is an arithmetic discrepancy in the financial bid calculations, the Department shall rectify the same. If the Bidder does not accept the correction of the errors, it may be rejected.
4. Aggressively lower or higher quoted rates.

ANNEXURES

Annexure-I

Integration of ePoS/ Tablet Device with Electronic Weighing scale

Undertaking

I/we being authorized signatory/ies on behalf of the bidder to participate in the Bid no. hereby undertake that I/we will integrate the ePoS/Tablet device with the existing Electronic Weighing scale having specifications mentioned below:-

Specification	Specification Name	Allowed Values
PERFORMANCE PARAMETERS	Type of Electronic Weighing Machine	electronic weighing scale platform
	Rated Load/ Capacity(kg)	100 kg
	Resolution(gms)	10 g
	Class type	Class-III
	Display	led
	Number of Display	single, Double
	Speed of measurement	5.0 Or higher
	Internal calibration	Yes
	Tare provision	Manual
	Connectivity to Computer	Yes
	Number of USB ports	1
	Number of RS232 ports	1
	Power Requirement	mains operated, battery operated, mains operated battery operated, NA
	Power Supply	Single Phase
	Battery Backup	Yes
Backup time(hour)	10, 12	
	Battery type	rechargeable
	Type of Sensing Element	Load Cell
	Class of Protection	IP 54
	Warranty in Years	1
STANDARDS	Conformity to Indian Standard, IS:9281-3 (1981) part I,II, III & Part IV (latest)	Yes
	BIS Marked	Yes
	CE Certified	Yes, No

DIMENSIONAL & MATERIAL PARAMETERS	Pan/ Platform Shape	Square
	Pan/ Platform Size	450 mm x 450 mm, 500 mm x 500 mm
ADDITIONAL FEATURES	Alarm for overload & Malfunctioning	Yes
	GPRS Module facility	No
	RFID Module	No
REPORTS	Availability of test certificate from Government/ NABL/ ILAC accredited lab to prove conformity of specification as per (IS: 9281-2 (1979))	Yes
	Each weighing machine shall be supplied with calibration certificate under weights and measures act	Yes

(Signature of the Bidder)

Name & Designation

Business Address:

To

The Director,
Food, Civil Supplies & Consumer Affairs,
Block No 42, SDA Complex, Kasumpti,
Shimla – 171009, H.P

Mobile footprints survey report

District	
Block	
FPS ID	
FPS Name	
FPS Latitude	
FPS Longitude	

Mobile network availability				
Sr. No.	Service Provider	Mobile Network strength		
		Excellent	Medium	Weak
1.	Jio			
2.	BSNL			
3.	Airtel			
4.	Vodafone Idea (VI)			
5.	Any other network			

Additional antenna		Yes	No
6.	Whether additional antenna is recommended for ePoS/tablet device for strengthening mobile networking?		

Also, the Mobile footprints survey report should be in excel format.

I/we further certify that I am/we are authorized signatory of the company and, therefore, competent to make this undertaking.

(Signature of the Bidder)

Name & Designation

Business Address:

To

The Director,
Food, Civil Supplies & Consumer Affairs,
Block No 42, SDA Complex, Kasumpti,
Shimla – 171009, H.P

Annexure-III

Self-attested copy OEM of ePoS/ Tablet device from the competent authority

To

The Director,
Food, Civil Supplies & Consumer Affairs,
Block No 42, SDA Complex, Kasumpti,
Shimla – 171009, H.P

Subject: Self-attested copy OEM of ePoS/ Tablet device from the competent authority

Sir,

I/we being authorized signatory/ies on behalf of the bidder to participate in the Bid no.do. hereby submits that we are OEM of the e-PoS / Tablet Devices in India since the year ----- . In this support we are enclosing a self attested copy of the certificate issued by the ----- name of the Authority.

(Self-attested copies of Govt./agency/PSU attached).

Yours faithfully,

(Signature of the Bidder)

Name & Designation

Business Address:

Annexure-IV

Undertaking regarding submission of EMV L3 certificate by the Bidder

Undertaking

I/We the authorized signatory/ies on behalf of the bidder do hereby undertake that in the event of L-1 bidder, I/We shall submit EMV L-3 certificate as per the timeline prescribed by the Department.

(Signature of the Bidder)

Name & Designation

Business Address:

To

The Director,

Food, Civil Supplies & Consumer Affairs,

Block No 42, SDA Complex, Kasumpti,

Shimla – 171009, H.P

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 till date.

If it is found at any stage that the bidder is blacklisted by any Government and State/ Centre Govt. PSU during the above period, my/our bid is liable to be cancelled/ rejected by the department of FCS & CA, HP without any notice.

(Signature of the Bidder)

Name & Designation

Business Address:

To

The Director,

Food, Civil Supplies & Consumer Affairs,

Block No 42, SDA Complex, Kasumpti,

Shimla – 171009, H.P

The e-PoS and Tablet Devices conform to the technical specification of the RFP

Undertaking

I/we being authorized signatory/ies on behalf of the bidder to participate in the Bid no. do hereby undertake that the ePoS/ tablet device (tick whichever is/are applicable) conform to the technical specification prescribed by the department as specified in clause of RFP.

(Signature of the Bidder)

Name & Designation

Business Address:

To

The Director,
Food, Civil Supplies & Consumer Affairs,
Block No 42, SDA Complex, Kasumpti,
Shimla – 171009, H.P

Annexure-VII

Acceptance of terms and conditions of the tender document.

To

The Director,
Food, Civil Supplies & Consumer Affairs,
Block No 42, SDA Complex, Kasumpti,
Shimla – 171009, H.P

Subject: Submission of Acceptance of terms and conditions of the tender document.

Sir,

I/we being authorized signatory/ies on behalf of the bidder to participate in the Bid no. do hereby submit that i/ we have carefully gone through the Terms & Conditions contained in the RFP document and further declare that all the provisions of the RFP are acceptable to the bidder .

Yours faithfully,

(Signature of the Bidder)

Name & Designation

Business Address:

Annexure-VIII

Certificate regarding supply and installation of ePoS/Tablet device to any Government and State/ Centre Govt. PSU

Declaration

I/ we, the authorized signatory on behalf of the bidder do hereby declare that:

- i. I/ we/ our firm/ company has supplied and installed the ePoS/ tablet devices to the Government and State/ Centre Govt. PSU Or Nationalized/ Scheduled Commercial Banks/ Co-operative Banks year-wise till the last date of submission of the bid as follows:-

Sr. No.	Year	Name of the Govt. /Deptt. / PSU Or Nationalized/ Scheduled Commercial Banks/ Co-operative Banks to which devices to be supplied	No. of Devices supplied and installed		Upload original Certificate on the online portal & mention Page No. below
			ePoS	Tablet	
Total					

(Signature of the Bidder)

Name & Designation

Business Address:

To

The Director,
Food, Civil Supplies & Consumer Affairs,
Block No 42, SDA Complex, Kasumpti,
Shimla – 171009, H.P

ePoS / Tablet Device has to be manufactured or assembled in India

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.....(location).

I/we further certify that I am/we are authorized signatory of the company and, therefore, competent to submit this undertaking.

(Signature of the Bidder)
Name & Designation
Business Address:

To

The Director,
Food, Civil Supplies & Consumer Affairs,
Block No 42, SDA Complex, Kasumpti,
Shimla – 171009, H.P

Technical Bid Document to be uploaded along with supporting documents

Technical Bid			
Part A			
Sr. No.	Eligibility Criteria	Documents to be submitted	Name of the Document uploaded by bidder with page number.
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. No joint venture/ consortium is allowed.	Self-attested copy of certification of Incorporation/ registration under the relevant Act.	
2.	The Bidder shall be registered for GST and shall have a valid PAN number.	Self-attested copy of GST and PAN registration	
3.	The Bidder shall be an OEM of ePoS/ Tablet device. No authorized agency is allowed to participate on behalf of the OEM.	A self-attested certificate issued by competent authority to prove OEM status. Annexure-III	

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 from last date of submission of tender, the bidder shall not participate by whatever name.	Self-declaration as per Annexure-V	
5.	Detail of the Technical Specifications of proposed ePoS/ Tablet device as per the requirement of the RFP.	Signed Compliance sheet as per Annexure -VI	
6.	Acceptance of terms and conditions of the tender document	Self-declaration for acceptance of terms and conditions of the tender document as per Annexure-VII.	
7.	The Bidder should have supplied and installed at	A self-attested copy of the	

	least 5000 ePoS/ Tablet devices in India to any Government or State/ Centre Govt. PSU OR Nationalized/ Scheduled Commercial Banks/ Cooperative Banks during the last 5 years either directly or through his authorized dealer i.e. FY 2019-20, 2020-21, 2021-22, 2022-23, 2023-2024	certificate regarding supply and installation of ePoS/ Tablet device issued by the respective Government or/ and State/ Centre Govt. PSU during last 5 years as per Annexure-VIII .	
8.	The Bidder should have an average annual turnover of Rs 50.00 crores in the last five financial years i.e. FY 2018-19, 2019-20, 2020-21, 2021-22, 2022-23.	A self-attested copy of Certificate issued by Chartered Accountant	
9.	CMMi level 3 and above or valid ISO 9001 :2015 certification.	Self-attested Copy of the valid Certificate issued by the authorized agency.	
10.	The ePoS/ Tablet Devices along with IRIS, Finger Biometric Scanner shall be manufactured or assembled in India by the bidder.	Self-declaration from the bidder as per Annexure-IX .	
11.	In case the bidder is using biometric components / devices i.e. Fingerprint scanner and IRIS scanner manufactured by the third	Self attested copy of such Authorization Certificate/ MAF from the original	

	party, an authorization certificate/ MAF in the name of the bidder is required.	manufacturer of the device in the name of bidder.	
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Part B			
ePoS device technical specification offered			
Model of the ePoS-----			
Make of the ePoS-----			
S. No.	Description	Minimum Required Specification	Specifications offered by the bidder
1.	Processor	Quad Core with minimum speed of 1.4 GHZ or above.	
2.	Operating System (OS)	<ul style="list-style-type: none"> • Linux OS 6.4.11 or above or • Android 10 or above or • Windows 10 or above • Device operating system which supports HTML5 based web browser, CSS 3, Java Scripts 	
3.	Memory	<ul style="list-style-type: none"> • (For Linux OS) - 2GB RAM • (For Android/ Windows) – 4 GB RAM <p style="margin-left: 20px;">In-built Storage (Flash Memory) - 16 GB or higher</p>	

4.	Expansion Slot	Micro SD slot with minimum 32 GB high speed SD Card.	
5.	Communication	<ul style="list-style-type: none"> • Shall support 4G network • Wi-Fi, Ethernet and Bluetooth • Device shall support GPS feature. • The deployed devices shall comply with the internet protocol version (IPV4 or higher). 	
6.	Interface	<ul style="list-style-type: none"> • All USB shall be 2.0 or higher <p>At least one free USB port shall be available after setting up the entire solution i.e including Fingerprint, IRIS scanner, Weighing Scale and printer.</p>	
7.	Display	<ul style="list-style-type: none"> • 3.5 inch or higher Color TFT Display supporting QVGA (320 x240) or better resolution and 64K or higher 	

		colors	
8.	Key Pad	Qwerty keypad	
9.	Battery	<ul style="list-style-type: none"> • For Linux OS – Minimum 2600 mAH or higher • For Android OS- Minimum 5000 mAH or higher Swappable & Dry/ Rechargeable, Ii-ion or Ii Polymer battery, capable of providing minimum 10 hours of operation with all functions of device active.	
10.	Power Adapter	Power Adaptor with surge protection and operating range 100 to 240V, 50Hz. AC input	
11.	SIM & SAM slot	<ul style="list-style-type: none"> • Dual GSM SIM slot support 4G network and Dual SAM slots for software up-gradation in device. or • Single GSM SIM slot support 4G network with eSIM and Single SAM slot with Virtual SAM 	

12.	Printer	Thermal Printer, inbuilt or external.	
13.	Audio	Good quality Speaker with 1W or higher output for announcements	
14.	Fingerprint Scanner and IRIS scanner	<p>Aadhaar enabled fingerprint scanner and IRIS scanner. STQC and UIDAI certification are both mandatory.</p> <p>1. Valid “Certificate of approval for authentication devices”, issued by STQC & UIDAI jointly for fulfilling the requirements of biometric devices certification scheme is mandatorily required.</p> <p>2. Valid “Registered Device service certificate” issued by UIDAI.</p>	
15.	Payment Card Reader	• Shall be as per	

	for digital payment (optional)	<p>PCI (Payment Card Industry) Security Standards and EMV Standards.</p> <ul style="list-style-type: none"> • 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 <p>All Mastercard, VISA and RuPay cards should be accepted by the reader for payment.</p>	
16.	Support to connect Weighing Scale	Availability of connectivity feature of weighing scale through USB 2.0 or higher and Bluetooth.	
17.	Status Indications	<ul style="list-style-type: none"> • Status indicator provides ease of use, Indicators for connectivity (presence/ 	

		absence), signal strength, battery status etc. Device Health Monitoring System Indicator shall also be included.	
18.	Other Accessories	Durable carry Case, User Manual	
19.	SDK (Software Development Kit)	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	<ul style="list-style-type: none"> • Dry heat test- Operating ($50 \pm 2^{\circ}\text{C}$ for 2 hrs) • Cold test - Operating ($0 \pm 3^{\circ}\text{C}$ for 2 hrs) • Dry heat test ($55 \pm 2^{\circ}\text{C}$ for 2 hrs) • Damp heat Cyclic (40°C for (12+12 hrs)), No. of cycles: 2 • Cold Test ($-20 \pm 3^{\circ}\text{C}$ for 2 hrs) • Drop/ Free Fall Test, in unpacked, 	

		<p>switched off and normal handling conditions (Height : 1.2 meters, Total no. of falls : 10)</p> <ul style="list-style-type: none"> • Vibration Test should be in packed condition, switched off conditions (10-150Hz, 0.15mm/2g, 10 sweep, cycles/axes) <p>Bump test should be in packed condition, switched off condition. (1000Bumps,40g, in vertical position)</p>	
22.	Add-On Antenna (OPTIONAL)	Add-On Antenna (OPTIONAL).	
23.	Device Form Factor	The device should be portable and handy	
24.	Warranty	On site warranty support for 1 year + (plus) 4 years extended warranty as per bid document.	

<u>Certifications</u>			
25.	The finger print device shall be STQC L0 and IRIS scanner L1 used with the ePoS/ Tablet device for Aadhar Authentication as per the latest STQC scheme of certification of UIDAI Biometric Authentication Devices required.	Valid self-attested copy from competent authority. The L0 device shall be upgraded to L1 device w.e.f 01.04.2024 as per the mandatory requirement of the UIDAI, without any cost to the department.	
26.	Certifications: i. IP54 (Mandatory) ii. BIS (Mandatory) iii. CE (Mandatory) iv. RoHS (Mandatory)	Self-Attested Copies of each respective certificate issued by competent authority.	

Tablet device technical specification offered			
Model of the tablet-----			
Make of the tablet-----			
S. No.	Description	Minimum Required Specification	Specifications offered by the bidder
1.	Processor	2.0 GHz Quad Core or higher ARM/ x86 processor or equivalent	
2.	Operating System	Android 10.0 or higher	
3.	RAM	4 GB or higher	
4.	Inbuilt Storage (Memory)	16 GB or higher	
5.	Expansion Slot	Micro SD slot to support SD card with minimum 32 GB high speed SD Card.	
6.	Connectivity (Communication)	<ul style="list-style-type: none"> • Shall support 4G network • Wi-Fi, Ethernet and Bluetooth • Device shall support GPS feature • The deployed devices shall comply with the internet protocol version (IPV4 or higher) 	
7.	External Keyboard support/Interface (optional)	Device shall support keyboard through USB or Bluetooth interface.	

8.	USB ports	<ul style="list-style-type: none"> All USB shall be 2.0 or higher At least one free USB port shall be available after setting up the entire solution including Fingerprint, IRIS scanner, Weighing Scale and printer. 	
9.	Display	<ul style="list-style-type: none"> 7" inches or higher Scratch resistant, multi point capacitive touch screen with minimum WSVGA resolution (1024 X 600) 	
10.	Battery	<ul style="list-style-type: none"> Minimum of 5000 mAH or above Swappable & Dry/ Rechargeable, Li-ion or Li Polymer battery capable of providing minimum 10 hours of operation while all function of 	

		device active.	
11.	Power Adapter (Charger)	Charger with surge protection and operating range 100 to 240V, 50Hz. AC input Charging point - DC or USB	
12.	SIM & SAM slot	Dual GSM SIM slot support 4G network and Dual SAM slots for software up-gradation in device or; Single GSM SIM slot support 4G network with eSIM and Single SAM slot with Virtual SAM.	
13.	Printer	Thermal Printer, inbuilt or external.	
14.	Audio	Good quality Speaker with 1W or higher output for announcements	
15.	Biometric Sensors	Aadhaar enabled fingerprint scanner and IRIS scanner. STQC and UIDAI certification are both mandatory. 1. Valid “Certificate of approval for authentication	

		<p>devices”, issued by STQC & UIDAI jointly for fulfilling the requirements of biometric devices certification scheme is mandatorily required.</p> <p>2. Valid “Registered Device service certificate” issued by UIDAI.</p>	
16.	Payment Card Reader for digital payment (optional)	<ul style="list-style-type: none"> • 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 	

		<p>per the requirement of the Department on Annexure-IV</p> <p>All Mastercard, VISA and RuPay cards should be accepted by the reader for payment.</p>	
17.	Support to connect Weighing Scale	Availability of connectivity feature of weighing scale through USB 2.0 or higher and Bluetooth.	
18.	Indicators	Status indicator provides ease of use, Indicators for connectivity (presence/ absence), signal strength, battery status etc.,	
19.	Other Accessories	<p>Durable carry case and user manual etc.</p> <p>The Tablet device, Single fingerprint scanner and Printer should be integrated in rugged casing. The casing should be made of inflexible, solid material and can be of</p>	

		polycarbonate/ thick plastic/ acrylic/ other tough material. The complete device including casing should be portable, handy and easy to use.	
20.	Terminal Management	Device should be remotely manageable in secured mode	
21.	Environment & Security	<ul style="list-style-type: none"> • Should be virus protected • 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 (-20 ±3°C for 2 hrs) • Drop/ Free Fall Test, in unpacked, switched off and normal handling conditions (Height : 1.2 meters, Total no. of falls : 10) 	

		<ul style="list-style-type: none"> • Vibration Test should be in packed condition, switched off conditions • (10-150Hz, 0.15mm/2g, 10 sweep, cycles/axes) <p>Bump test should be in packed condition, switched off condition. (1000 Bumps,40g, in vertical position)</p>	
22.	Add-On Antenna (OPTIONAL)	Add-On Antenna (OPTIONAL).	
23.	Warranty	On site warranty support for 1 year + (plus) 4 years extended warranty as per bid document.	
24.	Certification	RoHS (Restriction of Hazardous substance) CE or UL	
25.	Camera Barcode Reader (Optional)	Capable of reading 1D line barcode and QR codes using 5Mp auto-focus camera	
26.	Sensors	Accelerometer, Ambient light sensor	

Certifications

27.	The finger print device shall be STQC L0 and IRIS scanner L1 used with the ePoS/ Tablet device for Aadhar Authentication as per the latest STQC scheme of certification of UIDAI Biometric Authentication Devices required.	Valid self-attested copy from competent authority. The L0 device shall be upgraded to L1 device w.e.f 01.04.2024 as per the mandatory requirement of the UIDAI, without any cost to the department.	
28.	Certifications: i. IP54 (Mandatory) ii. BIS (Mandatory) iii. CE (Mandatory) iv. RoHS (Mandatory)	Self-Attested Copies of each respective certificate issued by competent authority.	

Financial Bid Document

Financial Bid (Rental Mode)

Sr. No.	Particulars / Description	Price in Rs. per month inclusive of all taxes/ levies for 5 years without any cost escalation.	
		ePoS	Tablet
1.	Rent per month per device including installation, commissioning and onsite maintenance including replacement/ repair of ePoS/Tablet device at each FPS.		
2.	Providing un-interrupted network connectivity i.e. 4G per device per month i.e.15 GB per annum.		
3.	Cost of 04 thermal paper rolls per month per device (Minimum 10 Mtrs Length and 80 GSM)		
4	Grand Total		

Note:- L1 will be selected on the basis of lowest of sum of all above components

Financial Bid (Purchase Mode)

Sr. No.	Particulars/ description	Price in Rs. inclusive of all taxes per unit device	
		EPoS	Tablet
1.	Purchase of ePoS / Tablet Device compatible with NIC software and Electronic weighing scale with one year on-site warranty.		
2.	On site maintenance cost per year for 4 years as per SLB excluding one year onsite warranty (as per point no. 1 above)		
3.	Cost of 48 No. of thermal paper rolls per year per device (each having 10 Mtrs. Length and 80 GSM)		
4.	Grand Total:		

Note:- L1 will be selected on the basis of total lowest rates of all above components for 5 years.

Annexure-XIII**Buy back option (mandatory for each bidder)**

Sr. No	Buy Back Year wise cost per device to be quoted by the vendor on completion of	Cost in INR (₹) per device	
		ePoS	Tablet
1.	2 nd Year		
2.	3 rd Year		
3.	4 th Year		
4.	5 th Year		

ePoS/ tablet device Installation certificate proforma.**Proforma**

Sr. No.	Particulars	
1.	Name of District	
2.	Name of Block	
3.	Name of FPS	
4.	FPS ID	
5.	FPS Latitude	
6.	FPS Longitude	
7.	ePoS/ tablet device ID/ Serial Number	
8.	Month and Year of Make/ manufacturing of ePoS/ tablet device.	
9.	Weather in working condition or not. (mention Yes or No)	
10.	Network Service Provider (BSNL, JIO, AIRTEL, ETC.) w (pls. specify the name of service provider.)	
11.	Data Plan (Mb/Gb per day/month)	

12.	SIM Number 1) 2)	
13.	Total no. of Paper roll handed over to the FPS holder.	

Dated: _____

Handed over as above

Taken over as above

Signature and Stamp of
ePoS/tablet device vendor.

Signature and Stamp of FPS
holder

Counter signature

Inspector Gr-I

Block _____

District _____

Annexure- XV

Average annual turnover of Rs 50.00 crores in the last 5 financial years

To

The Director,
Food, Civil Supplies & Consumer Affairs,
Block No 42, SDA Complex, Kasumpti,
Shimla – 171009, H.P

Subject:- The Bidder should have an average annual turnover of Rs 50.00 crores in the last 5 financial years (2018-19, 2019-20, 2020-21, 2021-22, 2022-23).

Sir,

I/we being authorized signatory/ies on behalf of the bidder to participate in the Bid no. hereby submit that the average annual turnover of the bidder for the last financial years as mentioned in the subject cited above is -----(Rs -----in words) . to support this claim a **Certificate issued by the Chartered Accountant is attached in original.**

Yours faithfully,

(Signature of the Bidder)

Name & Designation

Business Address: