

**Government of Jharkhand  
Directorate of Food and Consumer Affairs  
JSFC Bhawan Kadru, Ranchi**

Letter No. - ...1285

Dated: ...7/8/2025

**Corrigendum**

**Following modifications is being made in GeM Bid No. - GEM/2025/B/6469634 Dated 23-07-2025 (PR No. 358159) for Selection of Aadhaar enabled 4G e-PoS Manufacturer/ System Integrator for FPS Upgradation / Automation across Jharkhand State**

SI No.	Clause No.	Existing	Amendment / Modification
1	4.3	Basic infrastructure to be provided by Manufacturer/System Integrator at each FPS would comprise an e-PoS device with reliable mobile internet connectivity through the best telecom internet service providers (4G) along with 1 additional charger.	Basic infrastructure to be provided by Manufacturer/System Integrator at each FPS would comprise an e-PoS device with reliable mobile internet connectivity through the best telecom internet service providers (4G).
2	Annexure V	-	We also certify that we are not blacklisted/terminated by Central Government/Any State Government/ PSU/Banks in India in last three years.
3	7.3.(a)	The bid document must be accompanied with the Earnest Money Deposit of Rs. 3,56,00,000/- (Rupees Three Crore Fifty Six Lakhs only) in form of Bank Guarantee (BG) with validity period of 180 days.	The bid document must be accompanied with the Earnest Money Deposit of Rs. 3,56,00,000/- (Rupees Three Crore Fifty Six Lakhs only) in form of Bank Guarantee (BG) with validity period of 180 days as per the enclosed format in <b>Annex. XXI of RFP.</b>
4	Extension of Time for Bid Submission	13/08/2025 upto 07:00 p.m.	18-08-2025 upto 07:00 p.m.

**All other terms and conditions of RFP (ATC) shall remain same.**

**For detail please visit GeM Portal and Department Website (<https://www.jharkhand.gov.in/food>).**

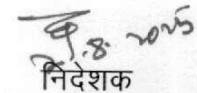
  
Director

Directorate of Food and  
Consumer Affairs, Jharkhand

ज्ञापांक-खा0उप0नि0-01-विविध-01/2024 - 1285

दिनांक- 7/8/2025

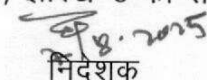
प्रतिलिपि - निदेशक, सूचना एवं जन संपर्क निदेशालय, झारखण्ड, रांची को सूचनार्थ एवं आवश्यक कार्रवाई हेतु प्रेषित।

  
निदेशक

ज्ञापांक-खा0उप0नि0-01-विविध-01/2024 - 1285

दिनांक- 7/8/2025

प्रतिलिपि-सचिव, खाद्य, सार्वजनिक वितरण एवं उपभोक्ता मामले विभाग, झारखण्ड को सादर सूचनार्थ समर्पित।

  
निदेशक

## Annexure V

### Original Equipment Manufacturer Authorization letter

(Letter on the OEM Letter head)

To,  
The Director,  
Directorate of Food and Consumer Affairs, Government of Jharkhand,  
3<sup>rd</sup> Floor, JSFC Bhawan, Kadru, Ranchi – 834002

Sub: Authorization of <<company name >> to provide services based on our product(s)

Ref: Request for Proposal (RFP) for Selection of Aadhaar enabled 4G e-PoS Manufacturer/  
System Integrator for FPS Upgradation / Automation across Jharkhand State  
(Bid No: the Dated: / / )

Dear Sir,

This is to certify that I/We am/are the Original Equipment Manufacturer in respect of the products listed below. I/We confirm that

- <Name of Bidder> have due authorization from us to provide product(s) listed below and related services of warranty, licensing and maintenance on the products to The Director, Directorate of Food and Consumer Affairs, Government of Jharkhand , as per your RFP for selection of Manufacturer / System Integrator for Supply, Installation and Maintenance of e-PoS Devices.
- We endorse the terms and condition specified in the RFP, contracting and licensing terms provided by <Bidder> to the Director.
- We endorse the warranty support for the products for a period of 12 months commencing from the date of acceptance sign-off. The warranty shall cover all the components and sub-components of the supplied e-PoS Devices including battery, screen, patches and upgrades (free of cost) of the device driver.
- We also certify that the below mentioned product being supplied by the <Bidder> meets the minimum specifications given in the RFP.

Sl No.	Product Name	Remarks
1.	<Fill Model number and Product name>	

- We also certify that we are not blacklisted/terminated by Central Government/Any State Government/ PSU/Banks in India in last three years.

Yours Faithfully,

[Authorized Signatory]  
[Designation] [Place]  
[Date and Time]  
[Seal & Sign]  
[Business Address]



## ANNEXURE XXI

### BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

To .....

Bank Guarantee No: .....

Amount of Guarantee: .....

Guarantee covers from: .....

Last date for lodgment of claim: .....

**WHEREAS** .....son/daughter of ..... (name and address of the Bidder) (hereinafter called "the Bidder") has undertaken, in pursuance of contract no. .... dated ..... to Selection of Aadhaar enabled 4G e-PoS Manufacturer/ System Integrator for FPS Upgradation / Automation across Jharkhand State (herein after called "the contract").

**AND WHEREAS** it has been stipulated by you in the said ORDER that the Bidder shall furnish you with a Bank Guarantee by a Scheduled / Nationalized Bank in India recognized by you for the sum specified therein as security for compliance with the Bidder's performance obligations for a period in accordance with the Tender.

**AND WHEREAS** we have agreed to give the Bidder such a bank Guarantee.

**NOW THEREFORE**, we hereby affirm that we are Guarantors and responsible to you on behalf of the Bidder, up to a total of ` ...../- (Rupees ..... Only) and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the contract and without cavil or argument, any sum or sums within the limits of ` ...../- (Rupees ..... Only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

.....  
(Signature of the authorized officer of the Bank)

.....  
Name and designation of the officer

.....  
Seal, name and address of the Bank/Branch

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**Pre Bid Queries & Responses For Selection of Aadhar enabled 4G e-PoS Manufacturer/ System Integrator for FPS Upgradation/Automation across Jharkhand State through GeM Portal**  
**Bid No. GEM/2025/B/6469634 Dated 23-07-2025 GeM Portal**

Sl. No.	RFP Clause No.	RFP Clause/Subject	Companies' Name	Companies' Query/Suggestion	Opinion
1	4.1 (c)	<b>Need &amp; Objective:</b> Aadhaar based & One Time Password (OTP) based authentication for Identification of beneficiaries	Senrysa Technologies Limited.	Requesting Department to Please clarifies whether Is it a server side requirements or device side requirement	<b>These queries are clarified as :-</b> Aadhaar based OTP is linked with UIDAI server, GoI and only compatible device which can run UIDAI web application or capable of communicating with UIDAI sever can receive OTP, Thus device application must be capable of receiving Aadhaar OTP.
2	4.1 (d)	<b>Need &amp; Objective:</b> Fast & effective redressal of grievances using Grievance Redressal system	Senrysa Technologies Limited.	Requesting Department to Please clarifies Does Si need to implement the Grievance Redressal system	<b>These queries are clarified as :-</b> Bidders/System Integrator (SI)/OEM is sole responsible for implementing the Grievance Redressal mechanism as part of the scope of work.
3	4.2	<b>Area of Operation:</b> Moreover the purchased 4G e-PoS devices will be used for Paddy Procurement and other schemes of the department	Senrysa Technologies Limited.	Requesting Department to Please clarifies Does SI needs to develop device application for Paddy Procurement and other schemes of the department	<b>These queries are clarified as :-</b> Bidders/System Integrator (SI)/OEM is sole responsible for implementing or developing Paddy Procurement app in e-PoS devices.
4	4.3	<b>Implementation Model -FPS Automation</b> Basic infrastructure to be provided by Manufacturer/System Integrator at each FPS would comprise an e-PoS device with reliable mobile internet connectivity through the best telecom internet service providers (4G) along with 1 additional charger.	Visiontek	As the proposed device in packed condition have charger with it, requesting department to clarify whether they need another additional charger, which comes to two charger per device supplied?	<b>This clause can be ammended as :-</b> " Basic infrastructure to be provided by Manufacturer/System Integrator at each FPS would comprise an e-PoS device with reliable mobile internet connectivity through the best telecom internet service providers (4G)." <b>Same is being published as corrigendum.</b>
			Senrysa Technologies Limited.	Requesting Department to Please clarifies that Device comes with 1 charger, does department wants to System Integrator to give 1 additional charger along with each device ?	
5	4.4	<b>Issuance of commodities to beneficiaries :</b> The Department of Food Public Distribution & Consumer Affairs, Government of Jharkhand currently use Aadhar biometric based and OTP-based authentication mode to uniquely identify/authenticate eligible beneficiaries under NFSA and JSFSS before the actual sale of subsidized food grains takes place at the FPSs. All the FPSs will also be provisioned e-KYC solution with proposed e-PoS devices which will be used for verification and authentication of beneficiaries while capturing real-time sale transactions during distribution of the food grains to the eligible beneficiaries. All the transactions under this mode will be primarily online but the offered solution shall support offline or occasionally online on demand as advised by Department/ Directorate from time to time.	Senrysa Technologies Limited.	Most state uses aadhaar authentication instead of e-KYC authentication for distribution of food grains, kindly clarify what mechanism department wants, moreover e-KYC can only be done in fully online mode	Already clarified in this RFP clause.



Sl. No.	RFP Clause No.	RFP Clause/Subject	Companies' Name	Companies' Query/Suggestion	Opinion
6	4.7 & 13	<b>Functionalities of the e-PoS enabled Solution</b> The selected bidder has responsibility to develop the 4G e-PoS application in coordination with department & NIC & maintenance of the same for entire contract period.  <b>13. Scope of Work for NIC</b>	Haritasa Electronic Solution Pvt. Ltd.	The Selected bidder has responsibility to develop the 4G-ePos application in coordination with Department & NIC & Maintenance of the same for entire contract period. However on page no. 39 it is mentioned that NIC will provide the ePoS Sale Application. <b>As per our understanding there will be an OS and on top of that two main applications will reside:</b> 1. FPS Automation Software: Which is the main PDS Application and which will be developed by the SI. 2. ePoS e-Sale application which will be developed by NIC 3. Please let us know the details of all the applications which will run on the ePoS device	<b>These queries are clarified as :</b> (1) ePoS e-Sale application which will be developed by NIC (2) The selected bidder has responsibility to develop the 4G e-PoS application in coordination with department & NIC & maintenance of the same for entire contract period. (3) Will be intimated later.
7	5.1	<b>Buy Back Model :-</b> Bidders shall have to buy back existing 2G e-PoS devices available with Directorate / District Supply Offices and bidders shall have to quote their rate of 4G e-PoS devices after deducting / adjusting price of available old 2G devices.	Senrysa Technologies Limited.	Can department clarify whether all devices are in working condition, and are all accessories available with the device present in directorate and district supply office, this will help us determine the adjusted price of new device	<b>These queries are clarified as :-</b> Number of old 2G e-PoS devices and its specification is already mentioned in RFP clause no - 5.2
			Mantra Softech Pvt. Ltd.	It should be E-scrapped by the department buyback, Buyback will allow purchaser recycle the product which is unethical and unlawful.	
			Analogics Tech India Ltd.	The removal of the buyback model, as the devices in question are over 6 years old and the associated technology and specifications are outdated and obsolete We would like to highlight a concern regarding the buyback of old EPOS devices. The buyback process tends to favour a particular OEM, as they may have a greater ability to repurpose or refurbish the old units. For other OEMs, these devices being over six years old are essentially e-waste, offering no viable reuse or market value. In general, electronic equipment of this age has little to no residual value, making the buyback clause less beneficial and potentially skewing the competitive landscape. I believe department will remove the buyback clause and provide equal opportunities for all the bidders	<b>This clause can't be amended as it has been approved by State Cabinet.</b>
8	6.4.7	<b>Estimated Cost</b> The estimated probable cost is Rupees twenty thousand only for each 4G network based e-PoS device and Rupees seven hundred fifty only per device per month for service support plus GST as applicable. The Financial bid shall be inclusive of all taxes (excluding GST). No price variation shall be asked for relating to increase in any tax other than GST.	Senrysa Technologies Limited.	Requesting department to clarify how they have derived the cost of 4G network device as twenty thousand and service support per month per device as seven hundred fifty only	<b>These queries are clarified as :-</b> It is estimated cost only, not the final quoted rate.



Sl. No.	RFP Clause No.	RFP Clause/Subject	Companies' Name	Companies' Query/Suggestion	Opinion
9	7.3 (a)	a. The bid document must be accompanied with the Earnest Money Deposit of Rs. 3,56,00,000/- (Rupees Three Crore Fifty Six Lakhs only) in following bank details through online Bank Transfer from any nationalized or scheduled bank in India or in form of demand draft in favour of Director, Directorate of Food and Consumer Affairs, Jharkhand or in form of Bank Guarantee (BG) with validity period of 180 days. The BG should be issued by a Scheduled / Nationalized Bank in India, in favour of the Director, Food and Consumer Affairs, Jharkhand, payable at Ranchi.	Evolute Fintech Innovations Pvt. Ltd.	We request department to consider all indigenous POS Terminal manufacturing OEMs having valid MSME certificate with Udyam Registration Number are exempted from the EMD amount as per GOI guidelines and <a href="http://www.investindia.gov.in/atmanirbhar-bharat-abhiyaan">www.investindia.gov.in/atmanirbhar-bharat-abhiyaan</a> . Please consider	No exemption provided to MSME
			Inventive Software Solutions Pvt. Ltd. / Inventia Technology Consultants Pvt. Ltd.	Request to provide BG format for EMD to be submit in BG BG format required for EMD	BG format will be issued as corrigendum as Annex-XXI
10	8.1 (1)	<b>Pre-Qualification Criteria:</b> The Bidder must be a company incorporated in India Registered under the Company's Act 1956.  <b>Document Required :</b> Certificate of Incorporation along with MoA and AoA. Factory License of OEM	Balaji Info Lube	The Bidder must be a company/ Firm/ LLP / Society incorporated in India and registered under respective acts a per laws prevailing in India JV consortium of firms also allowed. Standard Bidding requirement to allow all types of registered identities	No amendment is required.
			Bon Ton Software Pvt Ltd. / Matlogic System Pvt. Ltd.	The Bidder (Sole / all members in case of Consortium) must be a company incorporated in India Resisted under the Company's Act 1956. The bidder shall be as a Sole Bidder or as a consortium of Members. In case of Consortium bid, one of the entities of the consortium shall be termed as Lead bidder and other would be termed as consortium member (provided one of the consortium member must be the OEM of the Supplied e-PoS Device) Maximum of two members are allowed in consortium, including Lead bidder.  <b>Reason:</b> We M/s Bonton Softwares Pvt Ltd have experience in state wide implementation of IT/ITES projects Considering the Nature and Magnitude of the project, for efficient execution there shall be a SYSTEM INTEGRATOR and OEM as a Consortium bidder taking correlative responsibility for the Project. Kindly consider our request	
			Mantra Softech Pvt. Ltd.	"The Bidder must be a company/ Firm/ LLP/ Society incorporated in India and registered under the applicable laws. JV/Consortium of firms may also be allowed." Note: Standard bidding practices accommodate all types of registered entities.	



Sl. No.	RFP Clause No.	RFP Clause/Subject	Companies' Name	Companies' Query/Suggestion	Opinion
11	8.1 (2)	<b>Pre-Qualification Criteria:</b> The Bidder should be in the business of supply, installation and maintenance of Biometric enabled e-PoS devices in India for minimum three years as on date of submission of bid.	Bon Ton Software Pvt Ltd.  Inventive Software Solutions Pvt. Ltd. / Inventia Technology Consultants Pvt. Ltd.  MobiOcean Technology Pvt. Ltd.	The Bidder (Sole / any member in case of Consortium) should be in the business of Supply, installation and maintenance of Biometric enabled e-PoS devices in India for minimum three years as on date of submission of bid.  The Bidder or its OEM should be in the business of supply, installation and maintenance of Biometric enabled e-PoS devices in India for minimum three years as on date of submission of bid. Add this point for following reasons :- 1. System integrator will implement the entire project including maintenance of software and hardware 2. OEM having capabilities to manufacture and supply the EPOS devices.  We request the Department to kindly consider experience of Bidder/OEM (directly or through their authorised resellers)	It is meant for Bidder shall be manufacturer or authorized Distributor of the OEM for e-PoS devices as already mentioned in RFP Clause No. 8.1 (5).
12	8.1 (3)	<b>Pre-Qualification Criteria:</b> The bidders should have <b>minimum annual average turnover of Rs 50 crores</b> in the any three financial years (FY 2020-21, FY 2021-22, FY 2022-23 & 2023-24)	Bon Ton Software Pvt Ltd.  Inventive Software Solutions Pvt. Ltd. / Inventia Technology Consultants Pvt. Ltd.	In case of consortium cumulative turnover will be considered.  The bidder should have minimum annual average turnover of Rs50 crores in the any three (FY 2020-2021, FY 2021-2022, FY 2022-2023 FY 2023-2024 & FY 2024-25) & or till the bid submission date We request to add FY 2024-25 & till date of bid submission instead of FY 2020-21, which was significantly impacted by the nationwide lockdown and pandemic-related restrictions	No ammendment is required.
13	8.1 (4)	<b>Pre-Qualification Criteria:</b> The Bidder must have supplied a <b>minimum of 5,000 Biometric enabled e-PoS devices</b> to State / Central Government / Public sector undertakings / Nationalized or Scheduled Banks in the any three financial years (FY 2020-2021, FY 2021-2022, FY 2022-2023 & 2023-2024)	Bon Ton Software Pvt Ltd. / Matlogic System Pvt. Ltd.  Haritasa Electronic Solution Pvt. Ltd.  Mantra Softech Pvt. Ltd.  RNFI Services Limited	The Bidder ( <b>Sole / any member in case of Consortium</b> ) must have supplied a minimum of 5,000 Biometric enabled e-PoS devices to State / Central Government / Public sector Undertaking / Nationalized or Scheduled Banks in the any three financial years (FY 2020-2021, FY 2021-2022, FY 2022-2023 & 2023-2024)  We request you to kindly amend the clause as below: "Bidder must have supplied a minimum of <b>1500 Biometric enabled e-Pos devices</b> to State/ Central Government/ Public sector undertaking/ Nationalized or Scheduled Banks in any three financial years (FY 2020-2021, FY 2021-2022, FY 2022-2023 & FY 2023-2024)" This ammendment allow other bidders to participate and you will get more bidders  "The Bidder/OEM must have supplied a minimum of 5,000 Biometric enabled e-PoS devices to State / Central Government / Public sector undertakings / Nationalized or Scheduled Banks in the any three financial years (FY 2020-2021, FY 2021-2022, FY 2022-2023 & 2023-2024)  In order to have a robust service, kindly allow a consortium of participation in the RFP. Also, please expand the representation from "Bidder" to "Bidder/OEM" wherever applicable.	No ammendment is required.



Sl. No.	RFP Clause No.	RFP Clause/Subject	Companies' Name	Companies' Query/Suggestion	Opinion
	8.1 (4)	<b>Pre-Qualification Criteria:</b> The Bidder must have supplied a minimum of 5,000 Biometric enabled e-PoS devices to State / Central Government / Public sector undertakings / Nationalized or Scheduled Banks in the any three financial years (FY 2020-2021, FY 2021-2022, FY 2022-2023 & 2023-2024)	<p>Inventive Software Solutions Pvt. Ltd. / Inventia Technology Consultants Pvt. Ltd.</p> <p>Analogics Tech India Ltd. / Inventia Technology Consultants Pvt. Ltd.</p> <p>MobiOcean Technology Pvt. Ltd.</p>	<p>The Bidder or its OEM must have supplied a minimum of 15,000 Biometric enabled e-PoS devices to State / Central Government / Public sector undertakings / Nationalized or Scheduled Banks in the any three financial years (FY 2020-2021, FY 2021-2022, FY 2022-2023 &amp; 2023-2024) <b>Add this point for following reasons :-</b>            1. System Integra Microsystem (P) Ltd.tor will implement the entire project including maintenance of software and hardware            2. OEM having capabilities to manufacture and supply the e-PoS devices.</p> <p>The bidder must have supplied a minimum of 5000 Biometric enabled e-POS devices to State/Central Govt/Public Sector Undertaking /Nationalized or Scheduled Banks in the any three (FY 2020-2021,FY 2021-2022,FY 2022-2023 FY 2023-2024) &amp; FY 2024-2025) &amp; or till the bid submission date            We request to add FY 2024-25 &amp; till date of bid submission instead of FY 2020-21, which was significantly impacted by the nationwide lockdown and pandemic-related restrictions</p> <p>The Bidder must have supplied a minimum of 5,000 Biometric enabled e-PoS devices to State / Central Government / Public sector undertakings / Nationalized or Scheduled Banks in the any three financial years ( FY 2021-2022, FY 2022-2023, FY2023-2024,FY 2024-25 &amp; till the bid Submission)            In FY 2020-21&amp; FY 2021-22 is the period of Covid, Lockdown was imposed by Govt of India, therefore there was low business activity. so request to add FY-2024-25 &amp; till the bid Submission</p> <p>We request the Department to kindly consider experience of Bidder/OEM (directly or through their authorised resellers)</p>	No ammendment is required.
14	8.1 (7)	<b>Pre-Qualification Criteria:</b> The firm shall not have been blacklisted/ terminated by Central Government any State Government / PSU / Banks in India in last 3 years from the date of submission of the Bid	<p>Balaji Info Lube / Mantra Softech Pvt. Ltd. / Inventive Software Solutions Pvt. Ltd. / MobiOcean Technology Pvt. Ltd. / Inventia Technology Consultants Pvt. Ltd.</p> <p>Analogics Tech India Ltd.</p> <p>Evolute Fintech Innovations Pvt. Ltd.</p>	<p>The firm and its OEM shall not have been blacklisted/ terminated by Central Government any State Government / PSU / Banks in India in last 3 years from the date of submission of the Bid            Standard bidding clause to disallow any type of debarred or blacklisted identity as per GFAR</p> <p>To confirm firm means bidder or its OEM</p> <p>We request to amend and make it mandate as "The bidder and Its OEM both should not have been debarred, Terminated and blacklisted nor having any judicial pronouncement nor having Legal proceedings for corrupt and fraudulent practices by Central Government/ any state Government/ PSU/Banks in India in last 5 years from the date of submission of the Bid. We also hereby request that Annexure IV (Notarized Affidavit on Stamp Paper of INR 100.00) be amended accordingly</p>	<p>This point is being clarified/amended as in <b>Annex-V</b> "We also certify that we are not blacklisted/terminated by Central Government/Any State Government/ PSU/Banks in India in last three years." Same is being published as corrigendum.</p>



Sl. No.	RFP Clause No.	RFP Clause/Subject	Companies' Name	Companies' Query/Suggestion	Opinion
15	8.1 (8)	<p><b>Pre-Qualification Criteria:</b> Bidder should have following certifications: For Bidder: ISO 9001:2015</p> <p>For OEM : ISO 9001:2015, ISO 27001:2013, ISO 14001:2015, ISO 45001:2018, ISO 20000-1:2011, STQC &amp; UIDAI certification for Fingerprint scanner. CMMI Level-3 certification issued from CMMI Institute (ISACA) authorized partner.</p>	<p>Balaji Info Lube</p> <p>RNFI Services Limited</p> <p>Mantra Softech Pvt. Ltd.</p> <p>Inventive Software Solutions Pvt. Ltd. / Inventia Technology Consultants Pvt. Ltd.</p> <p>Evolute Fintech Innovations Pvt. Ltd.</p> <p>MobiOcean Technology Pvt. Ltd.</p>	<p>For Bidder:- ISO 9001:2015 / CMMI Level 3 Certificate CMMI certificate is not required in such system integration bid. <b>This is restrictive clause.</b></p> <p>CMMI Level-3 certification should be made optional or replace with ISO 27001 certification.</p> <p>"For Bidder/OEM: ISO 9001:2015 / CMMI Level 3 (optional)" "For OEM/Bidder: ISO 20000-1:2011 (Optional)"</p> <p>Note: CMMI and ISO 2000-1:2011 is restrictive and may not be relevant for system integration-based bids.</p> <p>bidder should have following certifications. For Bidder <b>or its OEM</b> ISO 9001:2015 For Bidder <b>or its OEM</b> ISO 9001:2015, ISO 27001:2013, ISO 14001 :2015, ISO 4 5001:2018, ISO20000-1:2011, STQC &amp; UIDAI certification for finger print scanner CMMI level certification issued from CMMI Institute (ISCADA) authorized partner.</p> <p>Request to please make the CMMI level-3 certification as optional one and as all the other related ISO certifications STQC &amp; UIDAI as mandatory requirements to encourage more participants in this Bid.</p> <p>We request the Department to kindly consider: For OEM: ISO 9001:2015, ISO 27001:2013, CMM Level 5 or above and STQC Safety Certificate for the proposed device</p>	No ammendment is required.
16	8.1 (10)	<p><b>Pre-Qualification Criteria:</b> Bidder should comply with the Office Order for insertion of Rule 144 (xi) in the General Finance Rules (GFR)-2017 bearing reference number F.No. 6/18/2019-PPD dated 23 July 2020 or latest, by the Public Procurement Division, Department of Expenditure, Ministry of Finance, Govt. of India.</p>	<p>Evolute Fintech Innovations Pvt. Ltd.</p>	<p>In order to encourage open and competitive bidding, we request the removal of the mentioned clauses, as they significantly limit participation to only one or two bidders, thereby excluding other potential competitors. We also kindly request the removal of the subsequent annexures related to these clauses.</p>	No ammendment is required.
17	8.1 (12)	<p><b>Pre-Qualification Criteria:</b> The devices should be manufactured in India as GOI's <b>ATMANIRBHAR BHARAT Program</b> and in accordance Make-in-India (MII) Local supplier certificate (as per order No P-45021/2/2017-PP (BE-II) by DPIIT, Ministry of Commerce and Industry, GoI</p>	<p>Evolute Fintech Innovations Pvt. Ltd.</p>	<p>In order to encourage open and competitive bidding, we request the removal of the mentioned clauses, as they significantly limit participation to only one or two bidders, thereby excluding other potential competitors. We also kindly request the removal of the subsequent annexures related to these clauses.</p>	No ammendment is required.

4



Sl. No.	RFP Clause No.	RFP Clause/Subject	Companies' Name	Companies' Query/Suggestion	Opinion
18	8.2 (m & r)	<p>m. In case any one Bidder submits multiple Proposals or if common interests are found in two or more Bidders, the Bidders are likely to be disqualified, unless additional Proposals/Bidders are withdrawn upon notice immediately.</p> <p>r. While evaluating the bid, if it comes to Directorate's knowledge expressly or implied, that some Bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of bid then the Bidders so involved are liable to be disqualified for this bid as well as for a further period of three years from participation in any of the RFPs floated by the Directorate of Food and Consumer Affairs, Jharkhand.</p>	Evolute Fintech Innovations Pvt. Ltd.	<p>We request Department to consider that the, OEM should authorise only one bidder, because in case if the Bid is allowed to happen with multiple bidders to participate with a single OEM qualified product, having known to cartelizing each other and are commonly participating in all the other Bids floated by the Directorate of Food and Consumer Affairs also, will limit the competition to the Department. In such case all the bids of a common single OEM product are not be considered.</p> <p>This measure will help ensure a transparent and openly competitive bidding process, and prevent closed or group bidding practices involving a single OEM's product submitted by multiple bidders.</p>	<p>It is clarified as:</p> <p><b>This RFP is intended to system integration, encompassing several activities &amp; modules as outlined in RFP.</b></p> <p><b>Therefore bidders/system integrators must has flexibility to choose their suitable partners to ensure effective execution of the project.</b></p>
19	8.4.2 (1)	<p><b>Technical Evaluation :</b></p> <p><b>1. Bidders Turnover: Annual average turnover</b> of bidder in any of the three financial years ((FY 2020-21, FY 2021-22, FY 2022-23 &amp; 2023-24)</p> <p>&gt;150 Cr = 20 Marks</p> <p>&gt;100 Cr to 150 Cr = 16 Marks</p> <p>50 to 100 Cr = 12 marks</p>	<p>Bon Ton Software Pvt. Ltd.</p> <p>Inventive Software Solutions Pvt. Ltd.</p> <p>Inventia Technology Consultants Pvt. Ltd.</p> <p>Analogics Tech India Ltd.</p>	<p>In case of consortium cumulative turnover will be considered.</p> <p>The Bidder <b>or its OEM</b> must have experience in field level supply or maintenance, service &amp; support of e-PoS devices to any State Government / Central Government / Public sector undertakings / any nationalized or scheduled Banks in any three financial years (FY 2020-2021, FY 2021- 2022, FY 2022-2023 and 2023-2024) &amp; FY 2024-2025) or till the bid submission date</p> <p><b>Reasons</b></p> <p><b>1. System integrator will implement the entire project including maintenance of software and hardware</b></p> <p><b>2. OEM having capabilities to manufacture and supply the EPOS devices.</b></p> <p>The Bidder must have experience in field level supply or maintenance, service &amp; support of e-PoS devices to any State Government / Central Government / Public sector undertakings / any nationalized or scheduled Banks in any three financial years (FY 2020-2021, FY 2021- 2022, FY 2022- 2023 and 2023-2024) &amp; FY 2024-2025) or till the bid submission date</p> <p>bidder in any of the three financial years ((FY 2020-21, FY 2021-22, FY 2022- 23 &amp; 2023-24)</p> <p><b>&gt;100 Cr = 20 Marks</b></p> <p><b>&gt;75 Cr to 100 Cr = 16 Marks</b></p> <p><b>50 to 75 Cr = 12 marks</b></p> <p><b>Bidders Turnover:</b></p> <p>Annual average turnover of Bidder in the any three financial years (FY 2021-2022, FY 2022-2023, FY2023-2024, FY2024-25 &amp; till the bid Submission)</p> <p>&gt;100 Cr = 20 Marks</p> <p>&gt;80 to 100 Cr = 16 Marks</p> <p>71 to 80 Cr = 12 marks</p> <p>In FY 2020-21&amp; FY 2021-22 is the period of Covid, Lockdown was imposed by Govt of India, therefore there was low business activity. so request to add FY-2024-25 &amp; till the bid Submission</p>	<p>No ammendment is required.</p> <p>It has been already clarified in above.</p> <p>No ammendment is required.</p>

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Sl. No.	RFP Clause No.	RFP Clause/Subject	Companies' Name	Companies' Query/Suggestion	Opinion
20	8.4/2 (2)	<p><b>Technical Evaluation :</b> The Bidder must have experience in field level <b>maintenance, service &amp; support</b> of e-PoS devices to any State Government / Central Government / Public sector undertakings / any nationalized or scheduled Banks in any three financial years (FY 2020-2021, FY 2021-2022, FY 2022-2023 and 2023-2024) No. of e-PoS Devices Maintained by Bidder : &gt;28,000 = 20 Marks &gt;20,000 – 28,000 = 16 Marks 5,000 – 20,000 = 12 Marks</p>	<p>Blaji Info Lube / Mantra Softech Pvt. Ltd.</p> <p>Bon Ton Software Pvt. Ltd. / Matlogic System Pvt. Ltd.</p> <p>Haritasa Electronic Solution Pvt. Ltd.</p> <p>Evolute Fintech Innovations Pvt. Ltd.</p> <p>Inventia Technology Consultants Pvt. Ltd</p> <p>RNFI Services Limited</p>	<p>The bidder/ <b>OEM</b> must have experience n field level maintenanc service and support o ePOS devices to an state govt/ central gov / PSU / any nationalize or scheduled banks in last 3 financial year. OEM experience in already allowed in Poin no 3 of evaluation she so should be kept uniform</p> <p>The Bidder (<b>Sole / any member in case of Consortium</b>) must have experience in field level maintenance, service &amp; support of e-PoS devices to any State Government / Central Government/Public sector undertakings/any nationalized or scheduled Banks in any three financial years (FY 2020-2021, FY 2021-2022, FY 2022-2023 and 2023-2024) No. of e-PoS Devices Maintained by Bidder &gt;28,000 = 20 Marks &gt;20,000 - 28,000 =16 Marks 5,000 - 20,000= 12 Marks</p> <p>We request you to kindly amend the clause as below: "The <b>Bidder/OEM</b> must have experience in field level maintenance, service &amp; support of e-PoS devices to any State Government / Central Government / Public sector undertakings ' any nationalized or scheduled Banks in any three financial years (FY 202-2021, FY 2021- 2022, FY 2022-2023 and 2023-2024) No. of e-PoS Devices Maintained by Bidder &gt;28,000 = 20 Marks &gt;20,000 - 28,000 = 16 Marks &gt;5,000 - 20,000 = 12 Marks"</p> <p>Request to kindly change the clause to "The Bidder / OEM must have experience in field level maintenance, service &amp; support of e-PoS / IT Equipment devices to any State Government / Central Government / Public sector undertakings / any nationalized or scheduled Banks in any three financial years (FY 2020-2021, FY 2021-2022, FY 2022-2023 and 2023-2024) No. of e-PoS/ IT Equipment Devices Maintained by Bidder: &gt;28,000 = 20 Marks 5,000 – 20,000 = 12 Marks</p> <p>The Bidder <b>or it's OEM</b> must have experience in field level maintenance, service &amp; support of e-PoS devices to any State Government /Central Government Public sector undertakings/devices. any nationalized or scheduled Banks in any three financial years (FY 2020-2021, FY 2021-2022, FY 2022-2023, 2023-2024 &amp; FY 2024-25) or till bid submission date No. of e-PoS Devices Maintained by Bidder: &gt;28,000 and above = 20 Marks &gt;20,000-28,000=16 Marks &gt;15,000 20,000-12 Marks</p> <p>Add this point for following reasons 1. System integrator will implement the entire project including maintenance of software and hardware 2. OEM having capabilities to manufacture and supply the e-PoS.</p> <p>In order to have a robust service, kindly allow a consortium of participation in the RFP. Also, please expand the representation from "Bidder" to "Bidder/OEM" wherever applicable.</p>	No ammendment is required.

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Sl. No.	RFP Clause No.	RFP Clause/Subject	Companies' Name	Companies' Query/Suggestion	Opinion
			<p>Evolute Fintech Innovations Pvt. Ltd.</p> <p>Request to kindly change the clause to "Experience of Bidder / OEM of supplying Biometric enabled e-PoS/ IT Equipment devices &amp; solutions for Government/ PSU / Banks projects in India with project value greater than Rs. 10 crores each in any three financial years (FY 2020-2021, FY 2021-2022, FY 2022-2023 and 2023-2024) 5 or more Projects = 10 Marks 3 - 4 Projects = 08 Marks 1 - 2 Projects = 06 Marks</p>		
			<p>Analogs Tech India Ltd.</p> <p>Experience: Experience of Bidder / OEM of supplying Biometric enabled e-PoS devices &amp; solutions for Government/ PSU / Banks projects in India each in any three financial years (FY 2021-2022, FY 2022-2023, 2023-2024, FY 2024-25 &amp; till the bid Submission) 4 or more Projects = 10 marks 2-3 Projects = 08 Marks 1 Project = 03 Marks</p> <p>In FY 2020-21 &amp; FY 2021-22 is the period of Covid, Lockdown was imposed by Govt of India, therefore there was low business activity. so request to add FY-2024-25 &amp; till the bid Submission</p>		
			<p>MobiOcean Technology Pvt. Ltd.</p> <p>We request the Department to kindly consider experience of Bidder/OEM (directly or through their authorised resellers)</p>		
22	8.4.2 (4)	<p>Experience of supplying e-PoS devices for distribution of foodgrains and other items in Public Distribution System for Food Department of any State / UT in any three financial years (FY 2020-2021, FY 2021-2022, FY 2022-2023 and 2023-2024)</p> <p>&gt;15,000 e-PoS devices and above = 10 Marks &gt;10,000 – 15,000 = 8 Marks 5,000 – 10,000 = 6 Marks</p>	<p>Haritasa Electronic Solution Pvt. Ltd.</p> <p>We request you to kindly amend the clause as below: "Bidder/OEM have Experience of supplying e-PoS devices for distribution of foodgrains and other items in Public Distribution System for Food Department of any State / UT in any three financial years (FY 2020-2021, FY 2021-2022, FY 2022-2023 and 2023-2024) &gt;15,000 e-PoS devices and above = 10 Marks &gt;10,000 - 15,000 = 8 Marks &gt;5,000 - 10,000 = 6 Marks"</p>		No ammendment is required.
			<p>RNFI Services Limited</p> <p>In order to have a robust service, kindly allow a consortium of participation in the RFP. Also, please expand the representation from "Bidder" to "Bidder/OEM" wherever applicable.</p>		
			<p>Analogs Tech India Ltd.</p> <p>Experience of supplying e-PoS devices for distribution of foodgrains and other items in Public Distribution System for Food Department/DBT Fertilizer Projects through e-PoS distributionn of any State / UT in any three financial years (FY 2021-2022, FY 2022-2023, FY2023-2024, FY 2024-25 &amp; till the bid Submission) &gt;10,000 e-PoS devices and above 10 Marks &gt;8,000-10,000 = 8 Marks 5,000-8,000 = 6 Marks</p> <p>1. In DBT Fertilizer department, there is also procurement of EPOS similar to PDS department, as it helps the citizen of India in giving subsidy as guidelines given by Govt of India, and application was developed by same NIC So, request to add DBT projects also.</p> <p>2. In FY 2020-21 &amp; FY 2021-22 is the period of Covid, Lockdown was imposed by Govt of India, therefore there was low business activity. so request to add FY-2024-25 &amp; till the bid Submission</p>		

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Sl. No.	RFP Clause No.	RFP Clause/Subject	Companies' Name	Companies' Query/Suggestion	Opinion
			Senrysa Technologies Limited.	Experience of supplying e-PoS devices for distribution of foodgrains and other items in Public Distribution System for Food Department of any State / UT in any three financial years (FY 2019-20, FY 2020-2021, FY 2021-2022, FY 2022-2023 and 2023-2024) >15,000 e-PoS devices and above =10 Marks >10,000 – 15,000 = 8 Marks 5,000 – 10,000 = 6 Marks	
			Evolute Fintech Innovations Pvt. Ltd.	Request to kindly change the clause to "Experience in supplying e-POS devices within India to any Central Government or State Government department, Public Sector Undertaking (PSU), or Commercial Bank in any three Financial years (FY 2020-21 FY 2021-2022 FY 2022-2023 and 2023-2024 > 15000 and above 10 marks 10000 to 15000 = 8 marks 5000 to 10000 = 6 marks	
			Inventive Software Solutions Pvt. Ltd. / Inventia Technology Consultants Pvt. Ltd.	Experience of supplying e-PoS devices for distribution of foodgrains and other items in Public Distribution System for Food Department /DBT/Fertilizer/Cooperative societies of any State / UT in any three financial years (FY 2020-2021, FY 2021-2022, FY 2022-2023 and 2023-2024) & FY 2024-2025) or till the bid submission date <b>Reason:</b> <b>We request the inclusion of Direct Benefit Transfer (DBT) in Government fertilizer sector or projects and Cooperative societies under PAN India under the eligible supply experience, as the e-PoS functionalities in these sectors are comparable to those in PDS.</b>	
			MobiOcean Technology Pvt. Ltd.	We request the Department to kindly consider experience of Bidder/OEM (directly or through their authorised resellers)	
23	8.4.2 (5)	<b>Technical Evaluation :</b> Certifications for e-PoS device: Built In EMV Certified card reader in e-PoS device for facilitating digital payments & AEPS = 10 marks	Balaji Info Lube	Certification for ePOS device: Built in EMV/ PC certified car reader in ePOS for faciitating digita payments & AEPS  PCI and EMV certification are equivalent in our us case for paymen certification as PCI also i a mandate for paymen certification Wrting EM would restrict the bid to just one OEM If EMV is compulsorily required bydept decaration to supply certificate before order may be allowed so as to justify the usage and no block any bidder	
			Evolute Fintech Innovations Pvt. Ltd.	Request to please mandate that the proposed e-pos device must be PCI PTS certified device.	
			Mantra Softech Pvt. Ltd.	"EMV L1 & L2/PCI certified card reader" Note: PCI and EMV are equivalent in purpose. Restricting to EMV may limit participation. Certificate may be asked post-order if strictly required.	
			MobiOcean Technology Pvt. Ltd.	We request the Department to also consider PCI certificate since digital payments can only be enabled on PCI certified devices. We would also like to request the Department to consider PCI 6.x and above certifications since PCI 5.x is scheduled for expiration in 2026 and PCI 6.x is valid till 2031. We would request the Department to kindly clarify that who will bear the cost of L3 certification for enabling digital payments as well as the monthly TID etc. charges which the settlement bank charges per device? Also, who will be responsible for bringing in the settlement Bank for digital payments?	No ammendment is required.



Sl. No.	RFP Clause No.	RFP Clause/Subject	Companies' Name	Companies' Query/Suggestion	Opinion
24	8.4.2 (6)	Submission of following documents as part of technical bid <ul style="list-style-type: none"> <li>➤ Proposed Application for the e- PoS and Software Integration Methodology – 4 Marks</li> <li>➤ Manpower Deployment Plan – 3 Marks</li> <li>➤ Implementation Plan &amp; Methodology –3 Marks</li> <li>➤ Help desk Solution (equipment proposed, manpower etc.) &amp; Complaint Management system – 4 Mark</li> <li>➤ Training Plan (Approach and plan) – 3 Marks</li> <li>➤ Remote health management System (RHMS)- 3 Marks</li> </ul>	Balaji Info Lube / Mantra Softech Pvt. Ltd.	<p><b>Should be removed</b></p> <p>Subjective marking n t bid would decrease transparency and avoided in suc conditions as they are o no use and create disputes as no justification is availabe</p> <p>We request to adjust the marks to Point no. 1 -5</p>	No ammendment is required.
25	8.4.2 (7)	<p><b>Technical Demonstration/Presentation:</b></p> <p><input type="checkbox"/> Use of Ration card number to fetch the Household information using QR code scanner (2 Marks)</p> <p><input type="checkbox"/> Stock Management – Verify stock update options, verify stock accountability both on PoS and dashboard (2 Marks)</p> <p><input type="checkbox"/> Off take/Transaction Reports at PoS (2 Marks)</p> <ul style="list-style-type: none"> <li>• Transaction summary report for selected date range</li> <li>• FPS stock reports (Open balance, closing balance etc.)</li> <li>• Complete transaction through Aadhar Authentication within 2 (two) minutes</li> </ul> <p><input type="checkbox"/> Device Form Factor: The device should be portable and handy, Device must be able to hold with one hand and transact with other hand. Device weight should not be more than 800 gm including 20 meter thermal paper roll – 4 Marks</p>	<p>Balaji Info Lube / Mantra Softech Pvt. Ltd.</p> <p>Evolute Fintech Innovations Pvt. Ltd.</p> <p>Inventive Software Solutions Pvt. Ltd.</p> <p>Analogs Tech India Ltd. / Inventia Technology Consultants Pvt. Ltd.</p>	<p>Technical Demonstration Presentation : 2 Mark</p> <p>As all the Bidders who would bid are already working in PDS domain per prerequisite and 10% marking for demo is waste of marks rather further order and types should be demanded</p> <p>We request to adjust the marks to Point no. 1 -5</p> <p>Please remove this clause as this is possible only for the bidders having already completed with NIC PDS integration and are capable of caterlizing the bids.</p> <p><input type="checkbox"/> Use of Ration card/<b>Aadhaar Cards</b> number to fetch the Household information using QR code scanner (2 Marks)</p> <ul style="list-style-type: none"> <li>• FPS/DBT stock reports (Open balance, closing balance etc.)</li> </ul> <p>We kindly suggest including Aadhaar card-based authentication and the stock report from the concerned department in the demonstration criteria, as these are mandated under government guidelines and are essential for verifying beneficiary identity in field deployments.</p> <p><input type="checkbox"/> Use of Ration card/Aadhaar Cards number to fetch the Household information using QR code scanner (2 Marks)</p> <p>As demo of devices is given for inspection of specs of devices. <b>Request to add Aadhar cards authentication</b> as well for fetching the data of the beneficiaries for subsidiary purposes. As, it is also mandated by the Govt of India for linking of Aadhar Card.</p> <p>* Stock reports (Open balance, closing balance etc.)</p> <p><b>Request to remove FPS from clause</b>, as it is just for demo purpose and the e-PoS devices might be used in any other sector like DBT, Banking, etc. for stock maintenance.</p>	No ammendment is required.
26	9.1.2 (i)	<p><b>Mobile Footprint Survey :</b></p> <p>The SI must conduct the mobile foot print (Signal strength) survey across all FPSs falling in the Blocks/Districts in Jharkhand and identify and map FPSs with the mobile internet service provider who is providing the most reliable connectivity in their region.</p>	<p>Visiontek</p> <p>Senrysa Technologies Limited.</p>	<p>Requesting department to confirm the availability of geo coordinates of the FPS shops for mobile footprint survey.</p> <p>Requesting department to share us the geo coordinates of the FPS shops for mobile footprint survey</p>	<p><b>These queries are clarified as :-</b>Tender inviting authority shall provide address of all FPSs of the state and the selected bidder shall find geo coordinate itself by google maps or any such application.</p>



Sl. No.	RFP Clause No.	RFP Clause/Subject	Companies' Name	Companies' Query/Suggestion	Opinion
27	9.1.2 (ii)	<b>Mobile Footprint Survey :</b> SI in this survey should identify the best two service provider based on the signal strength in the area of operations.	Senrysa Technologies Limited.	In general practice after mobile footprint survey sim card of the best operator has been provided to the FPS, Since providing 2 sim card has a commercial impact, department may consider one sim card per FPS per e-PoS, Also as per guideline of T.R.I. for bulk sim activation end user need to provide their eKYC document for activating the sim, so will request department to inform FPS user to give their ekyc document to give their ekyc document to telco as and when required for activation of sim card.	No ammendment is required.
28	9.1.2 (iv)	<b>Mobile Footprint Survey :</b> SI will submit a detailed FPS wise and district wise reports to Directorate with a copy to concerned District Supply office. The reports must contain the details of FPSs along with service providers (at least two) whose signal strength is found to be best in that area along with name and mobile number of FPS dealer.	Senrysa Technologies Limited.	Does department wants shop to shop visit for mobile footprint survey, it will be a time taking job	No clarification/ammendment is required
29	9.1.3 (xii)	(xii) e-PoS devices shall be preloaded with the NIC e-PoS Sale application. Client application upgrades (if any) and its implementation at FPS shall be provisioned at no extra cost to the Department/Directorate during the contract period	Haritasa Electronic Solution Pvt. Ltd.	If the application should be preloaded then will this application be provided at the time of Lol as the has supplier has a limited time to execute the project	No ammendment is required
30	9.1.3 (xix)	Finger print scanner must be L1 complied and all STQC / UIDAI certificates shall be on the name of OEM	Inventive Software Solutions Pvt. Ltd. / Inventia Technology Consultants Pvt. Ltd.	Finger print scanner shall be L1 complied and all STQC / UIDAI certificates shall be on the name of <b>e-PoS model</b> <b>As per the certification of EMV L1 &amp; L2 is in the name of E Pos Model so request to remove OEM in it.</b>	No ammendment is required.
31	9.1.4 (iv)	<b>Suuply of SIM Card :</b> The Manufacturer/SI shall provide thermal paper rolls per FPS per month for use in e-PoS devices for generation of transaction receipt. Manufacturer/SI shall not apply any additional cost/surcharge on the thermal paper rolls for the complete duration of the contract. All the necessary logic/coding for ensuring print then save the transaction or save the transaction then print would be finalized at the time of software integration.	Haritasa Electronic Solution Pvt. Ltd.	Thermal paper is a consumable item. You are asking the thermal paper for entire contract period. So how can we quote the price of thermal paper during the warranty period as in the Price Bid format the Price Schedule is given only for Supply & Installation of 4G e-PoS device under Buy Back model.	No ammendment is required.
32	9.1.4 (v)	<b>Suuply of SIM Card :</b> Manufacturer/SI shall provide estimated number of paper rolls for all FPS for the entire contract duration and ensure delivery of the required number of thermal paper rolls at each FPS before the start of transactions for each month. NO additional payments shall be made to Manufacturer/SI. The Director, DFCA will ensure the availability of thermal papers at FPS and get it checked regularly by DSO's.	Senrysa Technologies Limited.  Visiontek	Requesting department to clarify the minimum number of paper roll required for each FPS per month as this will have impact on commercials  Requesting department to clarify the minimum number of paper roll required for each FPS per month as this will have impact on commercials	No clarification/ammendment is required.

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Sl. No.	RFP Clause No.	RFP Clause/Subject	Companies' Name	Companies' Query/Suggestion	Opinion
33	9.1.7 (iii)	Bidder shall deploy helpdesk web application, which will maintain log of issues, time and date of receipt of call, cause / nature of problem (network, hardware, software etc.), date & time of resolution provided etc. There will be a complaint mechanism for FPS dealer to register their complaint. On reporting of complaint by FPS dealer, Issue Ticket will be generated and SMS will be sent to the complainant. The help desk executives should be trained resource person who shall be able to provide all the required support to the FPS dealers and should be able to resolve complaints over phone.	Senrysa Technologies Limited.	Requesting Department to Please clarifies, Who will provide the SMS gateway for triggering SMS	No clarification/ammendment is required.
34	14	<b>Implementation Schedule</b> Deployment of e-PoS - 1st phase - 5 weeks 2nd phase - 6 weeks	Haritasa Electronic Solution Pvt. Ltd.	This is a big project in which the bidder has to do delivery and installation across the state. So we request you to kindly give more time to complete the Implementation (At least 16 weeks)	No ammendment is required.
			Inventive Software Solutions Pvt. Ltd. / Inventia Technology Consultants Pvt. Ltd.	Deployment of e-PoS - <b>Total 10 weeks</b> Request to amend the clause to 10 weeks of time period for deployment/supply of e-PoS due to the large number of devices to be manufactured and transported to the fair price shops, at the block level.	
35	18.1 (i)	<b>Financial Model, payment Schedules</b> The key principles are as follows: i. The pay out to the bidder shall be based on the Number of e-PoS devices purchased. 25% of the total contract value will be paid against Go-live within 30 days of submission of invoice and after one year (warranty period) balance 75% of the contract value will be paid over 48 instalments.	Haritasa Electronic Solution Pvt. Ltd.	We would like to humbly bring to your attention that the current payment terms appear to be on the lower side in comparison to the project scope, working capital requirement, and market practices. Such tight payment conditions may impact the cash flow and timely execution of the project. We therefore request you to kindly consider revising the payment terms to "100 % payment of CAPEX after Go Live and OPEX can be paid in installment over the support period".	No ammendment is required.
36	20.4	<b>Transfer / Sub-Contracting</b> The selected 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.	Haritasa Electronic Solution Pvt. Ltd.	We request you to kindly allow Subcontracting in this tender as this is a domain specific tender and allowing for Subcontracting will ensure wider participation in the tender.	No ammendment is required.
37	<b>Annexure I &amp; XIII (2)</b>	Technical Specifications of 4G Network Based ePOS Devices (Linux OS / Android 12.0 or higher/Windows. Device operating system should support HTML 5 based web browser like Google chrome/Mozilla Firefox..)	Evolute Fintech Innovations Pvt. Ltd.	Request to please consider operating system Android 10 and above as these are being an OEM managed devices, Android 10 and Android 12 performs the same functions.	No ammendment is required.
			Mantra Softech Pvt. Ltd.	Linux OS should not allowed, currently in PDS on android devices are preferred by other states. Also Please amend as Andoid 10 or above	

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Sl. No.	RFP Clause No.	RFP Clause/Subject	Companies' Name	Companies' Query/Suggestion	Opinion
38	Annexure I & XIII (5)	Should support 3G, 4G, 5G network( if the 4G services are discontinued by Govt. of India / Telecom operator during contract period , the bidder has to make the necessary arrangements for enabling 5G services), Wi-Fi, Ethernet and Bluetooth. Device should support GPS feature.	Balaji Info Lube / Mantra Softech Pvt. Ltd.	Communication Should support 3G, 4G network As per last GOI guidelines no amendment to th can be done No POS machine has 5G networks available excepting chinese origin one	Already clarified in this RFP clause.
			Evolute Fintech Innovations Pvt. Ltd.	We kindly request you to consider 3G /4G network services, as 5G is not yet fully implemented by mobile operators across regions. This will also help in ensuring more economical and competitive pricing. Also please note that the Ethernet communication entails additional cost as it requires an external peripheral. Given the shift in industry trends and the widespread adoption of WiFi for its convenience and ease of use, Ethernet is now considered outdated for mobile devices. Hence, it is recommended to offer Ethernet communication as an optional feature.	
39	Annexure I & XIII (6)	Minimum four USB ports should be available for setting peripheral devices like IRIS device, Electronic Weighing Scale, Barcode / QR code reader etc.	MobiOcean Technology Pvt. Ltd.	We request the Department to kindly consider upto 02 USB ports since Barcode/QR code can be scanned using the inbuilt camera on the device, weighing balance can be connected via Bluetooth and other necessary peripherals can be connected via the available USB ports.	No clarification/ammendment is required.
			Inventive Software Solutions Pvt. Ltd./ Analogics Tech India Ltd. / Inventia Technology Consultants Pvt. Ltd.	Minimum Upto <b>four</b> USB ports should be available for setting peripheral devices like IRIS device, Electronic Weighing Scale, Barcode/ QR code reader etc. Currently, in Android EPOS devices, only one port is available, however there is provision of connection either with external USB ports or wirelessly for setting peripheral devices. As per given peripheral like 1. Weighting scale connectivity via Bluetooth 2. Barcode /QR code reader via camera 3. IRIS device via port C type. So, request to amend the clause by replacing minimum with upto for seamless implementation.	
			Evolute Fintech Innovations Pvt. Ltd.	We kindly request you to consider the provision of a single USB port, the peripheral devices such as IRIS scanners, electronic weighing scales, and barcode/QR code readers can be connected via Wi-Fi or Bluetooth.	
40	Annexure -1 & XIII (7)	<b>Display</b> : 3.5 inch or higher color TFT Display supporting QVGA (320 x240) or better resolution and 64K or higher colors resolution having touch screen facility.	Mantra Softech Pvt. Ltd.	7" IPS LCD, 1024 X 600 Resolution, Multi Touch Capacitive Touch Screen With Tuffen Glass (3.5 inch only support linux device which is outdated.)	No ammendment is required.
41	Annexure I & XIII (8)	Physical Qwerty keypad with navigation keys, Function key, keys size to be large enough for navigation.	Oasys Cybernetics Pvt. Ltd	We request the department to consider on screen keyboard , since we are providingd Android based PoS device with 7" display.	No ammendment is required.
			Evolute Fintech Innovations Pvt. Ltd.	Request to please consider Multi Touch Capacitive Screen pad instead of Physical Qwerty keypad which require low maintenance and are dust free.	
			Mantra Softech Pvt. Ltd.	Physical Qwerty Keypad is required due to this specification is only for LINUX devices. Virtual Qwerty Keypad is acceptable.	
			Inventive Software Solutions Pvt. Ltd. / Inventia Technology Consultants Pvt. Ltd.	<b>KeyPad-Physical/Virtual on screen</b> Qwerty keypad with navigation keys, Function key, keys size to be large enough for navigation. Request the Department to kindly add virtual on-screen QWERTY keyboards since Android based PoS terminals do not have physical keyboards.	
			Analogics Tech India Ltd.	Request the Department to kindly add virtual on-screen QWERTY keyboards since Android based PoS terminal do not have physical keyboards.	
			MobiOcean Technology Pvt. Ltd.	We request the Department to kindly also include virtual on screen QWERTY keyboards since Android based POS terminals do not have physical keyboards	

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Sl. No.	RFP Clause No.	RFP Clause/Subject	Companies' Name	Companies' Query/Suggestion	Opinion
42	Annexure I & XIII (15)	The device should be compatible to digital payment modes & BC services offered by Banks ( Optional ) Inbuilt MSR & EMV Certified Smart Card Reader to perform cashless PDS and run banking correspondence services as mandated by GOI.  In Future, Department may require payment transactions through credit/debit cards. Device should be able Integrate with external USB based PIN PAD for PIN based transaction	Evolute Fintech Innovations Pvt. Ltd.  MobiOcean Technology Pvt. Ltd.	We kindly request that it be mandated that the proposed e-POS device to be PCI PTS certified.  We request the Department to kindly consider PCI 6.x or above certified devices only as they already have Integra Microsystem (P) Ltd. onscreen virtual PCI-PTS certified Pin Pad.	No ammendment is required.
43	Annexure - 1 & XIII (22)	Add-on Antenna - The device must have a slot to connect an external antenna while, the procurement of antenna depends on the requirement of the State, which will be used in remote locations and hilly areas for better signal reception and seamless transactions.	Evolute Fintech Innovations Pvt. Ltd.  Mantra Softech Pvt. Ltd.	Please make Antenna as Inbuilt or External - As our devices with inbuilt antenna provide reliable performance in remote, rural, or hilly terrains. Inbuilt antennas will reduce both cost and operational complexity by eliminating the need for external peripherals, while ensuring robust connectivity even in challenging environments.  To remove this requirement. Note : Modern devices are equipped with high-performance internal antennas sufficient for reliable signal even in remote areas.	No ammendment is required.
44	Annexure - 1 & XIII (25)	<b>Certifications and compliances:</b> Device Certification: IP 54 or above, BIS, STQC, RD 2.0, CE, Rosh, EMV L1 & L2, All certifications should be on the name of offered e-PoS model OEM.	Balaji Info Lube  Evolute Fintech Innovations Pvt. Ltd.  Mantra Softech Pvt. Ltd.  Inventive Software Solutions Pvt. Ltd./ Analogics Tech India Ltd. / Inventia Technology Consultants Pvt. Ltd.	Certiifaction and compliance: Device certification: IP54 or above, BIS, STQC, RD 2.0, CE, ROHS, EMV L1 & L2/PCI PCI and EMV certification are resiprocatory and equivalent in our use case. If EMV is compulsorily required by dept declaration to supply certificate before order may be allowed so as to justify the usage and not block any bidder.  Request to please mandate that the proposed e-pos device must be PCI PTS certified device.  Request to revise as: "IP54 or above, BIS, STQC, RD 2.0, CE, ROHS, EMV L1 & L2 / PCI" Note: PCI and EMV are functionally equivalent. Allowing either ensures flexibility. Certificate can be demanded post-order if necessary.  Device Certification: IP 54 or above, BIS, STQC, RD 2.0, CE, RoHS, EMV L1 & L2. All certifications should be on the name of offered e-POS model. <b>As per the certification of EMV L1 &amp; L2 is in the name of E Pos Model so request to remove OEM in it.</b>	No clarification/ammendment is required.

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Sl. No.	RFP Clause No.	RFP Clause/Subject	Companies' Name	Companies' Query/Suggestion	Opinion
			MobiOcean Technology Pvt. Ltd.	<p>We request the Department to kindly consider:</p> <p>Certifications of Biometric Fingerprint, EMV L1 &amp; L2, PCI, Visa, Master and Rupay for the respective device Model Nos which are certified by the respective certifying agencies. Devices certificates such as BIS, STQC Safety, CE, RoHS, IP54 etc. should be considered in the names of the respective Android POS OEM since these are at the overall device level.</p>	
45	Annexure - 1 & XIII (30)	<b>Camera:</b> Internal/External Camera (5 MP or greater Back camera) Auto Focus & should able to read QR code.	Evolute Fintech Innovations Pvt. Ltd.	We request that the internal camera be made mandatory to ensure ease of operation.	<b>No ammendment is required.</b>
46	Annexure - XI	<b>Financial Bid Format :</b> <b>1. Supply &amp; installation of 4G e-PoS device under Buy Back model :</b> Rate per unit including twelve month of warranty and service support	Visiontek	Requesting department to clarify what are the services covered under 12 months warranty.	<b>These queries are clarified as :- The project duration is already stated in RFP is 60 months. Which includes 12 months comprehensive warranty with service support, and after 12 months and for next 48 months service support is required as already mentioned in RFP.</b>
47	Annexure - XI	<b>Financial Bid Format :</b> <b>2. Service Support as per scope of RFP :</b> Rate for service Charges per unit per month	Visiontek	As the project is for 60 months, which is mentioned in RFP, here it is asked to quote for 48 months, Requesting department to clarify.	

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